



Licensing Sub Committee Hearing Panel

Date: Wednesday, 21 February 2024

Time: 10.00 am

Venue: Council Chamber, Level 2, Town Hall Extension

This is a **supplementary agenda** containing additional information about the business of the meeting that was not available when the agenda was published

Access to the Council Chamber

Public access to the Council Chamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension..

There is no public access from any other entrances of the Extension.

Membership of the Licensing Sub Committee Hearing Panel

Councillors - Connolly, Evans and T Judge

Supplementary Agenda

4. **Application for a New Premises Licence - Co-op Live, Etihad Campus, Manchester, M11 3FF** 3 - 504
Now contains additional information as submitted by the applicant.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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Tel: 0161 234 4940
Email: callum.jones@manchester.gov.uk

This supplementary agenda was issued on **Wednesday, 14 February 2024** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

**IN THE MATTER OF AN APPLICATION FOR A PREMISES LICENCE FOR
CO-OP LIVE, MANCHESTER**

**BEFORE MANCHESTER CITY COUNCIL LICENSING SUB-COMMITTEE
21 AND 22 FEBRUARY 2024**

EASTLANDS ARENA LIMITED

APPLICANT

INDEX TO APPLICANT'S BUNDLE

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	<p>*Note that these policies/procedures and plans are only provided in summary form. This is due to a number of factors including:</p> <p>1. Confidentiality (e.g. as they contain security information and/or commercially sensitive information). All procedures referred to in the above have been shared with the Responsible Authorities through the secure Portal</p> <p>2. Understandability – some of the operational plans run to numerous pages (as well as interlinking with other policies in the Operations Manual).</p>		



CO-OP LIVE PREMISES LICENCE APPLICATION

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SPEAKERS & SUPPORT

Steve Gotkine - Senior VP Venue Development & Operations
Oak View Group International

Sarah Roberts - Operations Director & Assistant General Manager
Co-op Live

Mark Donnelly - Chief Operating Officer
Oak View Group International

With support from:

Gary Roden - Executive Director & General Manager, Co-op Live

David Pester - Head of Security, Co-op Live

Noel Jeffs - Director of Stadium Advisory Services Ltd

Prof. Dr. Keith Still - Director of Crowd Risk Analysis Ltd

Luke McDonnell - Director of Safety and Security at Manchester City Football Club

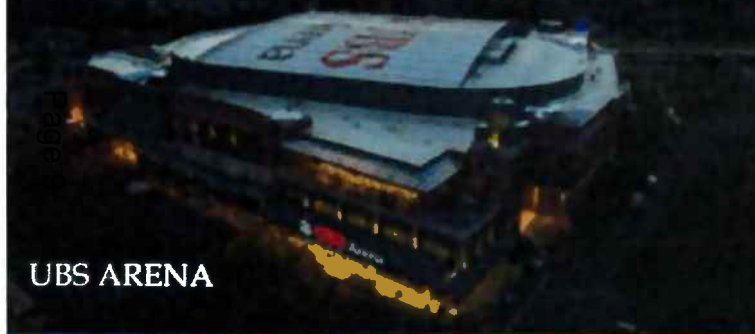
Jim Griffiths - Director of Vanguardia



INTRODUCTION



CLIMATE PLEDGE ARENA



UBS ARENA



MOODY CENTER

OVG
OAK VIEW GROUP

We are the the largest developer of sports & live entertainment venues in the world

Currently deploying over \$6b
 In new venues.

Our mission is to disrupt, develop and deliver the best venues and experiences in the world, shaping our future and leaving it better than it was.



CO-OP LIVE



CARDIFF ARENA



ACRISURE ARENA



CFG BANK ARENA

UNIQUE DESIGN

**£365M
INVESTMENT**

JOINT VENTURE



GREEN SPACES

CREATING A PODIUM FOR COMMUNITY USE

**DESIGNED
FOR MUSIC**



SUSTAINABILITY

AT ITS CORE

REGENERATING

THE LOCAL AREA

106 PLANNING IMPROVEMENTS

Co-op Live, through the planning conditions, have agreed to carry out works with a number of benefits to the local community and wider city, including:

- Substantial investment in transport improvements, including enhanced walking route, highway improvement scheme and installation of bicycle storage
- Funding the expansion of the resident parking zone to protect local residents and minimise the impact of event traffic in the local area
- Giving 'local benefits' commitment through the construction and operations, including local employment and procurement commitments and targets and guaranteed access to tickets for those within the local community.
- Cycle racks
- Walking route improvements
- Increased lighting and CCTV
- Wildflower planting
- Community donation of £100k directly to local initiatives plus £100k from Co-op Foundation on local projects

PLANNING STAGE – AWARDED 23RD OCTOBER 2020

In summary, at the planning stage the following conditions were issued:

- Normal operation for bowl events and hospitality between the hours of 0900 and 0000 Monday to Sunday.
- Any extended hours of operation is subject to planning authority agreement
- Extended hours for a full arena bowl events will only be acceptable on a maximum of 25 occasions per annum.
- Ancillary use strategy to be submitted - including which facilities/spaces would be made available, the amount of floorspace to be utilised, operating hours and any management arrangements to ensure authorised access to the arena building only.

INTRODUCING GO-OP LIVE



CARBON NEUTRAL

One of the most sustainable venues
in Europe with planet friendly vibes.

FOR THE PLANET

100%
Electric

ZERO
Waste &
plastic-free

100%
Rainwater
harvesting

10,500m²
Solar panels on roof

2,791m²
Green biodiversity
ring



**LOCALLY
SOURCED**

**SUSTAINBLE
RIDER**



BREATHABLE SKIN

To heat and cool more efficiently



HI TECH AIR FLOW

Keeps the building fresh and clean



HEAT RECOVERY SYSTEM

No warmth is wasted



AIR SOURCE PUMPS

Heat water



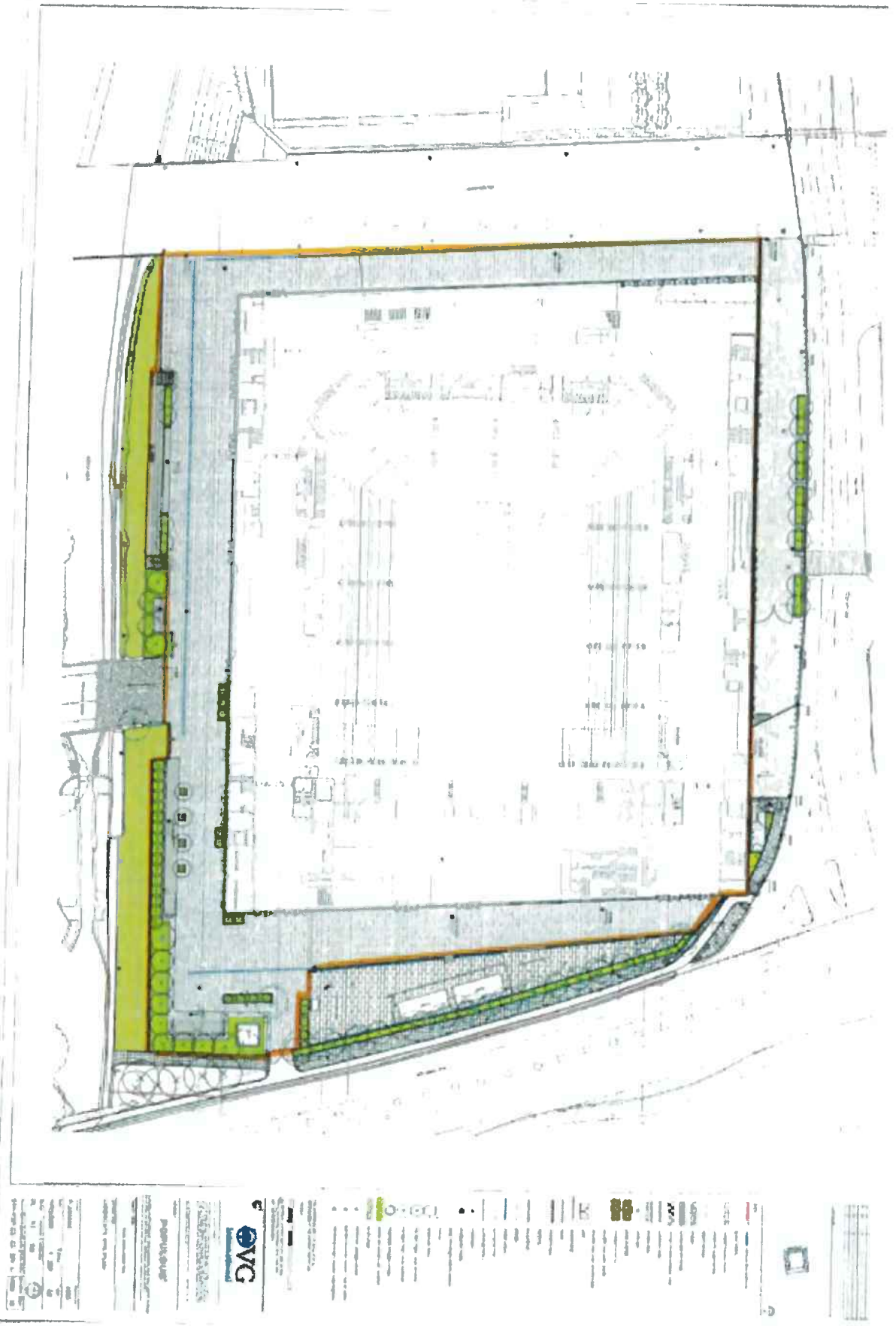
SMART ENVIRONMENT TECHNOLOGY

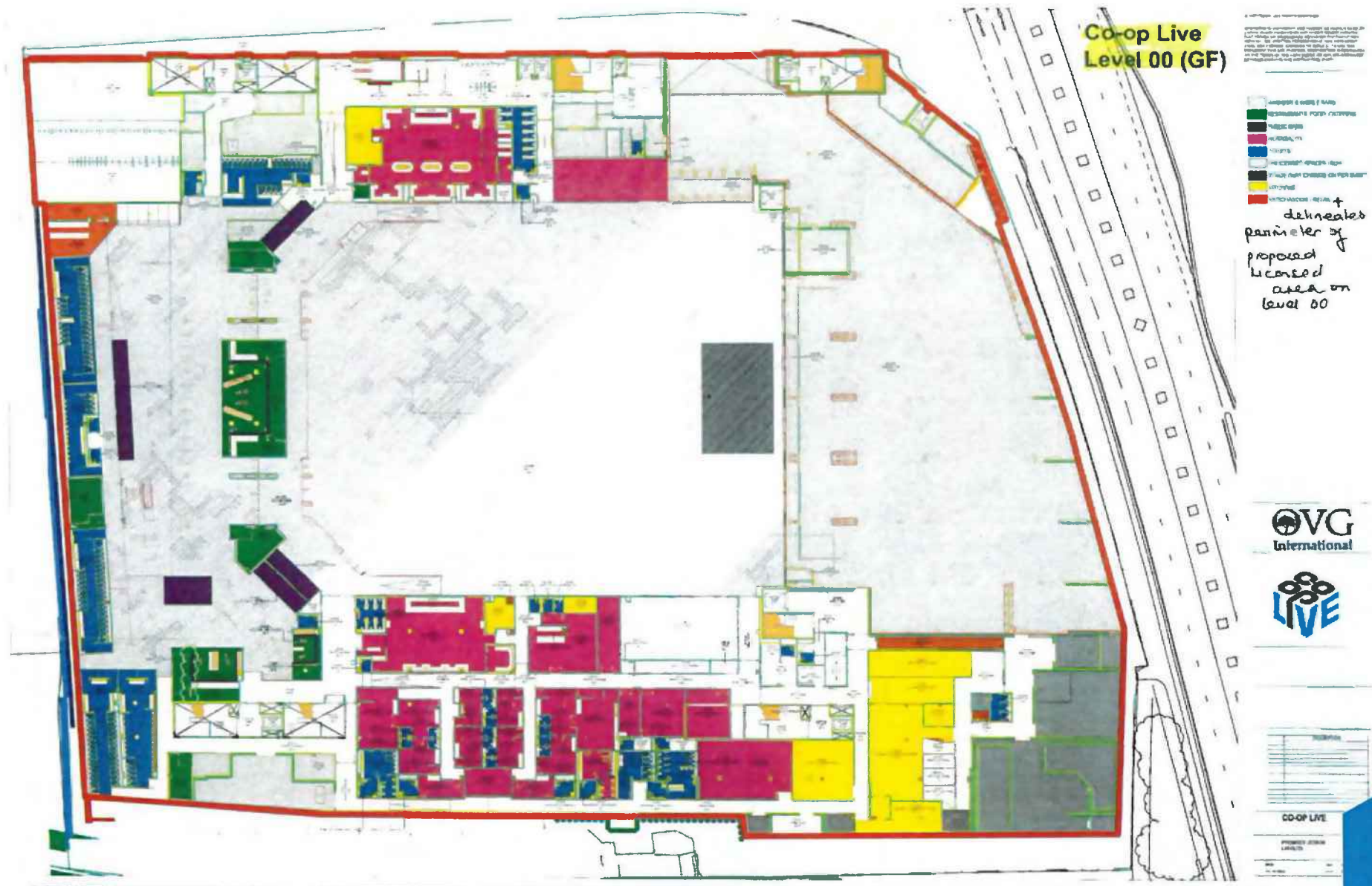
Engrained into its infrastructure to reduce cooling and heating requirements

