

The Patron Management Plan

Market Place Manchester

Rylands Building, 109–127, Market Street, M60 1TA

Date: 9th May 2025



Section 1: Venue Overview, to include site personnel and opening hours

Venue overview

Market Place Manchester is a Food and drinks Market that will be open to the public, selling a selection of different beers, cocktails, and soft drinks from a bar, as well as multiple food dishes from a variety of different traders.

Site capacities and layout

Venue Staff Levels:

Manager: Up to 3 Managers per day.

Bar: Up to 10 Staff at any given time.

Floor: Up to 7 Staff at any given time.

Kitchen Staff Levels: Up to 3 per trader

Total Max Staff: 71

Total Covers: 461

Staff Levels according to Design:

Guests: 461

Staff: 90

Total Capacity: 551

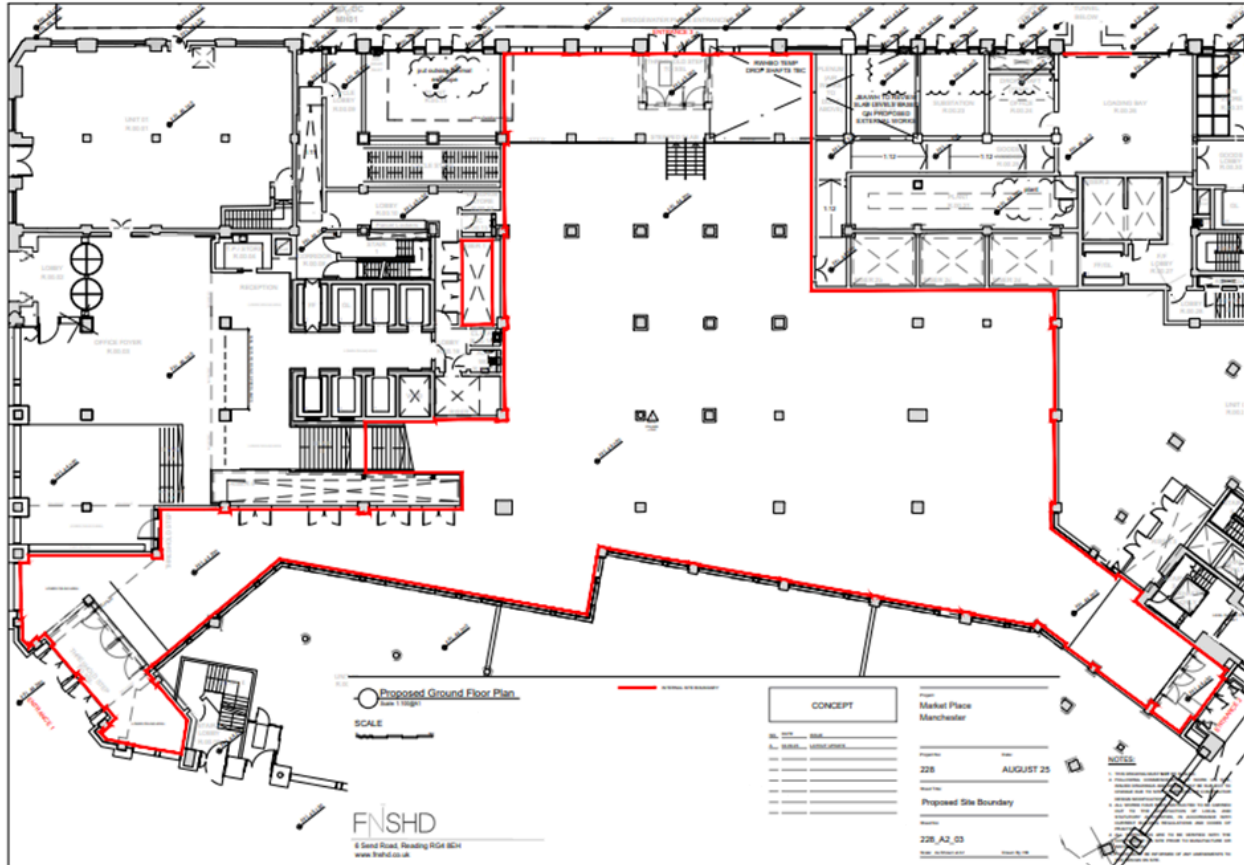
Food Units: 11 Kitchens

Dessert Units: 4 Kitchens

Karts: 2 Kitchens

Bars: 1

Site Map:



