
RE:HoS Seating - Application ref no 141162/JO/2024

From Farrington, Tom <tfarrington@deloitte.co.uk>

Date Tue 19/08/2025 08:12

To Angela Leckie <angela.leckie@manchester.gov.uk>; Percival, Michael <mipercival@deloitte.co.uk>

ALERT This message originated outside of the Manchester City Council network. **BE CAUTIOUS** before clicking any links or opening any attachments. Please remember your Cyber Training and report anything suspicious.

Hi Angela,

Thank you for your email. We have carefully considered the comments and come up with the following to address any potential issues:

1. Management of external seating after 9.30pm:

- Food and Beverage Cut-off: The external tables will use a QR code system for ordering which will be disabled at 9:00 PM. This proactively discourages further orders and signals the imminent closure.
- Staff Communication and Guidance: Staff will be instructed to politely inform customers at 9:15 PM that the external area will be closing in 15 minutes, allowing ample time for them to finish their drinks and move indoors. A clear announcement will also be made at 9:25 PM.
- Courteous Dispersal: Staff will remain present to ensure a smooth and courteous dispersal, assisting those as needed. We will train staff to handle any potential issues with tact and professionalism.

2. Physical Management and Anti-social Behaviour

We understand your concern about physical access to the external area after closing, especially regarding anti-social behaviour. While permanent physical barriers are impractical from an operational perspective, we propose the following:

- Securing Furniture: Benches will be secured under tables to prevent unauthorised seating or use as a shelter.
- Increased Security Presence: Security personnel will be on site until closing time, deterring potential anti-social behaviour. This will be in addition to CCTV monitoring.
- Secure by Design Confirmation: We have received Secure by Design confirmation (submitted to discharge condition 34), demonstrating our commitment to crime prevention through design. This should satisfy concerns regarding the overall security approach.

We believe these measures will effectively manage the external area and mitigate the risks of anti-social behaviour. We are confident that this revised strategy comprehensively addresses your concerns. Please let us know if you require any further clarification or have additional questions.

Kind regards,

Tom Farrington

Pronouns: he / him / his

Senior Analyst | Deloitte LLP

D: +44 330 138 7012 | M: 07900769476

From: Angela Leckie <angela.leckie@manchester.gov.uk>

Sent: 14 August 2025 07:08

To: Farrington, Tom <tfarrington@deloitte.co.uk>; Percival, Michael <mipercival@deloitte.co.uk>

Subject: [EXT] Re: HoS Seating - Application ref no 141162/JO/2024

Hi Tom

Thanks for this I still have a couple of questions are on a couple of items from my original list of questions there are still some gaps in information.

1. Whilst it is clearer how the external area would be physically closed to entry at 9.30 it is not clear how those already using the area would be managed - say if someone is eating. So for example would there be no food / orders allowed to the external area after a specific time? How would dispersal from this area for those already using be managed?
2. It is still not clear how access to the external seating area would be physically managed particularly when the food hall is closed beyond monitoring on CCTV. Are there further physical barriers that can be utilised to prevent the use of these areas for anti social behaviour for example rough sleeping?

Best Wishes

Angela

Angela Leckie
Principal Planner
Development Management Central Core
Planning Building Control and Licensing - Growth and Development
Manchester City Council,

Tel (External) 0161 234 4651

Tel (Internal) 34651

email angela.leckie@manchester.gov.uk

www.manchester.gov.uk

Due to working compressed hours my current working times are Tuesday to Friday 0700 - 16.30/ 1700

I am available to dial into pre -arranged meetings via Microsoft Teams

Upcoming Leave

From: Farrington, Tom <tfarrington@deloitte.co.uk>

Sent: 13 August 2025 11:51

To: Percival, Michael <mipercival@deloitte.co.uk>; Angela Leckie <angela.leckie@manchester.gov.uk>

Subject: RE:HoS Seating - Application ref no 141162/JO/2024

ALERT This message originated outside of the Manchester City Council network. **BE CAUTIOUS** before clicking any links or opening any attachments. Please remember your Cyber Training and report anything suspicious.

Hi Angela,