Track Brewing Co – Taproom Management Strategy

1. Purpose and scope

This strategy sets out how Track Brewing Co will manage patrons using the external seating area at the taproom. It builds on, and is consistent with, the Operating Schedule of the existing Premises Licence. Where this strategy goes further than the licence conditions, the stricter measure applies to the external area.

Item	Detail
Premises	Track Brewing Company Taproom, Units 17 & 18 Piccadilly Trading Estate, Manchester M1 2NP
Operator	Track Brewing Company Ltd (Company No. 08900909)
External area use	Seating only, served from the taproom bar
Not permitted outside	Food vendors, amplified or live music, other entertainment or trading
External area closing time	22:00, cleared of patrons by this time
External area capacity	120
Days of operation	7 days
Responsible person	Designated Premises Supervisor (DPS): Sam Dyson, Devesh Parmar

2. Management responsibilities and staffing

A named duty manager is responsible for the external seating area during every trading session. They have authority to refuse service, close the external area early, and remove patrons.

- The DPS holds overall responsibility for this strategy and for staff training against it.
- A duty manager (a personal licence holder or a trained senior member of staff) is on site whenever the external area is open.
- At least one member of staff is assigned to monitor the external area, with walk-through checks at least every 30 minutes, and every 15 minutes from 21:00.
- Staffing levels are increased for anticipated busy periods (warm weather, weekends, bank holidays, local events and match days).

3. Ingress

All patrons enter through the main taproom entrance and are served at the bar; there is no direct access to the external seating area from the street and no table service outside.

- Seating numbers are fixed at the agreed capacity. No additional chairs, benches or standing tables are brought out.
- Patrons who appear intoxicated on arrival are refused entry at the door or the bar (section 5).
- Challenge 21 applies at the point of sale.
- If a queue forms at busy times, staff manage it inside the premises or along the building line so the footway stays clear and noise is contained.
- When the external area is full, staff stop seating further patrons outside and direct them inside or turn them away politely.

4. Noise control in the external seating area

The external area is a quiet, seated space only: no music, no entertainment, no food or other vendors, and it closes at 22:00.

Use of the area

- No amplified or live music, speakers, TV screens or entertainment outside at any time.
- Doors and windows facing the external area are kept closed when any regulated entertainment takes place inside.
- No external heaters, lighting or furniture that would encourage use beyond 22:00.

Active monitoring

- Staff on walk-through checks listen for raised voices, shouting, singing, and ask patrons politely to keep noise down.
- Patrons who continue to cause noise after one request are asked to move inside or to leave.
- The duty manager checks noise at the site boundary at least once an hour, and more often after 21:00, recording each check in the log (section 7).

Signage

- Notices in the external area ask patrons to keep noise to a minimum.
- Notices state that the area closes at 22:00 and that drinks must not be taken beyond its boundary.

Glassware, smoking and litter

- No glassware or open vessels leave the boundary of the external area, in line with the licence condition on unsealed vessels.
- Empty glasses are collected regularly to prevent build-up and breakage.
- Smoking is permitted only in a designated part of the external area with ashtrays provided and emptied.
- Litter is cleared during service and the area is fully cleaned after close.

5. Control of intoxicated patrons

It is an offence to sell alcohol to a person who is drunk, so service is refused at the first sign of intoxication, and patrons who become drunk are removed calmly. We retain the right to refuse service, and have security staff on busy periods (weekends) to help enforce this.

Prevention

- Staff are trained to recognise signs of intoxication: slurred speech, unsteadiness, glazed eyes, loud or aggressive behaviour, and over-familiarity.
- Free drinking water is available at the bar at all times, and lower-strength and non-alcoholic options are always on offer.
- No drinks promotions that encourage rapid or excessive drinking.
- Staff monitor rounds bought for the same group and watch for drinks passed to a person who has been refused.
- External security staff are hired.

Procedure when a patron appears intoxicated

1. Bar staff refuse further service, politely and discreetly, and tell the duty manager.
2. The duty manager speaks with the patron (and their group where possible), explains the decision and offers water.
3. The patron is asked to leave. Where possible, their friends are asked to help them leave quietly.
4. Staff help arrange a taxi or a safe way home, and the patron waits inside, not in the external area or on the street.
5. Staff escort the patron off the premises and check that they disperse without causing disturbance.
6. If the patron refuses to leave, becomes aggressive, or is a danger to themselves or others, the duty manager calls Greater Manchester Police (999 in an emergency).
7. Every refusal and removal is recorded in the refusals and incident log, with the time, a description and the action taken.

Welfare

- A vulnerable patron (for example, alone, very intoxicated or unwell) is not simply ejected. Staff keep them in a safe place inside, contact a friend or arrange transport, and call emergency services if needed.
- Staff are briefed on the Ask for Angela scheme and on spotting signs of drink spiking.

6. Egress and dispersal

The external area is wound down from 21:30 so that it is empty by 22:00, with patrons moved inside or leaving gradually rather than all at once.

Time	Action
21:30	Staff tell patrons outside that the area closes at 22:00. Last orders for drinks to be taken outside.
21:45	Final reminder. Glasses collected from empty tables. Patrons

Time	Action
	staying on are invited inside.
22:00	External area cleared of all patrons. Remaining drinks are taken inside or finished.
22:00–22:15	Furniture stacked or secured quietly. Area and immediate perimeter checked and cleaned.

Leaving the premises

- Signs at the exit ask patrons to leave quietly and respect neighbours.
- Staff are visible at the exit at busy closing times, reminding patrons to keep noise down.
- Patrons are asked not to loiter, gather or smoke outside the premises or in the external area once it is closed.
- Patrons waiting for a taxi wait inside. Staff can call a licensed taxi on request, and the operator's number is displayed at the bar.
- No drinks, glassware or open containers are taken off the premises.

After close

- The duty manager checks the external perimeter at the close of each day and has it cleaned where necessary, in line with the Premises Licence.
- The check, and any issues found, is recorded in the daily log.

7. Monitoring, records and complaints

Every check, refusal, incident and complaint is written down, and records are available to Manchester City Council and Greater Manchester Police on request.

Records kept

Record	What it contains	Kept for
External area log	Times of walk-through and boundary noise checks, who did them, any action taken	12 months
Refusals log	Refusals of service and entry, with reason	12 months
Incident log	Ejections, disorder, police calls, injuries, with times and actions	12 months
Complaints log	Neighbour complaints, the response and the outcome	12 months
CCTV	Recorded images, including coverage of the external area and entrance	31 days

CCTV

- The CCTV system covers the entrance and the external seating area, and recordings are kept for 31 days in line with the Premises Licence.
- Footage is made available to Greater Manchester Police or authorised officers of Manchester City Council on request.
- The DPS reviews the complaints log monthly to spot patterns (particular days, times or groups) and adjusts staffing or controls in response.
- Track Brewing will meet neighbours or attend residents' meetings on request.

8. Staff training and review

All staff are trained on this strategy before working a shift, and the strategy is reviewed at least once a year.

Training

- Induction training for all new staff covers this strategy, the four licensing objectives, Challenge 21, refusing service, and recognising intoxication.
- Duty managers also receive training in conflict management, handling complaints, and the ejection and welfare procedures in section 5.
- Refresher training is given at least every 12 months, and after any significant incident or complaint.
- Training is recorded and signed by each member of staff, and the records are available on request.

Review

- The DPS reviews this strategy at least every 12 months, and sooner after any complaint pattern, incident, or change to the premises or its operation.
- Any changes are briefed to all staff and the updated version is kept on site.
- A copy is kept behind the bar and is available to Manchester City Council and Greater Manchester Police on request.