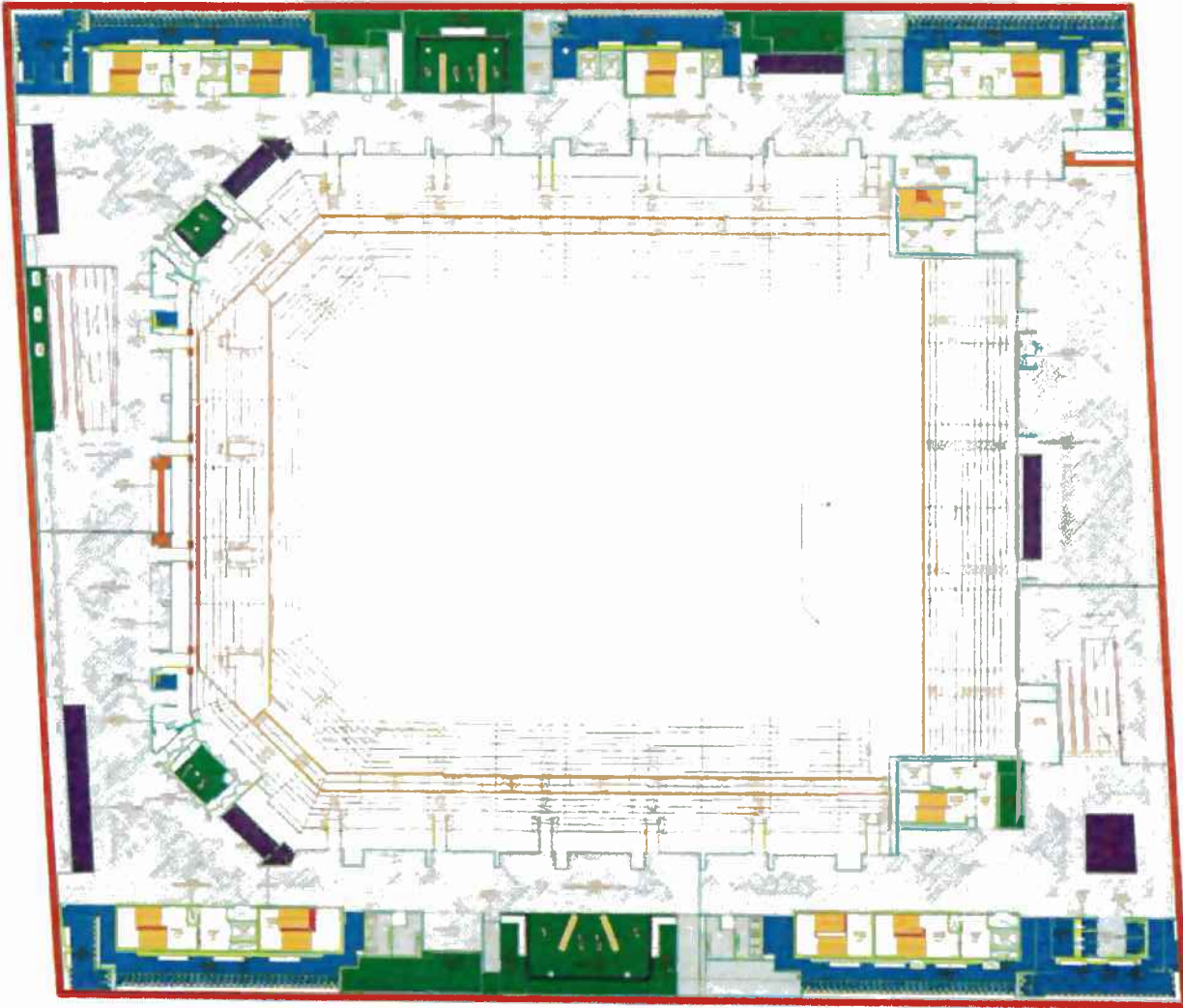


ENERGY EFFICIENT

Powered by nature, reducing costs







Co-op Live
Level 03

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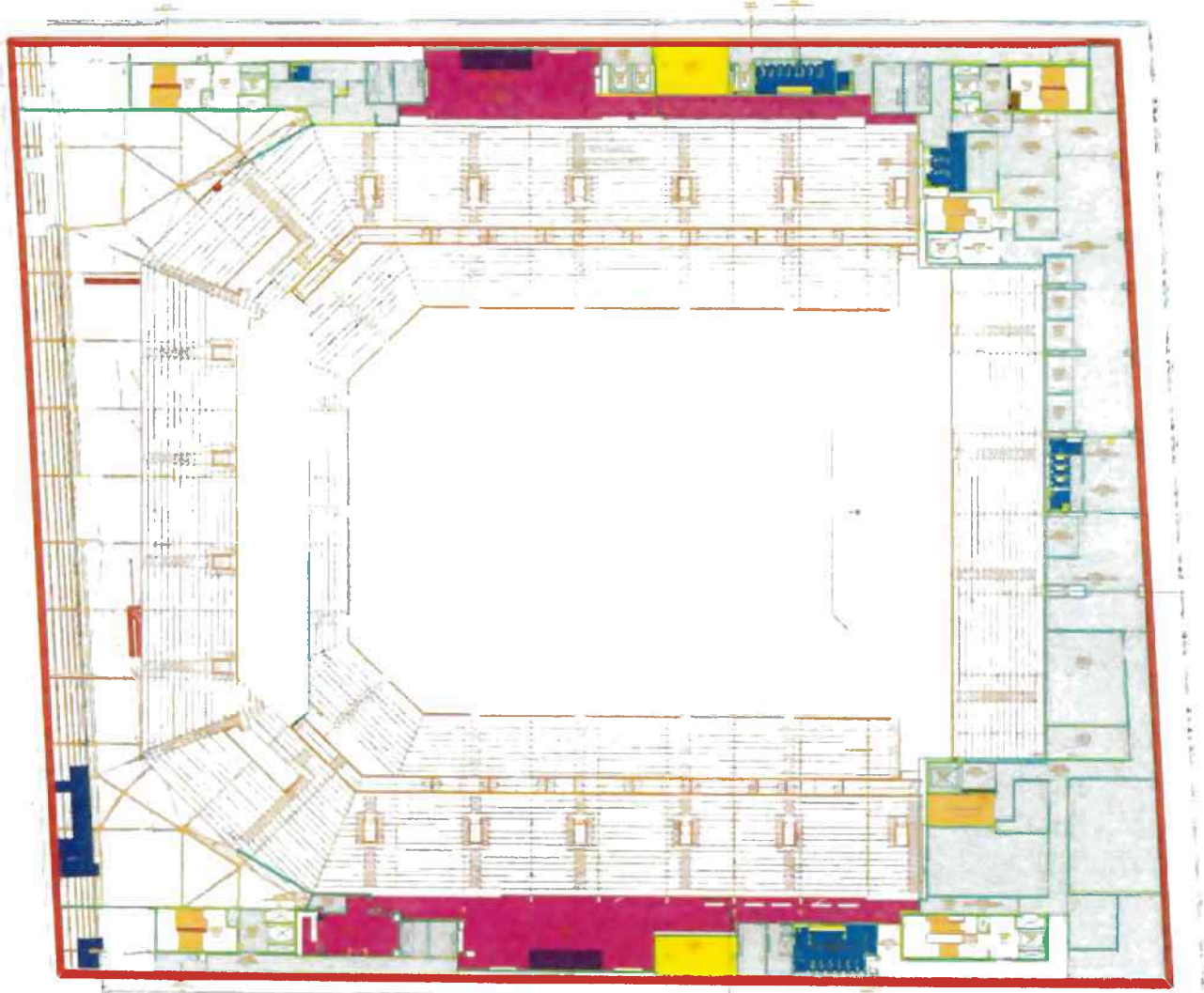
- FOOD & DRINK
- RETAIL FOOD & DRINK
- RETAIL
- RETAIL
- RETAIL
- OTHER
- PROPOSED RETAIL +
Proposed
Licensed area
perimeter on
Level 3



NO.	DESCRIPTION	DATE	BY

CO-OP LIVE
PROJECT LEADER
DATE: 10/10/16





Co-op Live
Level 04

For more information on the Co-op Live project, please visit www.cooplive.com. This is a preliminary drawing and is not intended for construction. All dimensions are approximate and subject to change without notice. The Co-op Live project is a registered trademark of Co-op Live Limited. © 2014 Co-op Live Limited. All rights reserved.

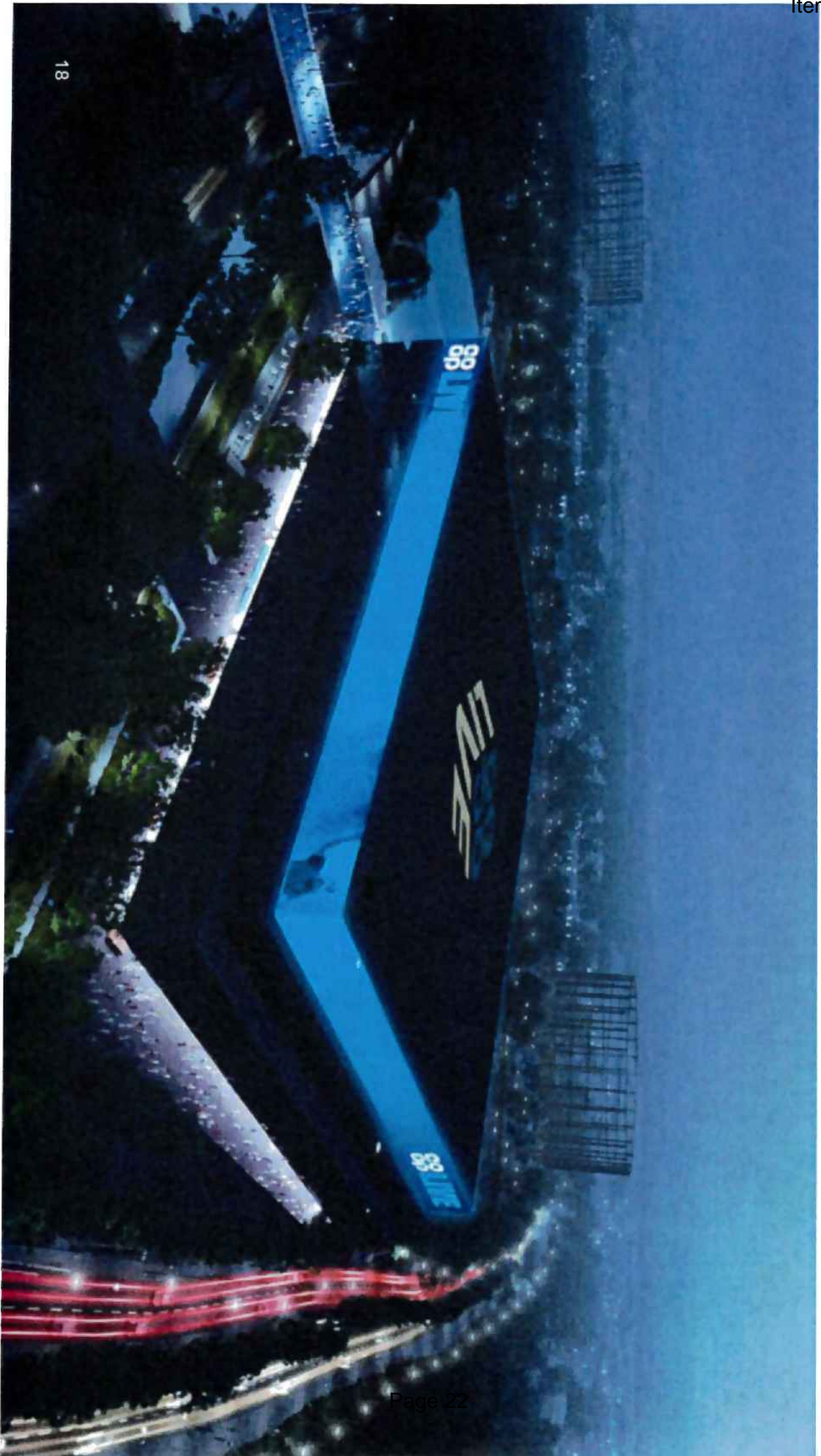
- UNASSIGNED AREA
 - OFFICE SPACE
 - COMMUNITY
 - TO LET
 - MULTIPURPOSE SPACE
 - PUBLIC SPACE
 - UNASSIGNED AREA
 - UNASSIGNED AREA
- Proposed area
permitted area
Level 4*

