

OPERATIONAL MANAGEMENT STRATEGY

The Deansgate Pub, Deansgate, Manchester

Proposal: Installation of steel pergola structure with retractable roof at upper floor level, new external staircase, demolition of part of first floor external wall, installation of lobby area, new parapet to roof and minor external alterations.

1.0 INTRODUCTION

The Deansgate public house is located in the heart of Manchester City Centre on the corner of Deansgate and Trafford Street.

This Operational Management Strategy has been produced to outline the key details regarding the running and management of the public house. The control and management mechanisms will be set out within this document to ensure the continued effective day to day running of the pub.

2.0 POLICIES

2.1 Premises' Operating Schedule

The premises will trade in accordance with the premises license. Trading hours are currently as follows but may be subject to future change in the event of alterations to the premises license.

Monday	10am – 11pm
Tuesday	10am – 11pm
Wednesday	10am – 11pm
Thursday	10am – 11pm
Friday	10am – 1am
Saturday	10am – 1am
Sunday	10am – 11pm

This document is not intended to be used as a mechanism to control trading hours.

2.2 Queue Management Policy

Due to the relaxed and welcoming nature of The Deansgate and the proposed operations we do not anticipate regular queues outside of the premises. However, certain events or activities may require a queue management system. On such occasions the following policy will be adhered to;

- An appropriate level of staff will be on hand to steward the queue.
- Signage displaying conditions of entry will be clearly displayed.

2.3 Dispersal Policy

A dispersal policy shall be implemented and adhered to:

- Staff and door staff (when employed) shall assist in the dispersal of customers and visitors as they exit the site.
- Customers and visitors will be asked to keep noise to a minimum as they depart.
- Notices at exits shall remind customers and visitors to leave quietly.
- A telephone number of a taxi company will be kept behind the bar.

2.4 Smoking Policy

A smoking policy shall be implemented and adhered to;

- Suitable receptacles shall be provided to ensure cigarette butts are disposed of appropriately.
- All smoking areas shall be kept clean and tidy.

2.5 Outside Seating Policy

There is an existing established and extant outside seating area/ terrace at the premises. This planning application seeks an extension to this area established area.

Tables and chairs are to be provided for patrons. The premises will regulate the impacts this has on cleaning and security to ensure the public house is kept safe, clean and tidy.

2.6 Music Policy

A music policy shall be implemented and adhered to. Music will be played in accordance with the premises license.

2.7 Security Operating Schedule

A digital hard drive CCTV system is to be in operation to cover internal and external areas of the premises, and any area where customers have legitimate access must be sufficiently illuminated for the purposes of CCTV.

All CCTV recorded images will have sufficient clarity/quality/definition to enable facial recognition. CCTV will be kept in an unedited format for a period of 28 days, and any DVDs subsequently produced will be in a format so it can be played back on a standard personal computer or standard DVD player.

Any person left in charge of the premises must be trained in the use of any such CCTV equipment and able to produce/download/burn CCTV images upon request by a person from a responsible authority.

CCTV will be maintained on a regular basis and kept in good working order.

Refusals are logged via an online portal. This can be viewed by officers of Manchester City Council who provides identification to staff or by uniformed officers of GMP on request.

The need for SIA registered door security will be risk assessed on a regular basis by the premises licence holder and door staff will be employed when and where the risk assessment deems this appropriate.

Any person who tries to gain entry to the premises who is involved in disorderly conduct or antisocial behaviour outside the premises will not be permitted entry to the premises. The premises licence holder shall ensure that any persons in the premises who are involved in disorderly conduct or anti-social behaviour inside the premises shall be removed from the premises.

2.8 Public Safety

A daily safety check shall be carried out at the premises before it opens each day. A first aid box shall be made available to staff and customers who may require it.

All staff will be trained in the evacuation procedure in the case of a fire and/or other emergency. Public liability insurance shall be maintained for the premises.

An accident book shall be kept on the premises and all accidents, irrelevant of severity, shall be logged as required.

Toilets shall be kept clean and well maintained.

The premises and surrounding area shall be kept clean and tidy.

2.9 The Prevention of Public Nuisance

Signs shall be displayed at the exits from the premises requesting that customers respect local residents and leave the premises in a quiet and respectful manner.

Local taxi numbers shall be available for customers to assist in ordering a taxi. No noise nuisance shall be caused to nearby residential premises.

Members of staff will call taxis for customers if requested, and those taxi firms will be asked to provide a ring back service rather than sound their horns when collecting their fares.

2.10 The Protection of Children from Harm

Children under 16 years shall be accompanied by an adult at all times.

The Challenge/Think 21 policy will be implemented in full and appropriate identification will be sought from any person who appears under the age of 21. The only acceptable forms of identification will be passport, photo driving licence and those carrying the PASS logo.

Staff training will include the Challenge/Think 21 Policy and its operation. In particular staff will 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 for persons under the age of 18. The training will be given to a new member of staff before they commence paid employment. All staff will be retrained every 3-4 months. Training to also include the issues of underage sales and drugs.

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