

Defaqto Leisure Ltd

Operating policy (rev 05/April 2024)

Local Impact

We have in place the following systems and procedures to prevent crime and disorder, public nuisance and have public safety as a forethought and to minimise the impact on the local community and environment we will abide by the following:

The Prevention of Public Nuisance

Our Toilet facilities are made available for non-customers to use, to help reduce low-level crime & disorder in the area such as street urination.

Signs are displayed at all exits asking customers to 'go before they go' and use our toilets before they leave, this should also assist in reducing low-level crime & disorder in the area such as street urination.

We play an active role in keeping the local area tidy including staff clearing/cleaning the street around the premises regularly; this includes removing rubbish and cleaning urine and vomit as necessary.

We operate a zero-tolerance policy "No noise nuisance to be caused to nearby residents".

All amplified music is routed through a tamper-proof noise limiter which is set at a level agreed with Environmental Health and locked in the manager's office.

The doors at 32 Edge Street are closed for entrance and egress at 23.00 hours (helping prevent noise nuisance to Edge St) except for use as an emergency exit and for the managed entry and exit of mobility-impaired customers.

No deliveries or refuse collections take place between 20.00 and 08.00 hours.

Local taxi numbers are provided to and called for customers if needed.

Signs are displayed at the exits asking customers to respect residents and leave the premises/area in a quick and quiet manner; this will also be communicated by staff.

Please also see the attached dispersal policy and roof terrace policy later in this document.

The Prevention of Crime and Disorder

On Fridays and Saturdays, SIA registered door staff are on duty at the premises from 20.00 hours until close at a ratio of one member of door staff per 100 customers, with a risk assessment to be carried out in conjunction with GMP in respect of other times.

The site has Chelsea clips fitted to the underside of the tables and the bar where possible, this helps reduce the theft of personal belongings.

The site operates a strict anti-drugs policy, and anyone caught using, dealing or in possession of drugs will be barred from the premises and may be reported to the police. All incidents will be recorded and retained on file for 3 years.

Defaqto Leisure is an active member of the Manchester Pub and Club Network and we positively work with the police, council and licensing authorities.

No opened drinks or empty drink containers are allowed to be taken out of licensed areas at any time except when going directly to the permitted pavement licensed seating areas.

We have a CCTV system which is high resolution and has a hard disk recorder which is housed in a locked anti-tamper unit in the manager's office. Cameras monitor all entry and exit points and internal and external areas of the premises. Recordings are only to be released to the Police or to a responsible authority. The site has a monitored burglar alarm system.

A refusals book is maintained, recording the reasons for refusing service/entry or removing customers, this is available to GMP or a responsible authority as required. Any person who is involved in disorderly conduct or anti-social behaviour outside will not be allowed to enter and any person who is involved in disorderly conduct or anti-social behaviour inside the premises will be asked to leave/be removed from the premises and barred.

Public Safety

First aid kits/trauma kits are provided to anyone who may need them along with staff trained in first aid including the use of trauma kits.

An accident book is maintained on site and all accidents are recorded.

No drinks or empty drink containers will be allowed to be taken out of licensed areas at any time.

Safety checks will be carried out at the bar daily before opening for trade and sporadically throughout the day with Martyn's law training in mind.

Public liability insurance is maintained for the premises.

Toilets are checked on a timed basis for cleanliness, nuisance, and disorder.

Only toughened glassware where available will be used on site. Glass collections are made on a regular basis with full-time glass collectors on Friday and Saturday nights.

Staff Training

All the management team will either hold or be working towards a National Certificate for personal license holders or BIIAB level 2 National Certificate for licensees and BIIAB level 1 award in Responsible Alcohol Retailing.

All supervisory staff have been trained in the use of the CCTV system and will be able to download any footage requested by the police etc.

All management and senior supervisors will undertake Martyn's law training.

All staff are trained to handle abusive customers.

All staff are trained in drug and alcohol awareness.

Staff are trained to recognise acceptable proof of age identification (10-year passport, photo card, driving licence).

Our door staff are fully trained, and SIA accredited.

All staff are trained in fire safety, evacuation procedures and use of fire-fighting equipment.

We will train all site management in first-aid and have trained first-aiders available during operating hours.

All staff will be made aware of the licensing requirements and conditions of the premises licence.

All staff will be trained fully in both health and safety and food safety procedures.

All staff will be trained in and implement our Customer Dispersal Procedure.

Additional Safety/ Security (Fire)

The site is fully fitted with an emergency lighting system and fire detection system comprising of both heat and smoke detector heads, audible and visual alerts and both are tested every week.

The site is equipped with the appropriate firefighting equipment.

Site exits will be physically checked regularly and will also be monitored via CCTV from the office.

The site has been designed to incorporate all current requirements of building control, planning, emergency services and GMP including recommendations made within the 'Crime Impact Statement' which have been fully incorporated into the operation.

The site has internal signage to direct customers around and exclude them from staff only areas.

