Operating Statement – Cord Bar, Dorsey House, 8 Dorsey Street, Manchester

Objective

This proposal seeks to extend the opening hours of an established bar (Class A4) at Dorsey House, Manchester. The proposal will extend the offer of an existing facility which is responsibly run for the benefit of local people. It complements the mixed-use nature of the Northern Quarter, which is a diverse area comprised of residential, evening/night-time leisure, creative businesses and alternative retail. This Statement reflects operating practices which are already established at Cord bar. Staff will be made aware that the same standards are required should permission be granted for extended operating hours.

Operating Objectives

Proposed Hours of operation

- Sundays and Bank Holidays: 12.00 noon to 10.30pm
- Sunday to Thursday: 12.00 noon – 11.00pm
- Friday to Saturday: 12.00 noon – 1am

A licence application has been granted for the extended opening hours (ref 050652).

Noise and Disturbance

An acoustic survey has been undertaken by Clement Acoustics to ensure that there will be no effect on local residents and the results are included in the application. This addresses noise from music: there is no kitchen on the premises, so no extractor facilities to be assessed. The impact of the existing air conditioning vents, and the potential for amplified music to escape through them, has been assessed following a request from the Council.

The applicant has suggested and implemented a lower music volume level than that permitted, in order to satisfy one local resident who was unhappy with the proximity of the bar to their home. This was implemented through liaison with Environmental Health. A tamper proof cover has been fitted to ensure the volume cannot be increased.

A dispersal operation is already enforced to ensure that minimum disturbance or nuisance is caused to neighbours and to ensure that the operation of the premises makes the minimum impact upon the neighbourhood in relation to potential nuisance and anti-social behaviour.

This existing operating method incorporates the mitigation measures set out in the noise assessment, and will be continued through the extended opening hours, as follows. All these measures are in place and actioned at present. They will be extended to the extended opening hours:

Door staff will remind patrons of the residential nature of surrounding premises, and encourage them to leave quickly and quietly.

Door staff will monitor behaviour outside the premises, including smokers. Staff will discourage people from congregating outside.

When patrons are entering or exiting the premises, the lobby area will be used to ensure at least one door stays closed at all times.

The inner door of the lobby will be closed at all times. The requirement set out in the premises license is that outer doors must be closed after 10pm but in practice, door staff are instructed to ensure that outer doors are kept closed at all times, being only opened while customers are entering the premises.

Notices will be situated inside the premises and at the entrance requesting customers leave quietly and in an orderly manner. Staff will draw customers' attention to such notices.

Regular external checks will be made during operational periods to monitor noise levels.

All these measures are already in place and will be maintained during extended opening hours.

Security and Safety

The bar already has a digital CCTV system covering all areas of the premises, including outside. Details are submitted with this application. The cameras have night vision capability and recorded footage is, and will continue to be, kept for a minimum of 28 days.

The bar already employs SIA trained door staff. There will continue to be at least one SIA-trained member of staff on the door on a Friday and Saturday from 9pm plus on other days subject to a risk assessment as per the current premises licence. Staff have been trained in methods of dispersing customers who are leaving the premises, and encouraging smokers to keep noise to a minimum.

Door staff will ask any customer who appears to be under the age of 25 to prove that they are 18 or over in accordance with the 'Challenge 25' policy. Those who fail to provide acceptable ID will be refused entry.

If a potential customer appears to be drunk or under the influence of drugs they will be refused entry.

This is already Cord policy, and is actioned by staff during current opening times.

Access

Access for customers and staff is and will continue to be through the front entrance.

All deliveries and servicing will continue to take place outside operating hours.

Waste Collection

Waste and recycling will continue to be collected by a specialist refuse contractor.

Refuse, glasses or glass bottles from the building will not be disposed of in outside receptacles between the hours of 10pm and 8am, so as to ensure no disruption is caused to any neighbours. Inside these times, refuse will be stored within the building. This is already Cord policy.

Local Environment

The operators will maintain the premises to the highest standard, ensuring that the premises are clean, tidy and kept in good repair. This is already Cord policy.

Staff and Training

All staff will continue to be trained in licensing law and health and safety.