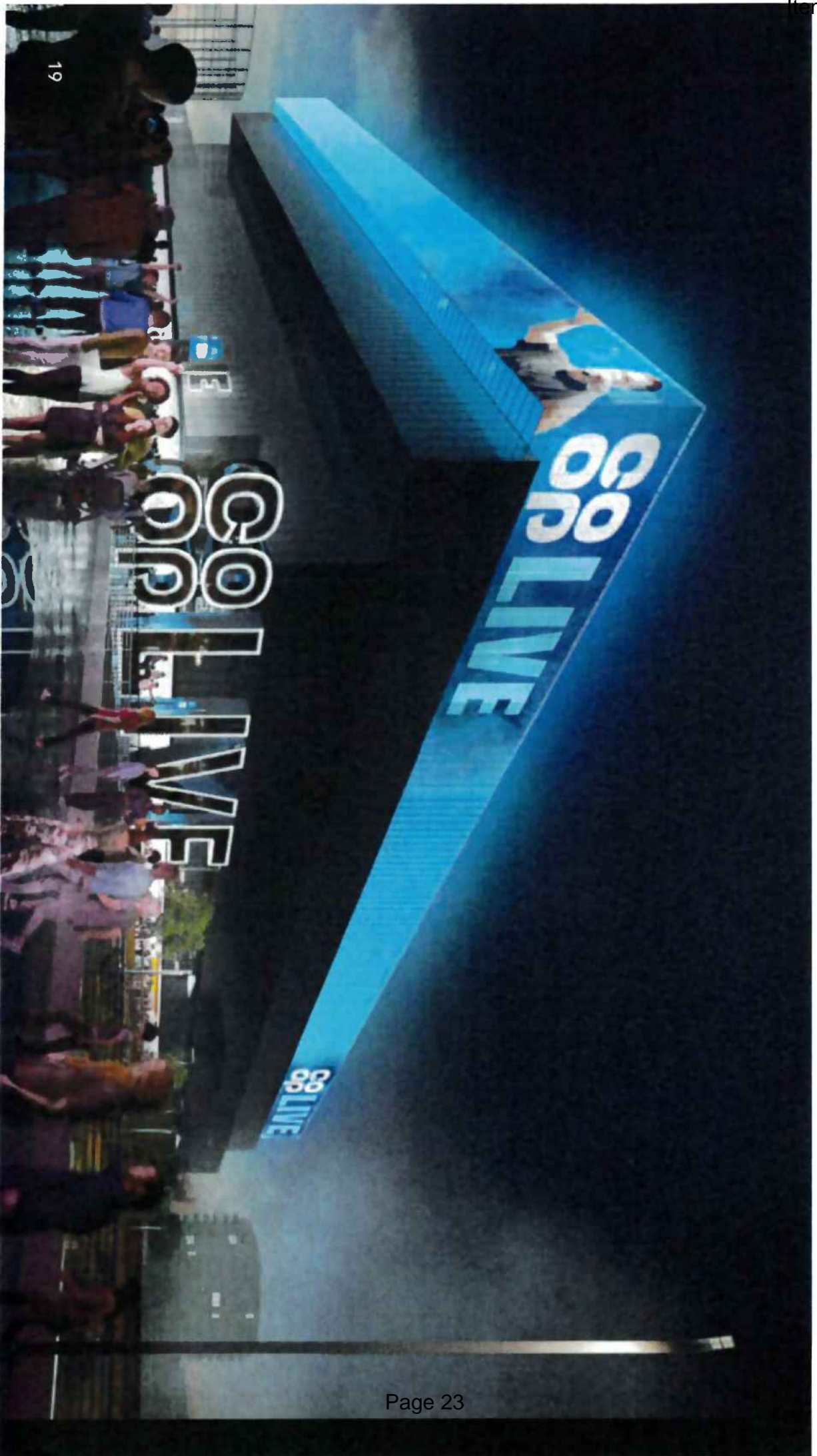


NO.	DESCRIPTION	DATE	BY

CO-OP LIVE
PROJECT LEADER
DATE







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BOWL

Main event space

EVENT TYPES

A

Bowl Events which will finish between 22:30 - 23:00; with activities in the ancillary spaces for up to 6,000 people with the below hours:

- Sunday - Thursday **10:00 - 01:00** (close by 01:30)
- Friday - Saturday **10:00 - 02:00** (close by 02:30)
- Sundays prior to Bank Holiday: **10:00 - 02:00** (close by 02:30)

B

Standalone Ancillary Spaces events and activities with the below hours:

- Sunday - Thursday **10:00 - 01:00** (close by 01:30)
- Friday - Saturday **10:00 - 02:00** (close by 02:30)
- Sundays prior to Bank Holiday: **10:00 - 02:00** (close by 02:30)

C+

Type A or type B events on days when the Etihad Stadium is in use as detailed in campus operating modes 5, 6 and 7.

