

Ducie Street Warehouse Building

Operational Management Strategy

Introduction

This document is prepared to support the proposals to erect terraces and provide A4 within the grounds of Ducie Street Warehouse Building, Manchester.

Policies

Premises' Operating Schedule

The operating times for the terraces will differ dependent on season but will typically be in operation in accordance with the schedule below.

Monday	09:00 – 23:00
Tuesday	09:00 – 23:00
Wednesday	09:00 – 23:00
Thursday	09:00 – 23:00
Friday	09:00 – 23:00
Saturday	09:00 – 23:00
Sunday	11:00 – 22:00
Bank Holidays	11:00 – 23:00

Queue Management Policy

Due to the relaxed and welcoming nature of the proposed operations we do not anticipate regular queues outside of the premises. However, certain events or activities may require a queue management system via the car park entry area and the rear of the building. 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
- ☐ Rope and post will be used to ensure that the queue is controlled and not blocking emergency exits.

Dispersal Policy

A dispersal policy shall be implemented and adhered to, especially as the closest residents are the hotel guests;

- ☐ 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.

Smoking Policy

A smoking policy shall be implemented and adhered to;

- ☐ Smoking areas within the site shall be covered by the premises' CCTV system
- ☐ Suitable receptacles shall be provided to ensure cigarette butts are disposed of appropriately
- ☐ All smoking areas shall be kept clean and tidy

Outside Seating Policy

It is the operator's intention to provide tables and chairs for patrons use. These will be of reasonable quality and sympathetic to the design of the terraces. The furniture shall be secured and chained outside operating hours and the seating areas shall be covered by CCTV.

The use of umbrellas shall be restricted to the hours of operation and shall be closed outside these times.

Music Policy

The operator has a strong interest to ensure there is minimal noise impact to residents as these are all hotel guests of the aparthotel above the proposed terraces and thus would have a negative commercial impact. There shall be no fixed music installations.

Lighting and Heating Policy

Lighting and heating of the terrace area is important to allow a use in comfort for most of the year.

There shall be an installation of festoon lighting attached to the terraces but not to the building for ambient lighting. The use of freestanding outdoor heaters shall be restricted to the area of the terraces and the hours of operation.

Security Operating Schedule

The Prevention of Crime & Disorder

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. CCTV maintenance records to be kept and details of contractor used and work carried out to be recorded.

Plans indicating the position of CCTV cameras to be submitted to be lodged with City Centre Safe.

Where the recording is on a removable medium (i.e. videotape, compact disc, flash card etc.) a secure storage system to store those recording mediums shall be provided.

All training will be documented.

A refusals book will be kept at the premises and this will be checked each week by either the premises licence holder or the DPS. The aim of the check is to ensure that staff are accurately recording refusals.

The refusals book will be open to inspection by appropriate officers of Manchester City Council who provides identification to staff or by uniformed officers of GMP.

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

Management and staff shall ensure that persons leaving the licensed premises conduct themselves in an orderly manner and do not in any way cause annoyance to residents or persons passing by.

Any person who tries to gain entry to the premises who is involved in disorderly conduct or anti-social 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.

No open containers of alcohol shall be removed from the premises.

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 by the DPS.
- ☐ Toilets shall be kept clean and well maintained.
- ☐ The premises and surrounding area shall be kept clean and tidy.

The Prevention of Public Nuisance

Contact numbers of the DPS to be made available to any local residents if required.

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.

The Protection of Children from Harm

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 once they commence paid employment. All staff will be retrained every 3-4 months. Training to also include the issues of underage sales and drugs.