

Ref: 2021 - 19f

Operating Statement for External Seating Area, Servicing and Venue Management @ HANNAH BESWICK, St George's House, 56 Peter Street, Manchester, M2 3NQ

Introduction

The proposed change of use of the former Pizza Express to HANNAH BESWICK includes external seating areas and late night opening associated with the proposed Restaurant use. This Statement provides Manchester City Council with the assurances that the new operator (Grade A Alternative) will operate the premises and outside seating area in accordance with the recommendations of the Greater Manchester Policy Team for this type of operation.

The premises will operate in accordance with Premises Licence Number 256288 (granted 08/04/2021) that permits operation from 8am but the premises will be open from 11am and during the following hours:

Operation hours -

- *Sunday to Thursday 11.00 – 00.30*
- *Friday to Saturday 11.00 – 01.30*

The License restricts the sale of alcohol to the following hours –

- *Alcohol sales from 11am daily.*
- *Alcohol sales to cease at midnight Sunday to Thursday and 1am Friday and Saturday.*
- *Close at 11.30pm Sunday to Thursday and 1.30am Friday and Saturday.*

The standard Tables & Chairs Licence within Manchester City Council permits operation between 8am and 11pm Monday to Sunday for an outdoor seating area. The operation of the Hannah Beswick restaurant, including the external seating areas, will accord with the Licence requirements and the Dispersal Policy enclosed with this Operating Statement that have been drawn from Grade A Alternative's recent experiences of running the neighbouring HAUNT wine bar. The operation of the restaurant premises will include table service to both the internal and external seating areas at the premises.

Operational Commitments

From 11pm chairs, fabric barriers and any moveable external items will be demounted and then stored within the premises once the premises has closed. Immovable objects such as the permanent bespoke

Corten container booths, pergola framework, hardwood trellis dividers and integrated planters will remain outside at all times.

Noise and Disturbance

There are no outdoor speakers proposed, and no amplified music will be played outside. Patrons will be encouraged to leave quickly and quietly, with members of staff monitoring behaviour outside the premises within the seating area, including smokers.

Security and Safety

The restaurant will have a digital CCTV system covering all areas of the premises, including the outside. The cameras have night vision capability and recorded footage is, and will continue to be, kept for a minimum of 28 days.

Staff will be trained in methods of dispersing customers who are leaving the premises and encouraging smokers to keep noise to a minimum.

Staff will ask any customer who appears to be under the age of 21 to prove that they are 18 or over in accordance with the 'Challenge 21' policy. Those who fail to provide acceptable ID will be refused entry including to the outdoor seating area. This refusal will also be logged by management and kept in the refusals/incident log.

If a potential customer appears to be drunk or under the influence of drugs they will be refused entry including to the outdoor seating area. This refusal will also be logged by management and kept in the refusals/incident log.

Access

Access for customers and staff is and will be through the front entrance. All deliveries and servicing will take place in accordance with the 'Proposed Delivery and Waste Management Strategy' Plan (Drawing No. 401/PD/1004).

Waste Collection

Waste and recycling will be collected by a specialist refuse contractor, Veolia. Refuse, glasses or glass bottles from the building will not be disposed of in outside receptacles between the hours of 10pm and 7.30am, so as to ensure no disruption is caused to any neighbours. At all times, refuse will be stored within the building until the collection time / date in line with the details outlined on the 'Proposed Delivery and Waste Management Strategy' Plan (Drawing No. No. 401/PD/1004).

Local Environment

The operators will maintain the premises to the highest standard, ensuring that the premises are clean, tidy and kept in good repair.

Staff and Training

All staff will be trained in licensing law and health and safety.

Furniture

The furniture is substantial to withstand disruption by strong breezes. The chairs have slightly rounded tops to the chair backs to discourage patrons hanging bags over them. Please refer to application drawings for images. All staff will be trained to advise customers to use the property hooks on the furniture and not hand bags on backs of chairs. The tables will be fitted with property clips to help secure patron's bags/luggage, this is in accordance with guidance published by GMP Design For Security for outdoor seating. All the furniture is moveable and will be stored within the premises when not in use. The furniture is laid out on the pavement area as illustrated on the application drawings.