External Areas/Roof Garden Policy

Our roof garden is a secluded urban oasis, hidden from public view. We have designed acoustic barriers to dampen the acoustics and we will operate a zero-tolerance policy on loud or rowdy customers “No noise nuisance will be caused to nearby residents”.

Signs will be displayed at the entrance of the roof garden and on the walls communicating to customers - “Please keep noise to a minimum in consideration of our neighbours, the management will not tolerate loud customers and offenders will be asked to go inside or leave and may be barred from the roof garden or even the premises in future”.

The manager and a nominated member of staff will supervise and monitor the roof garden whilst providing table service; otherwise, SIA-accredited door supervisors will monitor and supervise the roof garden.

Customer numbers to the roof garden and external areas will be controlled by management staff and/or SIA-accredited door supervisors. Customer numbers will be checked by management during busy times at regular intervals.

The roof garden and external areas will be fully covered by the CCTV system which can be viewed from the office and is recorded.

There will not be any external speakers in the roof garden or external areas. No regulated entertainment shall take place on the roof garden or external areas at any time.

The fire exit door from the first-floor community space (32-34 Edge Street) is fitted with a music cut out so that if a customer opens the door any music being played will automatically cut out and will not restart until the door is closed.

The other first-floor roof-level fire exit door (43 Thomas Street) is not openable from the inside. The fire exit door from 28-30 Edge Street roof garden area opens directly to a fire exit stair before discharging into a fire escape route to Edge Street.

Dispersal Policy

Our dispersal procedure will be followed at all times.

Customers will be given adequate time to finish their drinks and leave at will and not all rushed into the Street/neighbourhood at once.

Signs will be posted at all exits reminding customers to consider the neighbours and leave the area quickly and quietly and to ‘go before they go’ and use our toilets before they leave; this is also communicated to customers by staff.

Local taxi numbers will be provided to customers, and called if required.

Customers can be directed to local transport links as necessary, i.e. bus, train and tram stations.

Waste Management

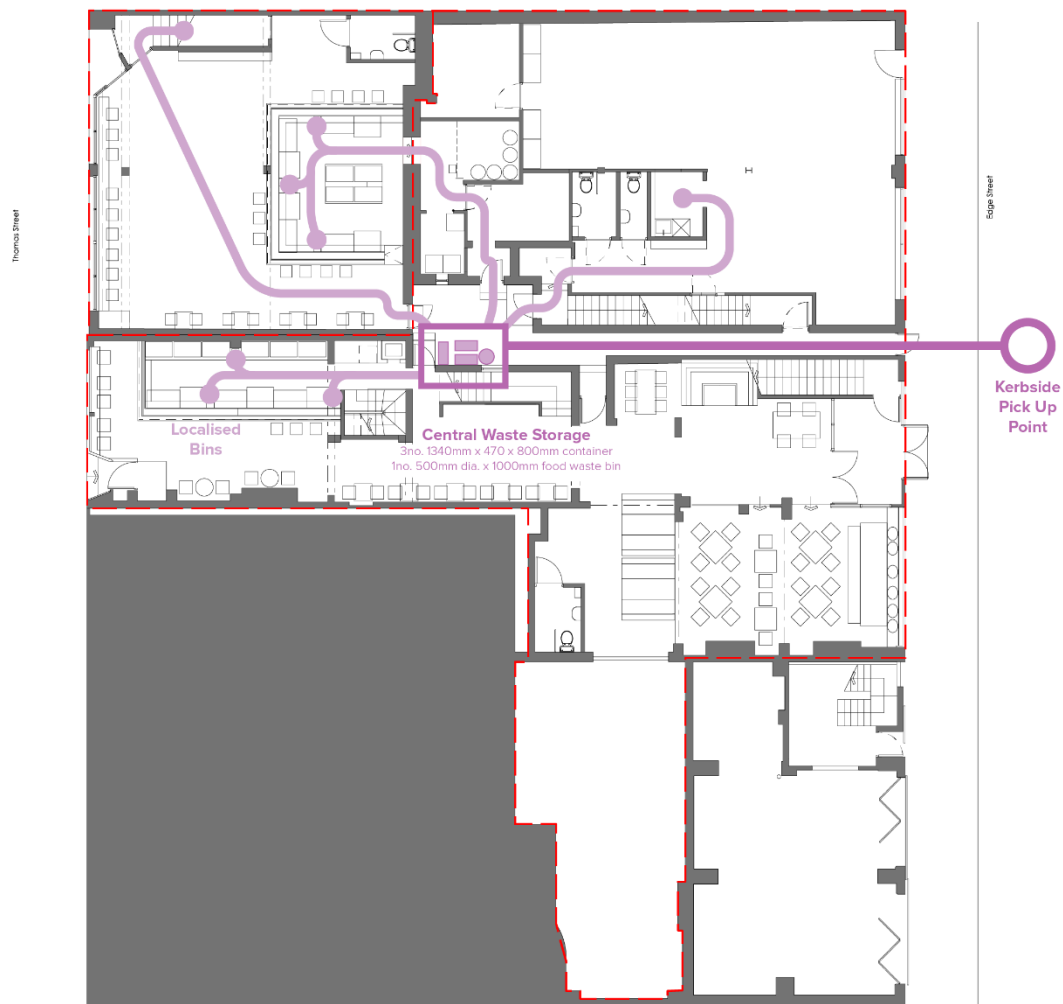
We use waste collection services that operate at multiple premises on Edge Street to minimise the number of extra vehicles to the area.

