BUILDING MANAGEMENT STRATEGY

Partial Discharge of Condition 37 – Pre-Occupation

Planning Permission	132489/FO/2021
Site	Retail Unit 1, 82 Port Street, Manchester, M1 2EG
Premises	OSMA Restaurant & Boutikk
Condition	37 – Building Management
Use	OSMA Restaurant – Class E(b); Boutikk – Class E(a)

Introduction

This Building Management Strategy has been prepared in support of the partial discharge of Condition 37 of planning permission 132489/FO/2021, insofar as the condition relates to Retail Unit 1, 82 Port Street, Manchester, M1 2EG.

The premises comprise a retail/shop element and a restaurant element. This Management Strategy principally addresses the operation of the restaurant and the management of patrons and external areas associated with that use.

The operating hours for the respective uses are being submitted separately pursuant to Condition 18 of the planning permission.

This Strategy sets out the measures that will be implemented in relation to:

- prevention of crime and disorder;
- prevention of public nuisance;
- management of smokers and external areas;
- dispersal of customers; and
- management of external doors after 21:00.

Particular consideration has been given to minimising disturbance to the residential accommodation situated above the premises.

The measures contained within this Strategy will be implemented from first occupation/use of the restaurant and thereafter retained as part of its ongoing management procedures.

Management Responsibility

A Duty Manager will be present during restaurant operating hours and will have responsibility for implementation of this Management Strategy.

Relevant members of staff will be made aware of the requirements of the Strategy as part of their induction and ongoing operational training.

The Duty Manager will be responsible for addressing any issues relating to customer behaviour, excessive noise, congregation outside the premises or other potential disturbance associated with the operation of the restaurant.

Operating Schedule

Prevention of Crime and Disorder:

The restaurant will be staffed throughout its operating hours, with management and staff monitoring customer behaviour within the premises and immediately outside the principal entrance.

Customers behaving in a disorderly, aggressive or antisocial manner will be appropriately managed and, where necessary, refused service or asked to leave the premises.

Any serious incidents will be reported to the appropriate authorities where necessary.

Management will ensure that the operation of the premises does not result in customers obstructing the public footway or causing unreasonable disturbance in the immediate vicinity.

Prevention of Public Nuisance:

The restaurant will be operated with consideration for the residential accommodation above the premises and other neighbouring occupiers.

Staff will monitor customer behaviour and noise, with particular attention given to customers entering or leaving the premises during evening hours.

Music and other amplified sound within the restaurant will be maintained at an appropriate level to minimise noise breakout.

After 21:00, the external doors will remain closed except for the minimum period required for customer or staff access and egress.

The principal access/egress doors are fitted with self-closing mechanisms and will not be wedged or otherwise held open.

Customers will be discouraged from congregating immediately outside the premises, particularly during evening hours.

Management of Smokers and External Areas

The premises do not benefit from a designated external smoking or customer area. The principal entrance opens directly onto the public footway, with the highway beyond.

Customers who leave the premises temporarily to smoke will be requested to keep noise to a minimum and to avoid congregating immediately outside the entrance.

Particular consideration will be given to the residential accommodation situated directly above the premises.

After 21:00, management and staff will monitor the entrance and immediate vicinity as reasonably required and will politely remind customers outside the premises to keep noise to a minimum and to be considerate of neighbouring residents.

Customers will not be permitted to take drinks outside the premises.

Customers leaving temporarily to smoke will be encouraged to return inside promptly after smoking rather than remaining or socialising outside the premises.

The area immediately outside the premises will be regularly checked by staff, and any litter attributable to customers of the premises will be removed.

No external customer furniture or seating will be provided in association with the restaurant unless separately authorised where required.

Customer Dispersal Procedure

The restaurant will operate a managed dispersal procedure intended to ensure that customers leave the premises in an orderly and considerate manner and minimise disturbance to residents and neighbouring occupiers.

As the restaurant approaches the end of its approved operating hours:

- Service will be managed to encourage gradual and orderly customer departure rather than the simultaneous dispersal of a large number of customers.
- Customers will be politely reminded, where necessary, to leave the premises quietly and to have consideration for residents above and neighbouring occupiers.
- Customers will be discouraged from congregating, talking for extended periods or otherwise remaining immediately outside the premises after leaving.
- Customers waiting for taxis, private-hire vehicles or app-based services such as Uber will be encouraged to remain inside the premises until their vehicle has arrived.
- The Duty Manager and/or designated staff will monitor the entrance and immediate external area during the principal customer dispersal period.
- Any customers causing excessive noise or disturbance outside the premises will be politely requested to leave the immediate area promptly and quietly.

Staff finishing work during late evening hours will similarly be reminded to leave the premises quietly and with consideration for the residential accommodation above.

Management of External Doors After 21:00

There are no openable external windows serving the premises.

The external doors used for normal customer and staff access and egress are fitted with self-closing mechanisms.

These doors will therefore remain closed when not actively in use and will not be propped, wedged or otherwise held open after 21:00.

The premises also contain two designated fire escape doors. These doors will not be used for routine customer or staff access/egress and will remain closed except where required for emergency evacuation or other fire-safety purposes.

The Duty Manager will be responsible for ensuring that these arrangements are maintained whenever the premises are operating after 21:00.

Relevant staff will be instructed that external doors must not be wedged or propped open after 21:00.

These measures provide the mechanism for ensuring external doors remain closed after 21:00 in accordance with Condition 37.

Complaints and Incident Management

Any complaint received concerning noise, customer behaviour or operation of the premises will be referred to the Duty Manager and investigated promptly.

Where appropriate, significant complaints or incidents and the action taken in response will be recorded by management.

If a recurring issue is identified, management will review the relevant operational procedures and implement reasonable additional measures where necessary to prevent recurrence.

Staff Training and Implementation

Relevant members of staff will be informed of the requirements of this Management Strategy as part of their operational training.

Duty Managers will be responsible for ensuring that the procedures are followed throughout operation of the restaurant.

A copy of the approved Management Strategy will be retained at the premises and made available to relevant staff.

This Management Strategy will be implemented upon first use of the premises as a restaurant and thereafter retained and maintained in accordance with Condition 37.

Approval is therefore sought for the partial discharge of Condition 37, insofar as it relates to Retail Unit 1, 82 Port Street.