



OPERATING SCHEDULE

CAPRICE HOLDINGS LTD

UNITS 1 AND 2, 2 SPINNINGFIELDS SQUARE

Date: December 2021

Pegasus Reference: (KR | P21-1009 | R001)

Pegasus Group

Queens House | Queen Street | Manchester | M2 5HT

T 0161 393 3399 | **W** www.pegasusgroup.co.uk

Birmingham | Bracknell | Bristol | Cambridge | Cirencester | East Midlands | Leeds | Liverpool | London | Manchester

DESIGN | **ENVIRONMENT** | **PLANNING** | **ECONOMICS** | **HERITAGE**

© Copyright Pegasus Planning Group Limited. The contents of this document must not be copied or reproduced in whole or in part without the written consent of Pegasus Planning Group Limited.

CONTENTS

1. INTRODUCTION 2

2. PROPOSED HOURS..... 5

3. OPERATING PROCEDURES 6

1. INTRODUCTION

- 1.1 This Operating Schedule has been prepared to support a Full planning application on behalf of Troia (UK) Restaurants Ltd. The Operating Schedule relates to Units 1 and 2, 2 Spinningfields Square.
- 1.2 The application seeks permission for a single storey extension, external seating area and associated works. This Operating Schedule sets out how this area will be appropriately controlled and managed.
- 1.3 Manchester City Council's Main Validation Checklist (January 2020) identifies the requirement for an Operating Schedule / Management Strategy for commercial premises as follows:
- The development may require an Operating Schedule / Management Strategy for either a commercial operation outlining dispersal procedures for a premises (prevention of crime and disorder, prevention of public nuisance), which may include details of a strategy for managing smokers, in particular noise from smokers (Core Strategy Policy C10 / DM1).*
- 1.4 Policy C10 Leisure and Evening Economy of the adopted Core Strategy (July 2012) states:
- New development and redevelopment that supports the evening economy, contributes to the vitality of district centres and supports a balanced and socially inclusive evening/night-time economy will be permitted, subject to the following considerations:*
- 1. Cumulative impact – in areas where there is already a concentration of bars (A4), hot food takeaways (A5) and other night-time uses which are detrimental to the character or vitality and viability of the centre, there will be a presumption against further facilities.*
 - 2. Residential amenity – the proposed use should not create an unacceptable impact on neighbouring uses in terms of noise, traffic and disturbance.*
 - 3. Balance - new uses in Manchester centres should support both the day-time and evening/night-time economies whilst not undermining the role of the primary shopping area.*
- 1.5 Policy C10 aims to encourage evening and night-time economy uses that contribute to the vitality of Manchester's centres and that support the creation of a safe, balanced and socially inclusive evening economy. The City Centre has an important role as the focus for the City's evening economy. The Council recognises that a vibrant evening economy is important, both to the well-being of its residents and as a source of economic activity.
- 1.6 However, this needs to be balanced against the other functions of centres, and in particular the need to support daytime activity. The Council will seek to prevent concentrations of uses that would harm a centre's attractiveness to shoppers or its residential amenity, where relevant.
- 1.7 Policy DM1 of the Core Strategy states:

All development should have regard to the following specific issues for which more detailed guidance may be given within a supplementary planning document:

- *Appropriate siting, layout, scale, form, massing, materials and detail.*
- *Impact on the surrounding areas in terms of the design, scale and appearance of the proposed development. Development should have regard to the character of the surrounding area.*
- *Effects on amenity, including privacy, light, noise, vibration, air quality, odours, litter, vermin, birds, road safety and traffic generation. This could also include proposals which would be sensitive to existing environmental conditions, such as noise.*
- *Accessibility: buildings and neighbourhoods fully accessible to disabled people, access to new development by sustainable transport modes.*
- *Community safety and crime prevention.*
- *Design for health.*
- *Adequacy of internal accommodation and external amenity space.*
- *Refuse storage and collection.*
- *Vehicular access and car parking.*
- *Effects relating to biodiversity, landscape, archaeological or built heritage.*
- *Green Infrastructure including open space, both public and private.*
- *The use of alternatives to peat-based products in landscaping/gardens within development schemes.*
- *Flood risk and drainage.*
- *Existing or proposed hazardous installations.*
- *Subject to scheme viability, developers will be required to demonstrate that new development incorporates sustainable construction techniques as follows (In terms of energy targets this policy should be read alongside policy EN6 and the higher target will apply):-*
 - a. *For new residential development meet as a minimum the following Code for Sustainable Homes standards. This will apply until a higher national standard is required:*
 - *Year 2010 – Code Level 3;*
 - *Year 2013 – Code Level 4;*
 - *Year 2016 – Code Level 6; and*
 - b. *For new commercial developments to demonstrate best practice which will include the application of the BREEAM (Building Research Establishment*

Environmental Assessment Method) standards. By 2019 provisions similar to the Code for Sustainable Homes will also apply to all new non-domestic buildings.

