

Outdoor Seating Management Statement and Plan

DPSK Limited

Domino's, Oxford Road, Manchester

March 2020

Introduction

This management statement and plan has been prepared in support of an application by DPSK Ltd for the change of from highway/pavement to outdoor seating area in connection with their Domino's takeaway and restaurant at Unit 4, 403 – 419 Oxford Road.

Dominos is a global brand with approximately 1,300 restaurants and 100,000 employees. 90% of the stores are operated by franchisees with locally based employees. These are generally located at high footfall or roadside locations.

Dominos have policies and procedures to maintain high standards of management throughout their sites including the outdoor seating area.

Training

The company supports and invests in its employees through training which is kept under review as well as ongoing personal development.

Greater Manchester Police Design Security

Greater Manchester Police Design Security were consulted in relation to the proposed application and their recommendations which will be followed as follows:

Hours of Use and Security

- Defining boundaries - Sturdy temporary barriers/screens/planters should extend from the building to define the entire licensed area be used and to enclose the tables and chairs. There should be only one entrance/ exit point for customers

- Tables and chairs to be visible from within the premises.

- Tables, chairs or temporary barriers not to remain on the highway after 10.00 pm.

The tables and chairs will generally be used for limited periods and during dry weather periods and within recommended time restrictions of 10.00pm.

- Tables and chairs to be heavy enough to resist movement by wind.

- Tables will be of a design that are suitable for attaching 'property clips' to secure handbags/laptop bags and, if necessary, can be stacked for storage without damaging the clips. Customers should be shown how to use the clips. As an alternative use tables with shelves or net bags under the tabletop.

Management & Maintenance

A security management plan will include measures to deal with the following:

- Staff will be vigilant in observing customer behaviour and ensure that tables and chairs remain within the designated area - any transgression will be dealt with promptly
- Frequent inspection and prompt repair of security features (e.g. lighting CCTV, signage, barriers, locks, fencing and rails).

Use and storage of furniture.

The usage of this facility will be monitored during the hours of operation

The furniture and barriers will be stored away inside the premises when not in use

Litter

Regular checks will be carried out for the outside area.

External amplified sound or music

There shall be no amplified sound or music in the external seating area

Conclusion

Training and management plan will be in place to ensure the outside seating area is managed effectively and this will be kept under review to maintain high standards.

The management team will work with the authorities where necessary to deal with any issues such as noise disturbance are dealt with and managed effectively.