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# **DESIGN AND ACCESS STATEMENT MANCHESTER CHRISTMAS MARKETS 2023**



**November 2023**

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# 1 INTRODUCTION

The following statement has been prepared in support of a full planning application for the temporary change of use of 7nr. sites across Manchester City Centre, as detailed on the attached location plan, areas hatched and plan edged in red. The application is for a period of 44 days from 10<sup>th</sup> November 2023 to 23<sup>rd</sup> December 2023 at Corn Exchange, Exchange Square, King Street, Market Street, New Cathedral Street, St Ann's Square, Exchange Street and Piccadilly Gardens and 58 days from 10<sup>th</sup> November 2023 to 6<sup>th</sup> January 2023 for Cathedral Gardens.

This statement has been compiled with reference to prior markets within these locations and similar markets within the City Centre. This has been formed at the planning stage by input from Manchester Specialist Markets, Greater Manchester Police (GMP), Showsec, Manchester City Council (MCC) Health and Safety, MCC Neighbourhood Services, with reference to the guidelines of the Event and Safety Guide (commonly known as the 'Purple Guide') and Understanding Crowd Behaviours Volume 1 and 2, (Cabinet Office, TSO Publications).

The Manchester Christmas Markets are a popular and important attraction that have been in operation for a number of years and the aim of this application is to formalise that. The event organisers, Manchester Specialist Markets are a team of competent persons with experience in the delivery of this and other outdoor events and are familiar with the requirements when designing and managing events in City Centres.

The applications relate to 7nr. sites across the city centre for the purpose of temporary Christmas Markets, and accordingly this statement covers issues of access, operation and management of the Manchester Christmas Markets 2023. The design and layout of the markets are also covered, however, being temporary installations with no permanent fixings, the emphasis is on the actual running of the Christmas Market and its operational impact on the surrounding areas.

The outline and scope of the event is detailed in this statement, with particular reference to the issues of public safety within the Market areas. As agents responsible for the market areas, Manchester Specialist Markets, via the designated Market Managers, have used the planning and organisation stages of the event management process to ensure the safety of the general public, contractors and traders to minimise hazards and prevent accidents and to minimise nuisance and disruption to nearby businesses and other users of the market environment.

## 2 OBJECTIVES AND FUNCTION OF THE MARKETS

The Manchester Christmas Markets are a series of temporary markets that are designed to add value to the shopping experience of Manchester City Centre.

The key objectives of the Christmas Markets are:

- To enhance the retail offer of the city.
- To draw in local, regional, national and international visitors to the city centre, to promote the city's facilities.
- Enhance the city's reputation as a host to quality, cultural markets offering a diverse and complimentary retail product.
- To deliver against key Manchester Markets' criteria through high customer satisfaction, media profile and brand fit.

Manchester Christmas Markets are a Manchester Specialist Markets event. The Specialist Markets team are responsible for all aspects of the Christmas Markets.

The target audience is made up of shoppers, visitors to the city and people who work in the city seeking an alternative venue for lunch/ dinner. The timing of the markets are set to attract existing city centre users and draw market specific attendees and coincides with the trading hours of city centre shops and stores.

- Marketing and PR for the markets will be co-ordinated by Manchester Specialist Markets and the Communications Team.
- The layouts of the markets are designed to keep maximum access and egress around the market areas and to preclude risks from overcrowding.
- To deliver these markets, the construction will take place over eighteen days pre-market and removal over three days post-market. Market personnel will be present during the construction period and removal days and security will be on site overnight.
- Contractor's deliveries and collections will be supervised and when possible arranged for "out of hours" when minimum disruption will be caused to members of the public and local businesses.

### 3 OPENING HOURS

**Market Trading Location, Dates and Times:**

|   | Location             | Dates                     | Opening Times                        |
|---|----------------------|---------------------------|--------------------------------------|
| 1 | King Street          | 10 November - 21 December | 10am – 8pm<br>(Bar areas 10am – 9pm) |
| 2 | St Ann's Square      |                           |                                      |
| 3 | New Cathedral Street |                           |                                      |
| 4 | Exchange Square      |                           |                                      |
| 5 | Piccadilly Gardens   |                           |                                      |
| 6 | Market Street        | 10 November - 21 December | 10am – 8pm                           |
| 7 | Cathedral Gardens    | 10 November – 5 January   | 10am – 8pm<br>(Bar areas 10am – 9pm) |

### 4 SITE DESIGN

The layout for each of the 7 sites for the Manchester Christmas Markets has been agreed in consultation with Manchester Specialist Markets, Greater Manchester Police (GMP), and MCC neighbourhood services with input from the access audits that have been undertaken for each site.

