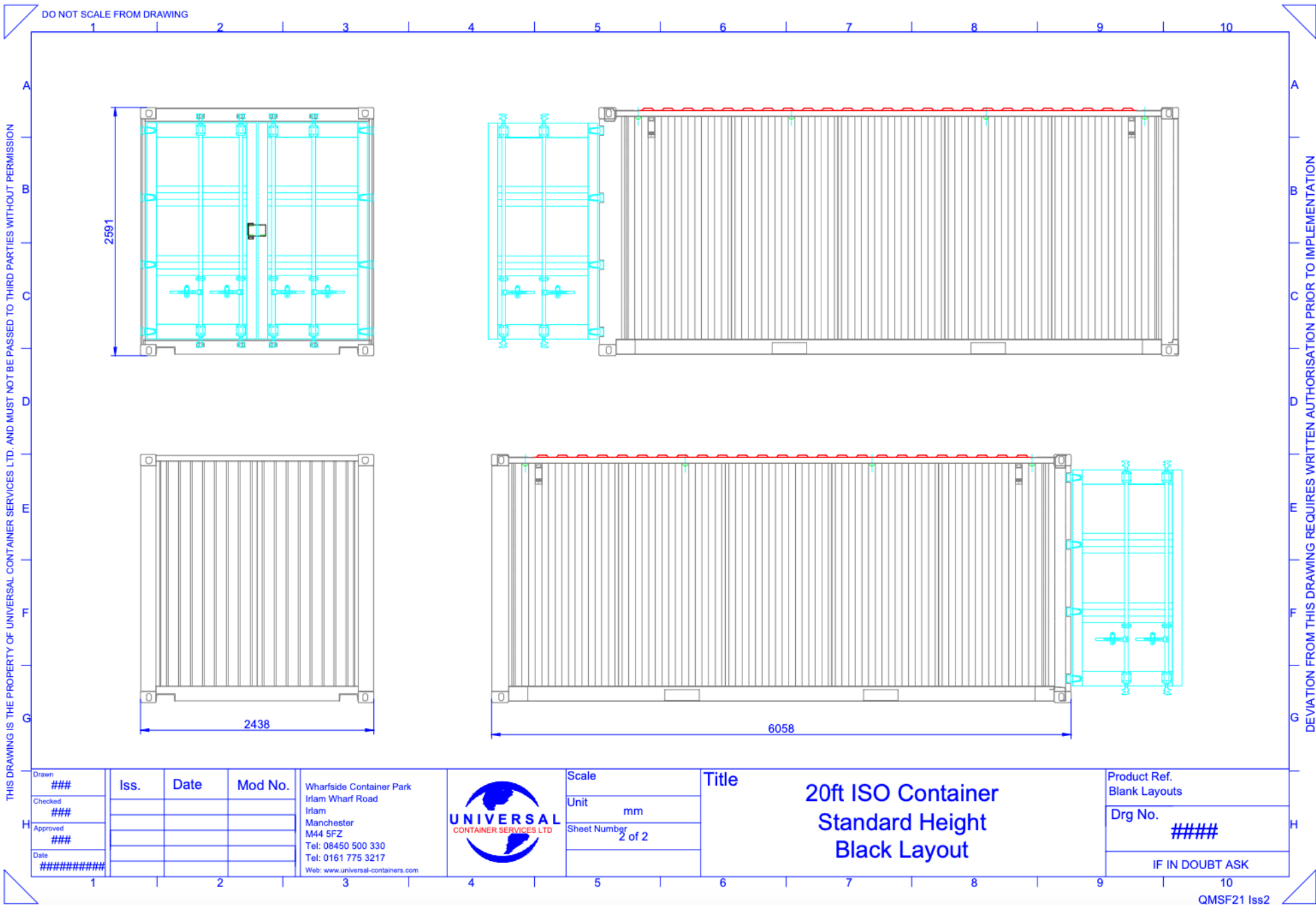


KRAVE 2020
43A LAKE BANK, LITTLEBOROUGH, OL15 0DQ
VENUE MANAGEMENT PLAN





2. EVENT MANAGEMENT PLAN

INTRODUCTION

Krave 2020

Conversion of rear outdoor space and car park to create additional café area and garden space and associated work including siting of container, boundary treatment and raised planted area.