**CURRENT AVERAGE
CAPACITY FOR
OPENING SEASON
15,000**

**TOTAL
CAPACITY
23,500**

**BETTER
SIGHTLINES**

**INTIMATE
DESIGN**

**RETRACTABLE
SEATING**







ANCILLARY SPACES

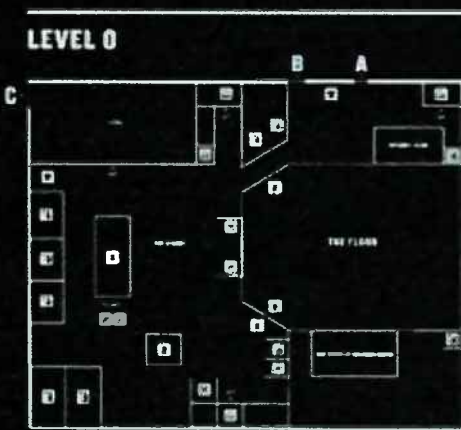
Non-Bowl

GROUND FLOOR

The Street

Decibel Club

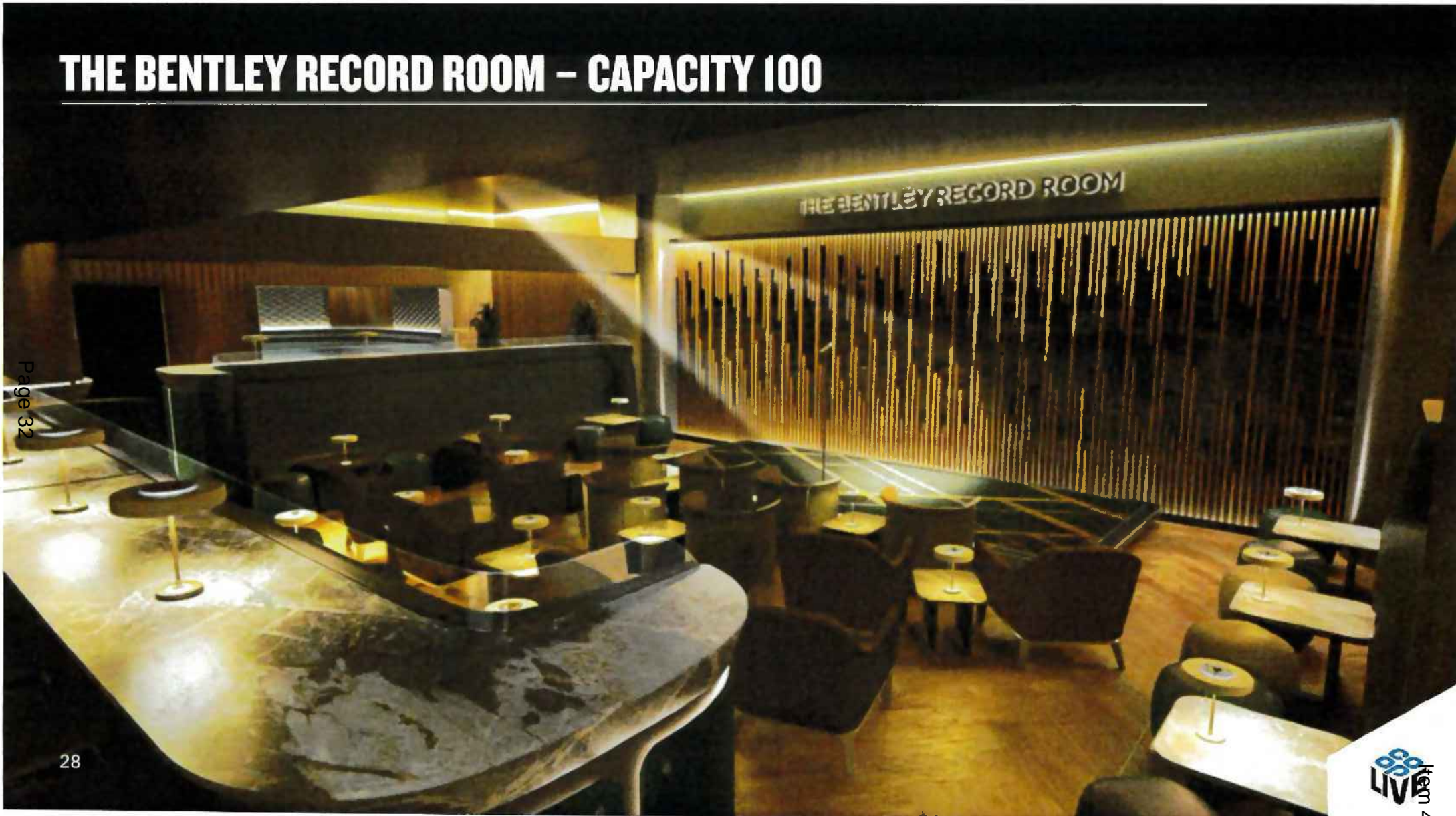
The Bentley Record Room



THE STREET – CAPACITY 2500



THE BENTLEY RECORD ROOM – CAPACITY 100



THE DECIBEL CLUB – CAPACITY 200



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LEVEL 1

Deck Suite North - Seat Unique

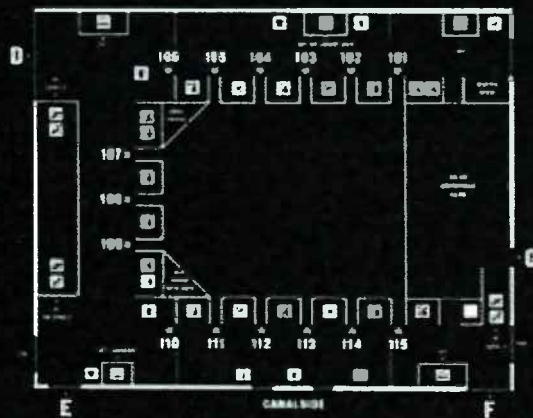
Deck Suite West - Cîroc

Co-op Backstage Club

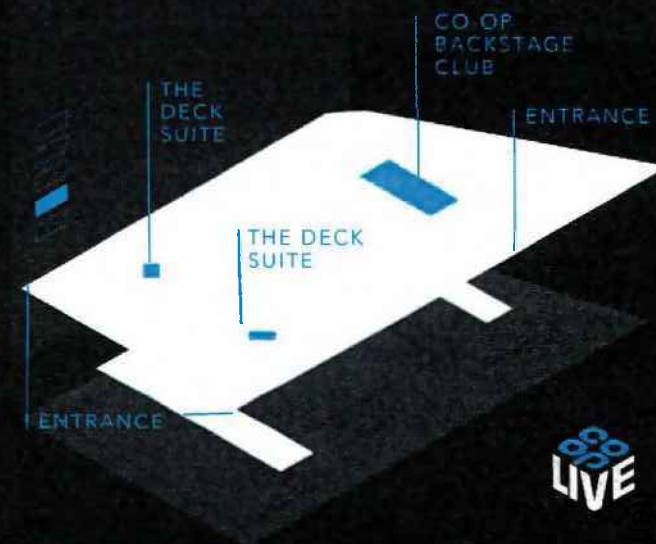


LEVEL 01
GA CONCOURSE

LEVEL 1



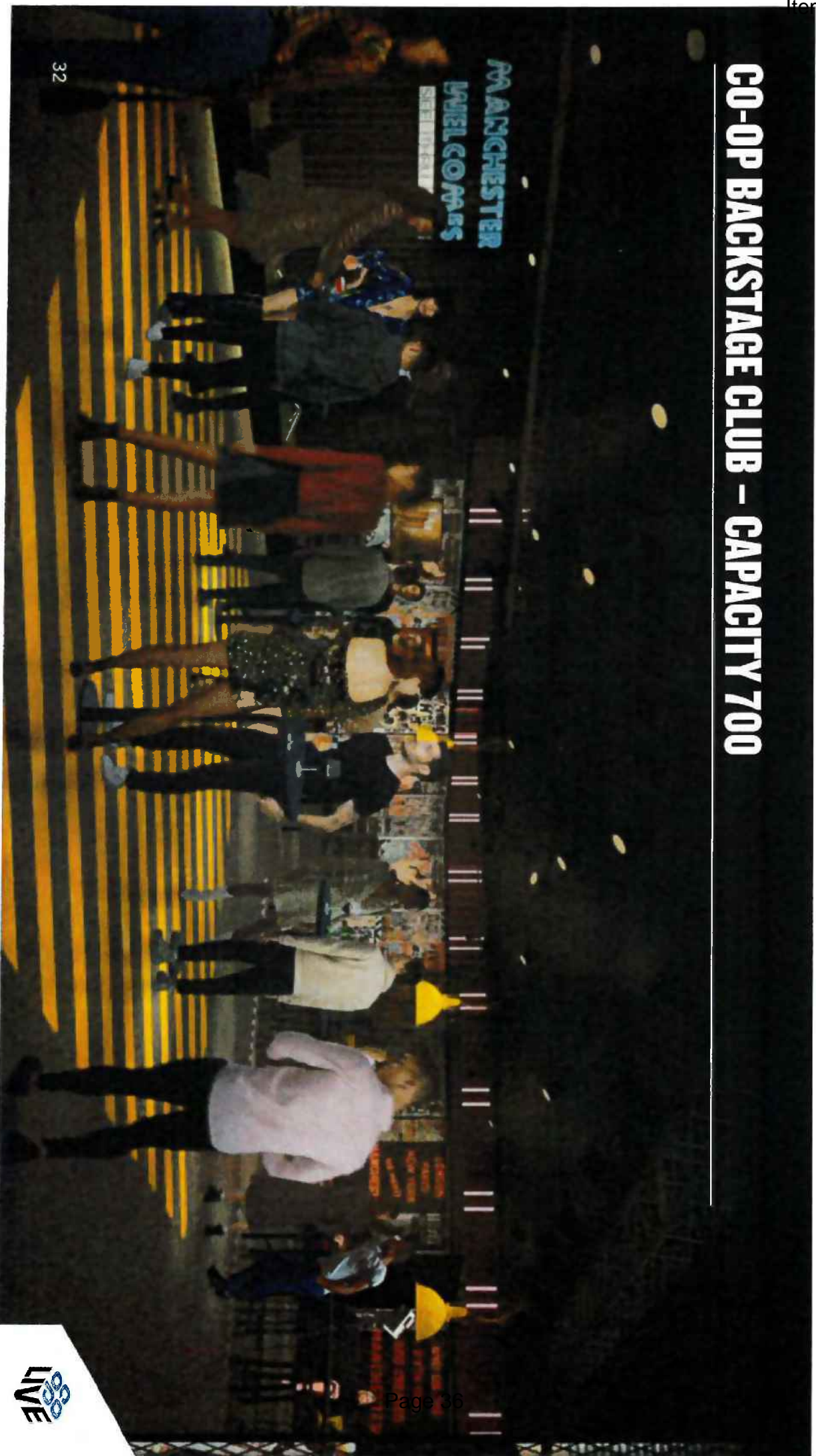
- | | | | | |
|------------|-------|-----------|-------|-------|
| Lounge | Bar | Backstage | Club | Suite |
| Deck Suite | Suite | Suite | Suite | Suite |
| Suite | Suite | Suite | Suite | Suite |



THE DECK – CIROC LOUNGE – CAPACITY 57



GO-OP BACKSTAGE CLUB - CAPACITY 700



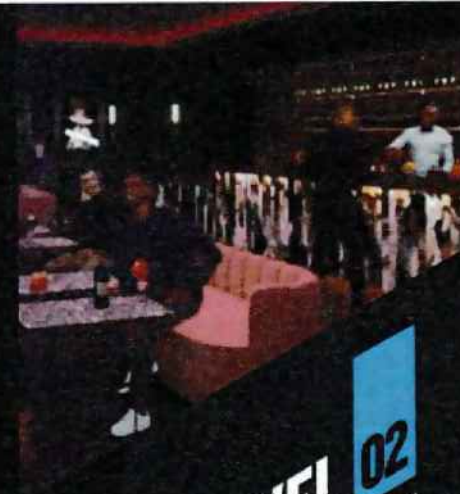
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LEVEL 2

Premium Suites

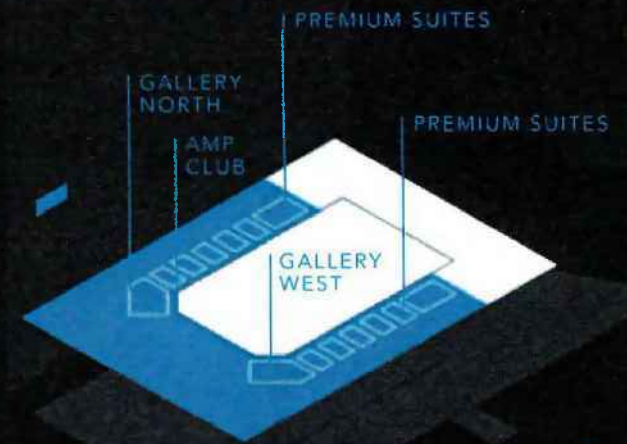
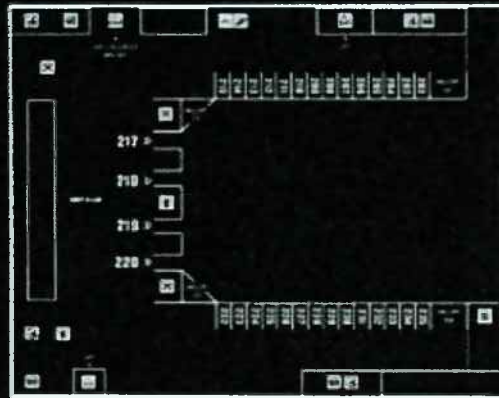
Gallery Suites North & West

AMP Club



LEVEL 02
PREMIUM

LEVEL 2



- Lounge
- Bar
- Premium Suite
- Gallery Suite
- AMP Club
- Executive Suite
- Meeting Room
- Reception
- Restroom
- Elevator

PREMIUM SUITES – CAPACITY 578 – 16 PER SUITE

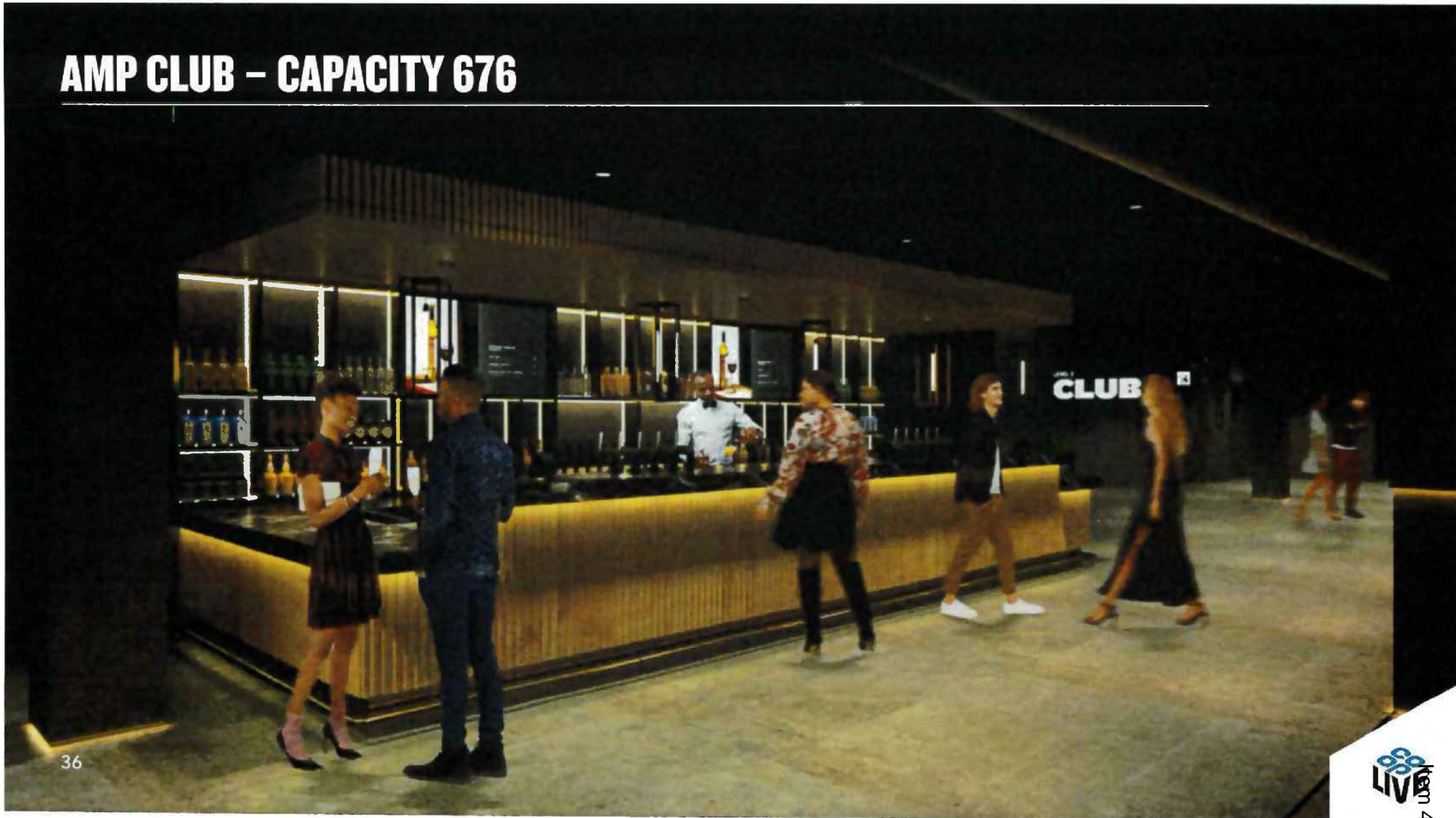


NORTH & WEST GALLERY – CAPACITY 127 EACH LOUNGE



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AMP CLUB – CAPACITY 676



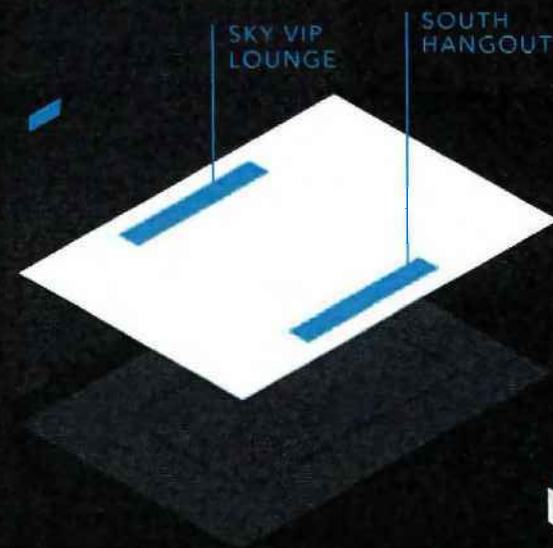
LEVEL 4

Sky VIP Lounge
Hangout

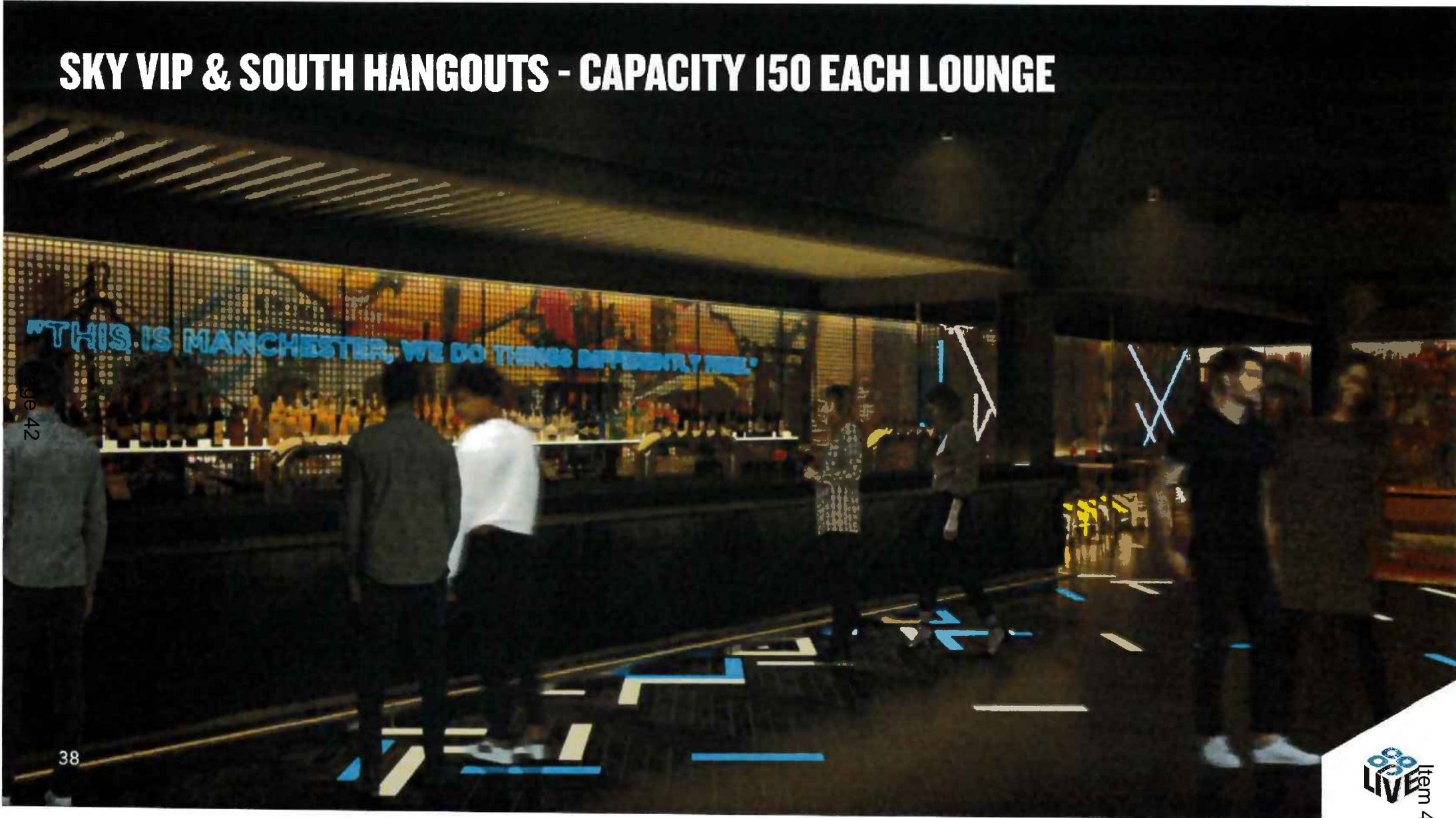
LEVEL 04
HANGOUT

SKY VIP
LOUNGE

SOUTH
HANGOUT



SKY VIP & SOUTH HANGOUTS - CAPACITY 150 EACH LOUNGE



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PODIUM – GREEN COMMUNITY SPACE



