



SERVICING & OPERATIONAL MANAGEMENT PLAN
Revision 1

Bat & Ball Covent Garden
50 Earlham St, London WC2H 9LJ

Introduction & Purpose of this Document

This Servicing and Operational Management Plan (SOMP) has been prepared to set out the servicing and management strategy and guiding principles for the use of Bat & Ball bar & competitive socializing venue at 50 Earlham Street, London, WC2H 9LJ.

This SOMP includes comprehensive controls to ensure that the premises does not disturb local residents and provides a valued asset to the local community. The implemented management systems will ensure that the premises is operated successfully, sympathetically and without adversely affecting local amenity.

The SOMP includes a dispersal policy to ensure the quick and quiet dispersal of patrons and a customer management policy to ensure that they do not cause nuisance to local residents. Further controls are set out in the premises license.

The management team take their responsibilities to neighbours very seriously. Employees will receive an extensive induction and ongoing training covering all aspects of the business operation, ranging from customer care and management to health and safety and responsible use of the premises in the local community.

Premises and Customer Management

Trading Hours

The proposed hours of operation are:

- Monday to Saturday: 10:30 to 00:30
- Sunday: 12:00 to 00:00

New admissions shall be restricted after 11pm, with no new patrons allowed entry after this time. All patrons must vacate the premises by 00:30 Monday to Saturday and by midnight on Sundays. The entry door will be manned by security staff to ensure there is no new entry after 11pm.

Capacity

The capacity of the premises is 400, excluding staff.

Customer Control

The management team will work in partnership with the Council, Police and responsible authorities to promote the highest possible standards of management, supervision and public safety.

The excessive consumption of alcohol and intoxication will not be permitted. Alcohol will not be sold to persons who are intoxicated.

Behaviour that may cause a disturbance or nuisance to the local community will not be tolerated by management under any circumstances. Management controls will pay particular attention to patrons using external areas and leaving the premises at night. Staff will closely monitor the external areas at all times to ensure patrons outside are behaving responsibly and not causing obstruction or nuisance.



Access

The premises has two entrances:

- **Earlham Street** - staff and patron access and egress.
- **Shelton Street** - staff and patron emergency access and use for certain events for entry and loading/unloading in accordance with the highway regulations.

External Smoking and General Customer Behaviour

Patrons who wish to smoke outside will be reminded to do so quietly along Earlham Street. The smoking area will be monitored at sensitive times such as evenings and busy periods. As and when necessary, the number of persons permitted to smoke outside will be limited to avoid the risk of causing a nuisance. Any customers drinking immediate outside the premises and smokers will not be permitted to loiter outside for unnecessarily long periods or obstruct the highway. No alcohol will be allowed outside the premises after 11pm.

In the event that a patron behaves in a way contrary to the operator's standards, a duty manager will ask them to be quiet and respectful of neighbours. If they fail to comply with the first warning, they will be politely asked to leave the premises immediately.

Any incidents occurring at the premises will be recorded in a log book, which will be regularly checked by a member of the management team.

Notices will be displayed at the exit and in the external areas reminding patrons to keep noise to a minimum to avoid causing nuisance to the neighbours.

Staffing

A Duty Manager will be on site at all times when the building is open to the public. SIA registered staff will be deployed after 18:00 on any day when the basement is trading, or the building has a capacity greater than

100. Two SIA will be deployed at any time that the building is trading after 00:30am. Further SIA may be deployed on a Risk Assessed basis.

There will be a designated premises supervisor as required under the licensing regime. This person will be the main point of contact for the licensing and other regulatory authorities. All staff will have a duty under the Licensing Act 2003 to promote the Licensing Objectives; the prevention of Public Nuisance; the Prevention of Crime & Disorder; Public Safety; and the Protection of Children from Harm. The additional controls include:

Extensive employee induction and ongoing refresher training, covering inter alia;

- Maintaining a written record of all staff authorised to sell alcohol
- Responsible sale of alcohol
- Ensuring the adoption of 'Challenge 21'. Notices regarding 'Challenge 21' will be displayed on the premises
- Ensuring that each member of staff that serves alcohol has training on the law about age restricted products. Training will be ongoing, documented and recorded
- Each member of staff authorised to sell alcohol will have been proven as having sufficient capability and confidence to confront and challenge under 18's attempting to purchase alcohol
- Responsibilities in the local area and towards local residents
- Customer care and hospitality
- Complaint Handling
- Food safety



- Health & Safety
- Fire Safety
- Team working skills and regular team meetings
- Obligations under the Licensing Act 2003

Operational procedures to prevent any sources of nuisance in the local area, covering inter alia:

- Responsible management of patrons in and outside the premises
- Tailored controls in respect of the pavement area to the front of the site
- Controlled management of the arrival of patrons
- Preventing loitering and any disturbance whatsoever outside the premises
- Controlling and supervising patrons smoking

Sympathetic servicing of the premises, including quiet and minimal waste disposal and deliveries as set out below.

Servicing

Deliveries

Delivery times

Deliveries will only be accepted from the Shelton Street entrance between 08:00 and 18:00 Monday to Friday, 09:00 to 18:00 on Saturdays and no servicing on Sundays except for refuse collections between the hours of 09:00 and 18:00.

Deliveries will be grouped to minimise disruption. All distributors will be advised of these delivery times and deliveries arriving outside these hours will not be accepted. Drivers will be instructed to turn off their vehicle engines when delivering goods.

Number of deliveries

Deliveries are expected Monday to Saturday comprising of:

- 5 beverage deliveries per-week
- Up-to 5 food deliveries per-day (this is a maximum but there are likely to be less per day).

A member of staff will be present for all deliveries, and items will be taken directly from the vehicle into the building with no waste left on the pavement. Goods will not be left on the pavement and will only be delivered with prior notice.

Delivery vehicles will be provided with a contact number for the duty member of staff and instructed to call from a suitable parking location and await instruction if they are to arrive early, rather than wait in the loading area.

Refuse and Waste

- Appropriate waste management plans will be put in place prior to opening
- Both general waste and recyclable waste (including bottles) will be bagged and stored in a designated waste store located within the premise until due for collection
- Collection will be on a daily basis
- Collections will be managed through our waste brokers Curbside.



Community Liaison

The operator will liaise closely with residents in the vicinity of the premises to gain feedback regarding the management of the premises. This will ensure that the operation can be evaluated on an ongoing basis to minimise any impact on neighbours and the prompt resolution of any issues that may arise.

Local residents will be provided with contact details including a 24 hour contact number, should they wish to lodge a complaint.

Any complaints received will be recorded immediately in a log book (and held for at least four years) and the management will be notified to ensure that a response is provided to the complainant within 24 hours or as soon as is reasonably practicable.

All public complaints (written or verbal) will be documented to record the:

- Nature and extent of the complaint
- Method by which the complaint was made
- Name and address of the person lodging the complaint
- Details of the complaint
- Action taken to address the complaint including follow up contact with the complainant

The management will investigate and determine the appropriate corrective/preventative actions to be taken to address all complaints. The complainants will be informed either in writing or verbally of the results of the investigation and action to be taken. Where no action is taken the reasons why are to be recorded.