

**Samuel Smith (Southern)**

# **THE CROWN**

**51 New Oxford Street, London WC1A 1BL**

## **Management Plan – Control of External Areas**

Samuel Smith (Southern) is committed to the control of patrons using the external areas outside the Crown in the promotion of the Licensing Objectives and with particular regard to the prevention of public nuisance and the protection of residential amenity.

With these aims and objectives in mind staff and management are respectfully reminded that it is an essential part of their duties to ensure that the external areas of the premises are operated on the following basis:-

- There is a defined external drinking area which is denoted by balustrades and canvas awnings. Within the defined area no more than 9Nr tables and 45Nr chairs are to be placed at any one time.
- Furniture will be placed outside from the hours of 12noon–10.30pm Monday to Saturday and 12noon–10.00pm on Sunday.
- Furniture will be removed after the aforementioned hours and stored within the Crown.
- At the end of service the area will be cleaned and all litter disposed of.
- Signage will be placed in visible areas informing customers that they must remain seated whilst using the external area. Staff will conduct regular visits outside and politely advise customers who are in breach of this rule to take a seat or leave.
- The external area will be regularly patrolled during busy periods and all empty glassware (together with any litter from the premises) collected promptly in the interests of public amenity.
- Any patron(s) being notably loud or rowdy will be politely asked to respect the amenity of our residential neighbours. In the event that any patron(s) ignores this request then they will be discreetly informed that they will be refused further service at the bar.
- In the unlikely event that an issue cannot be resolved amicably with a patron using the external areas of the premises then this will be reported immediately to the designated premises supervisor.
- A management log will be kept on site which will record any issues that may occur in the external area.
- The company has an enforced policy across its estate of pubs which includes no late licences, music, Wi-Fi, TV's, Alco-pops or entertainment of any kind which encourages a more discerning crowd.
- Periodic unannounced inspections will be carried out around the entire area of the public house (including the inside and outside of the cordoned seating area) by the Operations Manager to ensure that the management plan is being implemented - a record of which will be entered into the log book.
- Maintain CCTV coverage of the outside drinking areas (to be monitored on a regular basis by a member of staff).

Thank you in anticipation of your assistance in fulfilling these aims and objectives.