The Manchester Christmas Markets will be a temporary feature with all associated works being easily reversible without damage to the surfaces and materials of streets or buildings. None of the units will be attached to buildings and all cabling runs will be over the ground and clearly marked.

The layouts of each of the sites have been designed to accommodate pedestrian movement around the site whilst respecting the surrounding buildings and businesses.

The majority of the units generally consist of two designs, a 'walk-in' unit and a counter top service unit, which are generally purpose built wooden structures that are easily erected and dismantled. To complement these, there is also a number of larger, bespoke units across each of the sites (locations detailed on layout plans) that are again generally purpose built wooden structures.

## **5 LOCATIONS**

Manchester Specialist Markets have undertaken access audits on all market sites to identify any physical barriers that might exist in the environment and the proposed market layout plans that may prevent access, particularly to disabled people. Where possible these barriers have been removed. The market spaces will be managed to overcome any potential barriers.

### **5.1 King Street**

King Street has been used for the French Christmas Market in prior years, providing a link between St Ann's Square. The product offer will consist of a designated alcohol area, hot food and a range of wooden craft and gift houses.

The market layout has been approved by Manchester Fire Service, who have indicated that there is sufficient room at each end of the market for fire engine access and to run hoses from.

### **5.2 St Ann's Square**

St Ann's Square has been used for the Traditional German Market in prior years. The product offer will consist of a "beer garden", hot food and a range of wooden craft and gift houses.

St Ann's Square is split into two distinct areas:

1. The outer access pedestrianised road (red cobbles & York paving).
2. The inner paved areas used to accommodate the market infrastructure.

Emergency services access will be maintained around the market area on the red cobbles and York paving.

### **5.3 Exchange Street**

Exchange Street has been used as a site for the Arts and Craft Christmas Markets in previous years. The product offer will consist of Arts and Craft wooden houses and a coffee and mulled wine house. The houses are sited along the edge of the pedestrianised street.

The layout of the market allows adequate access for emergency vehicles.

### **5.4 New Cathedral Street**

New Cathedral Street has been used as a site for the Christmas Markets in prior years. The product offer will consist of a covered beer & food house and wooden craft and gift houses.

The market layout does not affect any emergency access routes.

## 5.5 Exchange Square

Exchange Square has been used as a site for the Christmas Markets in prior years. The product offer will consist of a “beer garden”, hot food stalls and craft and gift houses.

The market layout does not affect any emergency access routes.

## 5.6 Corn Exchange

The Corn Exchange has been used as a site for the Christmas Markets in prior years. The product offer will consist of craft and gift wooden houses opposite the Corn Exchange shopping centre.

The market layout does not affect any emergency access routes.

## 5.7 Market Street

Market Street is a paved retail street which runs through the heart of the city and has been a venue for the Manchester Christmas Markets since 2016. The product offer will consist of a range of craft and wooden gift houses as well as a coffee house.

The market layout does not affect any emergency access routes.

## 5.8 Cathedral Gardens

Cathedral Gardens has been used as a site for the Christmas Markets in prior years. The product offer will consist of an “Ice Village”, ice rink, “beer garden”, hot food stalls, windmill bar and craft and gift houses.

The market layout does not affect any emergency access routes.

## 5.9 Piccadilly Gardens

Piccadilly Gardens has not been used previously as a site for the Christmas Markets. The new product offer will consist of an beer garden, hot food stalls and craft and gift houses.

The market layout does not affect any emergency access routes.

# **6 MANAGEMENT, SECURITY AND STEWARDING**

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## 7 CROWD CONTROL

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## 8 VEHICLE CONTROL

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## **9 MARKET OFFICE, RECYCLING AND STORAGE UNIT**

Parking bay dispensations have been applied for on South King Street for the location of the traders' storage units. Additionally on Fennel Street and Piccadilly Gardens will be the market office and the security office and the mug wash unit will be located on South King Street.

Recycling – Paper, Glass, Plastic, Tin Cans.

Recycling – Cardboard, Refuse, and Food Waste.

Rubbish compounds can be found on South King Street, St Ann's Street, Cathedral Gardens and Piccadilly Gardens.

## **10 LOCAL BUSINESSES**

Local businesses in the vicinity of King Street, St Ann's Square, Exchange Street, New Cathedral Street, Exchange Square, Market Street, Cathedral Gardens and Piccadilly Gardens have been informed of the plans for the Christmas Markets 2019.

## **11 TOILET PROVISION**

Public toilets are located within the Town Hall Extension and will remain open for visitors to the Christmas Markets between 10am – 9.15pm each day.

