OPERATIONAL MANAGEMENT STRATEGY

BAR DOS,
Retail Unit 3
76 Great Ancoats Street
Manchester
M4 5GU

Prepared in support of the discharge of Planning Condition 37
Planning Application Reference: 132489/FO/2021

1. Introduction

This Operational Management Strategy has been prepared on behalf of Bar Dos Limited in support of the discharge of Planning Condition 37 associated with Planning Application Reference 132489/FO/2021.

The document sets out the operational procedures that will be implemented to ensure the premises are managed responsibly, minimise any potential impact upon neighbouring occupiers and provide a safe environment for customers and staff.

This strategy should be read alongside the submitted Acoustic Report prepared by Stantec in support of the discharge of Planning Condition 17, the Plant Noise Report submitted in support of Condition 15 and the Premises Licence Operating Schedule.

The measures contained within this document shall be implemented upon first occupation of the premises and maintained throughout the operation of the venue.

This Operational Management Strategy brings together the physical mitigation measures incorporated within the building design and the day to day operational procedures that will be employed by management to ensure the premises operates in a manner that safeguards neighbouring residential amenity.

2. Premises

Bar Dos is a neighbourhood cocktail bar occupying Retail Unit 3, 80 Port Street, Manchester.

The venue will provide approximately 60 covers and offer a curated selection of cocktails, wines, beers and spirits. Table service will be available throughout the venue. The premises does not incorporate a commercial kitchen.

The proposed operating hours are as follows:
(Please note the above hours are subject to the grant of the Premises Licence)

Sale of Alcohol (On and Off Sales)

Sunday to Wednesday
11:00 to 23:00

Thursday
11:00 to 00:00

Friday and Saturday
11:00 to 01:00

Recorded Music

Sunday to Wednesday
Until 23:00

Thursday
Until 00:00

Friday and Saturday
Until 01:00

Opening Hours

Sunday to Wednesday
09:00 to 23:30

Thursday
09:00 to 00:30

Friday and Saturday
09:00 to 01:30

3. Management Objectives

The management of Bar Dos is committed to operating a well managed neighbourhood

venue that respects neighbouring occupiers whilst providing a safe and enjoyable environment for customers and staff.

The operational objectives of the premises are to:

- Prevent crime and disorder.
- Prevent public nuisance.
- Protect neighbouring residential amenity.
- Ensure customers leave the premises safely and responsibly.
- Operate in accordance with the approved Acoustic Report and Premises Licence.
- Review operational procedures where necessary to ensure continued compliance with planning and licensing requirements.

4. Prevention of Crime and Disorder

The premises shall operate a CCTV system that complies with the minimum requirements of the Greater Manchester Police Licensing Team.

The premises licence holder shall ensure cameras cover all public areas (excluding toilets), together with all entrances and exits. The system shall record clear images capable of identifying individuals and recordings shall be securely retained for a minimum period of twenty eight days.

The CCTV system shall operate whenever licensable activities are taking place and a suitably trained member of staff shall be available to provide recordings upon request by the Police or authorised officers.

SIA registered door supervisors shall be employed where required by the Premises Licence, or where deemed necessary by the Designated Premises Supervisor following an appropriate risk assessment.

Where employed, all door supervisors shall display current SIA accreditation and a register of door supervisors shall be maintained at the premises.

All staff authorised to sell alcohol shall receive documented training covering age verification, refusals, recognising vulnerability, responsible alcohol retailing, emergency procedures and the conditions attached to the Premises Licence. Refresher training shall be undertaken every six months.

A refusals register shall be maintained and Challenge 25 shall operate throughout the premises in accordance with the Premises Licence.

5. Prevention of Public Nuisance

Management shall proactively monitor the operation of the premises and take all reasonable steps to ensure that its operation does not cause nuisance to neighbouring occupiers.

Noise from amplified music or customer activity shall not be permitted to give rise to a statutory nuisance.

Deliveries shall not take place between 23:00 and 07:00.

Refuse collections shall not take place between 23:00 and 07:00.

Regular safety inspections shall be undertaken throughout trading hours and management shall liaise with the Fire Authority where necessary to ensure continued compliance with all relevant fire safety requirements.

An incident log shall be maintained in accordance with the Premises Licence.

6. Noise Management

The premises has been designed and shall operate in accordance with the recommendations contained within the approved Acoustic Report prepared by Stantec in support of the discharge of Planning Condition 17.

The approved acoustic mitigation measures, including the suspended acoustic ceiling, associated building fabric treatments and the sound level limiter incorporated within the amplification system, shall be maintained throughout the operation of the premises.

Internal amplified music shall be controlled by the installed sound limiter at the levels identified within the approved acoustic report.

Management shall monitor the operation of the premises throughout trading to ensure these measures remain effective.

The premises has been designed with a comprehensive package of acoustic mitigation measures and operational controls to minimise the potential for noise disturbance to neighbouring occupiers. Any complaint relating to noise from the premises shall be recorded, investigated promptly and, where necessary, appropriate corrective measures shall be implemented to prevent recurrence.

7. Door Management and Noise Breakout Control

The management of the entrance door forms part of the approved acoustic strategy for the premises and forms an important element in minimising noise breakout.

The entrance door is fitted with an effective self closing mechanism.

The entrance door shall not be propped open or held open during periods of amplified music.

The entrance door shall remain closed other than for normal customer access and egress.

Appropriate signage shall be displayed reminding staff and customers that the entrance door should remain closed.

Management shall undertake regular checks during late night operation to ensure the

entrance door is being managed in accordance with the approved acoustic strategy.

These operational procedures reflect the assumptions adopted within the approved acoustic assessment in relation to intermittent door opening associated with customer access and egress.

8. External Area Management

Should approval be granted for the use of an external seating area as part of a Tables and Chairs Licence, the following management measures shall apply.

Any external area used by customers for drinking or smoking shall be clearly delineated and covered by the premises CCTV system.

The area shall be monitored regularly by management, staff or door supervisors where employed.

The area shall be cleaned regularly.

Suitable receptacles shall be provided for the disposal of cigarette ends.

Signs shall be displayed requesting customers to keep noise to a minimum whilst using the external seating area.

Patrons who disregard signage or verbal instructions regarding noise shall be asked to move inside the premises and/or leave.

Open containers of alcohol shall not be permitted beyond the approved licensed external seating area.

9. Customer Dispersal

A Customer Dispersal Policy shall be implemented throughout the operation of the premises.

Management and staff shall assist with the orderly and gradual dispersal of customers at the end of trading.

Staff members, including door supervisors where employed, shall encourage customers to leave the premises promptly and quietly out of respect for neighbouring occupiers.

Prominent signage shall remind customers to leave quietly and in an orderly manner.

No bottles or drinking receptacles shall be permitted to leave the premises other than within any external seating area approved as part of a Tables and Chairs Licence.

Management shall actively discourage customers from congregating outside the premises following departure.

10. Review

This Operational Management Strategy shall be implemented from first occupation of the premises and shall remain in operation thereafter.

Management shall keep this Operational Management Strategy under review to ensure the measures contained within this document remain effective and continue to minimise any potential impact upon neighbouring occupiers.

Should operational procedures require amendment as a result of operational experience or following consultation with the Local Planning Authority, the strategy shall be updated accordingly.