The outdoor rear area is a secure area, the site will be marked by fencing boundary treatment and raised planted area set near the beautiful Hollingworth Lake in Rochdale. Customers can experience top quality local food from our menu, a range of drinks (hot & cold), attractive seating areas and an amazing garden area.

Mission

- To provide extra local employment, to boost employment numbers in Rochdale.
- To form strong links with local communities, businesses, and organizations and to enhance Rochdale's reputation as a place of acclaimed and diverse town.
- To continue to maintain the success of the rear garden area, all protocols will be followed.

THE EVENT

Overview

The outdoor area is secure and a fenced site providing a seating area and two cabins. Please (see Site Plan).

Schedule

Mon	12:00-22:00
Tue	12:00-22:00
Wed	12:00-22:00
Thurs	12:00-22:00
Fri	12:00-22:00
Sat	12:00-22:00
Sun	12:00-22:00

* The hereby approved outdoor space shall not be opened for trade or business before 12:00 hours or after 22:00 hours on any day.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

Location & Surrounding Environment

The outdoor area is set behind Krave 2020 (lake bank), Hollingworth Lake, a popular location in Rochdale.

Krave 2020 are committed to working with the Council to ensure that the outdoor garden is as non-disruptive as possible.

We will again be taking additional precautions to further reduce the risk of any issues arising from the outdoor area:

- The hereby approved outdoor space shall not be opened for trade or business before 12:00 hours or after 22:00 hours on any day.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

- No form of entertainment either amplified, background, acoustic or other, is to be provided in the hereby approved outdoor space at any time and on any day.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

Krave 2020

Venue Management Plan

- Prior to the first use of the hereby approved outdoor space, a venue management plan shall be submitted to and approved by the Local Planning Authority. For the avoidance of doubt, the venue management plan shall include, but not be limited to, details to address any potential impacts on neighbouring properties.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

- Prior to the first use of the hereby approved outdoor space, the mitigation measure documented in section 5.17 of the submitted Noise Impact Assessment (Dated: 25/01/2024, by dBx Acoustics Ltd and received by email on 25/01/2024) is to be implemented in full and retained as such thereafter.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

- We monitor the outdoor area for anti-social behavior and work closely with the police.

GENERAL INFORMATION (ALPHABETICALLY)

Age Policy

The outdoor area is open to patrons' of any age. This is great for families. This policy is communicated on our website. Alcoholic drinks are strictly for persons aged 18 years old and above. Our bar staff will adopt Challenge 25 and will be fully briefed and will challenge any suspected underage individuals at the bar. The Manager will monitor all activity relating to this.

Audience

A secure perimeter fence will mark the outdoor area; there will be one access point for patrons controlled by our staff.

The outdoor area is aimed at and has been marketed toward a wide demographic.

Bars

Our bar is located inside Krave 2020 at the front of the property. All activities will adhere to all trading standards requirements as per the licensing conditions.

Persons under 18 are not permitted to be served or to consume alcohol on the premises. As a further measure the 'Challenge 25' scheme is adopted. Management will be instructed to monitor any heavy drinking and potential anti-social behavior by an individual or group with all cases being reported to and documented by the Manager and logged.

Bar Staff – There will be up to 3 bar staff on site during the opening hours. All bar staff will be given full training and induction before the event by the Manager, this activity will be fully documented with each bar staff signing to confirm that he or she has been trained and briefed accordingly.

Bar Product – The bars will stock a limited selection of draught beers, canned drinks, wine, a selection of popular spirits and mixers and a selection of popular soft drinks plus a limited range of cocktails and coffees.

All deliveries will be made between 09:00 and 16:00. All bars will have complimentary water available.

Site Safety Briefing

All staff, contractors, suppliers and traders will be provided with the following:

- Details of the Site Plan
- The need to cooperate and share safety information with other employees and contractors.
- Details of welfare facilities for site staff.
- Emergency Procedures

Cleaning

The staff members will ensure that all litter is collected each night and stored in enclosed bins, all toilets will be cleaned and restocked daily and the outdoor area will be kept clean by the staff.

All staff will be responsible for keeping their own areas with the Manager overseeing all activity. The Manager will make regular inspections to ensure this activity is carried out effectively.

Each night our staff will monitor the surrounding area to ensure that any litter is taken out of the site and discarded.

Communication

Key staff will also be available through mobile phone.

Code Words & Phrases

In order that messages are kept clear, concise and understood by everyone, code words and phrases will not be used except in the case of a potential major incident. Any incident should be described as clearly as possible, with location and any urgent or immediate response required. In all cases messages should be broadcast as discreetly as possible.