Site personnel

Roles & Responsibilities:

Site Managers:

- Lead & Run the shift
- First Aid Officer
- H&S Office
- Fire Marshall
- Look after the staff & Traders
- Ensure the doors and dispersal policy is enforced.
- Planning and organising
- Drive revenue
- Communicate effectively with patrons, staff and authorities.
- Act Responsibly

Bar & Floor Staff:

- Maintain the hygiene & Cleanliness of the venue
- Serving all patrons and colleagues with Respect as per the code of conduct
- Creating a safe environment for all.
- Upholding a high level of H&S, including but not limited to Allergen training

Trader Chefs:

- Serving all patrons and colleagues with Respect as per the code of conduct
- Upholding a high level of H&S, including but not limited to Allergen training

Operating hours:

Market Place Manchester will have staff on-site 1 hour before opening and 1 hour post-closing
The bar will close 30 minutes before the venue's official closing time. All kitchens and food stall traders will cease operations no later than 30 minutes before the bar closes.

Day	Operating Times
Monday	07:30 - 23:00
Tuesday	07:30 - 23:00
Wednesday	07:30 - 23:00
Thursday	07:30 - 23:00
Friday	07:30 - 00:00
Saturday	07:30 - 00:00
Sunday	07:30 - 23:00

Section 2: Process for management of doors after 21:00 pm

The venue will be managed by a competent and experienced team, dedicated to maintaining a safe and secure environment through the strict enforcement of all relevant policies and procedures.

As part of their responsibilities, the management team will ensure that all doors are closed by 21:00 each night. This measure is essential for managing noise levels and supporting the effective implementation of our dispersal policy. Alarms and other monitoring tools will be in place to ensure this procedure is followed consistently.

Please note: After 21:00, entry and exit will only be permitted via the Market Street and High Street entrances. Clear and legible signage will be displayed throughout the venue to direct patrons accordingly.

Additionally, the Bridgewater Place entrance will not be in use before 10:00 a.m. on Sundays and 09:00 a.m. on Saturdays. Appropriate signage will also be displayed on these doors to guide patrons to alternative access points.

Section 3: Operating Schedule for the premises

Prevention of Crime, Disorder & Public Nuisance:

A competent and experienced management team will oversee the venue, ensuring that all relevant policies and procedures are strictly followed to maintain a safe and secure environment.

Where possible, the venue will work collaboratively with neighbouring premises to align with local policies and promote a coordinated approach to safety and compliance.

The premises will actively engage with Responsible Authorities—such as the Police and Licensing Officers—through initiatives like Pubwatch, Ask for Angela or similar partnership groups to share information and adopt best practices.

Where reasonably practicable, the venue will participate in area-wide safety initiatives, including joint radio systems operated in conjunction with the Police or other relevant authorities.

A 31-day CCTV recording system will be in continuous operation throughout the venue to support security and incident resolution.

A licensed SIA door supervision team will be deployed as required, based on risk assessments and event needs.

Additionally, a comprehensive dispersal plan and a noise management policy will be implemented to minimise disruption and nuisance to the local community.

Communication with local residents

A dedicated site phone will be assigned to the on-site manager running the shift and carried at all times during their shift. This phone number will be shared with local residents prior to opening for business, allowing direct contact with the manager in case of any issues or concerns. All complaints or incidents reported via this number will be documented in a logbook, which will be available for review upon request.