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CAPACITIES

FLOOR	SPACE	MAX CAPACITY OF SPACES	OPEN POST SHOW
Level 0	The Street	2,500	
	The Bentley Record Room	100	
	Decibel	200	
Level 1	Deck Suite North - Seat Unique	57	
	Deck Suite West - Ciroc	57	
	Co-op Backstage Club	700	✓
Level 2	Premium Suites	578 (16 per suite)	✓
	North and West Gallery	254 (127 each)	✓
	Amp Club	676	
Level 4	Sky VIP Hangout	150	✓
	South Hangout	150	✓

ANCILLARY SPACE ACTIVITES

- AGM's Award nights
- Conference
- Production / Promotion Launches
- Social Parties
- Team building activities
- Exclusive VIP events including drink receptions
- Product launches
- Networking opportunities
- VIP after parties.
- MCFC football pre and post match events
- MCFC football screenings
- Awards shows



THE HOURS

REVISED LICENSING HOURS

Bowl Events: Maximum 'window' as precise hours within 'window' will be Event dependent): **Standard Hours: 10:00 to 23:30**, with Bowl closed by **00:00** (with the ability to apply for 'Extended Hours')

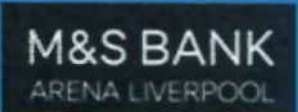
(subject to full Event management plan, noise management plan and dispersal/egress plan) up to 25 times a year, subject to approval of Planning Authority; Licensing Authority and LOOH)

Ancillary Space Activities: (after Bowl Events and/or on non-Bowl Event days with limited capacities): Maximum 'window' as precise hours within 'window' will be dependent on activity/space involved)

- Sunday - Thursday **10:00 - 01:00** (close by 01:30)
- Friday - Saturday **10:00 - 02:00** (close by 02:30)
- Sundays prior to Bank Holiday: **10:00 - 02:00** (close by 02:30)

(subject to the Ancillary Spaces Strategy being approved by the Planning Authority (with input from the Licensing Authority and LOOH)

OTHER VENUE'S PREMISES LICENCES



VENUE	CURRENT OPERATING HOURS	Flexibility (subject to conditions)
AO Arena, Manchester	Opening: 07:00 to 05:00 Sale of Alcohol: 11:00 to 04:00 Regulated Entertainment: 00:00 to 24:00*	Boxing Events to close no later than 02:00 *24 hours authorisation inconsistent with Opening times
Etihad Stadium, Manchester	Opening: 07:00 to 00:00 Sale of Alcohol: 10:00 to 23:00 Regulated Entertainment: 10:00 to 23:00	To 01:00 licensable activities in auxiliary/hospitality spaces; closure by 01:30
The O2, London	Opening: 08:00 to 00:30 Sale of Alcohol: 08:00 to 00:00 Regulated Entertainment: 08:00 to 00:00	Non-Bowl opening hours extended to 03:30 (licensable activities extended to 03:00), plus 'Extended Hours' for Bowl/Non-Bowl areas on up to 20 occasions per annum, to 08:00 (i.e. 24 hours)
Utilita Arena, Sheffield	Opening: 08:00 to 00:30 Sale of Alcohol: 08:00 to 00:00 Regulated Entertainment: 08:00 to 00:00	n/a
M&S Bank Arena, Liverpool	Opening: 00:00 to 23:39 (24 hours) Sale of Alcohol: 00:00 to 23:39 (24 hours) Reg. Entertainment: 00:00 to 23:39 (24 hours)	Not required as 24:00 capability
Leeds First Direct Arena	Opening hours: 24 hours Sale by Retail of Alcohol - 11:00 - 04:00 Regulated entertainment - 24 hours	Not required as 24:00 capability

RESIDENTS & COMMUNITY

COMMUNITY BEING A GOOD NEIGHBOUR

Local residents are a major stakeholder in the success of co-op live

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1000+
TICKETS

5000+
**LOCAL
ENGAGEMENTS**

20+
EVENTS

COMMUNICATIONS WITH OUR NEIGHBOURS

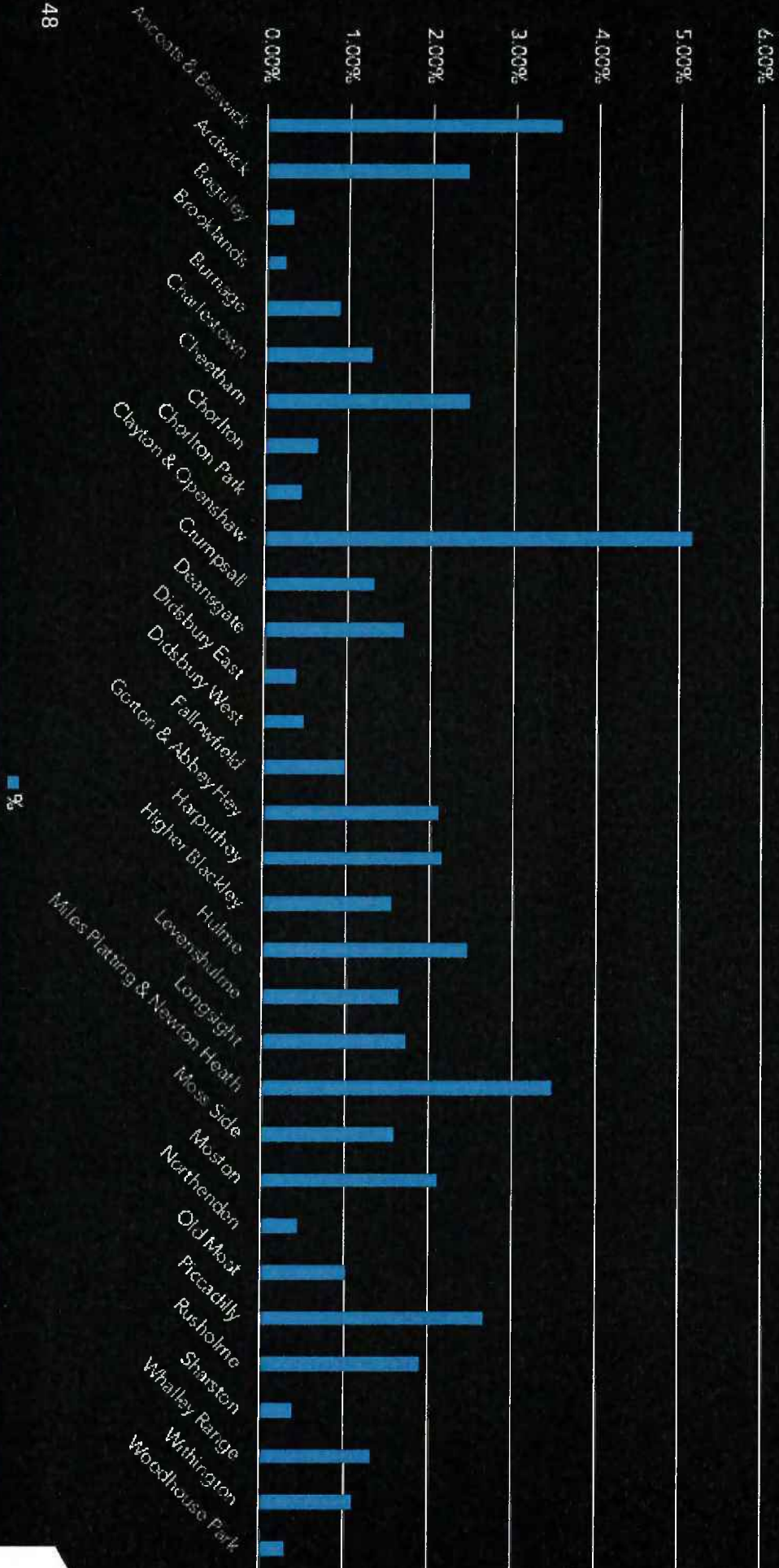
Since 2019 we have been communicating with residents about Co-op Live. This year we have launched a resident's communications strategy. This will include a resident meetings ahead of opening.

We will provide residents' with:

- Diary of the shows at the events
- News on Co-op Live in the Community through designated monthly emails which have launched for M11/M40 post codes.
- You said, we did - update on actions we have taken since receiving feedback on key areas such as anti-social behaviour, transport and communications
- Next residents' meeting in the diary
- First ticket ballot launched for first quarter with 300+ responses
- Dedicated phone number for concerns plus a website complaints portal



RECRUITMENT



A GIG VENUE THAT GIVES BACK

For the community.
Local giving to support our neighbourhood

£200,000
Per year

Donations will go straight into the heart of East Manchester under the direction of the East Manchester Advisory Group (EMAC) governed by local councillors.

£1 MILLION

Per annum to national and local causes throughout the UK.

A VENUE THAT GIVES BACK GRASSROOTS SUPPORT

Supporting a wide music ecosystem from up-and-coming artists to burgeoning DJ's, we are supporting the stars of the future.

THE STREET

PRE SHOW PLUG & PLAY EQUIPMENT

ARTIST OF THE MONTH

MAYOR ANDY BURNHAM'S GRASS ROUTES INITIATIVE

BEYOND THE MUSIC

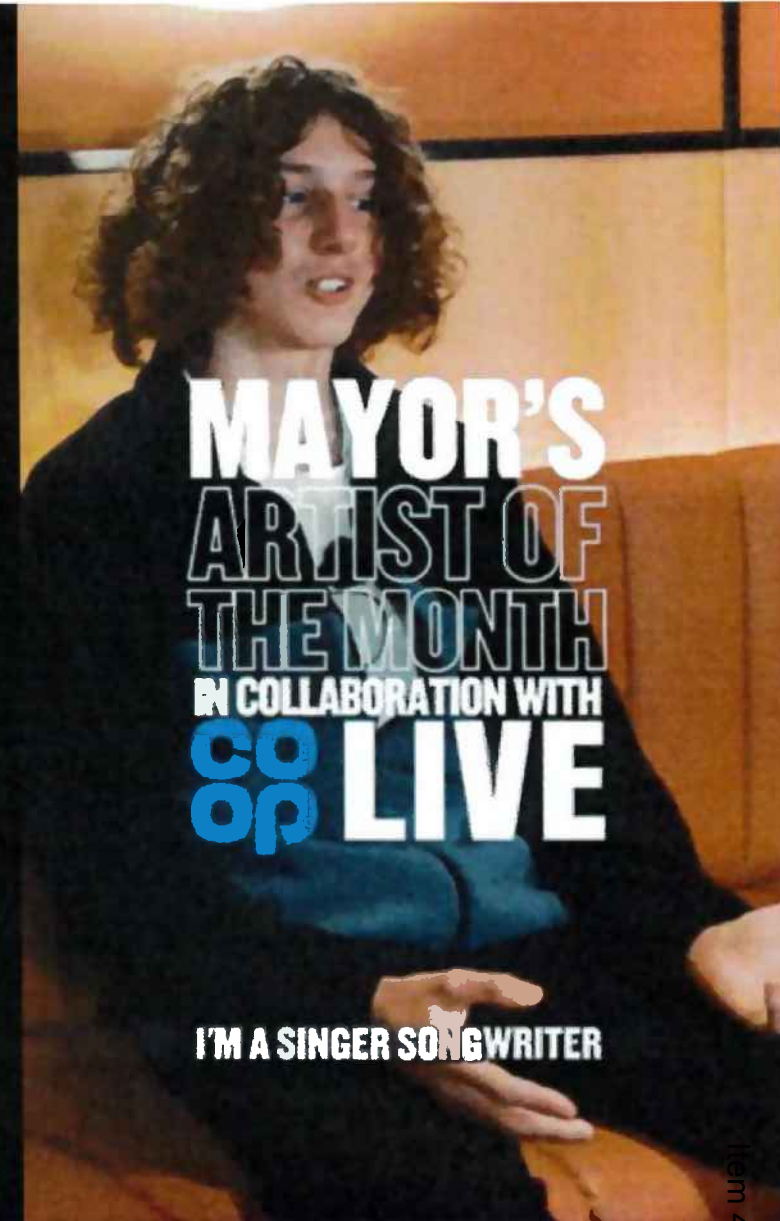
FOUNDING MEMBER



POP UP BUSKING STAGES FOR LOCAL TALENT



LOCAL COMMUNITY TICKET INITIATIVES



OPERATIONAL READINESS



OPERATIONAL READINESS

- Employing the right people;
 - Applying robust operational standards (Green Guide Level) at every stage - through Operational Readiness; to Event Planning; Event Operations; De-briefs;
 - Training our staff to those standards (on induction/at regular intervals)
 - Working closely with all stakeholders;
 - Auditing our performance
-
- Committed to directly employing staff
 - Robust Recruitment Standards
 - Quality of team members including large-venue experienced Operations Director