Toilets are located on Piccadilly Gardens and Cathedral Gardens.

Customers on all other sites will be made aware of the 'City Loos scheme' enabling them to use the toilets of participating shops in the area. The large retailers such as McDonald's, Marks and Spencer and the Arndale are part of our 'City Loos' scheme.

An accessible single toilet will be provided on St Ann's Square for staff only.

A Mobiloo is to be installed and will be available at Piccadilly Gardens providing an accessible disabled facility.

## **12 WASTE MANAGEMENT AND RECYCLING**

The waste management plan for the Christmas Markets has been developed with city centre contractor Biffa and complies with the authority's guidelines on event waste management and sustainability.

Excess waste is prevented through the use of re-usable mugs and hard plastic glasses on all sites of the market.

Recycling Policy – all traders are required to provide recycled / bio-degradable plates, forks and/or spoons for food on the market.

Waste Management – all collection points agreed with Biffa prior to the market

- King Street – container on South King Street
- St Ann's Square and Exchange Street – refuse trailer on St Ann's Street
- New Cathedral Street, Exchange Square, Corn Exchange and Cathedral gardens – refuse trailer on Cathedral Street
- Market Street – Pall Mall (down the side of Boots)

Manchester Specialist Markets will provide additional bins in the market areas, which will be serviced by the contracted cleaning contractor and the Christmas Market cleansing contractors.

### Recycling

Wood – pallets will be collected by Manchester Markets staff and recycled at New Smithfield Market.

All other sites – a daily collection of all recycling materials will be made from each house each morning.

## **13 SALE OF ALCOHOL**

The Manchester Markets General Manager is the Personal Licence holder for all market sites in the city centre.

### **13.1**      Consumption on Site

All traders and their managers selling alcohol for consumption on site are required to:

- Hold a BIIAB Level 2 National Certificates and Personal Licence.
- Attend the Manchester Specialist Markets Alcohol Safety briefing.
- Display appropriate signage including names of employees nominated to sell alcohol.

When alcohol is sold for consumption on site, appropriate SIA Door Safe trained Showsec staff will be on site during alcohol trading times.

Audience profile - due to the nature of the market operation; opening times and premium rates charged for alcohol, excess alcohol/abuse is not a high risk; crowd disturbance/violence has not been a common occurrence on previous markets. Should a situation arise, trained Showsec stewards are competent to deal with incidents.

No glass receptacles permitted on site. Only stalls authorised by Manchester Markets will be permitted to sell alcohol.

Signage will be displayed throughout the markets warning that no alcohol is to be taken off the market sites.

### **13.2**      Off Licence Sales

All traders selling alcohol are required to:

- Hold a Personnel Licence
- Not to open any bottles or containers on site. • To advise customers that alcohol is for consumption off site only.

## **14 COOKED FOODS ON SITE – CAFÉ TRADERS**

This will be approved and monitored by Manchester Specialist Markets and Environmental Health.

All cafe traders are required to:

- Complete a Manchester Specialist Markets Catering Management Plan;
- Provide a Fire Risk Assessment;
- Provide two means of extinguishing a fire;
- Provide a first aid kit;
- Provide a risk assessment for their operation;
- Adhere to Food Hygiene Standards.

## **15 ENVIRONMENTAL HEALTH – FOOD HYGIENE RATINGS**

Manchester City Council Environmental Health Officers will be rating food stalls (produce and catering) trading at the Christmas Markets. The assessment will then be converted into a Hygiene Rating and traders will be given a certificate to display (it will be a condition of trading on the Christmas Markets that the certificate must be displayed).

## **16 SAFETY MESSAGES AND INFORMATION TO THE PUBLIC**



## **17 MARKET CONTROL**

The main Market Control/Event control for all sites is to be located in the Market Office on Fennel Street and Piccadilly Gardens

Security welfare and briefing rooms are located on Fennel Street, Piccadilly Gardens and St Ann's Street.

Access to Market Control is restricted to:

- Manchester Markets personnel
- Showsec stewards
- G.M.P.
- M.C.C. Audit and Risk Management (Health and Safety) Officers

## **18 FIRST AID AND ACCIDENT REPORTING**

First Aid provision includes a trained paramedic on site each trading day from 11am to 9pm.

They are provided by Central Ambulance and have a blue light vehicle and essential life saving kits. All event managers and security supervisors are first aid trained.