Smoking Area:

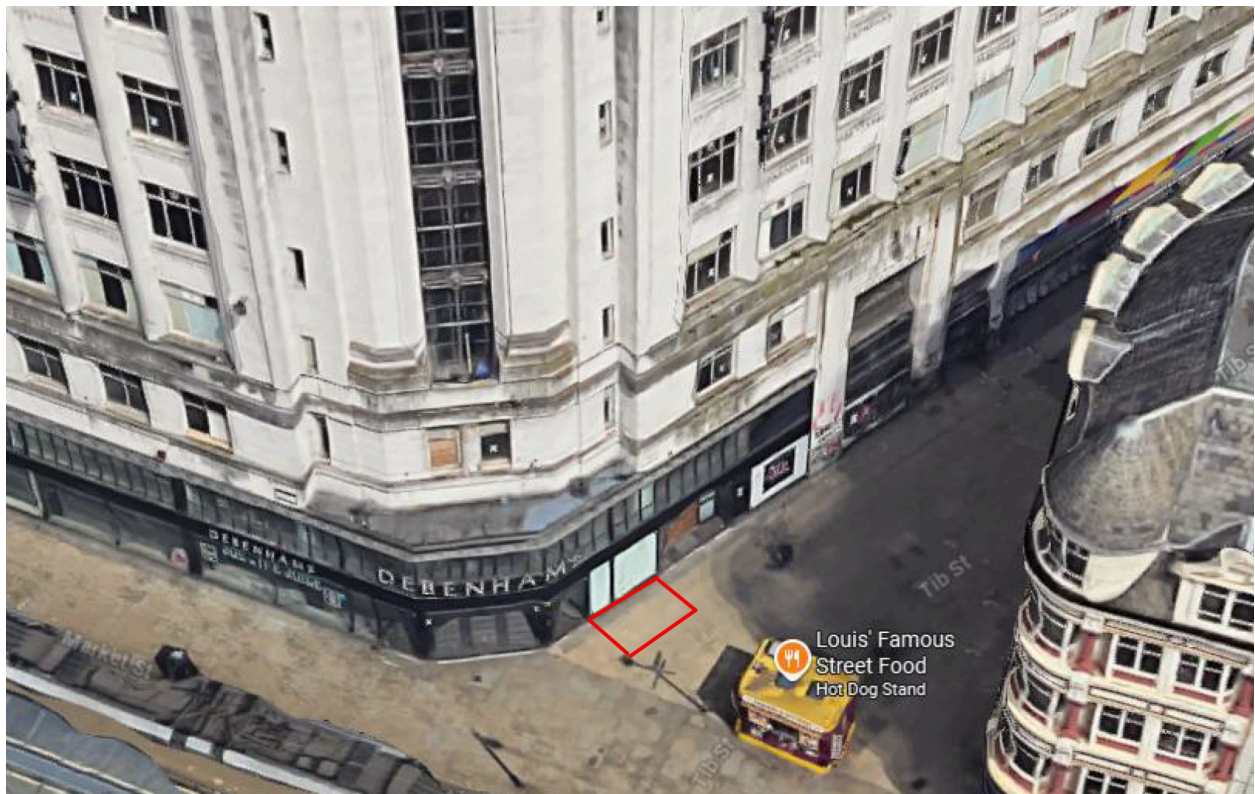
The primary use onsite will be a dine-in service for patrons and therefore it is not envisioned that a designated smoking area will be necessary most of the time. In the event that a smoking area is required, the Premises will operate a controlled smoking area adjacent to the Tib Street entrance supporting a maximum capacity of 10 at any one time.

It is anticipated that the need for a smoking area is only likely on Friday and Saturday nights between the hours of 19:00 - 23:00 and will be subject to a licence agreement. The area would be no wider than 1m and clearly cordoned off using crowd control barriers. It will be located to ensure that a minimum pavement width of at least 2m will be retained at all times. An indicative plan of where this area would be located is provided on the layout plan below.

The number of people using the smoking area will be controlled by the management team on shift to ensure that the maximum number is not exceeded at any time.

The smoking area is specifically for smokers and no drinks, glasses or bottles are permitted in this area. Once patrons have finished smoking, they will be directed back inside the premises to reduce the noise generated outside the premises.

The smoking area will be closed 30 minutes prior to the closure of the premises, at the same time the bar is closed. The closing of the smoking area at this time aids the dispersal and prevents confusion between those in the smoking area and those leaving the premises. As there is no re-entry permitted after this time.



Section 4: DISPERSAL POLICY

Purpose:

This policy is designed to guide the management and employees and set out the terms for the dispersal of customers from the premises.

