

OPERATIONAL MANAGEMENT PLAN

GRAPE STREET – MARKET CANOPY SCHEME

Access and egress	<u>Grape St</u> Access and egress to and from Grape St will be via the following: Water Street (via Festival Square), Atherton Street, Goodsyrd Street and South Road.
Hours of use	Proposed operating hours are: Monday – Friday 07:00-23:00 Saturday 08:00 – 23:00 Sunday 09:00 – 23:00
Noise	Signage will be displayed in the external area(s) requesting customer keep noise to a minimum. Patrons who disregard signage and verbal instruction regarding noise will be asked to move inside and/or leave the premises. No activity will take place on the external seating areas beyond 11 pm. Supervisors shall monitor any patrons to ensure so far as possible that any noise is kept to a minimum. Staff members will advise patrons to leave the premises quickly and quietly out of respect for our neighbours. Notices will be displayed requesting our customers to leave quietly and in an orderly manner out if consideration to neighbours and their attention will be drawn to these notices by members of staff. Any noise complaints received will be investigated thoroughly and communicated to the tenants of the units to reduce the risk of any future complaints.
Cleaning	The estate team will undertake a daily litter pick of the retail street. Jet washing of surfaces will be undertaken monthly or as required. The WC facilities for the use of patrons, will be cleaned on a daily basis.
Lighting	The structures are lit beneath the canopies during hours of operation/darkness, the street benefits from both festoon lighting and external illumination from neighbouring buildings. Each area will be lit to ensure minimum lux levels in the hours of darkness.
Maintenance	Regular inspections will be undertaken by the estate and security teams. Any reactive repairs will be raised with the helpdesk and assigned to a suitable contractor. Pre-planned maintenance will include cyclical drain jetting and re-lamping of fittings.
Security	<u>General</u> The area is covered by the St John’s estate CCTV system which is monitored at the Spinningfields control room on Leftbank. The security teams will undertake regular patrols of the site both day and night, connected to control room via radio systems. Estate management will hold regular meetings with local stakeholders and police to keep abreast of external issues to ensure security needs are aligned. <u>Late Night</u> At present, there is not an intention to staff the retail street with dedicated SIA door staff as estate security already patrol the area. A dynamic risk assessment will be undertaken by management together

	with the designated premises supervisor on a regular basis to assess the requirement for security for each event. It is envisaged that for any medium/high capacity event or where there are pop up bars implemented there will be an additional. The Caff and Offy internal units will be equipped with CCTV and recorders in line with licensing requirements.
Waste management	A dedicated waste storage point will be formed on Grape St behind the unit closest to Atherton Street for the management of commercial waste. Waste receptacles will be made available for customers and emptied regularly.
Signage	The following signage is planned within the area: Disclaimer notice Wayfinding, and facilities information Noise/respect neighbours' signage
Deliveries	Market traders will not require deliveries, this will be managed in their load in procedure. The two internal units will be directed to ensure all deliveries take place at suitable times of day. Any deliveries must be brought inside the occupier's unit and secured immediately. Soft wheeled trollies will be utilised to minimise noise when transporting deliveries.
Responsible sales of alcohol	The DPS will ensure all staff are suitably trained and understand the rules around the responsible sale of alcohol, in particular that it is an offence to: 1) Knowingly sell, attempt to sell or allow the sale of alcohol to person who is drunk. 2) Sell alcohol to a person under 18 years of age. 3) Allow licensable activities to be conducted otherwise than in accordance with the premises licence and the conditions it contains. A challenge 21 policy will be adhered to at all times.
Dispersal Policy	GRAPE STREET – RETAIL CONTAINERS DISPERSAL POLICY PURPOSE: This policy provides guidance for the management, employees and contracted service providers on the control of customers to the retail units on Grape St, both inside and outside the premises. This policy sets out the reasonable steps to be undertaken to prevent unnecessary and avoidable disturbance to residents, services and other businesses operating in the vicinity of the premises. All tenants and their staff and contracted service providers 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 and to regularly update the policy to meet the requirements of the business.

	DISPERSAL: At 23:00 daily, the dispersal shall be conducted with any remaining patrons being directed towards either Water Street (via Festival Square) or Quay Street (via Goodsyrd Street). All conditions relating to dispersal included in the Premises Licence will be enforced and retail tenants and their relevant staff and contracted service providers will be trained in these conditions. Upon close of the premises, customers to proceed to walk to their destination via the routes above in a quiet and orderly manner. We will ensure that adequate signage is available at the exit asking customers to leave quietly and not to congregate outside or in the local area.
External Furniture	All external furniture must be approved by management before use to ensure suitability. Furniture should be capable of storage within the curtilage of the units and easily demountable. Security will actively monitor the site once it comes into use and take action should any issues with unsecured furniture be flagged by the management team.