Manchester Specialist Markets Managers are certified in the provision of First Aid. First Aid equipment is located:

- The Security Hut – St Ann's Square
- The Round Coffee House – Cathedral Gardens

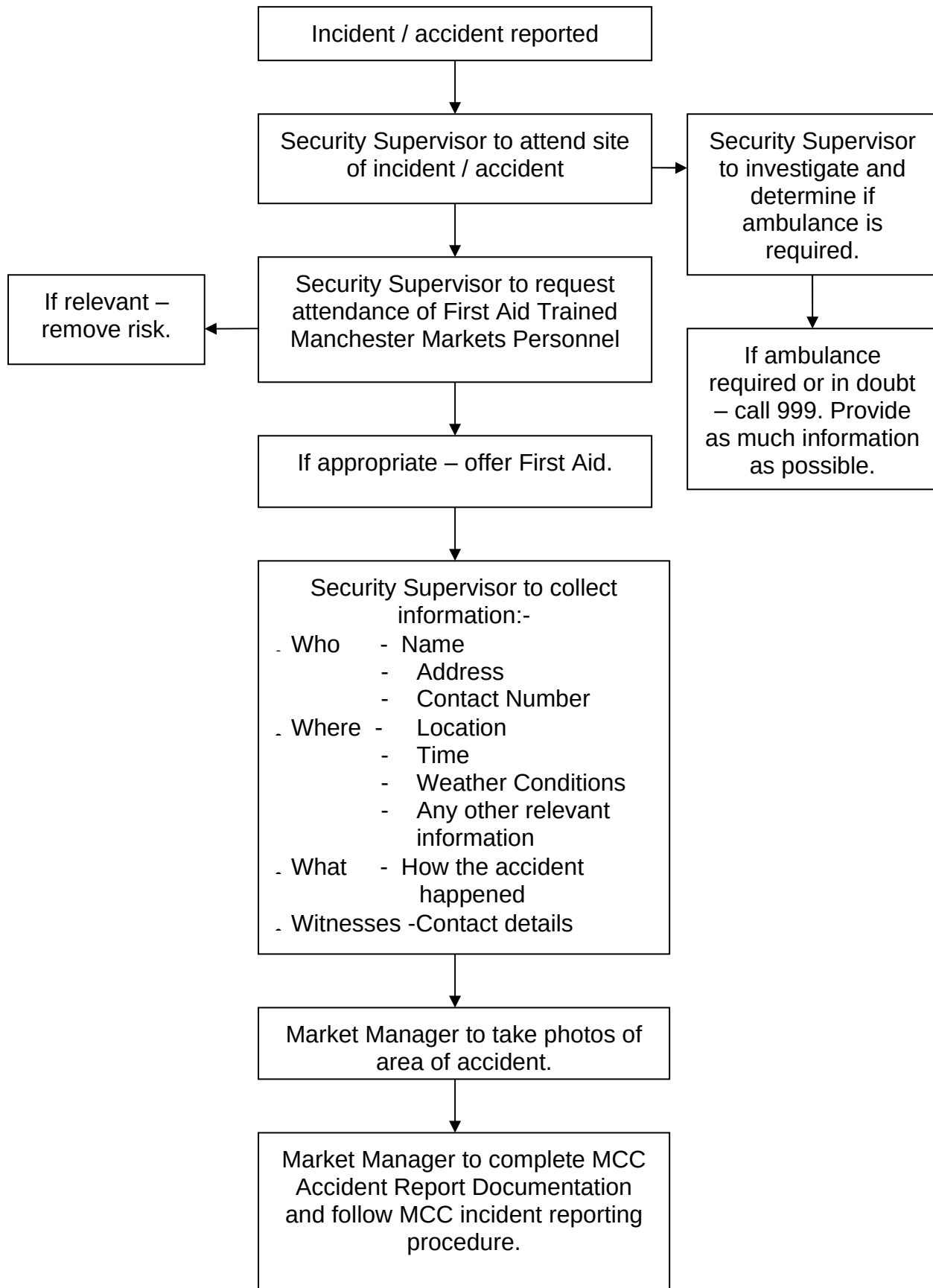
Defibrillators – Manchester Specialist Market managers are trained to use defibrillators, they are located at:

- King Street
- New Cathedral Street
- Exchange Square
- Market Street,
- Piccadilly Gardens
- St Ann's Square (Bar area)

Any accidents or injuries that occur should be reported to the Market Manager(s), Environmental Operatives or Showsec staff who will telephone for an ambulance to attend.

The Specialist Markets Manager, in consultation with Manchester Markets and the MCC Health and Safety Team is responsible for notifying the HSE of any event that is reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations.

