

AKA Sushi

Operating Schedule

CRIME AND DISORDER

CCTV

1. A CCTV system will be installed and will be working to the satisfaction of Police and Licensing Authority.
2. Recordings will be maintained for 31 days
3. If the CCTV equipment fails, immediate steps will be taken to put the equipment back into working order.
4. A notice will be displayed at the entrance to the premises advising that CCTV is in operation.
5. At least one CCTV camera will be in operation at the front of the premises at all times when the premises is in use.

Bottles and glasses

1. Alcohol and soft drinks will be served in toughened glasses.
2. Where glass bottles are to be used the contents will be decanted into toughened glasses where it is not intended that the contents are to be consumed direct from the bottle.
3. Customers carrying open or sealed bottles or glasses will not be admitted to the premises at any time.
4. Customers will not be permitted to take open containers of alcohol or soft drinks from the premises.
5. All bottles and glasses are to be removed from public areas as soon as the contents have been drunk or are empty.
6. Bottle bins for collection of empty bottles will not be accessible to members of the public.



Capacity Limits

1. We have a capacity limit of 50 to prevent overcrowding which could lead to crime and disorder.

Proof of Age Cards

1. We have a proof of age policy

Drinks Promotions

1. All-inclusive nights or other irresponsible drinks promotions will not be permitted.
2. The Designated Premises Supervisor or a Personal Licence holder will be in charge of the premises when any drinks promotions are taking place.

Notices

1. Crime prevention notices are displayed warning customers of the possibility of crime which may target them, e.g. "Bags should not be left unattended", "Watch out for Pickpockets".



PREVENTION OF PUBLIC NUISANCE

Noise and vibration

1. A noise management plan has been devised and is in operation at the premises
2. Noise or vibration from the premises will be maintained at a level that will not be audible at the façade of any neighbouring noise sensitive premises.
3. All windows are double glazed to minimise the breakout of noise.
4. The premises are air-conditioned to avoid the need to open doors and windows for ventilation.
5. All entrances and exits have an effective lobby to minimise the breakout of noise.
6. Prominent, clear and legible notices are displayed at all exits requesting patrons to respect the needs of local residents and to leave the premises and the area quietly.
7. The use of explosives, pyrotechnics and fireworks of a similar nature which could cause disturbance in surrounding areas is not permitted.
8. Disposal of empty bottles into waste receptacles outside the premises will not be permitted to take place. All bins are kept in the bin room within the building.
9. For the final hours of opening the music is reduced in volume and is discernibly quieter.
10. There is no garden and outside seating.
11. All fixed plant and equipment at the premises e.g. ventilation systems that produce significant levels of noise are fitted with appropriate means of noise suppression and are restricted in their use so as to minimise disturbance to any neighbouring noise sensitive premises.



Noxious smells

1. All ventilation and extract systems are designed and maintained so as to prevent noxious smells causing a nuisance to nearby properties.
2. Refuse receptacles are cleaned with disinfectant at least weekly.

Light pollution

3. There is no Flashing / bright / flood lights used outside the premises so as to cause a nuisance to nearby occupiers.
4. There are no external lighting, including floodlighting.

Litter

1. The premises' waste collection is arranged by the landlord and paid via service charge



DETAIL OF DISPERSAL PROCEDURE

This dispersal is designed to provide guidance for the management and employees and set out the terms for AKA Sushi Restaurant :

The dispersal of customers from the premises

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises.

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public.

To this end all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

All staff are compelled by their contract of employment to comply with and actively implement this dispersal policy; where their job role includes these responsibilities.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

1. Local Co-Operation

The premises will work in co-operation, where appropriate, with other premises and Asian restaurants in the area to ensure that local policies are co-ordinated.

Where reasonably possible, the Premises will actively enrol in schemes such as with the Police or other Responsible Authorities.



2. Dispersal

Dispersal shall take place through the front door of the premises onto Charlotte Street, and George street.



