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#Red Bank Project, Red Bank, Manchester

Revised Operation & Events Strategy

January 2023

1.0 Introduction

This document sets out LWP Eastbrook Property Ltd's Revised Operation & Events Strategy for the planning and management of events and activities for the meanwhile uses proposed at 50 Red Bank, Manchester. This will be actioned by GRUB who are the current tenants at the aforementioned property.

While the concept of GRUB as an independent and creative led venue remains the same today as the original planning consent was granted 23rd July 2020, there are various elements of the business that have since changed, which are detailed below. Most of these changes relate to the lifting of Covid-19 precautions that were implemented on the hospitality industry, in varying degrees, between 4th July 2020 and 19th July 2021, and the Revised Operation & Events Strategy has been updated accordingly.

2.0 The Proposal

The site comprises a vacant textile warehouse and offices, and an enclosed courtyard area to the rear. Since planning permission was awarded on July 23rd 2020, the building and courtyard have been operating as retail units, for the provision of food & beverage and for ad-hoc events including arts, music and hospitality events.

This application seeks to renew the temporary permission and continue the positive impact that GRUB has had on the Red Bank neighbourhood in the last 3 years. This revised operation and events strategy, required as a condition of the original consent, seeks to outline the minor changes to the operation of the business.

One of the most notable changes to the business in the last 3 years has been the scale of their operation. Whereas initially, GRUB, TAKK and Feel Good Club operated out of the space, GRUB has since moved into these allocated spaces and now offers various services to the community. The venue offers a weekly rotating line-up of street food vendors from Wednesday – Sunday, with a focus on sustainably sourced local products. The 'Chapeltown Picture House', an independent cinema, has also become a permanent feature, representing the cultural benefit associated with this venue.

3.0 Equality Act (Disability) Access Statement

This scheme has been designed in consideration of the Equality Act 2010, making reasonable adjustments so disabled people can make use of all amenities, whenever reasonably practicable.

Activities and amenities are located over three floors (including a basement). Due to the gradient of the road, the first floor is effectively also the ground floor when accessed from the northern part of the site. Level access is, therefore, available at both ground and first floor levels. The basement level will accommodate toilets, which will not be accessible to all users. To address this, the site includes toilet facilities at ground floor to ensure facilities are access for all users/visitors.

4.0 Management and Hours of Use

Staff will cover the whole site's operational hours:

Wednesday - Friday: 5pm - 10pm

Saturday - 12pm - 10pm

Sunday - 12pm - 6pm

Operators can trade from 1200 and will have access to the site via a key holding service provided by staff from site management company.

The site will typically be operated in accordance with the licence details, which remain the same as was agreed at the time of the original consent in 2020. In any circumstances where different hours of operation are sought, a special Temporary Events Notice (TEN) licence application would be submitted beforehand, and the event run in accordance with any approved licence. The onsite team would be responsible for security, customer service, maintenance and all cleaning duties including clearing central tables and seated areas. The planning permission seeks consent for more flexible hours of operation to ensure that atypical events can be hosted at the site, subject to securing the appropriate licensing approval.

Access to public areas remains limited, with the provision of secure fencing and gates to restrict public access to the scheme outside of operational hours. The following procedures also remain in place since the original consent was granted, which form the basis of the policy to be implemented in order to provide a safe environment:

- CCTV, installed to monitor and deter illegal activity
- Undertake regular, recorded staff training
- Provide first aid training for staff
- Undertake regular collections of glasses and bottles and inspections for broken glass and spillages
- Implement a zero tolerance drugs policy
- Ensure that all incidents are logged and if necessary, reported to GMP

5.0 Public Admissions, including Entry and Egress

Public activity will be focused on the buildings and the courtyard area. Level access is available in compliance with disability access regulations. Where access is provided at first floor level, the use within these areas is limited to additional seating space and additional bars supporting the ground floor offering.

Access and egress for all public events and operations will be via the main entrances on Red Bank. Since consent was granted, GRUB have confirmed that the 150-person capacity has never been met and so it is still not anticipated that the events at the venue will generate a need for a formalised queuing system, but this would be put in

place whenever necessary (when access arrangements resulted in an excess of customers waiting on the public highway (pavement) outside the venue.

