

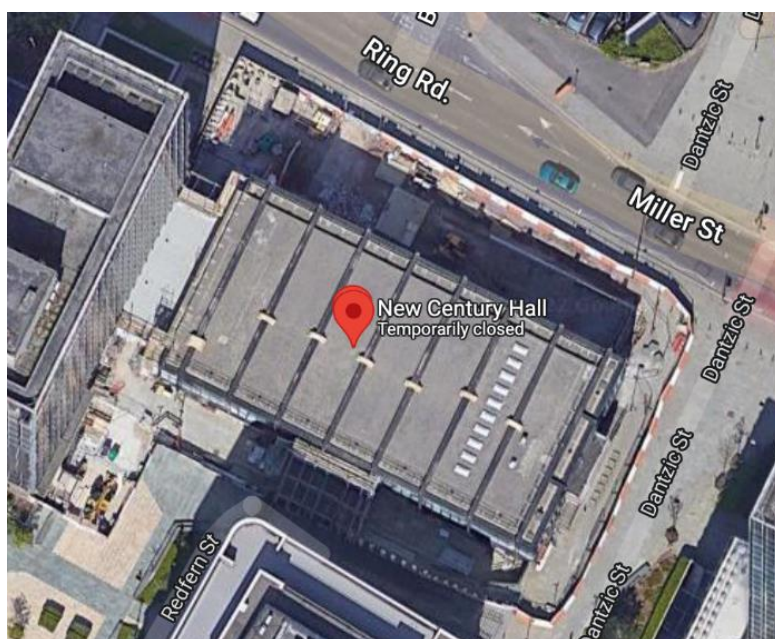
NEW CENTURY

AL FRESCO DINING & EXTERNAL MANAGEMENT PLAN

V2. July 2022

INTRO

The operations of New Century pose to utilise outdoor space, particularly that into the direction of Sadler's Yard, with the purpose of Al Fresco dining, smoking areas, queuing systems, and egress from the venue. Miller Street will also be used for vehicles with the layby being utilised as a loading bay for touring parties, deliveries, and other heavy loadouts.



AL FRESCO DINING

During its operational hours, (08:00 - no later than 23:00) limited to its licensable activities (08:00-02:30), New Century Kitchen will operate an Al Fresco dining area, along with a smoking area, with furniture to suit, and patio heaters, which if not fixed, will be brought into the venue after service overnight. There will be no external music or speakers in this external area.

During peak trading hours, weekends, and licensable required times, security in uniform will be present in this area to manage the footfall from outside of this area. All footfall will be directed through to the main entrance so that all entry procedures can be met during peak times. However, outside of these times, the doors on the patio will remain open for use to guests.

The area will be maintained by New Century Kitchen staff to ensure that it is kept clean, tidy and respectable. Any waste will be disposed of correctly, at regular intervals.

CCTV will be positioned in external areas, with signage present to deter illicit activities from occurring around the premises.

There will either be a receptionist or a door supervisor on the premises at all times, so that any member of the public can report any suspicious or illicit behaviour directly to the venue.

There will also be a phone line present at reception which can be used in order to contact the venue. Any direct neighbours in the area, particularly in Sadler's Yard, will be given the number and introduced to venue management so that they can report any activities should they choose to do so. Any reports will be flagged to management & action will be decided from there.

SMOKING AREAS

New Century Kitchen will operate its al fresco dining area as a designated smoking area.

New Century Hall will activate a dedicated space as a smoking area, with the use of a pedestrian barrier & a uniformed security person dedicated to maintaining this area and protecting it from external footfall. There will be a suitable cigarette bin, and sweeping of the area after use to ensure that litter is not left. A fire extinguisher will be available in close proximity to the static security member positioned on the smoking area. The smoking area shall be discreet and not block any public footpath. It shall also be covered by CCTV.

QUEUING SYSTEMS & INGRESS

During the venue's show dates, a queuing system will be put into place with the intention of managing a sudden influx of a crowd, and protecting the venue from rushes of people.

Ticket holders will be encouraged to dine with the kitchen pre-show, and will be able to enter the venue through the dividing doors into the reception area, where general entry procedures will be followed. Any ticket holder with a bag larger than an A4 piece of paper will be asked to check the bag into the cloakroom, and all bags will be searched before being permitted into the venue.

The queuing system will be put into place using pedestrian barriers. Security will patrol the queue to help manage and keep secure. Please see abstract from New Century Hall Traffic Management Plan Doc;

During event days, it is deemed that New Century Hall is easy to locate given its historic nature, visibility, and information of location is easy to find online. No staff shall be employed or required to provide directional stewarding outside of the site's immediate vicinity. A queueing system shall be formalised and set up proportionately to the amount of tickets sold to an event. This shall be formed outside of the venue so that bag searches can be conducted before a customer is granted entry onto site.

Attendees and taxi drivers will actively be deterred from using Miller Street as a drop off point to avoid congestion on a double-yellow zone, and will be discouraged from incorrectly using the bus lay-by, with the use of traffic cones.

It is anticipated that given the nature and location of New Century, with immediate access to car parks, Victoria station and bus routes, attendees will attend events in a very diverse manner, and there will be no accurate way to estimate percentages across the different travel options.

The majority of "Live Events" in New Century Hall will have the venue open doors at 6pm, with a last entry curfew of 8pm. It is deemed likely that 70% of attendees will arrive between 7pm-8pm.

In the event of New Century Kitchen reaching its capacity, a separate queuing system will be produced with the same infrastructure and reasoning.

EGRESS

Please see extract from 'New Century Traffic Management Plan' -

With the maximum number of attendees at any time in New Century Hall being 1000, the Operational procedures for egress will be implemented and be used to protect our neighbours from public nuisance, and to promote public safety amongst our guests. In general the majority of live music events at New Century Hall shall finish at around 11pm, however this may vary from show to show within New Century's agreed licensable activity times.

Guests, who are able to be served, will be encouraged to head into New Century Kitchen after an event, where entertainment and refreshment will be available. There are doors that link NCH to NCK on the ground floor.

A proportional stewarding team should be located on Miller St. in order to usher along vehicles intending on pick ups from the double yellow lines in order to avoid causing congestion, nuisance, or danger. This will be put into place half an hour before egress is due to begin. Stewards should also encourage those who intend to cross the road for use of the Euro Car Parks to use the pedestrian crossing area.

Customers leaving NCH should be encouraged not to loiter in Sadler's Yard unless attending NCK or another venue in the vicinity. Security & stewards shall perform a sweep of the area, and should be knowledgeable in location to advise guests of - Taxi ranks, train stations, & bus stations. Cleaners should also litter pick the area where required post show.

LOAD IN & DELIVERIES

The bay on Miller Street will be used for the purpose of touring buses, and loading in / delivery vehicles.

During large load-ins, a member of security may be scheduled in order to ensure all personnel entering the venue before opening hours are accredited, and to stop any footfall from the pathways entering when not authorised to do so.

Deliveries of goods such as alcohol will be managed and supervised by dedicated supervisors/management. Doors into back of house areas or closed areas should not be left open and unattended at any point.

CONCLUSION

The security at New Century Kitchen will be present until the very end of the operation, when all guests have left the venue and the doors are closed. Up until this point, there should be a direct response to any reports of illicit activity in the immediate vicinity. There should be at least one manager trained in the use of CCTV present on site at all times. Any illicit activity should be reported to 999 if an emergency, or 101.