Encl:

- *Dispersal Policy*
- *Smoking Policy*
- *Sam Wheatley Designated Supervisor Licence Form (26/02/2022)*
- *Premises Licence Number 256288*

Dispersal Policy:

We recognise that popular venues are a potential sources of nuisance, antisocial behaviour and crime, which may create concern for the immediate neighbourhood, its residents and the relevant authorities also.

It is an established policy of Hannah Beswick Ltd that a Dispersal Procedure (around the terminal hour) is prepared.

Management to ensure a document regarding capacity and overcrowding is enforced. Weekends, public holidays and other high volume events will require door supervision. As such, it is essential the capacity of the premises is monitored and recorded upon entry and during dispersal. Key communication skills must be incorporated in any dispersal at the venue that includes directing traffic to the safest walkways and paths outside the premises, pointing customers in the right direction for public transportation and the safest route to their destination to avoid high traffic routes and roads.

Our intention is to move customers from the venue; its immediate area and surroundings with in such a way to cause minimum disturbance or nuisance to neighbours both residential and business and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

This document will be reviewed on a regular basis to ensure that problems and concerns are addressed on an on-going basis and that the document remains live, active and relevant.

When completing dispersal at the premises, the following areas will be considered:

- Relevance of licensing conditions
- End of evening operational policy
- Notices at exits
- Door Supervisors actions
- Adhere to customer policies and procedures
- Management of smokers

In order for revellers to leave quietly and safely at the end of the night, the following process must be adhered to;

- **Doors closing time.** Upon later entry, customers will be informed of the venue closing times and denote clear operational times at the front door.
- **Music** The music level is lowered inside the premises and in each room by venue management. The level of music when clearing the venue/per room must either be stopped or reduced to a minimum level in line with the venue's requirements and noise risk assessment to help staff/security to disperse revellers from inside.
- **Lights.** All staff/security must be informed as to when the lights inside the venue are slowly switched on in readiness for the venue to close and for people to leave. This gives an ambience not only to the venue, but realism to revellers knowing that lights turning on means the venue is about to close giving people time to finish their drinks and leave safely.
- **The Venue.** People must leave the venue quietly, safely and calmly. Staff/security must make sure that the venue has no obstructions in place that are likely to cause injuries or harm to people as they leave. All toilets and seating areas must be checked. Any hazards must be removed safely and reported immediately to the venue management. The venue once empty must be checked again and a perimeter check must be completed to ensure nobody has been left behind in or on or around the premises. Staff/security without risk to themselves must assist each other as a team to disperse people outside the venue. Caution must be used and any forms of confrontation avoided. Once all checks have been completed, security may finish their shift or stay behind at the request of venue management if assistance is required to make sure venue staff members leave safely.
- **Communication.** Whenever possible, staff/security will liaise with the Police and monitor the City Co Town Radio to establish troublesome or loud groups and disallow them entry to the premises.

SMOKING & AL FRESCO DINING POLICY

1. Any outside area used by customers wishing to dine, drink or smoke shall be clearly delineated and covered by the CCTV system which will be installed at the premises.
2. The outside area shall be monitored by staff when it is in use.
3. The area will be cleaned regularly.
4. Suitable receptacles shall be provided for smokers to dispose of cigarette butts.
5. Signs will be displayed in the area requesting customers keep noise to a minimum.
6. Patrons who disregard signage and verbal instructions regarding noise will be asked to move inside and/or leave the premises.
7. Open containers of alcohol shall not be permitted to be taken beyond the boundary of the outside area.