All businesses selling alcohol operate a challenge 25 policy.

Prior to any events held at the site, there will be a full briefing and schedule produced covering all actions before, during and after the event. Pre-event, the site team will liaise closely with statutory bodies to ensure the event runs smoothly and safely.

During operation, in-house and, when appropriate due to the nature of particular events, suitably qualified external resource will be on-site to manage the site and ensure there are an appropriate number of first aid trained personnel available.

Dependent on the scale of particular events, there may be a requirement for additional security staff to be employed to ensure public safety. The additional staffing will undertake tasks such as implementation of a queuing system, capacity control and ensuring the maintenance of access to fire routes and exits.

During operation there will be continued safety monitoring by the on-site team, including review of CCTV.

Entry and egress to and from the site will be managed to ensure a reasonable level of amenity in the surrounding area. Where entry circumstances result in a queue outside the site, staff will monitor and manage the queue to ensure that this does not lead to an unacceptable level of disturbance. Egress arrangements will emphasise the need for consideration of neighbours. This will include signs and advice from staff on the importance of reasonable and considerate behaviour when leaving the site. We recognise the importance of preserving the amenity of existing residents, but also the importance of creating an environment that supports the delivery of further residential growth as part of the Northern Gateway programme.

In regards to vacating the external area at the end of trading period, and making it inaccessible this will be done by the shift manager just like any other venue or area would be controlled. Patrons will be asked to move inside the building or leave the premises. If they refuse we will have them ejected from the premises. Any patrons making their way out into the garden area after the allotted time (2200 on Friday and Saturdays and to 2100 on Sunday to Thursday) will be asked to return inside and if they refuse we will have them ejected from the premises. Patrons will not be served any more drinks out there. We will not make the area physically inaccessible as we will still have staff and food traders working in that area that need clear access in and out of the building as well as on and off the site.

6.0 Managing Noise Levels

1. The external capacity of the yard element of venue has been limited to 150 persons, which has not been met in the three years of operation since 23rd July 2020.
2. The external yard area will only operate externally between 1200 and 2200 on Friday and

Saturday. In the weekday (Sunday to Thursday) the external yard will be limited to 1200 to 2100.

3. The monitoring of loud voices from individuals or groups will be dealt with in exactly the same way any other issue of patron misbehaviour would be managed by a responsible shift manager. The shift manager would give a polite request, then if the patron was still not complying, the shift manager (and possibly the Manager) would confirm that they would no longer be served if they didn't comply, if the patron persisted they (and potentially their party) would be asked to leave the premises. Managers have a constant presence throughout the venue (both inside and out) and would quickly become aware of any issues with the behaviour or actions of any patron through observing it themselves or having it reported to them by the waiting staff serving those tables. This constant presence and awareness of what is going on is absolutely a requirement of being a reputable licensed premises as we have to uphold the licensing objectives at all times.
4. Posters are to be placed in shared and welfare areas to remind customers that are located within a residential neighbourhood and to be considerate to local residents on leaving the venue. This is common practice in the UK.

7.0 Smoking

A non-smoking policy will be implemented both internally and externally. However, Grub have created a smoking area in the external yard area to remove the need for guests to going out of the venue on to Red Bank to smoke.

8.0 Deliveries and Access for Emergency Services

Vehicle deliveries will be via existing arrangements on Red Bank. All deliveries are directed to the service yard and will be specifically not advised to park on street due to the parking restrictions along Red Bank. All deliveries are to be restricted between 07:00 and 13:00hrs, with no vehicle deliveries permitted when members of the public are within the site.

Access for all emergency services will be via Red Bank.

9.0 Utilities

Utility provisions will include electricity, bottled gas and water only. Occupier and event utility requirements will be provided from landlord supplier, with sub-meters in place to data log electrical usage.

10.0 Welfare

Customer welfare will be provided by containerised facilities, which are to be located across the scheme. Toilets will be cleaned and inspected on a regular basis. Staff welfare facilities are also available on site.

11.0 Waste Management

The refuse area remains the same as was approved in 2020, with the bin locations demarcated on the area identified green on the plan below. The refuse area continues to be accessed through the southern entry point and is collected by a fully licensed carrier B + M Waste who are authorised to deal with a variety of waste. The refuse area has been demarcated with fences.