

Site Management Plan

McDonald's Restaurant, 11 – 13 Piccadilly, Manchester, M1 1LY

This Site Management Plan has been submitted in support of an application which seeks to vary Condition 3 of Planning Permission: 107543/FO/2014/C2 to enable the restaurant to operate between 05:00 – 02:00, seven days a week. This is an extension of just 1 hour in the morning sales period and 2 hours in the evening sales period.

The operator will use all reasonable endeavours to ensure that the provisions contained within this Management Plan are adhered to at all times.

People Noise

Signs shall be prominently displayed asking customers who come into the premises to leave quietly in order to respect our neighbours. Signs will request that customers keep noise to a minimum, or may risk not being served.

We will work in partnership with the Police and other statutory authorities to address any nuisance or crime and disorder that generate noise outside the restaurant within the licence, which will include SIA guarding (Security Industry Authority) on a risk assessment basis to achieve, where it is expected to be necessary to control noise. Customers who are seen to be disregarding the notices and or loitering outside after 23:00 and making noise should be encouraged to come inside if they are eating, rather than be outside, or move on. Where this becomes confrontational an ASB trained Manager will attend and have the power to bar the person.

Gatherings of people outside who are not waiting to be served should be challenged by the Manager, notified that they are on CCTV and recorded in the Incident log. Although rare where there is evidence of antisocial behaviour, of which significant levels of noise are part, information will be made available to the authorities.

Vehicle Noise and Anti-Social Behaviour

This is not likely to be the case given that the vehicles will be delivery drivers, however, staff shall be vigilant for vehicles that arrive and have either loud music playing, or creating noise by revving of an engine after 23:00. Observational records should be made of registration plates in the Incident log where possible, and CCTV footage used to provide evidence of culprits whom regularly cause antisocial behaviour. Where these are substantial examples then these should be supplied to the authorities with a copy of the noise log. Drivers should be encouraged to switch engines off when not in use.

Members of the management team are required to quickly and safely challenge those creating unreasonable noise levels and request them to adjust their behaviour, to minimise noise and respect their neighbours. Information on those causing anti-social behaviour, should it continue, will be recorded

as an incident and reported to statutory authorities thereby and minimising and preventing the disturbance caused to neighbours as far as possible. For further information on McDonald's National Policy on anti-social behaviour see the McDonald's Guidance for Managing Anti-Social Behaviour.

Complaints Log Procedure

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.

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.

Litter

There are multiple bins located immediately outside of the restaurant and throughout Piccadilly Gardens. The store has a strict litter collection protocol which includes dedicated litter patrols done every 30 minutes.

