The Footage PH, Grosvenor Street, Manchester, M1 7DZ

Pavement Licence Management Plan

July 2018

Overview

The day to day operation of the pavement licence will be run to the same high standard operated by a Stonegate Pub Company public house. 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 Footage public house. 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 11am and 10pm every day and it would be our intention to serve food to customers seated in the pavement licence boundary until 10pm.

Orders for food are placed at the bar by the customer and then The Footage 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 Stonegate Pub Company'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 Footage Management Team.

All drinks for consumption in the pavement licensed area will be served in plastic glasses if this is a condition of the licence.

Boundaries

The licensed area will be fully marked (with demarcation barriers) and it is understood that it is the responsibility of The Footage staff to keep customers within this boundary. If required to do so by Manchester City Council, through either the planning or licensing regimes, pavement marker studs or similar will be installed to demarcate the external seating areas on the ground.

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 Footage 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 The Footage

premises. Details of the location of this storage area are included within the accompanying plans.

All tables should 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 1100 to 2300 hours daily. For information, The Footage premises itself trades between 1100 to 0000 hours on Sundays, Mondays and Wednesdays; between 1100 to 0100 hours on Fridays and Saturdays; and between 1100 to 0200 hours on Tuesdays and Thursdays.

Crime Impact Statement

The advice of Greater Manchester Police Design For Security, has been sought and was received on 02/07/2018. A copy of this advice accompanies this planning application. The advice provided has been incorporated into the design, operation and management of the external seating area. Each of the recommendations of Greater Manchester Police Design For Security are assessed in the order that they raise them below:

1. The dimensions of the proposed seating area can be marked on the pavement by an appropriate agreed method, if this is considered necessary by the LPA and/or by Manchester City Council through the pavement licence procedure.
2. The seating area will be well managed and checked regularly to prevent misuse.
3. Drinks that are to be consumed outdoors will be served in plastic glasses/containers, if this is considered necessary by the LPA and/or by Manchester City Council through the pavement licence procedure.
4. All barriers/tables/chairs will be removed and securely stored inside after 11pm.
5. Tables will be of a design that are suitable for attaching 'property clips' to secure handbags/laptop bags. Customers will be shown how to use the clips.
6. Lighting and CCTV coverage is already provided to the seating area and will be enhanced through the installation of an additional CCTV camera with an on-bar monitor.

Detailed Management Strategy

The external seating areas will be actively managed by The Footage staff throughout the hours of use of these areas. The external seating areas 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 Footage premises for disposal/recycling as required. Every day, at the end of the hours of use of the external seating area, The Footage staff clear and clean the pavement/highway areas.

Regular staff presence in and around the external seating areas 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. The Footage 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 Footage premises in general, in accordance with The Footage's 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 areas.

Potential noise, disturbance, litter and security in general are all effectively managed throughout the hours of use of the external seating areas. The operation of the external seating areas 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 areas 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.