



Temporary Use Planning and Events Strategy

202-204 Dantzic Street, Manchester

May 2022

This document has been prepared in conjunction with specialist consultants and suppliers for a calendar of events that is planned for 202-204 Dantzic Street, Manchester, The Love Factory, throughout Q3-Q4 2022.

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The Proposal

Connecting Dots Group have agreed a short term letting with the Landlord, Northern Gateway (FEC) No11 Limited, and will operate as a meanwhile use and site activation specialist, who will curate and deliver a wide variety of events at the site.

The site is situated within the Victoria North Regeneration, in which FEC were awarded the joint venture partnership agreement in conjunction with Manchester City Council (MCC) in 2017. The redevelopment will see over 15,000 homes built across seven different neighbourhood within the next 10-15 years.

This Strategy has been prepared in support of a full planning application that has been submitted on behalf of Connecting Dots Group for the following development at the site:

“Full Planning Application for Temporary Use of Existing Buildings and Land to Sui Generis Use Class, comprising theatre, music, dance performance-related activities (Sui Generis), food and drink festivals, including external food and drink operators (Flexible Use Class E / Sui Generis), and art exhibitions and markets (Sui Generis).”

Planning permission is sought for a temporary use of the site for period of two years. A separate planning application for residential-led development on the site and adjacent parcels of land to the east is currently being prepared and is expected to be submitted to Manchester City Council (MCC) in late 2022.

The proposed temporary use covers a wide range of activities including, food, arts, music and hospitality. The aim is to raise public awareness of the Victoria North regeneration and in particular the Red Bank and New Town Neighbourhoods and to demonstrate the potential of the area and the role it can play in further rejuvenating this forgotten part of the city. The use of the site and the introduction of an events programme gives an ideal opportunity to remove preconceptions of the area and to demonstrate the creative approach to the redevelopment of Victoria North. It will also be used to host inclusive consultation events that will help to inform the wider development proposals. Over the life of the project a broad range of events and activities will take place which will highlight the creativity of the city, draw on the rich history of the area and be focus on community engagement and wellbeing.

The programme of forward-thinking cultural activations provides an ideal opportunity to reinvent and add integral social & economic value to the area. The strategy aims to remove any preconceptions & demonstrate the value of meanwhile use to entice future footfall.

The use of the site will commence on the grant of planning permission (expected to be August 2022). Planning permission is sought for a period of 2 years, while the redevelopment of Victoria Riverside , Angel Meadows and Red Bank progresses. Over the lifetime of the project, a range of events and activities will be focused solely on the local community, engaging the space as a point of contact for local, national and international events.

The proposed use is forecasted to generate over 1000 job opportunities over the course of the 2 years. With around 50 of those to be full-time, over 600 to be part-time and the remainder will be full-time equivalent.

Management

Company Insurance

Policy	Company	Policy Number	Insurance Cover	Renewal Date
Public Liability Insurance	Zurich Insurance PLC	CH051152	£5,000,000	8 th March 2023

All events and day to day activities will be managed by CDG. There is no permanent office space at the site. The CDG management office is located close by in Ardwick.

The CDG Management team consists of Joshua Rowlands and Oliver Ryder.

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There will be a 24-hour security provided from a combination of on-site security, CCTV and monitored intruder alarm systems for out of hours. The site will also have weekly inspections of fixtures and fittings. A proactive maintenance plan will be implemented to ensure all reports of issues will be dealt with promptly.

An event framework will ensure events are managed effectively. Each event will have a specific Event Management Plan that will identify an optimum operational model to deliver a safe and successful event.

The proposed site will deliver the accommodation required for the majority if not all events. If any further items are required they will be of a temporary nature and will be erected and removed on a day-to-day basis. Should any event related equipment be required, access will be limited to 8am and 6pm. A Permission to Access procedure will be used for any contractor who are working on site delivering relevant insurance & management documentation.

Operational Hours

The hours of operation approved under the licensing application are as follows:

11am until 11pm Monday to Sunday whereby only larger-scale events on selected weekends would be utilised for the duration in its entirety. There will be some smaller events scheduled to take place over condensed operating hours.

Events are rarely expected to run on consecutive days or over consecutive weekends. A full run of proposed schedule of events will be shared with MCC & Greater Manchester Police (GMP) in advance of the following months.

Admission Procedure

The access and egress point to the site is through gates at 202-204 Dantzie Street.

All activities and events will be conducted at ground floor levels of the site to ensure compliance with disability access regulations.

For high-occupancy events, CDG will use Taurus Security Group security and clickers to monitor and manage occupancy levels.

