

Application for a Premises Licence to be granted under the Licensing Act 2003

By KOFFEE POT LIMITED

For 84-86 OLDHAM STREET, MANCHESTER, M4 1LE

OPERATING SCHEDULE

General

The Koffee Pot has existed in Manchester for over thirty years and moved to 84-86 Oldham Street at the beginning of 2015.

The owners received Planning Permission on 2nd October 2015 to extend the premises and business. This followed extensive consultation with Manchester City Council Planning and Environmental Health Departments.

The Koffee Pot commissioned a full Crime Impact assessment from Greater Manchester Police.

This Report dated 12th May 2015 is attached for reference.

The Koffee Pot strongly believe that our proposals will have a positive impact on the immediate environment. This belief is shared by Greater Manchester Police, in their Crime Impact Assessment they list the following as Positive Aspects:-

3.2 Positive Aspects of the Proposal

The following proposed features would make a positive contribution to the prevention of crime and fear of crime.

3.2.1 The building itself is reasonably secure with a limited number of external openings – a glazed shopfront protected by roller shutters and a steel, handleless, outward opening, escape door at the rear.

3.2.2 The bar/servery provides a clear view of seating areas on the ground floor.

3.2.3 Window seating adds to the surveillance of the street and helps animate the shopfront

3.2.4 The proposed development will help generate additional footfall to the area.

3.2.5 The proposed works present an opportunity to upgrade security where there are weak spots

All the recommendations of GMP will be incorporated into the Operating Schedule including;

Intruder Alarm System

This will include contact protection of Front Door and Rear door and ventilation grills. PIR detectors will cover the ground floor. Alarm will be monitored.

Panic Alarm System

An audible alarm will have panic buttons behind the Bar/Servery, in the kitchen, in the Staff Rest Room and in the Office.

CCTV

A CCTV system will be installed throughout the premises with cameras monitoring: external doorways, dining areas on ground floor and basement, bar/servery, kitchen and staff areas.

Specific external cameras will monitor the front door and streetscape and rear door and environs. These will be supported with external lighting.

The CCTV system will provide imagery of an acceptable standard to GMP. All relevant staff will be fully trained in operation, recording and downloading procedures.

The recording monitoring equipment will be retained within the secure office.

Back of House

A separate area has been designated for staff use only. This includes the Rear Stairs, Lobby, Staff rest room, office and Staff WC all in the basement. A swipe card system will protect these areas and the area will be signed "Staff Only".

Office/Secure Room

This room located within the Protected Staff 'Back of House' area will be further restricted. The Office will only be accessible by the Owners of the business and the Managers. (One of whom will always be on the premises during opening hours).

The room will contain a built in floor safe which will be fed via a chute deposit directly from the Bar/Servery above.

Means of Escape

The premises enjoy a right of way from the rear door to Spear Street. This means of Escape will be clearly marked and protected as shown on attached plan.

In addition the remaining points highlighted in the Crime Impact Statement will be implemented as they arise.

Security will be a continuing issue for management and systems, equipment and procedures will be monitored and amended as required on an ongoing basis.

Two directors of the Koffee Pot Limited (Sam Robert Dunwoodie and Christopher Devlin) have undertaken the necessary training and hold existing Personal Licences.

The Four Licencing Objectives will be promoted as follows following the Guidance provided by Manchester City Council Premises Licensing Division;

The prevention of crime and disorder

CD1 Implementation of effective security measures at the premises

Recommendations of GMP will be implemented.

Security review meetings will be undertaken on a regular basis to help identify and resolve issues and ensure that staff are fully aware of important issues.

CD2 The effective management of queues outside the premises

Queues will be managed effectively to prevent any nuisance or disorderly behaviour.

CD3 The control of entry to and exit from the premises.

Following risk analysis and consultation with GMP, control of entry to the premises will be undertaken by Koffee Pot staff under supervision of Duty Manager and Directors.

CD4 Operation of a documented policy in respect of searching patrons entering the premises.

Following risk analysis mandatory searching will not be required but staff trained to observe and anticipate potential issues within the premises.

CD5 Operation of a documented policy for searching the premises building

The premises are routinely searched before the premises opens, during hours of operation and at closing.

CD6 Designing out crime in the layout of the premises

The Premises have been designed in consultation with GMP's Secure by Design.

CD7 Comprehensive risk assessments for activities at the premises

Risk assessments will be regularly reviewed and any appropriate action implemented immediately. Risks identified will be recorded and updated when appropriate.

CD8 Use of Nitenet radio service at the premises

- Following risk analysis and relatively early closing subscription to the Nitenet System is not immediately considered necessary, but will be reviewed.
- CD9 Implementation of documented reporting procedures at the premises
A full record is documented of every recordable incident occurring in or around the premises. Such records will be made available upon request by a Responsible Authority.
- CD10 Ensuring responsible management of externally promoted events at the premises
No such events will be undertaken.
- CD11 Provision of comprehensive documented staff training
Staff are fully trained on Induction and at regular intervals. Training is monitored, reviewed and amended as necessary.
Records of all training will be documented and kept on the premises available for inspection by the Responsible Authorities.
- CD12 Implementation of effective measures to prevent and deal with drunkenness at the Premises.
The Premises have a policy in relation to drunkenness in line with the 'Responsible Alcohol Service' Guide issued by Manchester City Council Licensing Unit.
- CD13 Ensuring only responsible drinks promotions are operated at the premises
Drinking is ancillary and incidental to the principal restaurant activity.
- CD14 Effective monitoring of the premises (both interior and exterior) including the use of CCTV
A full CCTV system will be installed in accordance with GMP recommendations.
- CD15 Ensuring all alcohol sales are properly authorised
A Personal Licence holder will be on site at all times the premises is open for the sale of alcohol
- CD16 Prevention of illegal drug use and anti-spiking at the premises
A zero-tolerance policy will be implemented regarding the use of illegal drugs on the premises. Staff will be fully trained on Induction and at regular intervals. Training is monitored, reviewed and amended as necessary.
- CD17 Operation of a documented glass policy for the premises
A risk assessment will be conducted for the use of glassware on the premises.