All waste is stored in an enclosed private yard accessed off Edge Street until the time of collection.

All collections will be made on Edge Street, where the waste will be collected directly from inside our dedicated bin store (see attached plan ref. waste collections and storage).

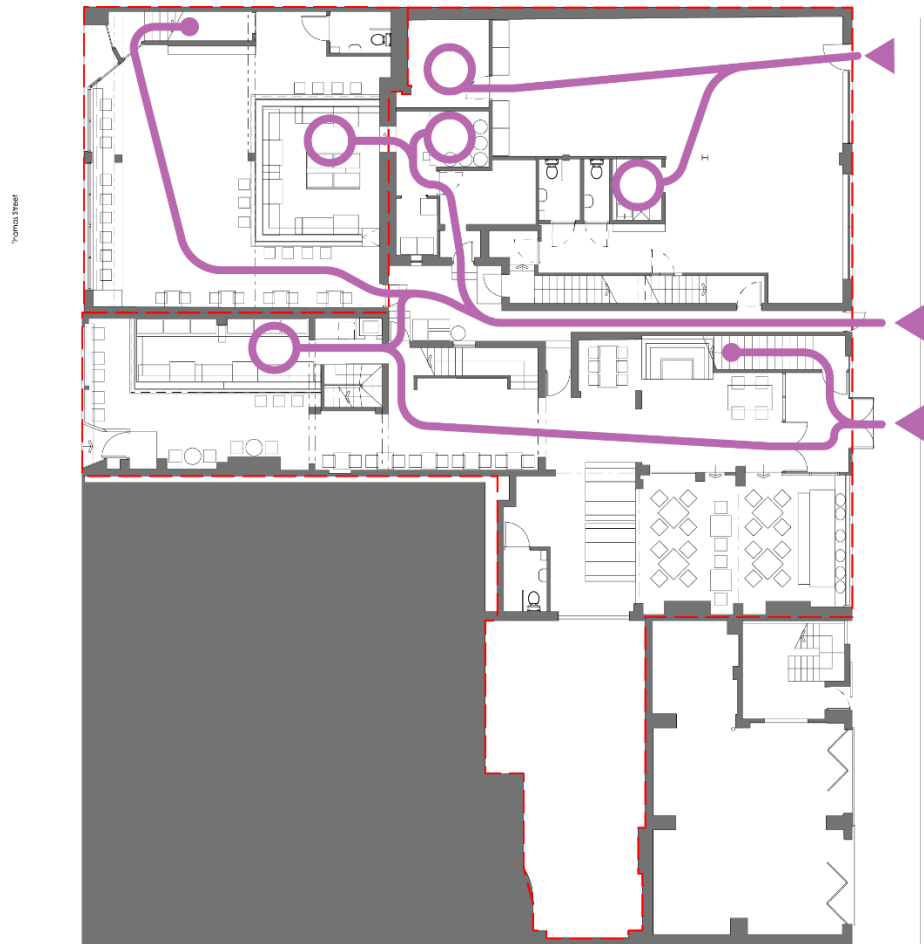
Non-recyclable waste, glass and cardboard will be collected daily between 08.00 and 20.00hrs by Manchester Bags and Bins

Other recyclable waste products will be taken from site to a local recycling facility by a member of staff by car approximately twice a month.



Deliveries and Servicing

All main deliveries will be received from Edge Street and brought directly through the Edge Street door or down the side passage and into the building (illustrated below).



Deliveries are generally made Monday to Friday between 08.00 and 20.00hrs.

Customers visiting by car have parking available nearby at Church Street Car Park and Shudehill Car Park (all within 250 yards) as well as on-street parking. There are several accessible parking bays in the area.

We will promote Church Street car park as a longer stay destination and we actively direct customers to the City's transport hubs.

Environment

We are a carbon-aware company and actively seek to reduce carbon where possible.

We play an active role in keeping the local area tidy including staff clearing the street around the premises of rubbish etc regularly.

We keep the building clean and well-maintained at all times.

We aim to recycle 90% of non-food waste.

No drinks or drink containers are allowed to be taken out of licensed areas at any time except to go directly to the pavement licensed area.

We have an annual trip where staff take part in a 'tree planting initiative' to plant trees in the countryside and in addition, we cultivate and maintain our own trees/planting within our external/roof garden area.

Community space

We offer spaces to individuals and groups for free that wish to use them whether as a meeting room for the likes of local community groups or rehearsal space for local arts groups etc.