OPERATIONAL READINESS

- Premises Licence
- Conditions
- Operations Manual
- Model Venue Exercise
- Introduction to incident management
- Event planning
- Procurement
- Commissioning and training
- Mobilisation work streams
- Standard Operating Procedures
- Workshops
- Tabletops

OPERATIONS MANUAL OVERVIEW

OPERATIONS MANUAL

ALCOHOL MANAGEMENT PLAN

DRUG USE
POLICY

CT STRATEGY

FACILITIES
MANAGEMENT

SECURITY

TECHNOLOGY

VENUE
MANAGEMENT

HEALTH &
SAFETY

CONTINGENCY
PLANNING

100+

STANDARD OPERATING PROCEDURES

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A SUMMARY OF OPERATIONAL PLANS CREATED

Operations	Overall ops manual Risk briefing and debriefing Counter terrorism Contingency Fire safety Alcohol management Training Health and safety Generic risk register Biosecurity Incident management Move to critical security Ingress/egress/crowd management	Calculating safe capacity Medical and first aid Safeguarding Women and girls night-time economy Etihad campus management FM operations manual Terrorist escalation plan Noise management Audience dispersal Event production and performers Ancillary activities Event management
Alcohol management	Alcohol management Challenge 25 Personal licence Training Log/register/record keeping F&B service level agreement auditing	Spiking Signage Equipment Safeguarding Prevention of illegal proxy sales

A SUMMARY OF OPERATIONAL PLANS CREATED

Production	Event Load in Drape certification Management of TV & cameras Pyro storage Gas delivery procedure Animals in performance Touring equipment storage	Event day service yard procedure Child performers Hard hats Barriers Equipment Firearms on stage Touring equipment LOLER checks
Facilities	Permit to work Escalator failure Building fabric and structure Locksmith services Extreme weather Building information Modelling Lightening protection Building electrical failure	Quality management services Management of billable works Joinery & carpentry Reactive maintenance Contractor call out Water hygiene Water coolers Winter Gritting Procedure

A SUMMARY OF OPERATIONAL PLANS CREATED

Standard Operating procedures	<ul style="list-style-type: none"> Fans leaving the arena before the end of a show Protecting staff from noise Opening the doors Separated and missing children Smoking policy Ejection Management of Royal & VIP visits Use of LED and digital screens Calling for medical assistance Dealing with prohibited items Event control operators Ticket Scanning Resolving seat complaints Ticketing plans Drugs use policy 	<ul style="list-style-type: none"> Dealing with violence Radio protocol Handing over to hospitality Repoint suspicious behaviour Managing early arrivals Concourse hold Managing migration around the arena Request for drinking water Assistance dogs Checking prior to egress Consent exceptions AV content management CRM management Segmentation Change management
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Please be aware that the documents provided here represent only a small fraction of the total collection. Many more documents have been generated, but due to various constraints, we are unable to display them all.

CASUAL STAFFING AND TRAINING

Stewards and SIA teams

- ACT trained prior to first shift
- NVQ 2 and 3 spectator safety qualifications within 6 months of starting at the arena
- In person and online induction course that covers health and safety and emergency procedures which all staff must pass.
- Core Management team are full time employees and will attend enhanced training including ACT strategic, model venue exercises and tabletops.
- Noise management training
- Site familiarisation.

Transport teams (in partnership the Campus):

- DBS checked including agency staff prior to first shift
- In person and online induction course that covers health and safety and emergency procedures which all staff must have passed.
- ACT trained
- Signing, Lighting and Guarding TM Qualifications
- Equivalent of the Police Accredited CSAS Qualified staff members.

All of these will be regularly audited and recorded by the Operations department at the arena.

FULL TRAINING OVERVIEW

Women's Night-time
Safety Charter
Water safety training

Spectator safety
qualifications
SIA Qualifications
ACT training
Noise management training

Safeguarding
Modern Slavery
Sexual Harassment
DE&I
Accessibility

Customer Experience &
Operational awareness

Emergency procedures
Health & Safety

Model Venue Exercise
Tabletops
Workshops

Incident Management
Training

Arena familiarisation

Arena FM Trade
Qualifications

Regular auditing will take place of all service providers agency staff and in house teams to ensure compliance with all required training.



SAFE & SOUND

Security best practices, training, world class policy, protocols & procedures.

Working with our 'blue light' partners & counter terrorism experts to always have the best plans in place.



100% digital tickets



No bag policy & entry screening



Protect Duty implemented



Latest CCTV camera technology & dedicated 24-hour security team



Airport standard security



Security & vigilance core to all employee training

- Full security and event risk assessment
- Vehicles within proximity restricted or security checked
- Access designed to protect pedestrians from vehicles
- Compliance with Martyn's law

Exemplar in security making us one of the **safest venues in the world.**



SECURITY AND SAFETY NETWORK & PROCEDURE

Actively engaging with the below networks

Counter Terrorism Police North West

Greater Manchester Police

CT Security Advisors and Coordinator

Civil Contingencies and Resilience Units

Security Consultants

Project Servator

North West Ambulance Service

Greater Manchester Fire & Rescue

Neighbourhood Policing and Licensing Team

Campus Management Suite



**SECURITY
AND SAFETY
STRATEGY**



EGRESS STRATEGY

OPERATIONAL COMMUNICATIONS

Communication to all the guests is an integral part of the operational strategy to deliver a safe, secure and enjoyable experience.

Fan communication starts from the point of purchasing a ticket which will include detailed information including the following:

- Travel information to and from the arena
- Car park booking information
- Gates opening times
- Other activity on the Campus

Once guests are in the arena there will be over 300+ screens across the arena to enable us to deliver key messaging before, during and after the event. This can be either pre-programmed or done live on the night.

To support the egress strategy of the arena 30 minutes before the main act has finished egress messaging will be displayed across all concourses on the IPTV network and push notifications on our app. This will include:

- On leaving the arena, please respect our neighbours
- A live feed from the TfGM website
- Transport alerts from other parts of the networks
- Updates on the private hire and hackney taxi information

INGRESS

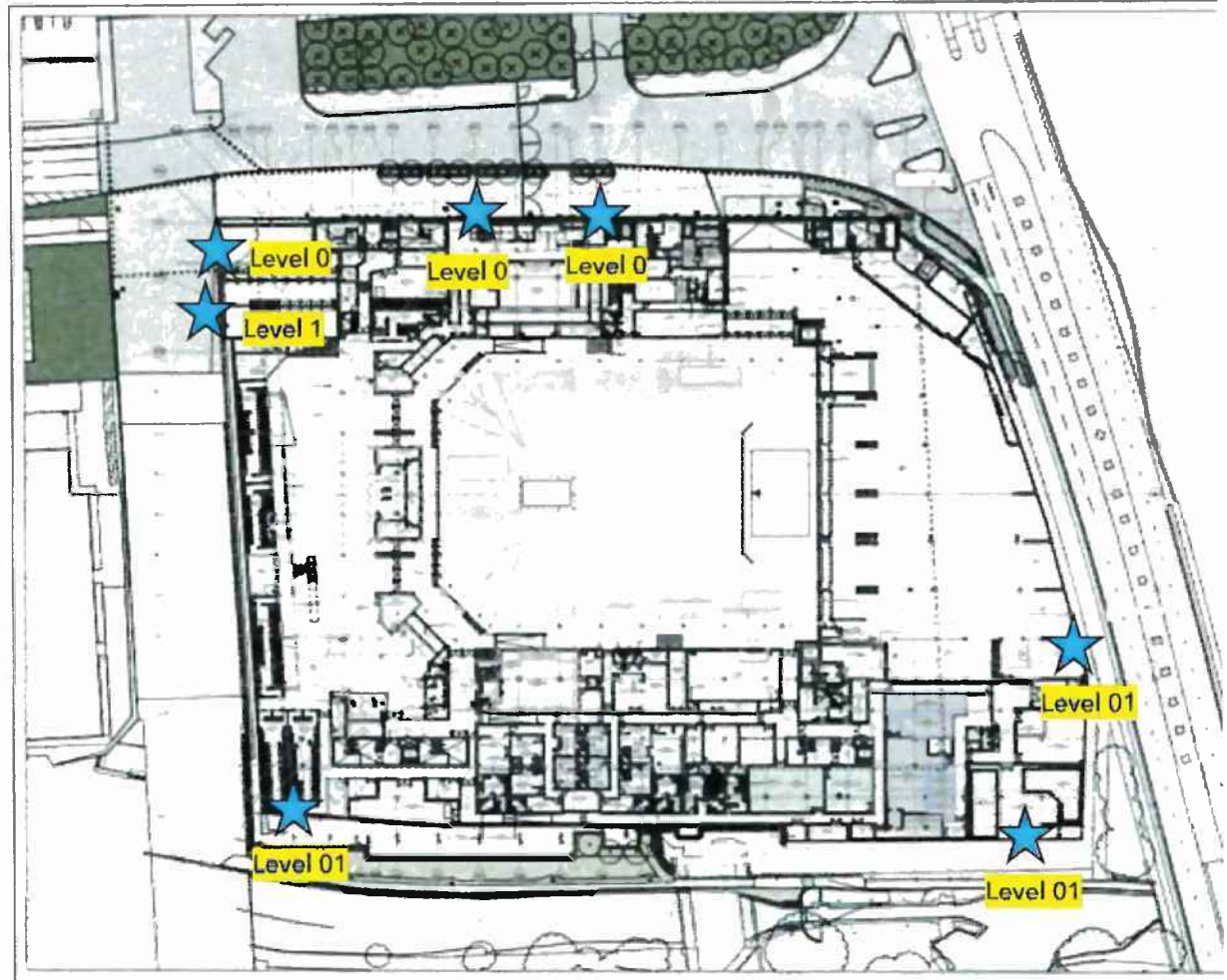
Entry points are spread across the arena at Level 0 and 1.

Each one of these points will be fully managed by security and stewarding.

All fans entering the arena will have ticket checks and security searches carried out.

Bags will only be allowed in two locations and will undergo full airport scanning

★ = Normal ingress location



Towards MCFC stadium ↓



EGRESS

Exit points are positioned across the arena at Level 0 and 1.