Consent of individual to being specified as Designated Premises Supervisor

I, Sam Robert Wheatley

Of 13, Booths Hall Grove, Worsley, Manchester. M28 1LQ

My date of birth is: 02/10/1978

I was born in: York

Contact telephone number: 07552 568064

Hereby confirm that I give my consent to being specified as the Designated Premises Supervisor in relation to the application for

relating to a Premises Licence

for **Hannah Beswick's (former Pizza Express), St George's House, 56 Peter Street, Manchester, M2 3NQ**

and any Premises Licence to be granted or varied in respect of this application made by

Hannah Beswick Limited

concerning the supply of alcohol at

**Hannah Beswick's (formerly Pizza Express), St George's House, 56 Peter Street,
Manchester, M2 3NQ**

I also confirm that I am entitled to work in the United Kingdom and am applying for, intend to apply for or currently hold a Personal Licence, details of which I set out below.

Personal Licence number CYC - 16920

Personal Licence Issuing Authority City of York Council

Signed:

Name (please print) Sam Wheatley

Date: 26/01/2022



LICENSING ACT 2003 PREMISES LICENCE

Premises licence number	256288
Granted	08/04/2021
Latest version	DPS variation 269882 granted 17/02/2022

Part 1 - Premises details

Name and address of premises
Hannah Beswick's St Georges House, 56 Peter Street, Manchester, M2 3NQ
Telephone number
TBC

Licensable activities authorised by the licence
1. The sale by retail of alcohol*. 2. The provision of regulated entertainment, limited to: Live music; Recorded music. 3. The provision of late night refreshment. * All references in this licence to "sale of alcohol" are to sale by retail.

The times the licence authorises the carrying out of licensable activities
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Sale by retail of alcohol							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1100
Finish	0000	0000	0000	0000	0100	0100	0000
The sale of alcohol is licensed for consumption both on and off the premises.							
Seasonal variations and Non-standard Timings:							
New Year: From the start time on New Year's Eve to the terminal hour for New Year's Day.							

Live music; Recorded music							
Standard timings							
Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	1100	1100	1100	1100	1100	1100	1100
Finish	0000	0000	0000	0000	0100	0100	0000
Licensed to take place indoors only.							

Seasonal variations and Non-standard Timings:
New Year: From the start time on New Year's Eve to the terminal hour for New Year's Day.

Provision of late night refreshment

Standard timings

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	2300	2300	2300	2300	2300	2300	2300
Finish	0000	0000	0000	0000	0100	0100	0000

Licensed to take place indoors only.

Seasonal variations and Non-standard Timings:

New Year: From the start time on New Year's Eve to the terminal hour for New Year's Day.

Hours premises are open to the public

Standard timings

Day	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Start	0800	0800	0800	0800	0800	0800	0800
Finish	0030	0030	0030	0030	0130	0130	0030

Seasonal variations and Non-standard Timings:

New Year: From the start time on New Year's Eve to the terminal hour for New Year's Day.

Part 2

Details of premises licence holder

Name: Hannah Beswick Ltd
Address: 14 Kennedy Street, Manchester, M2 4BY
Registered number: 12681977

Details of designated premises supervisor where the premises licence authorises for the supply of alcohol

Name: Sam Robert Wheatley
Address: 13 Booths Hall Grove, Worsley M28 1LQ
Personal Licence number: 16920
Issuing Authority: City of York Council

Annex 1 – Mandatory conditions

Door Supervisors

1. Only individuals licensed by the Security Industry Authority shall be used at the premises to undertake security activities, which include guarding against: -
 - (a) Unauthorised access or occupation (e.g. through door supervision),
 - (b) Outbreaks of disorder, or
 - (c) Damage,unless otherwise entitled by virtue of section 4 of the Private Security Industry Act 2001 to carry out such activities.

