

Management Plan and Supporting Information Captain Noel Newton, Oakham



INTRODUCTION

This statement and plan has been developed to protect all persons who live, work or engage in other activities in the immediate vicinity of the Captain Noel Newton, Oakham.

In formulation of this plan regard has been had in a particular to the proximity of nearby properties surrounding the premises, with a view to ensuring the venue is compatible with them. The premises are located on High Street consisting of retail, hospitality and office businesses.

Ensuring implementation of this plan will be the responsibility of the Premises Manager and his team with the support of the premises Area Manager and Regional Manager. All staff at the premises will be expected to be familiar with its contents.

COMPANY POLICY

It is the policy of JD Wetherspoon plc that all of our venues will operate in such a way so as to not cause a negative impact on our neighbours. We have always emphasised the importance of building close relationships with our neighbours. Our managers are expected to resolve any complaints from those neighbours quickly and effectively. If they cannot be resolved on a premises level they are referred to an Area or General Manager for resolution. We attach the utmost importance to the careful investigation and prompt resolution of any complaint made in relation to the day-to-day running of any of our premises.

The Company does not offer irresponsible drinks promotions such as Happy Hours, all you can drink for x. The promotions the Company does have are largely linked to food (i.e. a free drink (alcoholic or non-alcoholic) with most main meals, which does not encourage excessive consumption of alcohol over a short period of time which is linked to intoxication and poor behaviour.

The nature of our food and drink offer and the competitive pricing structure encourages a broad range of customers including families and pensioners to our premises which assists in creating an atmosphere in which troublesome customers do not feel comfortable. These premises do not offer music which would encourage a younger clientele.

The above policy has informed the formulation of this plan and will inform its implementation

THE PLAN

An increase to the existing garden hours, operated since the premises opened in November 2013, as follows: -

- Current approved hours are 8am to 11pm Monday to Sunday, permission is sought to extend these to. -
- 8am to midnight on Fridays, Saturdays and Bank Holiday Sundays.
- Sundays to Thursdays will remain as 8am to 11pm.

THE REASON

The premises have permitted opening hours until 1.30am on Fridays and Saturdays and there is customer requirement for the slightly later garden hours on these days.

It is considered that surrounding noise, such as that from the adjacent Bills Bar, is of a level at this time on Friday and Saturday nights that later use of the garden would not negatively impact the local area.

Pre-application discussions have been held with the local public safety officer together with council representatives who are supportive of the extra hour's garden use on weekends.

THE MANAGEMENT

- To close the garden at midnight on Fridays and Saturdays managers will ensure that noise levels are kept at a minimum at all times. There will be a member of management staff conducting walk rounds of the garden every 15 minutes to monitor, together with supervision by a member of the front of house team. Any failure by customers to adhere to the expected standards of conduct will result in them being asked to move inside the premises.
- Anticipated numbers of customers which would remain in the garden between current approved time of 11pm and proposed time of midnight on Friday and Saturday would vary depending on the weather but are expected to be around 20-30 persons. During the winter, we expect a significant reduction during these times.
- If any complaints of noise disturbance are received by a member of staff, the complaint will be brought to the attention of the manager on duty and immediate steps will be taken to prevent a recurrence of the situation.

- Thirty minutes prior to the close down of the garden each day customers will be notified that the garden is to close shortly to give them sufficient time to finish their drinks and ensure the garden is empty by close.
- There will be no activities carried out by staff in the garden following it's close, such as jet washing, moving of furniture creating a level of noise which may create disturbance.

SAFETY AND SECURITY

- Full digital CCTV coverage of the premises will be provided with images retained for a period of 31 days. Bodycams are also provided which link into the main CCTV system. Image quality will allow for identification. All management staff are trained in downloading images from the system on request from the Police or other statutory authority.
- Training is provided to all employees commensurate with role and grade. All staff involved with the sale of alcohol receive training in Don't Do Drunk (the Company's policy to prevent excessive consumption of alcohol) and Challenge 21/25(The Company's proof of age policy). Training is refreshed on a twice yearly basis.
- Door staff are employed on Friday and Saturday night 20:00-01:30hrs and will assist pub staff to ensure noise is kept under control and that the beer garden is emptied by 00:00hrs
- Signage will be erected by all exits to the premises to remind customers of the need to respect the rights of our neighbours to the quiet enjoyment of their homes, businesses and other activities.
- If on occasion customers are found to be making excessive noise a member of staff will take immediate action to rectify the situation, e.g. ask the customer to talk more quietly or if problems persist, ask them to return inside the premises or leave the premises entirely.

ONGOING OBLIGATIONS

The premises manager meets regularly with their licensing officer to work with them in respect of any concerns or issues.

This plan will be reviewed by the Premises Manager on a regular basis and where it is identified upon review that amendments are necessary, it will be updated.

JD Wetherspoon PLC

April 2024