Site Management Plan

McDonald's Restaurant, 10 Queens Road, Cheetham Hill, Manchester, M8 8UF

This Site Management Plan has been submitted in support of an application which seeks planning permission for the variation of Condition 3 of Planning Permission: 104616/FO/2014/N1 to enable the restaurant and drive-thru facility to operate 24 hours a day, seven days a week. The operator will use all reasonable endeavours to ensure that the provisions contained within this Management Plan are adhered to at all times.

CCTV

In order to maximise security, the restaurant has a fully comprehensive CCTV system which operates 24 hours a day. The cameras are HD IP CCTV in order to maximise security for the extended operating hours. The cameras help to monitor any issues which may arise in respect of anti-social behaviour or littering and they can record effectively any car registration plates which may be associated with any anti-social behaviour. The presence of CCTV discourages such behaviour taking place.

Litter

There are a number of external bins in the car park of the restaurant. The store has a strict litter collection protocol which includes dedicated litter patrols done every 30 minutes. Litter patrols cover the whole site (the car park and around the circumference of the building).

The Customer Order Display (COD) Unit

During the extended hours, the COD unit has the facility to be set to the lower night time setting which automatically reduces the speaker volume during these hours.

Conflict Avoidance Training

All McDonald's managers are required to complete conflict management awareness courses, managed by Maybo, the leading UK trainer in Conflict Management and certified by the Security Industry Authority (SIA). The training ensures that managers can deal effectively with any problems faced with by customers. All new shift managers undertake an online module which ensures that staff are able to deal more efficiently with any potential anti social behaviour.

Signage

Signage will be placed around the car park requesting that customers should be respectful of neighbours and keep noise to a minimum when leaving the premises.

Complaints Log Procedure

Although very rare at this restaurant, any incidents of anti social behaviour or other crime and disorder issues will be recorded within an Incident Log Book which will be regularly monitored, reviewed and where necessary, action can take place.

Relationship with Local Police

The restaurant management team work closely with the police on all crime and disorder, anti social behaviour and premises licensing issues.

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