Supply of alcohol

2. No supply of alcohol may be made under this premises licence:
 - (a) At a time when there is no designated premises supervisor in respect of the premises licence or,
 - (b) At a time when the designated premises supervisor does not hold a personal licence or his personal licence is suspended.
3. Every retail sale or supply of alcohol made under this licence must be made or authorised by a person who holds a personal licence.
4.
 - (1) The premises licence holder or club premises certificate holder must ensure that an age verification policy is adopted in respect of the premises in relation to the sale or supply of alcohol.
 - (2) The designated premises supervisor in relation to the premises licence must ensure that the supply of alcohol at the premises is carried on in accordance with the age verification policy.
 - (3) The policy must require individuals who appear to the responsible person to be under 18 years of age (or such older age as may be specified in the policy) to produce on request, before being served alcohol, identification bearing their photograph, date of birth and either –
 - (a) a holographic mark, or
 - (b) an ultraviolet feature.
5.
 - (1) A relevant person shall ensure that no alcohol is sold or supplied for consumption on or off the premises for a price, which is less than the permitted price.
 - (2) For the purposes of the condition set out in (1) above–
 - (a) “duty” is to be construed in accordance with the Alcoholic Liquor Duties Act 1979
 - (b) “permitted price” is the price found by applying the formula–

$$P = D + (D \times V)$$

where –

 - (i) P is the permitted price,
 - (ii) D is the amount of duty chargeable in relation to the alcohol as if the duty were charged on the date of the sale or supply of the alcohol, and
 - (iii) V is the rate of value added tax chargeable in relation to the alcohol as if the value added tax were charged on the date of the sale or supply of the alcohol;
 - (c) “relevant person” means, in relation to premises in respect of which there is in force a premises licence –
 - (i) the holder of the premises licence,
 - (ii) the designated premises supervisor (if any) in respect of such a licence, or
 - (iii) the personal licence holder who makes or authorises a supply of alcohol under such a licence;

- (d) “relevant person” means, in relation to premises in respect of which there is in force a club premises certificate, any member or officer of the club present on the premises in a capacity which enables the member or officer to prevent the supply in question; and
 - (e) “value added tax” means value added tax charged in accordance with the Value Added Tax Act 1994.
- (3) Where the permitted price given by paragraph (2)(b) would (apart from this paragraph) not be a whole number of pennies, the price given by that sub-paragraph shall be taken to be the price actually given by that sub-paragraph rounded up to the nearest penny.
- (4)
 - (a) Sub-paragraph (4)(b) applies where the permitted price given by paragraph (2)(b) on a day (“the first day”) would be different from the permitted price on the next day (“the second day”) as a result of a change to the rate of duty or value added tax.
 - (b) The permitted price which would apply on the first day applies to sales or supplies of alcohol which take place before the expiry of the period of 14 days beginning on the second day.
- 6.
 - (1) The responsible person must ensure that staff on relevant premises do not carry out, arrange or participate in any irresponsible promotions in relation to the premises.
 - (2) In this paragraph, an irresponsible promotion means any one or more of the following activities, or substantially similar activities, carried on for the purpose of encouraging the sale or supply of alcohol for consumption on the premises –
 - (a) games or other activities which require or encourage, or are designed to require or encourage, individuals to –
 - (i) drink a quantity of alcohol within a time limit (other than to drink alcohol sold or supplied on the premises before the cessation of the period in which the responsible person is authorised to sell or supply alcohol), or
 - (ii) drink as much alcohol as possible (whether within a time limit or otherwise);
 - (b) provision of unlimited or unspecified quantities of alcohol free or for a fixed or discounted fee to the public or to a group defined by a particular characteristic in a manner which carries a significant risk of undermining a licensing objective;
 - (c) provision of free or discounted alcohol or any other thing as a prize to encourage or reward the purchase and consumption of alcohol over a period of 24 hours or less in a manner which carries a significant risk of undermining a licensing objective;
 - (d) selling or supplying alcohol in association with promotional posters or flyers on, or in the vicinity of, the premises which can reasonably be considered to condone, encourage or glamorise anti-social behaviour or to refer to the effects of drunkenness in any favourable manner;
 - (e) dispensing alcohol directly by one person into the mouth of another (other than where that other person is unable to drink without assistance by reason of disability).
- 7. The responsible person must ensure that free potable water is provided on request to

customers where it is reasonably available.