Communication with the public will be by:

- Signage
- Loudhailer
- Staff. All staff will be briefed and issued with a site plan.

Disabled Access

The site will have full disabled access. The site has an accessible toilet. All staff will be briefed and aware of access patrons and will assist where necessary.

Entrances & Exits

Staff will be positioned at the entrance and exit points of the site to ensure that the site is monitored at all times and entry rules are upheld. Entrance and Exit points will be clearly indicated. All areas meet Fire Safety regulations.

Manager's Checklist

- Ensure you have all the relevant contact information for key members of staff.
- Using this document, brief contractors and staff on Health and Safety requirements.
- Check fire extinguishers are located correctly.
- Monitor public for density and inappropriate behavior.
- Be aware of Emergency Procedures.
- Log and report all accidents and near misses.
- Check areas of responsibility for Hazards that might have been missed and rectify.
- Monitor staff behavior and intervene if necessary.
- Communicate any delays to key personnel.

Excessive Drinking & Anti-Social Behaviour

Staff and management will be responsible for the monitoring of any individuals or groups that may pose a risk to the safety of other visitors or staff.

Any disturbances must be communicated to the Manager who will decide whether action must be taken.

All staff will be fully briefed.

Due to the nature, format and history of the premises it is not expected that drunken or disorderly behavior will be an issue.

Fencing

There will be a perimeter fence-line, boundary treatment and raised planted area marking the boundary of the outdoor area.

Fire Precautions

- All emergency access routes will be kept clear of immovable objects at all times.
- Event staff will be available and prepared to assist the access of any emergency vehicle.
- All areas with a higher risk of fire than normal e.g., kitchen will be supplied with individual fire extinguishers.
- In the event of fire, staff and security should follow the emergency procedures in the Security Plan.

First Aid

Full records will be kept of any reported injury/incident in the form of an Accident Report Form. In the event that the emergency services need to be called upon, this will be fully handled by the Manager. At the end of each working day all Accident Reports are to be read and signed by the Manager and included within the Daily Event Report.

Medical and Clinical Waste

Medical waste and clinical waste will be bagged and disposed of appropriately.

Food & Drink On-Site

Patrons are not permitted to bring their own food or drink into the premises or outdoor area, Staff will be responsible for monitoring this at the site entrance point.

Other Deliveries

All deliveries will be coordinated and cleared through the Manager and will take place between 09:00 and 16:00.

Health & Safety

The venue will comply with the Health and Safety at Work Act 1974 and any other relevant legislation to provide and maintain a safe working environment. The venue recognises its responsibility to protect the health, safety and welfare of its employees, its contractors and members of the public attending the venue.

- Risk Assessments for the venue have been carried out.

The venue will have regular communication with the licensing authorities, emergency services and other interested parties.

Any incidents, accidents or dangerous occurrences will be recorded in an appropriate manner and reported to the Event Manager. Reporting required under RIDDOR shall be the responsibility of the Manager.

All staff should be trained for the work they are doing.

Local Information

Emergency Services

999 or 101

Lost Property

All lost property will be taken to the lost property box, where it will be documented and stored.

Noise Pollution

Due to the direct control of sound output and opening times of the event it is not expected that sound levels will disrupt the surrounding area. The managers will seek advice from and comply with Rochdale Council in relation to any matter that either party raises in connection to noise containment and reduction.

Due to the close proximity of residential and business properties a special focus has been given to the event's noise output and control.

- The hereby approved outdoor space shall not be opened for trade or business before 12:00 hours or after 22:00 hours on any day.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

- No form of entertainment either amplified, background, acoustic or other, is to be provided in the hereby approved outdoor space at any time and on any day.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

- Prior to the first use of the hereby approved outdoor space, the mitigation measure documented in section 5.17 of the submitted Noise Impact Assessment (Dated: 25/01/2024, by dBx Acoustics Ltd and received by email on 25/01/2024) is to be implemented in full and retained as such thereafter. A solid roof has been fitted to the gazebo to required specifications in 5.17 of the noise module.

Reason: In the interest of amenity in accordance with policies DM1 and G9 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

Smoking

Inside and the rear outdoor area are non-smoking areas. Signage will be in place.

Vehicles and Parking

- The parking areas for the residential units shown on the proposed site plan (Drawing no: 02. Rev: C) shall be kept available for parking at all times and shall not be used for the storage of materials, goods or bins.