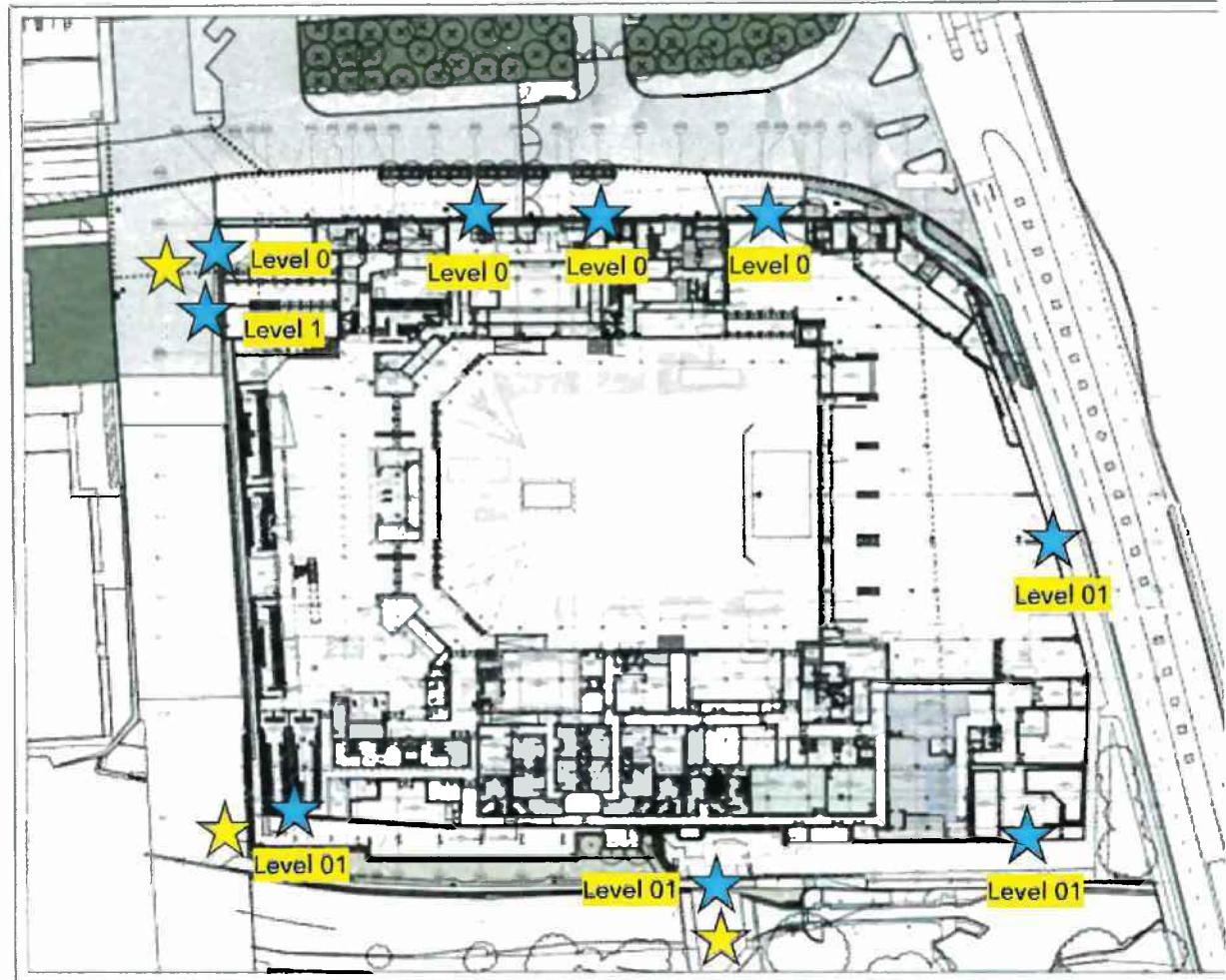
Post midnight the egress will take place from the points on Joe Mercer way

All fans will undergo a managed exit with clear communications about respecting the neighbours.

The egress noise management strategy will include close management of fans, vehicles and transportation.

 Normal egress location

 Post Midnight egress locations



Towards MCFC stadium ↓



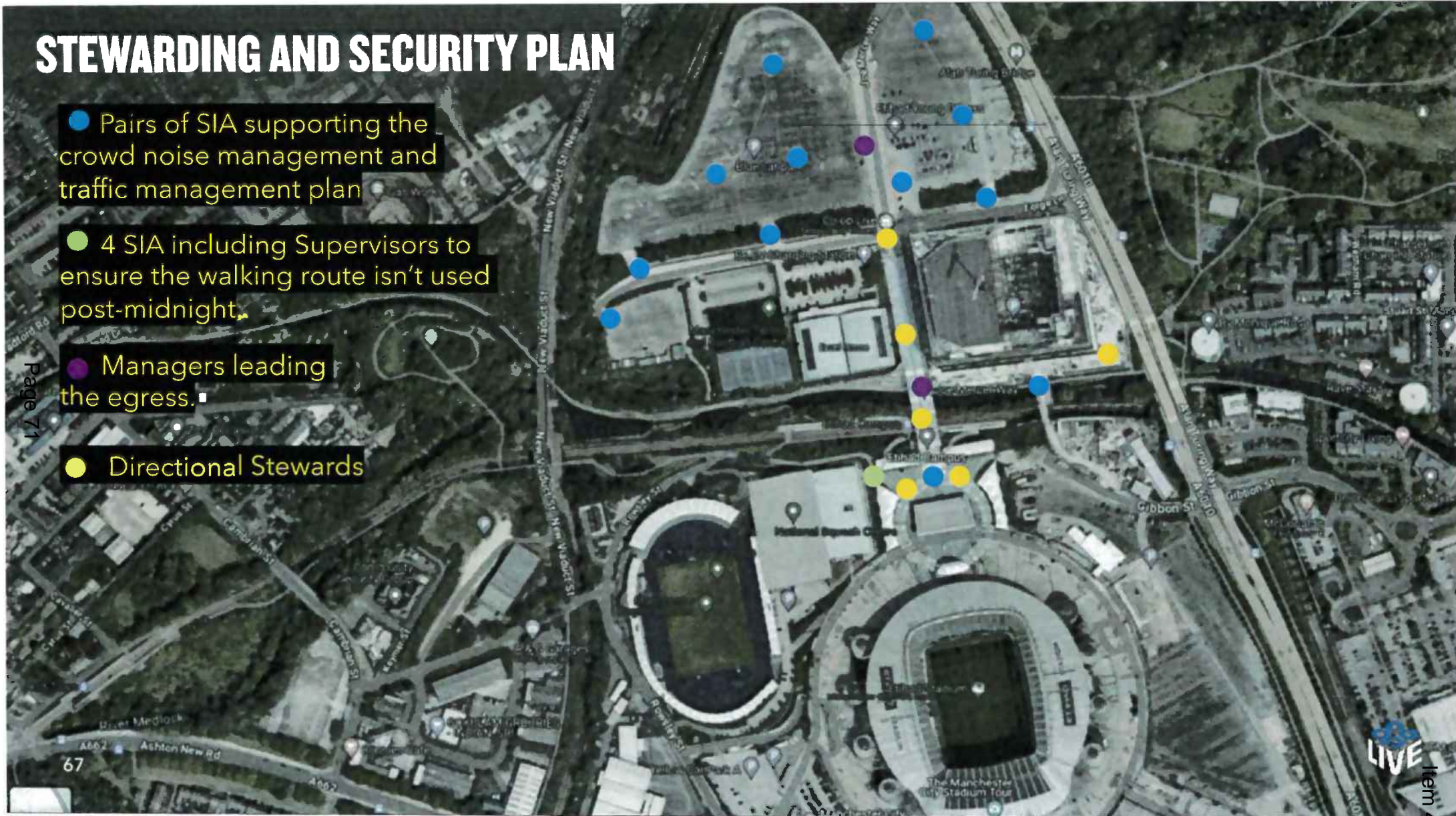
STEWARDING AND SECURITY PLAN

● Pairs of SIA supporting the crowd noise management and traffic management plan

● 4 SIA including Supervisors to ensure the walking route isn't used post-midnight.

● Managers leading the egress.

● Directional Stewards



TRANSPORT MODAL SPLIT OF INGRESS – WORST CASE SCENARIO

Arrival phase based on a 23,500 audience

TRANSPORT MODE	NUMBER OF PEOPLE	NUMBER OF VEHICLES	%
Private Cars using Onsite Car Parks	7,250	3000	31%
Private Cars using Off Site Car Parks	1,777	592	8%
Dropped off via Taxi/Private Hire	1,500	500	6%
Dropped off via Family/Friend	800	-	3%
Motorbike	50	-	0%
Bicycle	200	-	1%
Coach Parties	600	12	3%
Public Bus	500	-	2%
Tram and Walk	3000	-	13%
Other	600	-	3%
Metrolink Tram	7,223	-	31%
Total	23,500		

TRANSPORT MODAL SPLIT OF EGRESS – WORST CASE SCENARIO

Departure phase based on a 23,500 audience

TRANSPORT MODE	NUMBER OF PEOPLE	NUMBER OF VEHICLES	%
Private Cars using Onsite Car Parks	7,250	3000	31%
Private Cars using Off Site Car Parks	1,777	592	8%
Picked up via Taxi/Private Hire	1,500	500	6%
Picked up via Family/Friend	900	-	4%
Motorbike	50	-	0%
Bicycle	200	-	1%
Coach Parties	600	12	3%
Public Bus	200	-	1%
Walk and Train	3200	-	14%
Other	600	-	3%
Metrolink Tram and Shuttle Buses	7,223	-	31%
Total	23,500		

TRANSPORT MODAL SPLIT OF EGRESS EVENT TYPE A – POST MIDNIGHT BREAKDOWN

Departure phase based on up to 6,000 guests remaining in ancillary spaces on **Friday/Saturdays** only.

TRANSPORT MODE	NUMBER OF PEOPLE	NUMBER OF VEHICLES	%
Private Cars using Onsite Car Parks	1,000	333	17%
Private Cars using Off Site Car Parks	400	133	7%
Picked up via Taxi/Private Hire	800	200	13%
Picked up via Family/Friend	470	-	8%
Motorbike	10	-	0%
Bicycle	20	-	0%
Coach Parties	100	2	2%
Public Bus	300	-	5%
Walking Route	-	-	0%
Other	300	-	5%
Metrolink Tram and Shuttle Buses	2,600	-	43%
Total	6,000		

TRANSPORT MODAL SPLIT OF EGRESS EVENT TYPE C – POST MIDNIGHT BREAKDOWN

Departure phase based on up to 6,000 guests remaining in ancillary spaces on **Friday/Saturdays only**.

TRANSPORT MODE	NUMBER OF PEOPLE	NUMBER OF VEHICLES	%
Private Cars using Onsite Car Parks	1,000	333	17%
Private Cars using Off Site Car Parks	400	133	7%
Picked up via Taxi/Private Hire	800	200	13%
Picked up via Family/Friend	470	-	8%
Motorbike	10	-	0%
Bicycle	20	-	0%
Coach Parties	100	2	2%
Public Bus	300	-	0%
Walking Route	-	-	0%
Other	300	-	5%
Metrolink Tram and Shuttle Buses	2,600	-	43%
Total	6,000		

OFF SITE CAR PARKING

Co-op Live is working on solutions for the parking for all modes of operation, particularly when the Etihad Stadium is in operation.

The arena will have a scalable off-site transport strategy dependent on Campus activity to work in conjunction with the Residential Parking scheme and mitigate impact on residents.

This will include the use of park and ride, multi-story and engaging with landowners who currently open 'unofficially'.

The management of these spaces will be tied into the wider transport plans to enable these to work with the wider transport network.

We are currently in discussions with landowners and multi-story car park owners to deliver a solution which compliments the other parts of the transport strategy.

WALKING ROUTE



WALKING ROUTES

Multiple walking routes to connect Manchester to the Etihad campus.

- City Link
- Ashton Canal Tow Path
- Ashton New Road

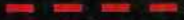
All are integral to the sustainable movement around East Manchester.

The 106 planning conditions, enabled investment to be put into all 3 routes.

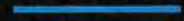
The stakeholders of City Football Group, Manchester City Council, TfGM and Co-op Live have joined forces to create an attractive and modern route on the City Link path.

ETIHAD CAMPUS WALKING ROUTE

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Section 106



The Manchester Way
(from Holt Town)