The purpose of this policy is to set out the reasonable steps the premises will undertake to prevent unnecessary and avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises

It is the stated intention of the premises to operate in a manner which causes the minimum impact from noise nuisance and anti-social behaviour from our customers to neighbours and other members of the public

To this end, all relevant staff will be trained in this policy and other appropriate skills to achieve an orderly and safe dispersal from the premises.

It is the responsibility of the Designated Premises Supervisor to ensure that this policy is enforced at the premises and to regularly update the policy to meet the requirements of the business.

Local Cooperation:

Where able, the premises will work in co-operation with other premises in the area to ensure that local policies are coordinated.

The premises will, where practicable, work in partnership with the Responsible Authorities through Pubwatch or a similar partnership group to share information and best practice

Where reasonably possible, the Premises will actively enrol in schemes such as area-wide joint radio systems, with the Police or other Responsible Authorities.

Dispersal:

Dispersal shall take place via the door(s) on the corner of Market Street & High Street.

All conditions relating to dispersal included in the Premises licence will be enforced, and relevant staff will be trained in these conditions, as well as the terminal hours and operating hours outlined on the premises licence.

The opening hours of the premises:

Unless a TEN is in use

Day	Operating Times
Monday	07:30 - 23:00
Tuesday	07:30 - 23:00
Wednesday	07:30 - 23:00
Thursday	07:30 - 23:00
Friday	07:30 - 00:00
Saturday	07:30 - 00:00
Sunday	07:30 - 23:00

Sale by retail of alcohol to be consumed on-premises & off-premises:

Unless a TEN is in use

Day	Service of Alcohol Times
Monday	11:00 - 22:30
Tuesday	11:00 - 22:30
Wednesday	11:00 - 22:30
Thursday	11:00 - 22:30
Friday	11:00 - 23:30
Saturday	11:00 - 23:30
Sunday	11:00 - 22:30

Allocation of staff in the last 30 minutes before closing will be reviewed to ensure that the collection of glasses and the clearing of other waste are prioritised; this provides a message to customers that the premises are in the process of closing and encourages them to finish their drinks and prepare for departure.

Where a cloakroom is in operation, additional staff will also be allocated there to ensure people can collect their belongings as efficiently as possible as they are leaving the premises.

A suitable member of staff or a supervisor will be tasked with ensuring the venue is clear and locked up once the venue is empty. Signage will be at all exits reminding people to leave quietly and not to take open drinks outside with them.

When necessary, an SIA security guard will be visible at each public entrance/exit to control the dispersal and to remind people to leave quietly and to prevent patrons from re-entering the premises.

Action Points:

Last orders will be called nightly to encourage patrons to disperse gradually and leave the venue quietly.

Signage will be present at all exits asking patrons to leave quietly, not to congregate outside, and not to take open drinks out with them.

Security:

Door Supervisors licensed by the SIA will be employed by the premises for events based upon the risk assessment carried out concerning the following factors:

- Size of the venue
- Expected attendance
- Type of event taking place
- Times of operation
- Premises Licence conditions

Door Supervisors will be tasked with:

Only when necessary, Door Supervisors, who will be allocated by management for queue management & dispersal.

If a queue develops outside the entrance. The queue to enter the premises will be managed. Using crowd barriers, they will monitor to ensure the behaviour of those queuing is conducive to the entry policy. Any person who appears to be drunk or intoxicated will, where possible, be removed from the queue before they reach the front.

While monitoring the queue, the Door Supervisor should remove alcohol from anyone consuming alcohol while queuing or if they are unwilling to give up their alcohol, remove them from the queue and advise them they will be refused entry as a result.

An appropriate member of staff should also ask people to have their ID ready to show at the door.

Door Supervisors must seek to control the noise from any person queuing outside the premises in order to reduce the potential for noise to disturb people living and working in the local community. This is achieved by politely reminding customers that anyone not complying with the request will be refused entry to the premises.

Dispersal from the Premises. During the Closure period and once the premises are closed, the Door Supervisors shall assist with the dispersal of customers from the area. The purpose of an effective dispersal is to ensure that patrons leave the area quickly, quietly and in an orderly manner.

