The Slug & Lettuce PH, 64-66 Deansgate, Manchester, M3 2EN

Pavement Licence Management Plan

July 2017

Overview

The day to day operation of the pavement licence will be run to the same high standard operated by a Town and City pub. 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 Slug & Lettuce 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 10am 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 Slug and Lettuce 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 Town and City Pub Company's operating standards that all empty plates and associated item 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 Slug and Lettuce 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 planters) and it is understood that it is the responsibility of Slug and Lettuce 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 area on the ground.

Furniture

All furniture and the demarcation planters 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 Slug and Lettuce 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 Slug and Lettuce 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 1000 to 2300 hours daily. For information, the Slug and Lettuce premises itself trades between 1000 to 2300 hours Mondays to Thursdays and Sundays; 1000 to 0100 hours on Fridays; and 1000 to 0200 hours on Saturdays.

Crime Impact Statement

The advice of Nasr Ul Haque, Assistant Design for Security Consultant at Greater Manchester Police Design For Security, has been sought and was received on 07/04/2017. 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. This includes the installation of the CCTV system and external lighting, as recommended by Greater Manchester Police.

Detailed Management Strategy

The external seating area is actively managed by Slug and Lettuce 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 Slug and Lettuce premises for disposal/recycling as required. Every day, at the end of the hours of use of the external seating area, Slug and Lettice staff clear and clean the pavement/highway area.

Regular staff presence in and around the external seating area also manages customer behaviour. Any excessive noise or inappropriate behavior by customers will be immediately challenged by staff. Similarly, no relocation of any items of furniture by customers will be tolerated. Slug and Lettice staff are constantly vigilant in observing customer behaviour and ensure that all items of furniture remain within the designated area. Any customer transgression is dealt with promptly. If any customers behaving inappropriately, once warned by staff, do not suitably adjust their behavior accordingly, they will be asked to leave the external seating area and the Slug and Lettuce premises in general, in accordance with Slug and Lettuce'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 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 this external seating area is also subject to the on-going requirements of the Pavement Licence regime, such that Manchester

City Council has continual recourse over the applicant's use of this 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.

The site will also have a CCTV system installed, together with associated external lighting, in accordance with the recommendations of the Greater Manchester Police Design For Security Crime Impact Statement dated 07/04/2017. The CCTV system will be designed and operated to meet the requirements outlined within the Greater Manchester Police Design For Security Crime Impact Statement dated 07/04/2017. 'Dawn until dust' external lighting will also be installed, as indicated in the accompanying plans, in line with the recommendations of the Greater Manchester Police Design For Security Crime Impact Statement dated 07/04/2017.