Pizza Express, 95 Lapwing Lane, Manchester, M20 6UR

Pavement Licence Management Plan

November 2019

Overview

The day to day operation of the pavement licence will be run to the same high standard operated by a Pizza Express restaurant. We have a substantial food and coffee business and are committed to offering high levels of customer service and standards.

The pavement licence will further enhance our customers' visit to the Lapwing Lane restaurant. The site is a perfect site for enhancing the existing café culture within this part of Manchester.

Day to Day Operation

Food is served between 8am and 11pm every day and it would be our intention to serve food to customers seated in the pavement licence boundary until 11pm.

The restaurant offers a table waiting service only and staff bring the orders out to the customers where they are seated. Cutlery and meals are delivered to the tables and then cleared away by a member of staff once consumed.

It is part of Pizza Express's operating standards that all empty plates and associated items are cleared within 10 minutes of the customer finishing with them. Members of staff are also responsible for making sure the area is clean, tidy and free from litter. All members of staff are fully trained in Licensing Law, Health & Safety and Service & Standards. They are also trained to monitor and report any incidents to the restaurant's Management Team.

Boundaries

The licensed area will be fully marked (with demarcation barriers) and it is understood that it is the responsibility of restaurant staff to keep customers within this boundary.

Furniture

All furniture and the demarcation barriers will be securely stored within the premises when not in use. Consequently, outside of the permitted hours of use of the external seating area, all items of furniture will be removed from the highway forecourt area and securely stored inside the restaurant premises. On high risk occasions, as advised by police officers and/or Manchester City Council, all of the external furniture will be removed and securely stored within premises.

All tables will be fitted with 'Chelsea hooks' property clips, to provide a secure fixing for customers' bags and other items when using the external seating area. The chairs have rounded backs, in order to discourage customers from hanging bags on them.

Proposed Hours of Use

It is intended to operate the external seating area between the hours of 0800 to 2300 hours daily.

Detailed Management Strategy

The external seating area will be actively managed by restaurant staff throughout the hours of use of the area. The external seating area will be entirely table serviced, for both drinks and food orders. In addition to taking and delivering food and drink orders to/from customers, staff regularly remove all items of crockery, cutlery and drinking vessels that customers have finished using, usually within 10 minutes of the customer finishing with these items. All waste, including napkins and used ashtrays, are similarly regularly removed from the external tables and taken into the premises for disposal/recycling as required. Every day, at the end of the hours of use of the external seating area, staff clear and clean the pavement/highway areas.

Regular staff presence in and around the external seating area also manages customer behaviour. Any excessive noise or inappropriate behaviour by customers will be immediately challenged by staff. Similarly, no relocation of any items of furniture by customers will be tolerated. Staff are constantly vigilant in observing customer behaviour and ensure that all items of furniture remain within the designated areas. Any customer transgression is dealt with promptly. If any customers behaving inappropriately, once warned by staff, do not suitably adjust their behaviour accordingly, they will be asked to leave the external seating areas and the premises in general, in accordance with established protocol at this site. A zero-tolerance policy with customers who behave inappropriately in already in operation at this site.

No amplified music will be played within the external seating area.

Potential noise, disturbance, litter and security in general are all effectively managed throughout the hours of use of the external seating area. The operation of the external seating area would also be subject to the on-going requirements of the Pavement Licence regime, such that Manchester City Council would have continual recourse over the applicant's use of the external seating area at all times. The Pavement Licence can be reviewed at any time by Manchester City Council if the conditions and requirements of the licence are not being adhered to.