Occupancy limits will be determined in accordance with our fire consultants advice based on the nature of the event within the space. The maximum capacities will be assessed and enforced on an event by event basis.

In order to strive to uphold licensing objectives, bar operation will operate a challenge 25 policy.

Opening hours will be easily accessible online via email, Twitter, Instagram, Facebook and other social media channels.

Entry to events will be by ticket only, and there will be no ticket sales on the door.

Health and Safety

We will maintain policies to prevent disorderly and potentially violent behaviour, and quickly respond to accidents or incidents. Visitors will only have access to public areas.

Staff will:

- Be trained to recognise those who are drunk;
- Be vigilant in not serving those who are drunk or passing on alcohol to those who are drunk; and,
- Receive managerial support to make the identification and non-service of those passing on drinks practicable.

Management will:

- Ensure sufficient staffing level;
- Refuse entry to those who have had too much to drink;
- Train staff regularly on topics such as drug prevention, the sale of stolen goods and possession of offensive weapons, and ensure staff are on the lookout for suspicious behaviour;
- Implement measures to prevent crime and disorder in and around the site;
- Install strategically located closed-circuit TV cameras inside the premises to deter/monitor illegal activity ;
- Ban known offenders and share information with the police and licensed premises in the area;
- Regularly consult with our local police crime reduction adviser;
- Not serve any drink in glass; and,
- Ensure drinks containers are not taken from the premises.

Security

Security is provided during operating hours by Taurus who are SIA approved. The number of security guards on site will be assessed on an event by event basis. Engagement with the local police will also be assessed on an event by event basis. The security for out of hours will be monitored via CCTV and intruder alarms.

The Front of House Manager and the Site Manager will meet with the Taurus Supervisor for full briefing prior to any event and will liaise with the Supervisor throughout the event via radios and designated meeting points.

Staff will be trained in drug awareness. Anyone found in possession or attempting to engage in drug taking will be searched and either ejected from the site or handed over to GMP. All incidents will be logged and reported to GMP.

We will employ a combination of SIA qualified security with event stewards trained in first aid, road safety and policies for the protection of vulnerable adults and children. We will use text and radio pager systems to report incidents to the police and keep in contact with other licensed venues in the city centre.

Recruitment & Screening

Taurus Security have a dedicated recruitment department that sits separate from our operations. This department oversees each stage of the recruitment process. In summary this includes:

- Extensive advertising through several different mediums:
 - Recognised recruitment channels such as indeed and the job centre
 - Through word-of-mouth, open evenings.
- Applications being received via our recruitment system, linked with our website
- Applicants being shortlisted for an interview
- Interviews held at our offices and through online conferencing platforms using a scoring matrix to identify candidates with the correct attributes
- Background checks completed prior to induction or first deployment (telephone reference checks)
- Full online induction which includes:
 - Signing an employment contract
 - Company overview; mission, values, and beliefs
 - Overview of H&S policy, Quality Policy
 - Basic job training
 - Issuing of uniform and equipment
- Full background checks in line with BS7858 which includes documenting and maintaining records on:
 - Character references
 - Personal references
 - 5-year work history
 - Criminal history check
 - Credit check

Training & Briefing

Every new member of the team undergoes a company induction (as detailed above) prior to undertaking further training courses with Taurus Security Group. All team members will receive a briefing on-site that will be conducted by their Supervisor / Head Doorman, who will be briefed by the Security Manager. The briefings will include information from the Crowd Management Plan and where necessary Supervisors will have access to sections of the CMP during the event.

Certain aspects of a steward or event security operatives' role requires further training. This is addressed by the implementation of modular courses, both in the classroom and in the field, designed to improve the standard of service given. Taurus encourage all team members to sit refresher training to ensure they are aware of current best practice. Examples of courses include:

- Health & Safety Awareness
- Emergency First Aid at Work
- Communication (Radio etiquette, voice procedures and control of airwaves)
- ACT Counter Terrorism
- Physical Intervention
- Search Procedures

Roles & Responsibilities

This section is intended to provide a brief outline of the roles Taurus' team will be carrying out whilst on duty as a door supervisor at the venue.

An SIA licensed Door Supervisor is required if manned guarding activities are undertaken in relation to licensed premises when those premises are open to the public, at times when alcohol is being supplied for consumption, or regulated entertainment is being provided, on the premises.

