

ESQ. HAIR LTD
UNIT 3 LAMPWICK QUAY
OLD MILL STREET
MANCHESTER

DISPERSAL POLICY

Introduction

This document is submitted in support of an application ESQ Hair, Lampwick Quay, Manchester.

The applicant is committed to a high standard of professional and responsible management.

The implemented management systems will ensure that the Premises is operated successfully, and sympathetically to residents.

The Premises are situated on Lampwick Quay, New Islington. The area has mixed uses, including Cafés retail and residential in the close vicinity. There are various transport options nearby.

We are keen to establish a positive relationship with local residents and amenity associations and want to continue to ensure the Premises and its neighbours can positively coexist and comments on this Dispersal Policy are welcome.

Operational Hours

MONDAY : 8AM – 8PM

TUESDAY – 8AM – 8PM

WEDNESDAY 8AM – 8PM

THURSDAY - 8AM – 8PM

FRIDAY - 8AM – 8PM

SATURDAY 8AM – 8PM

SUNDAY- CLOSED

Dispersal Policy

The objective of the Dispersal Policy is to ensure a quiet, controlled, and swift dispersal of the Premises' customers.

With regards to the management of patrons we have implemented a new booking policy handled by an internal software (Booksy), each customer/patron will have a 30-minute time slot, booked in advance, with a 5-minute grace period between each appointment to allow free flow of customer/patrons and to avoid any overcrowding at any one time.

1/The Dispersal Policy promotes a professional and responsible management of customers as they leave the Premises after their scheduled appointment to ensure they leave without any adverse impact on local residents.

2/Employees will be made aware that local residents live close by and to re-iterate this to their customers at all times to ensure they move on quickly and quietly after their appointment has finished.

3/The Dispersal Policy will be followed throughout the opening hours due to the organised flow of patrons throughout the day.

4/ In the event of an emergency, a full fire evacuation plan will be in place.

5/ Customers arrive and depart by various modes of transport, including by foot, private car and public transport

6/ The Premises are serviced by various public transport options. All staff will be familiar with the transport links so they can advise customers as and when required or asked.

7/ We anticipate 1-3 barbers within the premises with approximately 6-12 customers each throughout the working day at scheduled slots which will be booked via an online booking system. There will be approx. 18-36 customers entering and leaving the premises throughout the working day and given the nature of our business we expect all of our clients

to leave the premises quietly without causing any issues or disturbance to local residents at any time.

Deliveries, Collections & Servicing

Deliveries and collections will be arranged carefully and sympathetically to the local amenity.

Deliveries will be minimal estimating approximately 3-4 deliveries per month and this is usually by Asda to replenish stocks of drinks and other domestic items within the salon and also from our products supplier. These deliveries will take place within the opening hours. Usually around mid-day and the drivers will be encouraged to unload the goods quietly and quickly so as to ensure vehicle waiting time is limited during these times.

Late night and early morning delivery and collection times will be avoided to avoid disturbing local residents.

Closing Procedure

Management controls will be implemented to ensure that the closing procedure has no adverse impact on local residents. The procedure promotes a quick and quiet closure of the Premises

Management controls include: Ensuring all Employees and remaining customers will be off the premises by closing time. A prompt clean and clear up of the Premises as soon as possible after closure. Employees must leave the Premises quickly and quietly, at all times following the Dispersal Policy set out above. Employees are not permitted to loiter outside the Premises after closing. The area immediately outside the Premises shall be kept clean at all times and this will be the responsibility of the shop manager. The manager will also be responsible for ensuring all windows, doors and shutters are closed and locked at the end of each working day and to also ensure this is well before 9pm at night.