

House of Esk - Operational and Management Plan

The purpose of this Management / Operation Statement is to demonstrate House of Esk's commitment to ensuring that the operation of the premises has a positive impact upon the neighbourhood, and is a pleasant addition to the local community, rather than a source of nuisance or disturbance.

By ensuring that this plan is brought to the attention of management and staff, we will encourage the efficient, controlled and safe management of the premises and our customers, in line with this plan.

Hours of operation and premises licensing

House of Esk has a premises licence. The hours it provides for are from 9am until 11pm Monday to Sunday. Alcohol will not be served before 12pm or after 22.45pm as per the premises license.

Although the hours above reflect the licence for the indoor operations, it would not be the intention to be open at 9am every day or stay open until 11pm every night. Proposed opening hours are as follows:

<i>Indoor:</i>	Monday to Thursday & Sunday	09am to 10pm
	Friday to Saturday	09am to 11pm
<i>Outdoor seating area:</i>	Monday to Sunday	09am to 9pm

Covers

Inside seating: 43

Outside seating: 44

Standing: approx. 15

No live or amplified music will be played indoors, only low-level background music.

Outdoor seating

The outdoor seating area will be subject to the following restrictions which will be enforced by management and staff:

- No live or amplified music will be played in the outside seating area at any time;
- There will be a set amount of tables and chairs outside to accommodate 44 people;
- The outside seating area will be open from 9am until 9pm;
- Management will be responsible for monitoring customer behaviour and numbers within the outdoor seating area;
- Notices will be displayed in the outdoor seating area, requesting our customers behave respectfully out of consideration to our neighbours and their attention will be drawn to these notices by management should the need arise;
- A sign will be displayed on the front door advising customers that the outdoor seating area closes at 9pm and no drinks can be taken outside after this time. At 9pm the outdoor furniture will be stacked but remain outside until close; and
- At 9pm the doors will remain closed except for the access and egress of customers.

Managing smokers

- Smoking is permitted outside apart from the tables immediately outside the front of the premises. No smoking signs are placed on these tables. Ashtrays indicate the tables for which smoking is permitted. Anyone smoking on a no smoking table will be asked to move to a smoking table; and
- A sign will be displayed outside at 9pm reminding smokers to be respectful of our residential neighbours and to dispose of cigarettes responsibly. Smokers who go outside after 9pm will be monitored by staff to ensure they are not causing a public nuisance. The staff will also monitor the proper disposal of any cigarettes in the ashtrays provided.

Dispersal procedure

This dispersal procedure seeks to ensure that the operation of the premises makes the minimum impact upon local residents in relation to potential nuisance and anti-social behaviour.

- On the evenings we stay open until 11pm we will call last orders at 10.20pm. At 10.45pm we will turn off the music and turn up the lights;
- Notices will be displayed requesting all customer leave quietly to respect our neighbours and staff;
- Management and staff will assist with the orderly dispersal of customers reminding them to leave the premises quickly and quietly out of respect for our neighbours;
- We will ensure the removal of all bottles and drinking receptacles from any customer before exiting the premises; and
- Customers congregating outside the premises will be asked to move on quickly and quietly.

Security

SIA (Security Industry Authority) licensed door supervisors will be utilised on occasions where footfall demands, for example during the summer months at a weekend, and when local events are being staged e.g., football matches.

CCTV locations

There are four fully functioning CCTV cameras within the unit which are monitored regularly. One CCTV camera covers the outdoor area. The footage is stored for 30 days.

Waste Management

Waste and recyclables will be separated and stored internally using appropriate scale containers. General waste and mixed recyclables will be transferred to the external bin store each day which is at the rear of the building.

The back bar bottle bin will be emptied regularly into the commercial bottle bin in the bin store but not after 9pm so as to not disturb residents.

The waste collection company will collect on a weekly basis.

Staff

All staff are required to complete the company induction and training process. This will involve training on licencing law, health and safety and our procedures relating to waste, servicing and dispersal of customers.

Local Environment

The premises will be maintained to the highest standard, ensuring that the premises are always clean, tidy and kept in a state of good repair. The outside area (and surrounding areas if needed) will be cleared of any litter regularly.

The outdoor area will be jet washed by a private company several times a year.

Deliveries

Deliveries can be weekly or as and when required. They are daytime only and the drivers can gain access through the back car park or through the front entrance.