Sadler's Cat

Operational Management Strategy

Cloudwater Brew Co.

Introduction

This document presents the operational management strategy outlining policies and commitments undertaken in the operation of Sadler's Cat (formerly The Pilcrow Pub), by Cloudwater Bew Co. at Sadler's Yard, NOMA, Manchester.

Policies

Premises' Operating Schedule

The premises opening hours are:

Monday	closed - in use for private hire
Tuesday	closed - in use for private hire
Wednesday	4pm – 10pm
Thursday	4pm – 10pm
Friday	12pm– 12am
Saturday	12pm – 12am
Sunday	12pm – 8pm

Queue Management Policy

Due to the relaxed and welcoming nature of the proposed operation we do not anticipate regular queues outside of the premises. However, certain events or activities may require a queue management system. On such occasions the following policy will be adhered to;

- An appropriate level of staff will be on hand to steward the queue
- Signage displaying conditions of entry will be clearly displayed
- Rope and post will be used to ensure that the queue is controlled and not blocking emergency exits or blue routes.

Dispersal Policy

A dispersal policy shall be implemented and adhered to;

- Staff and door staff (when employed) shall assist in the dispersal of customers and visitors as they exit the site
- Customers and visitors will be asked to keep noise to a minimum as they depart
- Notices at exits shall remind customers and visitors to leave quietly
- A telephone number of a taxi company will be kept behind the bar.

Smoking Policy

A smoking policy shall be implemented and adhered to;

- Smoking areas within the site shall be covered by the premises' CCTV system
- Suitable receptacles shall be provided to ensure cigarette butts are disposed of appropriately
- All smoking areas shall be kept clean and tidy.

Outside Seating Policy

Outside seating is provided on the Sadler's Cat terrace. These consist of festival tables & benches.

- Seating to be set out and packed away at the start and end of every day.
- Seating to be stored & locked in Sadler's Cat bin store.
- Shelter is also provided for Sadler's Cat terrace area. Smoking is not permitted and customers will be directed to the front of the building where an ash tray is provided if they wish to smoke.

Heating and lighting is provided for the shelter - these will be turned off and unplugged when not in use.

If customers choose to sit in the landlord licensed seating area of the public square, we will regulate cleaning and security, liaising with the maintenance and management team for the public realm to ensure the estate is kept safe, clean and tidy.

Music Policy

A music policy shall be implemented and adhered to. Music will be played internally and externally at Sadler's Cat.

- Recorded background music will be played
- Live music to be provided occasionally
- All music will be played at an appropriate volume in line with acoustic levels agreed for Sadler's Yard and to ensure there is no disturbance to nearby occupiers or residents.

Security Operating Schedule

The Prevention of Crime & Disorder

A digital hard drive CCTV system to be in operation to cover internal and external areas of the premises, and any area where customers have legitimate access must be sufficiently illuminated for the purposes of CCTV.

All CCTV recorded images will have sufficient clarity/quality/definition to enable facial recognition.

CCTV will be kept in an unedited format for a period of 28 days, and any USBs subsequently produced will be in a format so it can be played back on a standard personal computer.

Any person left in charge of the premises must be trained in the use of any such CCTV equipment and able to produce/download CCTV images upon request by a person from a responsible authority.

CCTV will be maintained on a regular basis and kept in good working order. CCTV maintenance records to be kept and details of contractor used and work carried out to be recorded.

Where the recording is on a removable medium (i.e. videotape, compact disc, flash card etc.) a secure storage system to store those recording mediums shall be provided.

All training will be documented.

A refusals book will be kept at the premises and this will be checked each week by either the premises licence holder or the DPS. The aim of the check is to ensure that staff are accurately recording refusals.

The refusals book will be open to inspection by appropriate officers of Manchester City Council who provides identification to staff or by uniformed officers of GMP.

The need for SIA registered door security will be risk assessed on a regular basis by the premises licence holder or DPS and door staff will be employed when and where the risk assessment deems this appropriate.

Management and staff shall ensure that persons leaving the licensed premises conduct themselves in an orderly manner and do not in any way cause annoyance to residents or persons passing by.

Any person who tries to gain entry to the premises who is involved in disorderly conduct or anti-social behaviour outside the premises will not be permitted entry to the premises. The premises licence holder shall ensure that any persons in the premises who are involved in disorderly conduct or anti-social behaviour inside the premises shall be removed from the premises.

No open containers of alcohol shall be removed from the premises, save for the external beer garden to the rear of the premises.

Public Safety

A daily safety check shall be carried out at the premises before it opens each day.

A first aid box shall be made available to staff and customers who may require it.

All staff will be trained in the evacuation procedure in the case of a fire and/or other emergency.

Public liability insurance shall be maintained for the premises.

An accident book shall be kept on the premises and all accidents, irrelevant of severity, shall be logged by the DPS.

Toilets shall be kept clean and well maintained.

The premises and surrounding area shall be kept clean and tidy.

The Prevention of Public Nuisance

Contact numbers of the DPS to be made available to any local residents if required.

Signs shall be displayed at the exits from the premises requesting that customers respect local residents and leave the premises in a quiet and respectful manner.

Local taxi numbers shall be available for customers to assist in ordering a taxi.

Policies shall be drafted and adhered to in respect of dispersal and use of the beer garden.

No noise nuisance shall be caused to nearby residential premises.

Refuse collections shall not take place between the hours of 11pm and 7am.

Members of staff will call taxis for customers if requested, and those taxi firms will be asked to provide a ring back service rather than sound their horns when collecting their fares.

The Protection of Children from Harm

Children under 16 years shall be accompanied by an adult at all times.

No children under the age of 16 shall be on the premises after 8pm.

The Challenge/Think 21 policy will be implemented in full and appropriate identification will be sought from any person who appears under the age of 21. The only acceptable forms of identification will be passport, photo driving licence and those carrying the PASS logo.

Staff training will include the Challenge/Think 21 Policy and its operation. In particular staff will be trained to take such action as is necessary to prevent the sale of alcohol to persons over the age of 18 where those customers are engaged in the distribution of alcohol for persons under the age of 18. The training will be given to a new member of staff before they commence paid employment. All staff will be retrained every 3-4 months. Training to also include the issues of underage sales and drugs.