Reason: In the interests of highway safety in accordance with Policies T2 and DM1 of the adopted Rochdale Core Strategy and the National Planning Policy Framework.

Waste Management

- The Site Manager will ensure that all litter is picked up from the site on a daily basis
- Refuse shall not be stored anywhere on the site except within designated areas.
- All refuse shall be removed from the site on a daily basis.
- All waste, where appropriate, will be recycled.
- All bins and skips will have adequate cover.

Water

Free drinking water will be available across all bars.

MAJOR INCIDENTS & EMERGENCY PROCEDURES

Local Evacuation

In the event of an emergency such as a fire/suspicious package/structural failure in a specific location, a local evacuation of the affected area will be initiated. The Manager will direct resources to evacuate the area to a place of safety as described above.

Management and staff will make all reasonable efforts to:

- Contain the incident and preserve scene as appropriate.
- Direct public to place of safety.
- Maintain access for emergency services.
- Once the incident has been dealt with and the site declared safe by the Fire and Rescue Service and the Police, the Manager will issue a 'stand down'.

Full Evacuation

The decision to declare a major incident or emergency evacuation will be taken by the Manager. At this point the Staff will begin the evacuation process by announcing a full site evacuation. An announcement will be calmly and clearly made, informing members of public that an evacuation is in progress.

Evacuation Procedure

If a full site evacuation is actioned Staff will assume their evacuation positions that mark the evacuation routes. There will be at least one staff member positioned at every emergency exit route. These positions will ensure that patrons have a clear visual of the route and move calmly towards a safe area.

Primary Route

Patrons will be guided to leave the site through the main entrance that leads towards lake bank road at the front of Hollingworth Lake.

Secondary Route

If the incident is blocking this route, then patrons will be directed through the rear fire doors, and through the rear gate (situated in the garden, view on site plan); where they can again easily disperse into the surrounding areas.

Following an evacuation, the Manager will be the last to leave following a final sweep of the site ensuring everybody is out. Once the site is clear, the manager will inform the Emergency Services that the site has been evacuated.

Hand Over Site to the Emergency Services

Control of the event will be handed over to the emergency services should it supersede the responsibilities of the Manager.

Established resources available may provide assistance with:

- Monitoring and reporting of conditions to the Manager
- Assisting in clearing the public to places of safety within the site
- Assisting in a full scale evacuation of the site
- Establishing cordons
- Maintaining access for emergency vehicles
- Assisting in the handling and treatment of casualties
- Assist in handling media enquiries

ADDITIONAL INFORMATION

Suspect Packages

Should a staff member discover a or be advised of a suspicious package they must:

Alert the Manager by the quickest possible means. This should be done without causing undue alarm. If calling by mobile phone, the call should be made out of earshot of any member of the public (if possible) and at least 25 metres from the package. Do not use mobile phones in the immediate vicinity of a suspected package. On no account should anyone try to open or tamper with the package. The Manager will immediately advise the Police.

The Emergency Services will take control of the situation as soon as they arrive on the scene. Staff should assist the Emergency Services and carry out any instructions given. Once the incident has been dealt with and the situation declared safe by the Police, the Event Manager will issue a 'stand down' call.

Small Fire

Staff will be briefed as follows:

If you discover a fire:

- FIRST you must raise the alarm - tell a member of the management team, will call the Fire Service. (Do this without alarming the public unduly).
- SECOND Move people away.
- THIRD if it is a small fire try to extinguish it using the correct extinguisher. Do not take ANY risk with your own or anyone else's safety.

Extinguisher Use

CO2: for Electrical, flammable liquids, NOT people (freeze burns)

WATER: for people, fabric, wood, paper but NOT electrical

BLANKETS: people and cooking oil fires

AFF (FOAM): Flammable liquids, combustion engines

Public Disturbance

- There is a 'polite notice' on exit from the venue stating 'when leaving the premises customers are requested to respect the needs of local residents and leave the premises quietly avoiding any unnecessary disturbance
- Staff presence will ensure that waste; anti-social behaviour (loudness, etc) and lingering do not become an issue.
- All Bar operations will be overseen by the Manager. We use the Challenge 25 scheme to ensure that no under-age drinkers are on site.
- No form of entertainment either amplified, background, acoustic or other, is to be provided in the hereby approved outdoor space at any time and on any day.

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