

External Management Plan

The venue is committed to develop and maintain good relations with local residents, neighbours and local authority. The objective of this policy is to minimise disturbance or nuisance caused to local residents and to ensure that any licensing objectives or other controls at the venue are being upheld. This policy sets out the measures which have been considered and will be adopted.

The staff will operate the following procedures and systems, as required, to ensure that the premises are operating in a responsible manner with regards to the management of the external area, particularly later in the evening:

Premises Operation:

- Notices shall be prominently displayed at all public exits requesting customers to respect the needs of local residents and to leave the premises and area quietly.
- All members of staff involved in the provisions of licensable activities will be aware of the conditions on the premises licence, particularly those relating to the use of the external area.
- A strong management and staff presence in the customer area during closing time period to ensure all customers leave quietly and in an orderly manner.
- Staff will regularly monitor the outside area to ensure that patrons are not causing a disturbance or nuisance.
- The sale of alcohol in the front outside area shall be permitted from 10.00hrs until 22.00hrs daily.
- The collection of glasses and bottles shall be undertaken at regular intervals to ensure there is no build-up of empties in and around the outside of the premises.
- The outside drinking areas will cease at midnight, except for customer using the area to smoke.
- A noise limiter set at a level agreed by Brent Council's Licensing Unit shall be used at all times during regulated entertainment.

Football Match Days Only

- A minimum of two (2) SIA registered security shall be put in place at least 4 hours before the designated kick-off time. They will remain on site until at least 2 hours after the game has finished.
- No drinks shall be served in glass containers, but decanted into plastic, polycarbonate or toughened plastic drinking vessels.
- Customers shall not be allowed to congregate outside the premises / garden area.
- The capacity for the outside area will be monitored by the way of clickers.

Staff will:

- Draw attention to exiting customers to the notices and asking them to be considerate to neighbours.
- Ensure the removal of glass/bottles from any customers who attempt to leave the premises carrying such items.
- Actively encourage customers not to assemble outside the front of the premises.
- Display telephone numbers for taxis in the premises and be aware of them. Customers will be encouraged to wait inside the premises for taxis and staff to be aware that large groups of customers lingering outside can be noisy and cause disruption to local residents.
- The external areas will be cleared of customers in accordance with the conditions of the premises licence.
- Ensure that customers do not cause any disturbance or nuisance to any local residents within the vicinity of the premises.
- To prioritise and assist wherever possible in ensuring that customers leave as safely, quietly and in an orderly manner as possible.
- Monitor customers and eject anyone who is obviously intoxicated and no longer able to exert reasonable control over their behaviour, staff will ensure that help is given to the intoxicated individual where possible.

