



MANAGEMENT PLAN

The White Lion Hotel, 43 Liverpool Road, Manchester, M3 4NQ



THE STONEGATE GROUP

Introduction

The Stonegate Group is an experienced and responsible pub company with a vast portfolio home to over 4,500 sites. As with all our sites, we will operate a 'good neighbour' policy and will ensure that all neighbours are respected. We will implement a robust management plan and implement robust security measures to ensure that the premises, our customers, and our relationship with our neighbours are all well managed.

This statement seeks to provide sufficient detail in order to demonstrate the safe and efficient management of the reconfigured outdoor seating area adjoining the White Lion Pub at 43 Liverpool Road, Manchester, M3 4NQ.

A brief description of the property and the proposal is followed by the content of the Management Plan (MP), itself. The Management Plan is broken down into key areas in order to demonstrate how the outdoor seating area is to operate safely and how these measures can also ensure that residential amenity is not harmed. The categories are:

- General Management Plan Procedures
- Safety Measures and CCTV
- Opening Hours and hours of use of external area
- Dispersal Policy

Brief Description of the Property

The White Lion Hotel sits midway along Liverpool Road, circa 1 mile southwest of Manchester city centre. The White Lion Hotel occupies a corner plot of a row of terraces along the southern element of Liverpool Road.

The pub is a 3-storey building, although the premises solely opens the ground floor to serve its hospitality function. The exterior of the pub is comprised of traditional local red brickwork, supplemented by black signage and gold lettering which assert the pub's presence amongst the streetscape, displaying the archetypal exterior of a traditional British public house.

The former external seating area consisted of numerous wooden table/bench units and umbrellas and was bounded by aging wood out of keeping with its surroundings. The external seating area was a key feature of the pub, in terms of appeal and business.

The external seating area sits adjacent to Collier Road amongst an area of open public realm at the north of Castlefield Urban Heritage Park (CUHP) which incorporates remains of Manchester's Roman Fort.

Liverpool Road runs along the northern elevation of the proposal site, and comprises a mixture of residential properties, hospitality and hot food venues, professional and retail services, and car parking. The popular Deansgate area of Manchester sits at the eastern boundary of Liverpool Road.

The Operation

The external area comprises a canopy, comprising a timber structure with retractable roof cover, improving the experience of customers and the operational arrangements at the premises.

The proposed outdoor area will measure 11.8m x 11.4m and will 72no. table covers. The proposed outdoor space will utilise the existing customer entrance and exit points from the pub.

The White Lion Hotel provides a pub where locals can enjoy a relaxed atmosphere and good quality drinks.

Management Plan

All staff will be provided with a copy of this Management Plan. All members of the management team will have full training with regards to the management plan. Refresher training will be held with all management members every 6 months. The Management Plan relates to the outdoor seating area, but the measures will apply to the pub as well.

General

- A manager or supervisor will be on site at all times.
- Our staff will remain on site and will circulate around the outdoor area throughout the opening hours.
- A think 25 proof of age scheme shall be operated at the premises where any person who appears to be under 25 years of age, and who has not previously provided satisfactory proof to the contrary, is challenged at the point of entry.
- All staff are to be made aware of authorised operational hours and the entrance shall be managed inside and outside of the premises.
- The outdoor seating area will not be used for live events and recorded music will not be played outside at any times. There will be no external speakers fitted outside.

Safety Measures & CCTV

The outdoor seating area will be fitted with a HD CCTV system with coverage of all public areas including all entry and exits points, CCTV will be clearly advertised to customers with screens visible by staff when working in the service area. The comprehensive CCTV system shall continually record whilst the premises are open. All recordings shall be stored for a minimum period of 31 days. Viewing of recordings shall be made available upon the request of Police or an authorised officer of the Licensing Authority, subject to data protection legislative requirements.

Ability to review CCTV remotely and provide footage to relevant parties when required. Notices shall be prominently displayed within the premises stating that CCTV is in operation.

An incident log shall be kept at the premises and made available on request to an authorised officer of the Licensing Authority or the Police. Details to include:

- all crimes reported to the venue
- all ejections of patrons
- any complaints received concerning crime and disorder
- any incidents of disorder
- all seizures of drugs or offensive weapons
- any visit by a relevant authority or emergency service.
- any attempts by children and young persons to gain access to the premises to gamble
- any Challenge 25 Refusals.

Subject to Data Protection guidance and legislation, the management of the premises will ensure that key staff are fully trained in the operation of the CCTV.

Opening Hours and hours of use of external area

All staff will be aware of the authorised operational hours. The hours of operation are outlined below:

- Sunday to Thursday 09:00 to 22:00 and;
- Friday and Saturday 09:00 to 22:30

The hours for the outdoor seating area include for a 30 minute 'drinking-up time', whereby the patrons using the outdoor seating area will be notified of the need to leave by the authorised closing time.

After hours the tables and chairs will be made unusable or inaccessible by chaining stacked furnitures within the enclosed area.

Dispersal Policy

The following steps will be taken at all times:

- Clearly legible signs shall be displayed at the exit requesting that patrons respect their neighbours when leaving. Towards closing time, patrons shall be politely reminded that the premises is soon to close.
- Staff will encourage customers leaving the premises to respect our neighbours and not generate noise when exiting the premises.
- Waiting outside the premises will be discouraged.
- Customers found to be loitering near the building will be politely encouraged by staff to move on.
- Staff, on request, will provide relevant information to customers who require a taxi or directions to the nearest station or bus stop.

Conclusion

This Management Plan clearly sets out the measures to be taken in order to alleviate any noise pollution or safety concerns. It is considered that every reasonable step has been taken to ensure that the proposed outdoor seating area remains true to the concept of the White Lion Hotel being a place for local residents to visit and enjoy a drink.

The measures set out within this document clearly demonstrate how the small capacity of patrons that use the outdoor seating area will be managed in a safe and efficient manner. This will ensure that the proposal makes a positive contribution to Liverpool Road through contributing to this diverse and vibrant part of Manchester that offers choice to local people and supports the local economy.