Management Strategy

Prepared in support of planning condition discharge (Condition 37 - Management Plan)

Premises	Proloco, Unit 2, One Port Street, 74 Great Ancoats Street, Manchester M4 5GU
Operator	The Wilco Test Ltd t/a Proloco
Use class	Sui generis - restaurant with ancillary bar (72 covers)
Prepared for	Manchester City Council, Planning, Building Control and Licensing
Date	July 2026
Version	1.0

1. Introduction

This Management Strategy sets out how Proloco will operate so as to prevent crime and disorder, prevent public nuisance, and protect the amenity of the surrounding area, including the residential elements of the One Port Street development and neighbouring occupiers. It is submitted in support of the discharge of the management plan condition attached to the planning consent. The strategy should be read alongside the premises licence held for the site and the operating hours confirmed to the Council.

Proloco is a 72-cover restaurant serving pizza, small plates, natural wine and gelato. The offer is food-led and hospitality-driven; the sale of alcohol is ancillary to the dining experience. The business is run by an experienced operator with a track record in Manchester hospitality, and is committed to being a responsible neighbour.

2. Operating hours

The premises will operate the following hours:

Day	Premises open to public
Monday	Closed
Tuesday	Closed
Wednesday	16:00 - 23:30
Thursday	16:00 - 23:30
Friday	11:30 - 23:30
Saturday	11:30 - 23:30
Sunday	11:00 - 19:00

Alcohol: Under the premises licence, the last sale of alcohol is at 23:00, followed by a 30-minute drinking-up time to close. The sale of alcohol is ancillary to food service.

3. Operating schedule

3.1 Prevention of crime and disorder

- The venue is food-led with table service; it does not operate as a vertical-drinking or late-night bar.
- Alcohol is served responsibly under the terms of the premises licence, with Challenge 25 operated and refusals logged.

- All staff receive induction training covering responsible alcohol service, recognising vulnerability and intoxication, and the refusal of service where appropriate.
- A duty manager is on site at all times the premises is open, holding responsibility for the safe and lawful running of the shift.
- The premises has full CCTV coverage with cloud storage, compliant with Manchester City Council requirements. Recordings are retained and made available to the Police and the Council in accordance with the premises licence and data protection law.
- An incident and refusals log is maintained and available for inspection.
- The business will engage constructively with Greater Manchester Police and, where relevant, any local Pubwatch or business-district scheme.

3.2 Prevention of public nuisance

- Music is background / ambient in nature and set at levels appropriate to a dining environment, controlled so as not to cause disturbance to nearby residents.
- Windows and doors are managed to control noise breakout, in particular after 21:00 (see Section 5).
- Deliveries and waste collections are scheduled to avoid unsociable hours and to minimise disturbance to residents, so far as carrier schedules allow.
- Kitchen extraction is cleaned and maintained to control odour (see the separate ventilation cleaning and maintenance regime).
- External areas are kept clean and free of litter; bottles and waste are not moved to external stores during late hours in a manner that would disturb residents.
- Signage at the exit reminds customers to leave quietly and respect neighbours (see Section 4).

3.3 Management of smokers

- Smoking and the use of electronic cigarettes are not permitted anywhere inside the premises.
- The premises has no external area within its demise or control, and no tables, chairs or other furniture are placed outside the premises. The operator does not permit food or drink to be consumed outside the premises.
- Customers who choose to smoke do so away from the premises entrance and are asked by staff to be considerate of neighbours and residents, particularly during evening hours and at dispersal.
- No alcohol or glassware is permitted to be taken outside the premises; drinks remain within the licensed internal area.
- Staff monitor the area at the front of the premises to discourage congregation and noise, and the frontage is kept clean and free of cigarette litter.

4. Dispersal procedure

A structured dispersal procedure operates towards the end of each trading session to ensure customers leave in a calm and orderly manner with minimal impact on the surrounding area:

- As a food-led venue with staggered dining bookings, departures are naturally spread across the evening rather than concentrated at a single closing time.
- Last orders and the approach of closing are communicated politely by floor staff, allowing an unhurried finish.
- Following the last sale of alcohol at 23:00, the 30-minute drinking-up period allows a gradual wind-down before close.
- Staff monitor the exit and immediate external area during dispersal, encouraging customers to leave quietly and reminding them that neighbours live nearby.

- Signage at the exit requests that customers respect neighbours and leave the area quietly.
- Music is lowered towards the end of the session to signal winding down and to avoid an abrupt transition to street noise.
- Staff will, where appropriate, assist customers with information on taxis and public transport to help them leave the area promptly.
- Staff leaving after close are also asked to be considerate of residents when departing.

5. Windows and doors - closure after 21:00

To prevent noise breakout to nearby residential occupiers, the following mechanism ensures that windows and external doors remain closed after 21:00 each evening:

- It is a standing operational instruction, recorded in the duty manager checklist, that all external windows and doors (other than for the momentary passage of customers and staff) are closed from 21:00 until close.
- The duty manager is responsible for confirming closure at 21:00 and recording this on the shift checklist.
- Ventilation and cooling are provided by the mechanical systems so that the internal environment remains comfortable without the need to open windows or doors, removing the operational incentive to prop them open.
- Any external door used for access is self-closing and is not propped open during the controlled hours.
- Staff are trained on this requirement as part of induction, and compliance is monitored by management.

6. Responsibility and review

Overall accountability for this Management Strategy sits with the Managing Director. Day-to-day implementation is the responsibility of the Head of Hospitality and the duty manager on each shift. The strategy will be reviewed periodically and updated in light of operational experience, and the operator will engage constructively with the Council and responsible authorities should any concern arise.