In providing a physical presence an SIA Licenced Door Supervisor will be required to:

- Guard premises against:
 - unauthorised access or occupation;
 - outbreaks of disorder
- Protect property against:
 - destruction or damage;
 - being stolen or otherwise dishonestly taken or obtained
- Provide information, should an incident happen, about what has happened
- Supervising an allocated geographical area or specific task for each shift
- Ensuring all elements of the crowd management plan are adhered to within their given area.
- Maintaining the correct uniform standards
- Briefing team members prior to shift
- Ensuring any safety checks are carried out and logged if necessary
- Providing situational reports to the duty manager
- Checking administration of their given area or task for accuracy (e.g. incident reports, sign-in sheets, capacity records)
- Escalating serious issues to the duty manager
- Monitoring the safe keeping of any kit (e.g. radios, lap counters, search wands)
- Ensuring all members of their team are using the relevant PPE

In addition to the above, Door Supervisors will undertake all reasonable requests from the venue management team. And additional tasks in the event of an incident will include the writing of an incident report.

Uniform & Identification

Where possible Taurus Security personnel will wear an identification card showing their name. The cards can be worn affixed to a jacket or high visibility vest, or on a lanyard. This will be in addition to their SIA licence.

Personnel can be identified by the hi-visibility vests, which display the job roles on the rear shoulders.

Health & Safety

Taurus Security has a Company Health and Safety Policy supported by Risk Assessments. These will be carried out prior to each event. Taurus Security is continuously monitoring all aspects of security risks and the Risk Assessment is updated accordingly by our Compliance Manager, in consultation with the Senior Management team and Managing Director.

Codes of Safe Working Practice are issued to personnel as and when required and are instrumental to the safe operation of a site; these are communicated through various mediums including: direct instruction, guides, briefings, signage etc.

All personnel have access to Health & Safety training. The level is appropriate to the roles being undertaken at the venue.

All company personnel and workers are made aware of their responsibilities whilst on site and that they must observe the Health and Safety regulations in place at the venue.

Risk Assessment

A full risk assessment will be carried out prior to each event. It relates to the personnel of Taurus Security and their involvement with the venue.

As detailed above Taurus Security is continuously monitoring and assessing all security protocols and situations and updating the Risk Assessment accordingly. The guidance has been collated using information available in the public domain, details are listed in the Risk Assessment.

The assessment has been carried out in accordance with an employer's statutory requirement to do so under the Health and Safety at Work Act (1974) and complies with the

Management of Health and Safety at Work Regulations (1999).

Taurus Security personnel shall also observe the Health and Safety Regulations currently in place at the venue as made known to them by the duty manager.

All Taurus Security personnel will be made aware of the current Risk Assessment prior to deployment.

Personal Protective Equipment (PPE)

Taurus Security personnel are issued with and will use the following PPE as part of their uniform:

- High visibility vests

- Wool hats
- Waterproof jackets
- Noise reducing ear plugs

Security & Crowd Management Operations

The Account Manager will ensure the management of a robust, safe, and professional security operation as agreed with the client, working within the parameters of the law.

Taurus Security will ensure all personnel are fully trained and briefed in accordance with their roles. The Account Manager will ensure that the appropriate PPE is worn by personnel members in line with the role they are undertaking at the venue.

Ingress

Ingress will be managed into the venue and will be controlled by Taurus Security, in partnership with the venue management team, and only those with booking confirmation will be allowed access to the venue.

Customers may be refused entry if they are trying to gain entry to the venue without a valid booking or if they are breaching the terms and conditions of entry, all refusals will be logged in the venue documentation.

The security personnel will ensure the appropriate management of the welfare of customers /personnel ensuring that anyone in need of welfare is dealt with appropriately.

Searching

Taurus Security searches on behalf of, and under the instruction of, the venue management team and as such any search activity and prohibited items are agreed before the opening of the venue.

The Door Supervisors will operate a search according to a policy agreed with venue management. Often attitude or the persona of an individual makes personnel aware that there may be an issue with them or that they may have something to hide; so, a search will be instigated. The policy is as follows:

- Searches only to be conducted by SIA Licenced members of personnel
- Permission must always be sought before a search is carried out
- The appropriate PPE must be worn at all times
- Same Sex Person Searching only
- Bags are classed as objects and therefore can be searched by either sex
- Nobody is exempt from the Search Procedure
- Right of admission is reserved subject to an attendee agreeing to be searched
- Polite and courteous manner to be maintained
- All non-desirable/illegal items found should be reported to the duty manager
- Always thank those involved for their co-operation

In the event that a search is refused the individual will be asked to leave the venue or be refused entry.

Circulation

Venue safety and security will be overseen by the security team, in partnership with venue management, and will include ingress, circulation, and egress to the venue by customers.