Public safety

- PS1 Maintaining a safe capacity and recording customer numbers
Capacity will be managed effectively by Directors in accordance restrictions placed by Building Control and in consultation with Greater Manchester Fire and Rescue
- PS2 Ensuring Fire Safety procedures are in place and up to date
A fully Addressable Fire Detection System is installed.
All equipment is provided and serviced regularly by Fire queen.
A fire Risk Assessment is being prepared for the new premises.
- PS5 Implementation of appropriate anti-terrorism measures
The National Counter Terrorism Security Office (NaCTSO) publication 'Counter Terrorism Protective Security Advice for Bars, Pubs and Nightclubs' will be consulted and any specific recommendations implemented.
- PS6 Operation of a documented glass collection and spillage policy
A policy and procedure in place to ensure effective and efficient collection of glasses and the cleaning-up of spillages throughout the premises will be adopted.

The prevention of public nuisance

PN1 Prevention of noise breakout from the premises

The Koffee Pot Limited commissioned an acoustic report from Philip Dunbavin Acoustics Ltd. Their report dated 14th August is attached. A summary of their recommendations is;

“Taking into account the additional mass barrier ceiling which has been installed and also calculating transmission via the unlined flanking masonry walls in accordance with Section 7.2, the noise levels due to the café within the flats above will be around NR 12 [18dB(A)] which will not cause significant disturbance to the residential properties above. The noise levels in the 63 Hz and 125 Hz octave bands are also calculated to be below the Local Authority Criterion of 42 dB and 36 dB respectively in the flats.

Noise break out from the glazed façade has been calculated and is below the Manchester City Council criterion of 10 dB below background noise levels in each octave frequency band with the existing 6mm glazing to the front facade.

Mechanical services noise will exceed the criterion of the Local Authority when the kitchen extract exhaust terminal is relocated and a duct attenuator will be required in the exhaust stack.”

These recommendations will be implemented.

PN2 Use of a last entry time for the premises

Last entry will be 30 minutes before closing.

PN3 Communication and integration with local residents and businesses

Consultation was undertaken with adjoining residents and business as part of the exhaustive planning application.

PN4 Effective management of exterior spaces (eg. beer gardens, smoking areas)

There is no external area within the curtilage of the premises.

PN5 Cleansing arrangements and ensuring the premises and surrounding area are kept clean and free of litter

An extensive Waste Management Plan was formulated and adopted as part of the planning Process.

PN6 Responsible management of the use of flyers and other promotional material

All the Koffee Pot marketing is undertaken via social media.

PN7 Ensuring adequate arrangements for secure and responsible storage of refuse

An extensive Waste Management Plan was formulated and adopted as part of the planning process.

PN8 Appropriate arrangements for deliveries and collections

A Servicing Management Plan and route was formulated and adopted as part of the planning process.

PN9 Prevention of customers causing disturbance when leaving the premises

The Koffee Pot is acutely aware of the importance of an effective Dispersal Procedure at the end of each evening to minimise any effect on local residents.

- All staff will be fully trained in dispersal procedure.
- Proactive Measures will commence an hour prior to Terminal Hour.
- Gradual closure of the premises will be undertaken.
- Reduction in music level and increase in lighting will be used.
- Congregation will be discouraged.
- No beverages or food will be taken from the premises during this period.
- Staff will be undertaking Close Down Operations for an hour after service terminates and will be available to monitor and manage dispersal

PN10 Membership of any local pub and club network/off-licence forum or other recognised partnership group

The Koffee Pot intends to set up and maintain close working group of mutual support and collaboration with nearby A3 Operators, V Revolution, The Castle Hotel, Gullivers, The City Pub, Ning and The Frog and Bucket.

The protection of children from harm

CH1 Risk assessment for when children are on the premises

The Koffee Pot will undertake a risk assessment, which will be documented and available for inspection by the Responsible Authorities upon request

CH2 Ensuring any gambling and cigarette machines on the premises are appropriately located and properly monitored

No such machines are envisaged.

CH3 Ensuring entertainment at the premises is age-appropriate

Appropriate safeguards for performances, film etc will be adopted.

CH4 Taking action to prevent proxy sales of alcohol from the premises

The Koffee Pot will take proactive steps to prevent this occurring including use of CCTV and staff training.

CH5 Proper management of any child performers

Non envisaged.

CH6 Ensuring age restrictions are enforced effectively when showing films

Appropriate safeguards for performances, film etc will be adopted.

CH7 Prevention of underage sales of age-restricted products and underage persons access

The Koffee Pot will adopt effective and appropriate measures to ensure age restrictions are enforced at the premises.

Staff are fully trained on Induction and at regular intervals. Training is monitored, reviewed and amended as necessary.

CH8 Provision of comprehensive documented staff training

Records of all training will be documented and kept on the premises available for inspection by the Responsible Authorities.

CH9 Display of child welfare information in public areas of the premises

Appropriate information will be displayed.