## Report of an Accident / Medical Emergency



## 19 FIRE SAFETY

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## 20 EMERGENCY EVACUATION PLANS

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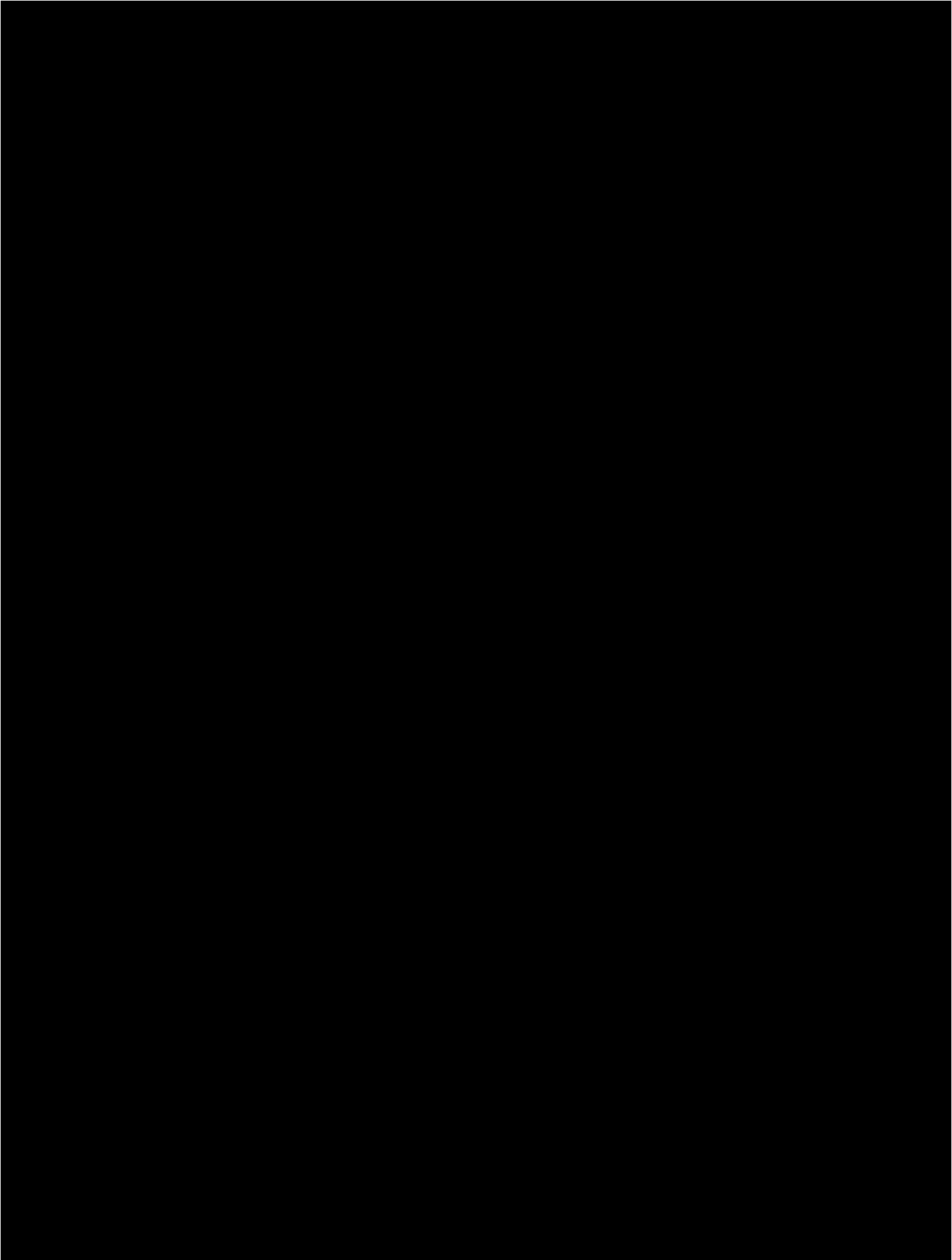
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## 22 COMMUNICATIONS

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## 23 CONCLUSION

The submitted planning application formalises the use of 7nr. sites across the city centre for a temporary change of use that has been carried out for a number of years in these locations. The Christmas Markets will have a visual impact on the 7 locations, however this will be for a temporary period and all are located in appropriate retail areas, thus leading to an increase in foot traffic for other local businesses.

The markets will draw in additional local, regional, national and international visitors to the city centre, promoting the city's facilities and enhancing the city's reputation as a host to quality, cultural markets offering a diverse and complimentary retail product. The retail offer of the city during the Christmas Markets will be enhanced.

The operation of the markets will be carried out in accordance with environmental health legislation and appropriate management strategies are in place to ensure the smooth and efficient running of the Christmas Markets.

The proposed temporary change of use of the 7nr. locations are appropriate and will not have a detrimental effect on the character or appearance of the area, the operation of local businesses or the general public.