



THE
CONSTITUTION

PLACES FOR PEOPLE

SEPTEMBER 2022

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EFFECTIVE PUB MANAGEMENT

In May 2022, members of Young's project team met with Places for People to discuss concerns raised on behalf of their residents over Young's planning application for The Constitution pub. There were two key topics discussed at that meeting: the management of the pub and the impact of construction works.

Young's pride themselves on the role their public houses play in local communities across London. As well as providing a warm and welcoming atmosphere for people to share a meal and drink together, this also means being a good neighbour.

This document sets out Young's commitment to responsible and careful ongoing management of The Constitution, as well as the measures they will take to minimise impact during construction.

YOUR GOOD NEIGHBOUR

Young's is an experienced and responsible pub operator, with many of their pubs located within residential areas. As with their other pubs, a 'good neighbour' policy will be adopted by Young's for The Constitution.

As part of this policy measures will be put in place to minimise disruption to neighbouring residents, including:

- Implementing a dispersal policy to ensure that customers leaving the pub are encouraged to move on quickly and quietly. No drinks will be permitted to be taken outside the pub after closure
- Any incidents of noise or disturbance after closure will be logged
- Strict opening hours as agreed with Camden Council
- Customers deemed to be causing a disturbance will be asked to leave
- CCTV in operation for customer and employee security
- Deliveries will be managed carefully, with allotted delivery times
- Noise from refuse, including glass bottle bin emptying, will be restricted to permitted times (to be agreed with the Council)

OUTDOOR TERRACE MANAGEMENT POLICY TO BE USED BY ALL MEMBERS OF OUR TEAM

1. The terrace shall not be accessible to customers of the pub after 11pm (as agreed with the Local Planning Authority), with a strict procedure in place to ensure the terrace is cleared for 11pm:
 - 30 minutes prior to closure a designated member of our team will enter the terrace and inform all customers that they will be required to leave the terrace in 30 minutes.
 - 15 minutes prior to closure members of our team will inform all users to leave in 15 minutes. A member of our team will remain on the terrace until closure to prevent any new customers entering the terrace.
 - 5 minutes prior to closure any customers that remain on the terrace requested to leave for the final time.
 - At the time of closure, any remaining customers will be forcefully removed, and the doors providing access onto the terrace will be locked shut to prevent access.
2. Team members and management will encourage the customers to keep their talking to a reasonable level during the terrace opening hours and if they persistently fail to do so they will be removed from the terrace.
3. Any customers resisting attempts to be moved are to be reported to the management and removed from the entire premises.
4. No amplified music will be played onto the terrace area.

An Operations Management Plan will be provided to all members of our team, ensuring they are aware of the policies in place and the importance of keeping disruption to a minimum at all times.

COMPLAINTS PROCEDURE:

A single point of contact will be made available for residents, with all complaints made to team members also directed to management. All complaints will be reviewed and responded to within 72 hours, with a log kept of all correspondence.

Contact details will also be clearly displayed on the pub website.



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DESIGNING OUT CRIME

Young's understands neighbours' concerns around historic anti-social behaviour and vandalism associated with the pub prior to Young's taking ownership. In addition to the management policies, which will help to minimise anti-social behaviour, the Young's project team has consulted with the local police and external Security Consultants to advise on how to achieve a more secure and safe site for their staff, customers and neighbours.

As a result, a number of measures have been included within the proposal to help ensure the pub remains safe and the threat from vandalism is minimised.

- External retractable metal security shutter to be installed at the new lower ground floor entrance
- Bins to be lockable and secured with ground anchors. The bins will not be located next to the building line to prevent climbing. Lockable gated access to be provided to the bin store
- Glazing to windows and doors to be laminated glass at ground and lower ground to a minimum thickness of 6.4mm, making it much harder to break the glass
- A new metal gate to be installed at the tow path to ground floor stair to prevent climbing over or crawling under. Push to exit mechanism to be protected from being accessed from outside the pub
- CCTV to be installed internally and externally to all public areas and vulnerable back of house areas
- Intruder alarm installation designed, installed and maintained by a National Security Inspectorate or Security Systems and Alarms Inspection Board approved specialist
- Front doors with access directly from St Pancras Way, to be secured with internal metal security locking bars. Letterboxes to be removed and an external box provided
- London standard cycle stands to be installed and set in the ground to ensure no bolts are exposed

CONSTRUCTION

The proposed works for The Constitution are expected to take around 6-7 months. A Construction Management Plan has been produced, which will be regularly reviewed and updated at each construction phase. This will be submitted to the Council for approval prior to any works commencing and sets out the measures taken by Young's to minimise the impact of construction on neighbours.

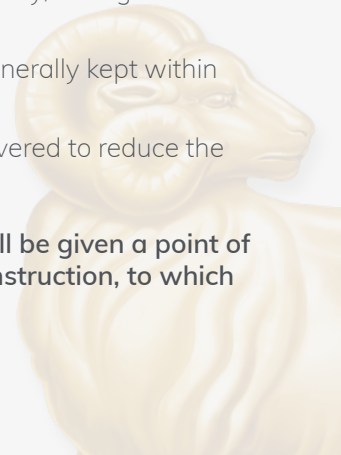
Standard construction hours, as approved by Camden Council for all construction sites in the borough, will apply to The Constitution. These are:

- 8.00am to 6pm on Monday to Friday
- 8.00am to 1.00pm on Saturdays
- No working on Sundays or Public Holidays

During construction, Young's is committed to minimising the impact on their neighbours through using the following methods wherever possible:

- Using 'silenced' and/or low vibration equipment and construction methods
- Using mains power instead of generators
- Ensuring delivery drivers turn off their engines upon arrival and when loading/unloading goods and that deliveries are scheduled
- Using water spray to reduce dust generation during the minor demolition of the existing extension and at the start of the building works
- Use of a wheel washing facility on-site, if deemed necessary, during demolition and foundation works
- Materials/waste stored on the site will be covered and generally kept within the building
- All vehicles carrying materials to / from the site will be covered to reduce the likelihood of spillages or leaks

As with the ongoing management of the pub, residents will be given a point of contact to raise any concerns or complaints during the construction, to which Young's will respond and act as necessary.



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IF YOU HAVE ANY QUESTIONS PLEASE DO NOT HESITATE
TO GET IN TOUCH:

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