External Seating Management Plan for

Manchester City Council Planning Officer

The Spoon Inn is located on a row of commercial retail units situated on a busy main road that runs through the outskirts and the heart of Chortlon. Our business is situated on the outskirts of Chorlton, about 10 minutes' walk from what is known as the four banks area where you find many popular and vibrant bars and restaurants. We are closely situated to the trendy, popular area of Beech Road and since arriving on the Barlow Moor Road parade we feel that we have very much contributed to the local community and raised popularity to our neighbouring businesses by offering high quality products from all over the world that suit the Chorlton resident. We in no way promote a standing drinking culture and feel our customer base are always very well behaved, many of which reside as neighbours to The Spoon Inn and relish in having an establishment such as ours on their door step.

We currently have two seating areas at the front and rear of the premises. The external seating at the rear of the premises has only just been completed and has formed a secret garden feature for our customers where they can relax in a quieter environment compared to the busy main road situated at the front of the premises. The external seating area is open from 10am – 8pm and customers are not permitted outside to the rear of the premises past this time. Outside these times the area is packed down and the rear emergency exit is closed. A sign is clearly situated on the rear emergency exit door stating that no customers are allowed to open this door unless in an emergency. We have seen this area become increasingly popular to families and Mothers with new born babies that make a high percentage of our customer base. These customer profiles enjoy the quiet tranquil area and have plenty of space to store push chairs and let their children enjoy the fresh air.

The front external seating area of our premises allows customers to sit outside in all weather conditions due to the Victorian canopy that runs the whole length of the newly populated Barlow Moor parade which on a summers day has been known to feel like a holiday destination with customers regularly enjoying meals and drinks from an eclectic range of worldwide foods day and night. We monitor this area very carefully with staff making regular rounds of the seating area to clear empty glasses and monitor customer's behaviour. Being in the area our business is very fortunate that after a year of trade to not witness any trouble, have to expel any consumer from the premises or report any wrong doings to the police. During the week we have a regular busy period from 5-9pm as commuters travel back to the suburban areas of Chorlton and enjoy a relaxing after work drink or a pot of loose leaf tea, very rarely are we seen to have large groups of people sat in the front seating area unless on a rare occasion we have a warm summers evening and even in this occurrence all customers are well behaved and keep noise to an absolute minimum.

At weekend nights many of our customers use the external seating area due to its cosy setting as customers can look left and right and see similar local Chorlton residents enjoying leisurely activities in neighbouring businesses. We are well aware that during weekend opening times customers are more likely to be noisy due to increased foot fall or relaxing due to lack of work the next day, once again we always monitor the front seating area and rare groups of loud people are requested to respect neighbours rights and point to the visible sign situated on the front decking wall. This is always

acknowledged with an apology. We have had Happy Birthday songs being sung at times but these are never at late times and feel that going outside to stop the celebrations would only be unnecessary and cause more disruption. As soon as last orders are called our staff members pack up all the furniture outside to restrict customers sitting and reducing the risk of any noise pollution to our residents. We then ask all our customers to finish their drinks enforcing the 'leave quietly rule'. If any of our customers require taxi's we have a local firm that we contact and request our customers stay inside until they arrive.

We often have customers entering our premises after we have finished serving drinks requesting a alcoholic beverage but always point them in the direction of the bar a few doors down that serve till 12am at weekends to stop them lingering outside our premises also risking neighbouring residents to be bothered by noise. As customers leave there are always other customers still sat in neighbouring businesses internal and external seating areas however we often have a staff member placed outside bringing in the furniture policing the area as customers leave the premises.

At 8pm every night we make sure that the door is closed and that any background music or regulated entertainment is monitored. I can state that the only time this rule was broken was during the 3 weeks we had an extremely rare and alarming heat wave in July this year where the door was remained open however on majority of these nights we played background music low that was hard to hear on the front decking.

We have always made the relationship with our neighbouring residents a high priority to us and aim to continue to uphold our licensing objectives to ensure that our residents are not disrupted at any time during our opening hours. We believe that the extra hour during weekend trading times will cause very little disruption to the residents that live close to The Spoon Inn as we will continue to monitor external seating areas and ensuring any slight evidence that excessive noise is resonating from the front external seating area that it is addressed immediately. My staff members are continually trained on all the factors stated in our operating schedule and the management team regularly analyse, adapt and enforce new methods to protect our customer's safety and enjoyment.

Reported by,

Adam Poppitt

Managing Director