75 City Link Route is being promoted and the Canal-side route will be stewarded to redirect.



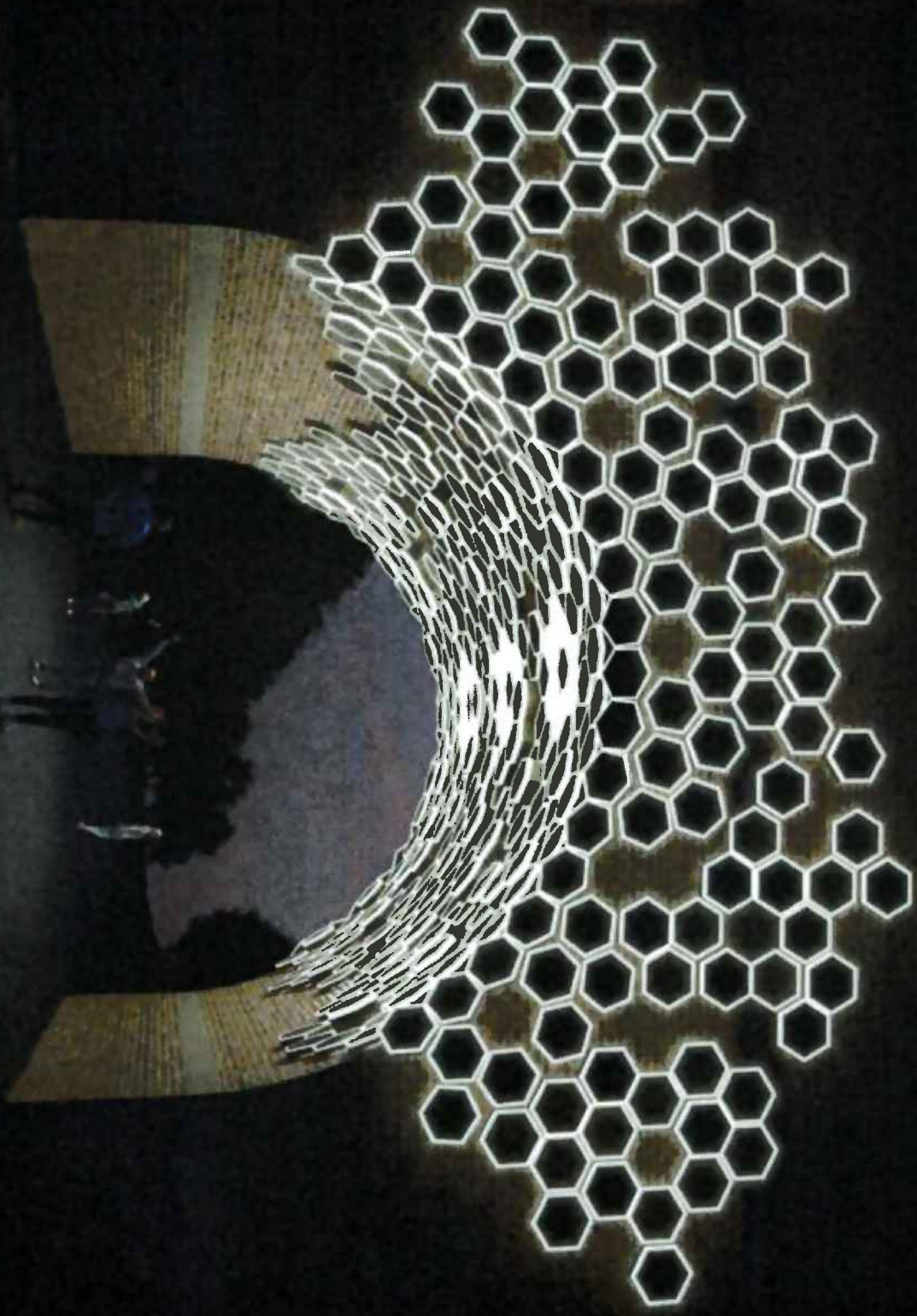
THE MANCHESTER WAY IMPROVED WALKING ROUTE



LIGHT ANTENNA, SOUND AND SKY LIGHT BEAM TO GUIDE FANS



SOUND HIVE AND LIGHTS UNDER ARCH TUNNEL





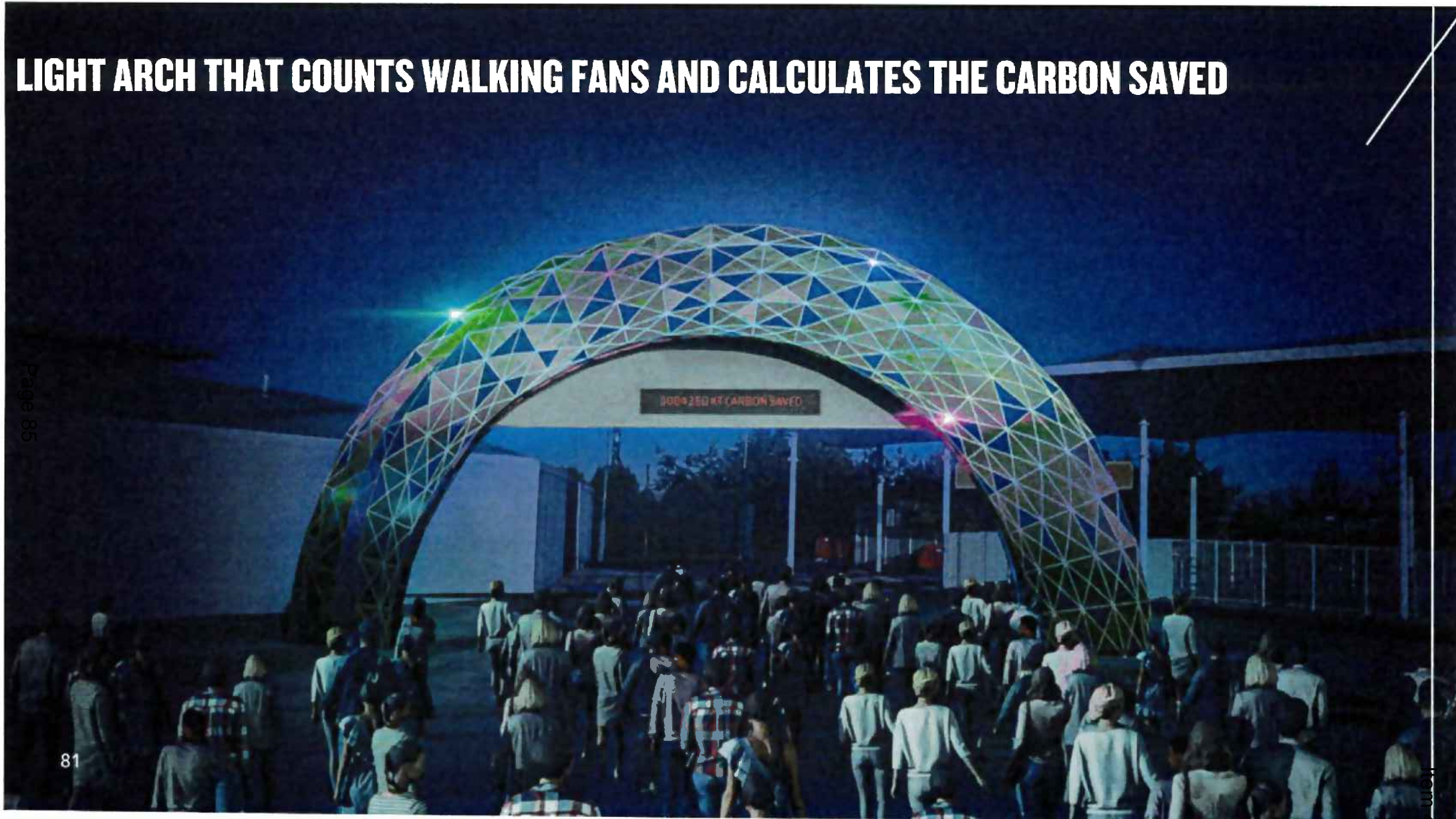
SHADOW PROJECTION THAT DANCES WITH FANS

M PHOTO MOMENT IN FRONT OF CO-OP LIVE EXTERIOR



Page 80

LIGHT ARCH THAT COUNTS WALKING FANS AND CALCULATES THE CARBON SAVED



WALK OF FAME



WALKING ROUTE – SECURITY MANAGEMENT

- Security management of this route is a core focus of both the design and operation.
- Current impact of anti-social behavior on this route is being mitigated in this process.
- CCTV and additional lighting are being placed along the route to enable it to be proactively managed by security and control rooms at the Campus

Overview of security strategy

- Project Servator will incorporate the walking route for the GMP overt and covert deployments from 5th February.
- Project Servator will deploy onto the walking route in duty time for the test events and opening events.
- Behavioural Detection Officers will be deployed on the walking route as part of their event day footprint.
- GMP's Specialist Operations will deploy specialist operations resources to pulse on the walking route as well as the campus on event days. This will include the full range of specialist operations resources- Tactical Aid Unit, Firearms, Dogs, Transport Unit, Roads Policing, Interceptors, mounted.
- Co-op Live will collaborate with the North Manchester District Neighbourhood Team to support Problem Oriented Policing for event and non-event days

WALKING ROUTE – CLEANING AND WASTE MANAGEMENT

Pre-Event

- Maintenance Technician to complete Pre event readiness checks (strong emphasis on safety)
- Dedicated team to manage litter / cleaning / waste management
- Logistical operation to distribute bins, complete winter gritting (when deemed necessary) prior to first use of the route.

During Event

- Maintenance Technician to reactively support during walking route operational hours
- Dedicated team to manage litter / cleaning / waste management
- Waste to be moved to Etihad Campus waste compound, during Arena event

Post Event

- Final waste movement to take place after midnight - alongside the already planned arena waste management operation
- Overnight deep clean by hand and without the use of machinery or any equipment which would cause disturbance
- Any Maintenance faults / issues to be logged via CAFM system and actioned the following day by the Arena FM Team

Non-Event day

- Maintenance Technician to complete necessary Planned Maintenance tasks and checks via a planned and distributed calendar.
- Daily Cleanliness / safety checks to be complete by Arena FM Team - logged and actioned as necessary

METRO & SHUTTLE BUS PLAN

Currently detailed work is ongoing with TfGM to deliver a baseline solution for 35% of fans from any event at the arena. We are working towards supplementing the current Metro plan with a shuttle bus service.

Metro timetable:

	ASHTON	CITY CENTRE
Sunday - Thursday	23:47	00:10
Friday - Saturday	00:47	01:38

Shuttle Bus Plan:





ALCOHOL SALES

ALCOHOL MANAGEMENT – DELIVERED BY RHUBARB

Co-op Live will hold the licence and the Assistant General Manager/Operations Director will be the DPS. There will be nominated deputies to the DPS who will all hold premises licences.

Rhubarb will be responsible for the delivery of the alcohol service across the arena.

The team will have personnel licence holders in key manager and supervisory positions.

Co-op Live, OVG and Rhubarb have agreed on operational framework on the service delivery of alcohol and its management including self-service, drink limits, ID checks and alcohol incident logs.

The Rhubarb team will undergo extensive training ahead of opening both in person and on the learning management system. Training will be repeated annually and will be audited by Co-op Live, and an induction will be given to every new recruit.

Key training topics include:

Challenge 25

Safeguarding

Spiking

Anti-proxy measures

Legal responsibilities

Intoxication and sale refusal

ID Checks



NOISE MANAGEMENT

NOISE MANAGEMENT

Noise management is a key component to the egress strategy.

We have engaged with Industry experts Vanguardia to create a comprehensive noise management plan.

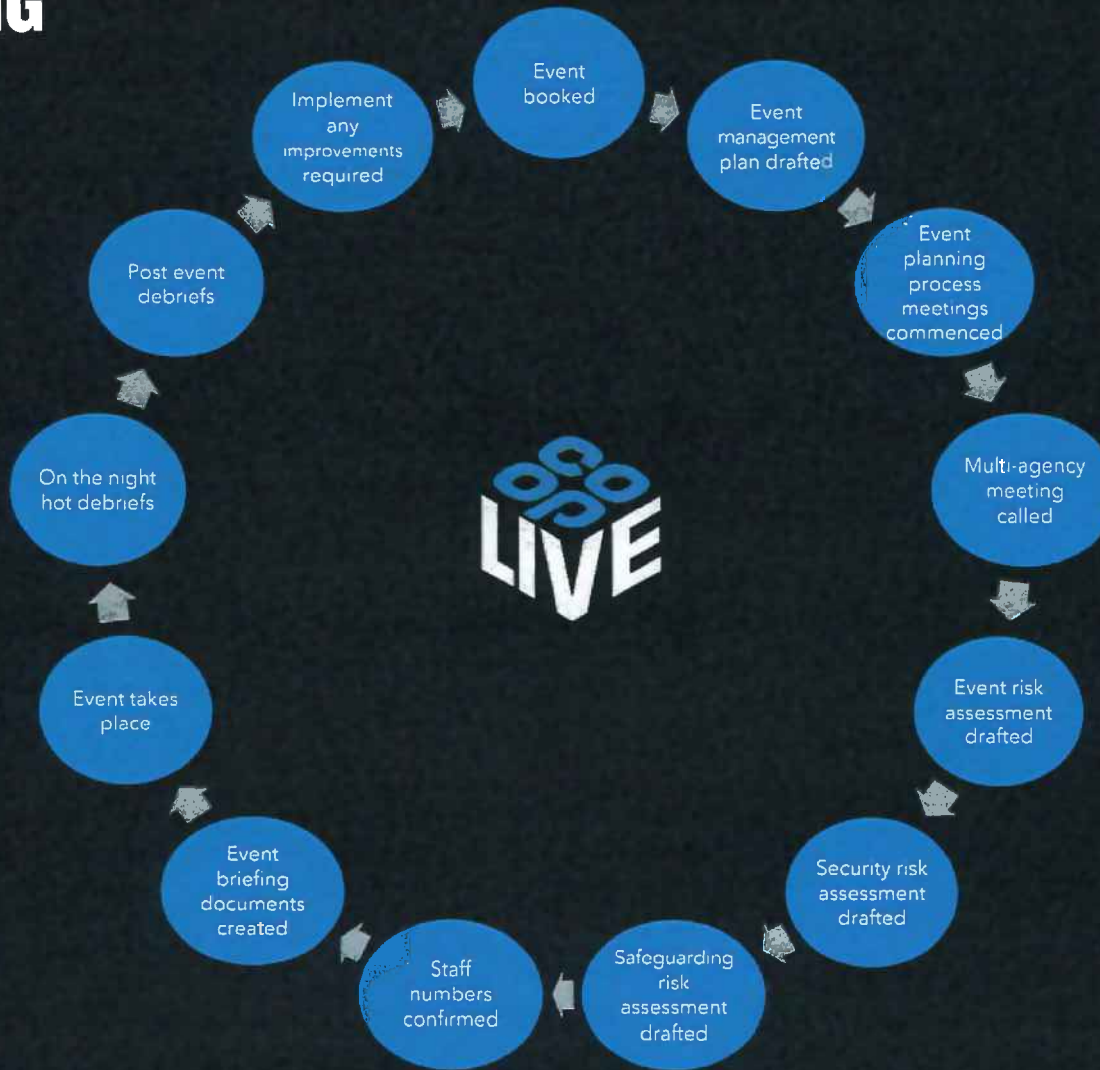
Main components of this strategy are:

- Close management of egress with steward and security deployed to directly manage this
- Clear complaints line to enable the arena to be contacted directly
- Training on the noise management framework pre-opening.
- Briefing documents issued to production teams on management of post-show service yard noise
- