OPERATING POLICY

Unit 2 The Hive, Lever Street, Manchester, M1

RWB leisure Ltd

Extension into Unit2 to form a drinks bar & extend the seating area of

the existing Unit1 being used for

"Bakery/ Wine store & venue for food and drink related classes with literary and arts related events"

Opening Hours

Proposed hours are 11am to 12am Sunday-Thursday.

11am to 1am Friday and Saturday.

Alcohol Sales

Proposed hours are 11am to 12am Sunday-Thursday.

11am to 1am Friday and Saturday.

The Prevention of Public Nuisance

We will operate a zero tolerance policy to any noise created by out clientele towards nearby residents.

All music levels within the buildings will be set with a noise limiter and during the design stage of the speaker layout we have taken advice from acoustic specialists to agree the correct size of speakers and position as to avoid any breakout of sound from the venue.

The venue has a policy for ambient music allowing our customers to sit and enjoy conversation.

All Staff and Managers will be responsible for keeping the streets and entrances around the venues clear of rubbish, cigarette stumps and anything created by our unit.

Customers will be encouraged to smoke in the Courtyard area away from the main street

All deliveries are to be allocated to the mornings and early afternoons as not to cause a noise nuisance. Please see the SERVICING PROPOSAL attached to this planning application.

Taxi numbers that use the call back service will be provided to and called for customers and customers will be encouraged to wait inside until the taxi arrives.

Signs will be posted at the exits and behind the bar asking customers to respect the local residents and leave quietly and quickly, this will be monitored by either door security or senior management/staff.

The Management team will join and attend the Manchester Pub and Club Network meetings and pass on the minutes from each meeting to the staff and management members

The DPS will make their mobile number available to locals and residents around the area.

The Prevention of Crime and Disorder

SECURITY EQUIPMENT.

The Unit will have a 24hr digital CCTV system, recording 8 day/night cameras covering both entrances, the main bar area and toilet corridors.
There will be 2 monitoring stations (l behind the counter in the store and 1 in the office) that continuously monitor all activity.
The Hive itself has manned security with its own digital CCTV system.
Both systems have a 30 day storage facility and are held in a secure office, the Managers will be fully trained in the retrieval of images and burning to disk if necessary.

Both audible and silent intruder alarm systems are currently installed at the venue and these shall be serviced and tested during the build process.
Key holders are alerted when a zone is activated via an automated GSM call.
PIR detectors have been placed throughout the venue to cover all areas.
All external doors are fitted with alarm contacts this includes the rear fire doors.

The site has an onsite safe which is bolted to the floor in a secure office which only has access via a key code lock, this code is only given to the key holders.

Solid Locking Gates secure the main entrances in the Hive arcade, the rear doors are double bolted and constantly monitored by the Hive Security

SIA registered door staff are to be employed through a SIA approved company, at peak business times (Friday & Saturday evenings and during major local events e.g. football matches or when advised by GMP).

DOOR STAFF & SECURITY POLICY.

Regular security reviews are carried out at the venue, as part of this the Door Supervisors are audited in conjunction with the nominated security company.

All management have been trained in the "Responsible Service of Alcohol" and "Dealing with Conflict & Aggression" to allow them to identify undesirable customers.
A "Zero Tolerance" policy regarding drugs is enforced at the venue at all times.

The units will employs a strict duty of care towards the protection of children the "Challenge 21" policy will be enforced at the venue, no under 18's are allowed on the premises unless accompanied by a responsible adult, no children are allowed on the premises after 19:00
A refusals log will be kept by the units.

Door Staff Policy

Door Supervisors

1. Door Staff must visibly wear their current valid SIA badge at all times
2. Door staff must sign in on arrival stating;
- Date
- Start Time
- Full Name
- SIA badge number

3. Door staff must be aware of the premise current capacity limits and monitor this during the evening.

Deployment of Door Supervisors

1. Door staff will be positioned at the main entrances to the premises
2. Door Staff will perform a walk round of the premises every 30 minutes ensuring the following areas are covered:
- Bar areas
- Ladies and gents toilets
- The rear doors and designated smoking area outside
- All fire exit points -ensure exits are not obstructed
- Front outside area

Supervision of Entry to the Premises

1. Door staff are required to ask any customer who appears to be under the age of 21 to prove that they are 18 or over in accordance with the 'Challenge 21' policy. Those who fail to provide acceptable ID will be refused entry.

Acceptable forms of ID are:
- 10 year Passport
- PASS card
- Photo Driving License

2. No persons under the age of 18 will be permitted into the venue after 19:00 hrs
3. Door staff will refuse entry to anyone who in their opinion appears to be drunk.
4. Door staff will maintain a balance of male and female customers, limiting groups of males to no more then 4 customers.
5. Door staff to maintain order and quiet in the seating/smoking area outside of the units.