8. The responsible person must ensure that –
- (a) where any of the following alcoholic drinks is sold or supplied for consumption on the premises (other than alcoholic drinks sold or supplied having been made up in advance ready for sale or supply in a securely closed container) it is available to customers in the following measures –
 - (i) beer or cider: ½ pint;
 - (ii) gin, rum, vodka or whisky: 25 ml or 35 ml; and
 - (iii) still wine in a glass: 125 ml;
 - (b) these measures are displayed in a menu, price list or other printed material which is available to customers on the premises; and
 - (c) where a customer does not in relation to a sale of alcohol specify the quantity of alcohol to be sold the customer is made aware that these measures are available.

For the purposes of conditions 6, 7 and 8 above, a responsible person in relation to a licensed premises means the holder of the premise licence in respect of the premises, the designated premises supervisor (if any) or any individual aged 18 or over who is authorised by either the licence holder or designated premises supervisor. For premises with a club premises certificate, any member or officer of the club present on the premises in a capacity that which enables him to prevent the supply of alcohol.

Annex 2 – Conditions consistent with the operating schedule

1. Staff shall be trained in the requirements of the Licensing Act 2003 with regard to the Licensing Objectives.
2. A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally.
3. Recorded CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the Police or Licensing Authority upon request.
4. CCTV will be in operation at any time a person is in the premises. Where CCTV is recorded onto a hard drive system, any DVDs subsequently produced will be in a format so it can be played back on a standard PC or DVD player.
5. Any person left in charge of the premises must be trained in the use of any such CCTV equipment, and be able to produce CCTV images to an officer from a responsible authority upon request.
6. The need for SIA registered door personnel will be risk assessed by a person in a managerial position. When employed, door staff will wear high visibility armbands.
7. When employed, a register of those door staff employed shall be maintained at the premises and shall include:
 - i. the number of door staff on duty;
 - ii. the identity of each member of door staff;
 - iii. the times the door staff are on duty.

8. Open containers of alcohol shall not be removed from the premises, save for consumption in any delineated external area set aside for that purpose and under the control of the premises licence holder.
9. Staff will be trained in the laws relating to under age sales, and that training shall be documented and repeated at 6 monthly intervals.
10. A refusals book will be maintained at the premises, and made available to an officer of a responsible authority upon request.
11. A first aid box will be available at the premises at all times.
12. Regular safety checks shall be carried out by staff.
13. Management shall liaise with the Fire Authority as necessary to ensure compliance with all necessary fire regulations.
14. The premises shall maintain an Incident Log and public liability insurance.
15. Noise from amplified music or voices shall not be such as to cause a noise nuisance to occupants of nearby premises.
16. The exterior of the building and external area shall be cleared of litter at regular intervals.
17. Notices will be positioned at the exits to the building requesting customers to leave in a quiet manner.
18. Doors and windows at the premises are to remain closed after 11pm, save for access and egress.
19. A Dispersal and Smoking Policy will be implemented and adhered to (see attached).
20. The emptying of bins into skips, deliveries and refuse collections will not take place between 10pm and 7:30am.
21. No noise shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance.
22. A "Challenge 21" Policy shall be implemented in full and appropriate identification sought from any person who appears to be under the age of 21. The only acceptable forms of ID are photographic driving licences, passports, HM forces warrant cards, EU/EEA national ID card or similar document or a form of identification with the "PASS" hologram.
23. Staff training will include the Challenge 21 Policy and its operation. In particular, staff shall be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol to persons under the age of 18. The training must be given to a new member of staff before they commence employment and all staff must receive refresher training every 6 months.
24. Notices advising what forms of ID are acceptable must be displayed.
25. Notices must be displayed in prominent positions indicating that the Challenge 21 policy is in force.

Annex 3 – Conditions attached after hearing by the licensing authority

Not applicable

Annex 4 – Plans

See attached