

External Seating Area Management Plan

97 Main Road, Sidcup, Kent, DA14 6ND

September 2020

Introduction

This Management Plan has been prepared for the use of the external seating in front of the premises. The Plan seeks to highlight the management principles, which will be adopted by the operator, to ensure that the use of the external seating does not have any undue impact upon the residential units in the vicinity of the site.

This Management Plan will be implemented to ensure that the external seating area is properly managed by staff and used by customers. The Plan will control the use of the external area, and its management, and guarantee that there are no adverse effects on the surrounding properties.

Operation

The external seating area will have no more than 12 seated customers at any one time. No amplified music will be played externally.

No use of the external seating area after 23:00 hours. No customers will be allowed in the outside seating area of these times. No amplified music or amplified voices are to be played in the outside seating area.

Notice signs asking customers to be courteous and quiet will be displayed in various locations throughout the outside area. An incident log will be recorded and maintained, which logs all incidents occurring outside sitting area.

Examples of this includes: unauthorised attempts to access to the outside seating area (outside of hours above), complaints received by customers/ local residents and any other relevant incidents. The incident log will be regularly checked by a senior member of staff.

Customer Management

Staff will guide customers to a table when they enter the external sitting area. This will ensure that customers all have a table and will ensure that the capacity limit is not exceeded.

All customers will be informed of the closing time at least 30 minutes before the section of the external sitting area closes. Care will be taken to ensure customers do not make unnecessary noise when leaving the area.

For all proposed external seating, steps will be taken to discourage loud or anti-social behaviour at all times. If the behaviour continues. If customers who are aggressive, threatening or rude, or indeed cause a noise nuisance, will be asked to leave. Repeat offenders will be barred from the premises altogether.

Waste and Servicing

The existing refuse and recycling provision will be maintained.

Tables will be cleared as soon as customers leave, and this will be taken inside the premises and rubbish / recycling will be sorted and bagged up internally, then carried by hand to the existing bins. Staff cleaning the area will be quick, efficient and quiet.