Public Safety: It is the responsibility of the security team within the venue to:

- Monitor the crowd for disorder, including toilet access
- Provide welfare checks on customers within their specific area
- Monitor individual's health and safety
- Remove from the venue if required
- Assess the individual's welfare if deemed necessary
- Update the duty manager on issues within the venue

There will be toilets available for customers to use, and Door Supervisors will monitor inappropriate behaviour.

Smoking Areas

Smoking will be available in all outside areas with less than 50% wall surroundings.

It is the responsibility of the security team to ensure that smoking is limited to acceptable pre marked areas.

Ejections

Ejection from the venue should be a last resort and after reasonable warning(s) have been given the individual(s) concerned. Ejection from the venue would be deemed necessary in the event individual(s) repeatedly breach house rules.

Procedure - In the event it is deemed necessary to eject, then an SIA Licenced Door Supervisor will:

- Call through details of the incident to the duty manager
- The venue management team should be included in deciding if eviction or ejection is the right course of action
- Collect and wear appropriate PPE (if required)
- The welfare of the individual should be considered - specifically their means of traveling home from the venue
- Fill out an incident report as soon as possible after the incident
- The line of demarcation is agreed to be at the main entrance to the venue. Once the ejected person is over this threshold they are considered to be off the property and the Police should deal with any further incidents off the site

Evacuation & Major Incidents

An evacuation may require the participation of multiple services, agencies, and authorities.

All security personnel will be briefed in line with the venue evacuation plan on their involvement should a major incident or evacuation occur.

Any accessible customers will be briefed by the venue's duty manager in relation to how and when they will be evacuated, assistance will be provided by members of the security team as required.

Egress

Egress of the venue by customers will be overseen by the Door Supervisors, in partnership with the venue management.

Fire Safety Management

Fire safety management will be conducted by the venue management team.

Security personnel will be aware of available fire exits and ensure they are clear as part of the pre-opening checks and prior to the venue closure ensure all exits are secure. And in a fire situation, security duties will extend to following instructions from competent persons and acting as fire marshals in the event of any evacuation.

Medical

Team members will be First Aid trained and medical team employed where a risk assessment identifies the requirement.

Where required, events responsibility for First Aid management lies with Mersey Medical Services (MMS) and the level of cover appropriate to the event will be advised by them.

Current First Aid certificates are held by key members of staff Site Managers present when medical staff are not employed.

All CTD staff and volunteers will report accidents and incidents to MMS and the FOH/Duty Manager.

Security duties will extend to ensuring the welfare and safety of all customers within the venue. If deemed necessary and a customer is unwell or is vulnerable, the door supervisor will inform the duty manager & medical staff. A decision will be made on the customer's current welfare state, it may be necessary to contact 111 for medical advice or 999 in the event of an immediate threat to life or serious illness.

A de-brief after each day will be held by the FOH Manager and MMS Supervisor and documentation will be kept after the event.

If a serious accident occurs this will be reported immediately to a member of the senior management team, this should be in the first instance, Oliver Ryder (Site Supervisor).

Access will be maintained at all times in case of the need for ambulances etc.

All accidents will be recorded in an accident report book that will be kept internally.

Nearest Accident & Emergency : Manchester Royal Infirmary, Oxford Rd, Manchester M13 9WL

Welfare

A staff welfare room will be located on site with power and refreshments.

Drug Policy

A zero-tolerance drug policy will be adopted. This will include 'legal highs and illegal drugs. Visible signage will highlight then policy towards drugs. Staff will be trained in drug awareness. Anyone found in possession or attempting to engage in drug taking will be searched and either ejected from the site or handed over to GMP. All incidents will be logged and reported to GMP.

Covid-19

The site will operate in conjunction with the Government's guidance on Covid-19.

Crowd Management and Dispersal Procedure

To limit disruption within the community, customers will be asked to exit the premises in a quiet and non-disorderly manner by Door Supervisors and by highly visible signage.

Customer behaviour and safety will be monitored closely during the egress process which includes ensuring customers are speaking at a reasonable volume (normal conversation) and are not behaving in a manner that would create unnecessary noise or disruption to traffic or local residents.

Customers will be asked to disperse from the venue footprint and make their way to local amenities such as take-aways, taxi ranks and public transport links.

At Venue Closing;

- Lighting will be elevated to maximum levels
- The PA and speaker system will be turned off
- Door Supervisors will ask customers to leave

The venue recognises it has a responsibly to ensure customers are dispersed appropriately within the community.

Door Supervisors will continue to disperse customers away from the community for a period of up to 30 minutes post-closing. During this period customers will be repeatedly encouraged to disperse, and groups will be broken up and urged to move on.