Prevention of Drugs and Weapons on the Premises

1. Door staff may conduct on the spot bag searches should they suspect bags may contain illegal items.
2. Should a weapon and/or drugs be found the door staff confiscate the item and inform the manager immediately who will then inform the relevant authorities.
3. Anyone suspected of taking drugs and/or dealing drugs will be detained by the door staff, the manager is informed immediately and the Police are called.

ADDITIONAL SAFETY AND SECURITY.

We will provide a secure area for staff to leave their belongings at work and also lockers for possessions.
Access to this area will be restricted to key holders only (management) and the CCTV system will monitor these areas.

The Sites will be equipped with all appropriate fire fighting equipment and staff and managers will be trained on their usage.

The Sites will be fitted with an emergency lighting system and regular testing will be carried out by management.

A full fire risk assessment will be carried out for the premises and a fire evacuation procedure will be in place. All staff are to be fully trained on this on commencement of their employment.

A fire alarm system is in place at the venue and is linked directly to the rest of the building and vice versa. Alarm testing is carried out on a weekly basis.

All staff and management are fully trained on the fire evacuation procedure and this is displayed prominently behind the bars and in staff areas.

DISPERSAL PROCEDURE.

Our aim is to disperse all customers quietly and politely away from the bar and surrounding streets thus assisting in the prevention of crime and disorder and also public nuisance.

The Entrance to the unit is in the Hive arcade which has entrances at either end, the site is located 50 yards from Stevenson's square.

The dispersal of customers will be managed through various methods:

At peak business times when Door Staff are on duty customers are politely asked not to congregate in the immediate vicinity of the venue and are directed left to Oldham road and right down towards public transport at Piccadilly and or taxis if required (there is a taxi rank in Piccadilly gardens). This prevents congestion outside the entrance so leaving the area relatively uncrowded.

There will be prominent signs around the entrance/exit to the units encouraging patrons to leave quietly and respect their local environment.

Taxi Numbers: These will be displayed clearly in the bar and bar staff are happy to call any customer a taxi if required.

Once outside the premises the Door Staff have been asked to monitor noise levels and request that customers respect the local environment and disperse quietly. As our requested hours are earlier than a few of the venues surrounding us, customers are advised of which venues are still open or the nearest place to get their transport home.

The roads surrounding the units are well lit and monitored by one of the main central CCTV cameras on the Nitenet system.

WASTE MANAGEMENT.

Waste management will be closely monitored by the bar managers.
Waste is to be stored in different recycling bins in a secure area at the rear of the building -this includes separate general waste, glass and cardboard bins.
Bin men can only gain access to the secure area through the bar accompanied by a Key holder.
The Communal Bin store has a CCTV camera fitted monitored by the Hive security.

Waste is currently collected by the collection company between the hours of 09.00 -13.00 this is to prevent disturbance to local residents.
Please refer to WASTE MANAGEMENT STRATEGY attached to this planning application.

PUBLIC SAFETY.

No opened drinks or empty drink containers will be allowed to be taken from the licensed areas at any time.

A first aid kit will be provided behind the bar/ in the kitchen and in the manager's office.
A qualified First Aider will be on duty at all times.

An Accident book will be kept by the management team.

Public Liability insurance will be included in the Yearly insurance.

Glass collection will be carried out by a designated glass collector during busy times and by staff members at other time, a separate wash room away from the bar has been built to minimise the need to go behind the bar during busy times and avoid empty glassware on the bar serving areas.

Toilets will be checked and monitored during the day at regular intervals.

STAFF TRAINING.

All staff will be trained in responsible alcohol retailing, drug and alcohol awareness and also trained to handle abusive and drunk customers.
All staff will be trained where relevant in health and safety and food safety procedures.
All staff will be trained in customer Dispersal procedures.
All staff and management will be made aware of the Think Safe Drink Safe Campaign.

Ref Planning application for:

Unit2 The Hive
Manchester
M1 1FN

Contact

David Cook
Tel: 07794741135

To whom it may concern,

POLICE REPORT

I can confirm that the proposal for the Unit 1 Hive was discussed with Greater Manchester Police City Safe Team and that a site meeting took place on Tuesday 17th May. The meeting was attended by Sarah Pickstone and Martin Aylett of GMP.
There were no apparent issues raised at this meeting as everything we discussed seemed to satisfy their requirements. They have also looked over the crime impact assessment and dispersal policy for me.
This Application for Unit 2 has been sent to Martin Aylett to explain the extension.

Yours sincerely,

David Cook