Charlotte Street



George Street

All conditions relating to dispersal included in the Premises licence will be enforced and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

Allocation of staff in the last 30 minutes prior to closing will be reviewed, to ensure that the collecting of glass bottles and the clearing of other waste is prioritised; this provides a message to customers that the premises is in the process of closing and encourages them to finish their drinks and prepare for departure.

A suitable member of staff will be visible at each public entrance / exit to control the dispersal, to remind people to leave quietly and to prevent patrons from re-entering the premises.



Action Points:

- Make an announcement at the end of the evening to encourage patrons to disperse gradually and to leave the area quietly.
- Ensure adequate signage is available at each exit asking people to leave quietly and not to congregate outside or in the local area; direct patrons attention to these signs as they leave.
- Remove drinks and glass bottles from patrons as they leave to ensure no glass leave the premises.

3.Public Transport

In order to facilitate the dispersal of patrons from the premises, patrons will be provided with information on the various means of transport available from the premises:

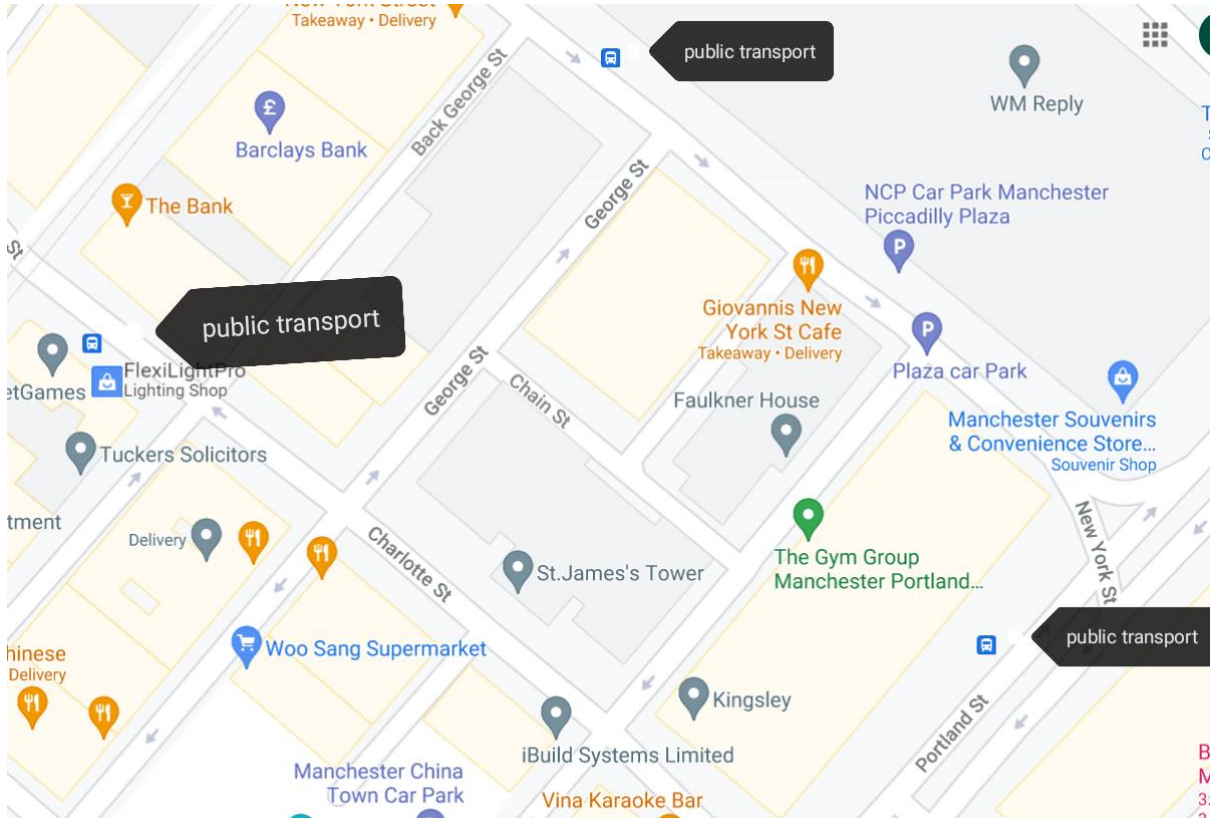
- Taxi & Taxi Ranks – The premises shall display the number(s) of a local taxi company and the location of any taxi rank located in the proximity of the premises. The local taxi company whose numbers are displayed will be contacted to advise them of the location of the premises and informed of the appropriate collection point; they will be asked not to sound their horns on arrival.