Customer behaviour will be continually monitored, and should the need arise, local Police informed of any behaviour occurring which may become criminal or disorderly.

Customers will be reminded that house rules apply to behaviour conducted whilst in/around the venue footprint and should this behaviour breach house rules or a reasonable instruction to disperse by a Door Supervisor be ignored, the customers' re-entry to the site at a future point may be prohibited.

Provided customers have been dispersed sufficiently at 30-minutes post-closing, Door Supervisors will stand-down. If a significant amount of customers still remain or there is the potential for customer behaviour to become disorderly, the venue management will be informed, and Door Supervisors may remain on-duty for an extended period to support the egress process further.

Adequate stewards and Security will be employed to ensure safe egress and prevent dispersal.

Management will:

- Ensure signs are in place asking customers to leave quietly;
- Take measures to avoid patrons excessively congregating or queueing outside premises;
- Promote, with signage and stewarding, exit routes and transport links that provide the lowest impact for public nuisance to residents;
- Ensure that the majority of event egress be directed towards Manchester City Centre;
- Consult with Manchester City Council on cumulative impact of licensed premises dispersal in the area to control issues that may cause public nuisance;
- Partner with local taxi firms to ensure a quick and effective egress is ensured; and,
- Contact all ticket buyers pre-event with best methods of dispersal and encourage they are to leave in a quiet and orderly manner.

Utilities

All utilities requirements for events and occupiers will be provided from Landlord or temporary supplies and or additional temporary suppliers. Landlord utility provision will be restricted to water and electricity.

All connections to landlord's supplies and any temporary systems installed shall be undertaken by a specialist supplier. Any temporary utility will be monitored and maintained during hours of operation.

Waste Management

Cleaning provision requirements will be assessed and implemented on an event by event basis as each event will vary.

Freestanding bins will be provided in all spaces for the correct disposal of refuse by members of the public.

Waste disposal services will be provided by our official licensed carrier Kenny Waste Management (KWM). Waste receptacles will be provided to relevant waste streams.

Refuse will be stored hygienically in a designated area, as shown on the submitted Proposed Site Plan, and loaded into the waste receptacles to be taken off site. Waste generated from each event will be identified within the event management plan.

Toilets

Individual events will require varied number of temporary toilet facilities. Designated areas will be provided for customer and staff welfare by porta loos or containerized facilities. The exact locations will vary per the layout of each event, and to be agreed & signed off in the management plan. Positions will avoid clashing with any entry and exits points.

Clear signage will be provided to locate the facilities and they will be cleaned and inspected on a regular basis.

Noise Management

CDG have instructed Clement Acoustics to undertake a Noise Management Survey and Noise Impact Assessment, the detailed findings are submitted alongside this application.

A designated sound supplier in Audio Serve will be present for any noise emitting activations, having trained staff take regular readings throughout the duration of the event. All readings will be kept & stored internally, for any measurements over the agreed decibels, the frequency / decibels will be reduced accordingly to prevent any noise nuisance from occurring.

Equality Act Statement

The 2010 Equality Act, as well as supporting the rights of people with disabilities by giving greater legal protection against discrimination, emphasises the legal duty on educational providers, employers and service providers to make reasonable adjustments so disabled people can take part in education, use services and work.

CTD seek to ensure all their premises and facilities offer access to all parts of its premises for people with disabilities, wherever reasonably practicable.

The Act recognizes however, that full access is not always reasonably achievable in older existing buildings, and therefore states that in these cases people with disabilities should be able to gain easy access into the premises and that the services they require should be made available to them in close proximity to their entry point.

Deliveries & Servicing

All vehicle deliveries will be pre-booked online and enter via the main gate on Dantzic Street. This is relevant to all suppliers to aid in the management of access.

Vehicular deliveries will not be permitted during an event, whilst members of the public are on site. All deliveries are to be restricted to the following hours:

- 07:30 to 20:00 Monday to Saturday
- 10:00 to 18:00 on Sundays and Bank Holidays

Deliveries will be booked pre- 5pm the previous day to avoid delays.

Access for all emergency services will be via the designated second gate on Dantzic Street

Contacts

If there are any issues identified in relation to the operation of any events by CDG then the following contacts can be used to submit any complaints:

Neighbourhood / Local Community Contact:

support@connectingdotsgroup.co.uk

Designated Premises Supervisor:

Oliver Ryder

olli@connectingdotsgroup.co.uk

Operations Manager

Joshua Rowlands:

josh@connectingdotsgroup.co.uk

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