The most effective approach to dispersal is to be friendly and helpful, understanding that one of the effects of alcohol is to inhibit effective decision-making ability. What may seem obvious and logical to a sober person may seem confusing and complicated to a person who has consumed alcohol.

People loitering may be doing so because they are unable to make a decision or easily access the information they require; often, they will disperse when they are given this information. Many patrons will move on if they can be helped.

When needed, Door Supervisors will be easily identifiable by their SIA badges.

Action Points:

Door Supervisors can expedite the dispersal of patrons with their actions both at closing time and throughout the night by:

Controlling the level of intoxication of patrons throughout the night and acting appropriately when people become intoxicated. Anyone who becomes too intoxicated to be served at the bar shall be removed from the premises.

Prevent re-entry at a specified time, depending on the event.

Encourage patrons to leave gradually via the appropriate exits at the end of the night; try and avoid large numbers of patrons all leaving at the same time.

Remove drinks, glasses and bottles from those leaving the premises

Remind people who are leaving to do so quietly, and direct their attention to the signs displayed

Ask patrons not to assemble or loiter outside the premises once they have left; politely remind people who do not comply that they may be refused entrance in the future if they fail to disperse.

Signage & Lighting:

The following signs will be displayed at the premises:

Signs requesting patrons to Leave Quietly and respect the Neighbours

Signs to inform patrons that drinks may not leave the premises at any time.

Signs to inform patrons that CCTV is in operation in the venue.

These signs are displayed prominently at every public entrance and exit from the premises.

Lighting (Internal) – The premises will gradually turn up the House Lights 30 minutes prior to closing time; the time by which every patron must have left the premises.

Turning the house lights on is a clear indication to patrons that the premises are in the process of closing and generally encourages patrons to leave gradually over the following 30 minutes (often referred to as a 'drinking up time'). There is a distinct advantage to patrons leaving of their own free will, as they are much more likely to leave and disperse than if they are asked to do so.

Both internal and external lighting will be regularly reviewed to ensure it does not impede the effectiveness of CCTV.

Bottles, Glasses And Litter:

The premises will maintain the area immediately to the front of the premises clear of litter by regularly sending a member of staff to the area to clear these items.

No glasses, bottles or other drinks are permitted to leave the premises, and it is the responsibility of the staff, management & Door Supervisor when required to ensure this rule is enforced. This includes preventing such items from being taken into the smoking area or away from the premises at the end of the night.

It may be the case that glass bottles and glasses are brought to the area from other premises and left in the vicinity or at the front of the premises. It is the responsibility of the manager on duty or the Door Supervisor when required to ensure that none of these items enter the premises or the smoking area.

Despite these items not originating from the premises, it is the responsibility of staff to clear them on a regular basis throughout a session and to check at the end of the night that no such items remain at the front of the premises.

Effective housekeeping of this nature reduces the chances of glasses and bottles breaking or causing potential accidents. Consideration should also be given that such litter causes a

nuisance to neighbours, and while much of this may not originate from the premises, an effort should be made to clear such litter as is reasonable by way of being a good neighbour.

Soft Closure:

The music volume will be turned down 30 minutes prior to the premises closing and turned off 10 minutes before the closure of premises close. This advises patrons that the premises are closing and also allows them to finish their drinks in a quieter environment; this, in turn, will reduce the noise patrons make when they leave. Patrons who leave a loud premises will naturally talk more loudly once they leave, thus the potential for nuisance is greater.

The type of music being played in the last hour prior to closing will be be considered. A more 'calming' / 'chill out' type of music will be played in the hour prior to closing the premises, as this will have a positive impact on the behaviour of patrons when they leave the premises.

The last order will be called 15 minutes before closing time, giving the customer 15 minutes to purchase a last drink if they wish to do so.

10 Minutes after the bar has closed, staff will start cleaning and collecting glasses, politely asking people to finish their drinks.

20 Minutes after the bar has closed, people should be politely asked to leave.

30 Minutes after the bar has closed, everyone should have left, and dispersal as described earlier in this policy should be underway.

The music will not be turned back on by staff for their own entertainment while cleaning the premises, once customers have left the premises, and all doors will be locked.