Where a taxi has been called for a Patron, those persons will be asked to wait inside for their taxi to arrive.

For organised events, guests will be advised to pre-book taxis and advise the taxi company of the correct pick-up location along with instructions on how to minimise disturbance to local residents.

- Local & Night Bus Services
- Main Line Trains (Piccadilly station and Victory station)
- Car Parks
- Local taxi Service





4. Bottles, Glasses & Litters

The premises will maintain the area immediately to the front of the premises clear of bottles, glasses and litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises and it is the responsibility of the staff to ensure this rule is enforced. This includes preventing such items being taken into the smoking area or away from the premises at the end of the night.

Action Points:

- Place signs at the exits reminding customers that drinks may not be removed from the premises
- Prior to closing the premises check that all litter to the front of the premises has been cleared



- Sweeping outside the premises at the end of the session not only clears smaller rubbish, but may assist in getting patrons to move away from the premises.

5.Management of Smoker



Smoking area of The Premises operates a controlled smoking area at George Street Yard ,which has big Eaves can keep customers out of the rain, and We will put and Extra Standing ashtray under the Eaves.

The smoking area is not for any drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking they should be directed back inside the premises to reduce the noise generated outside the premises.



Staff will advise the customer keep the noise into a minimum every time when the smoker went into the smoking area.

10 mins Closing announcement of restaurant will be meaning that anyone wishing to smoke must leave the premises and no re-entry is permitted after this time.

6. 'Soft Closure' - Music& Entertainment

A 'soft closure' is in place at the premises, this is designed to close the premises more slowly and thus to encourage a more even dispersal rather than everyone being asked to leave at the same time.

This in turn seeks to minimise the potential for noise and anti-social behaviour which can occur when larger numbers of people leave a venue at the same time.

Different parts of the premises will be closed at different times

The Music volume will be turned down 30 minutes prior to the premises closing and turned off 20 minutes before closure of the premises. This advises patrons that the premises is closing and also allows them to finish their drinks in a quieter environment; this in turn will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the last hour prior to closing should be considered. It is useful to play more 'calming' / 'chill out' music in the hour prior to closing the premises as this will have a positive impact of the behaviour of patrons when they leave the premises.

- Patrons will be notified by announcement of 'Last Orders' giving the 10 minutes to purchase a last drink if they wish to do so.
- 'Time' will then be announced when the Restaurant closes.
- 10 Minutes after 'time' has been called, staff cleaning and collecting glasses will start politely asking people to finish their drinks. Doing this in a polite individual manner, is likely to have a more positive effect.
- 20 Minutes after 'Time' has been called people should be asked to leave in the same manner as that indicated above.
- 30 Minutes after 'Time' has been called, everyone should have left and dispersal as described earlier in this policy should be underway. The music



will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises.

7. Controlling Customers & Preventing Loitering

There are a number of solutions already described earlier in the policy on strategies which will help move people away from the premises and disperse them. However addition consideration can be given to the following:

- Making announcements
- Finishing Lighting
- Notices and signage
- Staff allocation
- Thanking patrons on the way out; this also encourages them to return by ensuring their final interaction with staff is positive.
- Consideration should be given to additional training for key staff. Intoxicated customers may react more positively to messages from staff. People who are intoxicated are instinctively adverse to authority figures, such as the police. While the staff are trained to handle conflict, the vast majority of patrons are not involved in conflict and for them a more positive outcome may be achieved by other staff providing them with the messages and information they require.