- 1.8 This Operating Schedule assesses the proposed development against Policies C10 and DM1 and sets out the:
- Proposed hours; and,
 - Operating Procedures.
- 1.9 This document sets the guiding principles for the operation of this restaurant and demonstrates the management principles, which will be adopted by the operators (Troia (UK) Restaurants Ltd) to ensure that the restaurant is appropriately managed.

2. PROPOSED HOURS

2.1 The following hours are proposed for the external seating area to the front of the unit are as follows:

- 08:00 – 23:00 Monday to Sunday.

2.2 The restaurant opening hours and proposed extension are as follows:

- Sunday to Wednesday – 08:00 – 02:30 and
- Thursday to Saturday – 08:00 – 03:30.

3. OPERATING PROCEDURES

- 3.1 Below, we set out the operational procedures which will be put in place to the external seating area is managed.

Staff

- 3.2 Caprice Holdings Ltd are responsible for the operational management of 2 Spinningfields Square and associated external seating areas. They will put in place a robust management structure to ensure compliance with statutory regulations and to ensure public safety. Senior management staff will be on hand seven days a week to deal with any matters arising.
- 3.3 The restaurant will have a highly experienced and skilled senior management team who are experienced in running these high quality restaurants. The staff and management of these restaurants are synonymous with professionalism and have a key focus on the greatest care for customers, staff and neighbours.

Service

- 3.4 In terms of the external seating area in particular, designated members of staff will be employed to monitor the outside area whilst it is in use.
- 3.5 Waiter/waitress service will be provided to this area and will ensure that the tables are cleared quickly and any glasses are removed at regular intervals. The area will be thoroughly cleaned after closing and any litter or waste removed.
- 3.6 The waiters and waitresses will ensure that no drinks are taken from the outside seating area.

Noise

- 3.7 Caprice Holdings aim to ensure, as far as it is possible, that minimum disturbance of nuisance is caused to surrounding neighbours and to ensure that the operation of the premises makes the minimum impact upon the surrounding neighbourhood in relation to potential nuisance and anti-social behaviour. This will be achieved by exercising pro-active measures towards.
- 3.8 Music will be played into the outdoor seating area however as shown on the plans, this is enclosed and therefore is unlikely to disperse beyond the external seating area. Volume levels and type of music played will be controlled by the management team to ensure that it can be heard within the external seating area but not beyond this.
- 3.9 The door personnel will ensure that all customers behave in an orderly conduct and do not cause any undue noise or disturbance. Customers using the external areas will be actively encouraged by

staff to keep noise to an appropriate level and will be monitored to ensure that noise is kept to a reasonable level.

Dispersal Policy

- 3.10 The management and staff will ensure an efficient, controlled and safe dispersal of patrons during the closing period.
- 3.11 Consideration will be given to the volume levels, type of music played coupled with the usage of lighting levels designed to encourage the gradual dispersal of patrons during the last part of the evening.
- 3.12 Door personnel, and management staff, will be employed outside the premises and will assist with the orderly and gradual dispersal of patrons.
- 3.13 Staff Members (including door personnel) will advise patrons to leave the premises quickly and quietly out of respect for our neighbours. Staff Members will specifically encourage patrons to disperse towards Deansgate.
- 3.14 Notices will be displayed requesting our customers to leave quietly and in an orderly manner out of consideration to neighbours and their attention will be drawn to these notices by members of staff (including door personnel).
- 3.15 All bottles and drinking receptacles from any patron before exiting the premises.
- 3.16 Customers will be discouraged from assembling outside the premises at the end of the evening.

Storage of Furniture

- 3.17 After 23:00, the external seating area will not be utilised.
- 3.18 The seating area, which forms part of the proposed single storey extension will be closed and secure. It will not be possible to enter this area. As such, the furniture will remain secure and in situ within the external seating area.
- 3.19 The tables and chairs along the front elevation of the building will be removed each night and stored within the restaurant.

Security

- 3.20 Door personnel will be employed and will be stood on all entrances to the premises. They will be monitor the queues, outdoor seating areas and within the restaurant.
- 3.21 Any person who tries to gain entry to the premises and appears intoxicated or who is involved in disorderly conduct shall not gain access to the premises.

-
- 3.22 As per the advice noted within the Crime Impact Statement, CCTV will be installed which will monitor the elevations and in particular, the external doors.
- 3.23 Furthermore, access control systems will be utilised where required, as opposed to numeric key pads.

Waste

- 3.24 A designated waste storage area is provided within the premises. This is located within the basement of the building. The waste will then be collected as per the arrangements for this building.
- 3.25 Caprice Holdings take waste management very seriously. A communal bin store, where waste can be separated, is shown on the proposed floor plans. The waste will be separated and disposed of accordingly, making sure waste is recycled where possible.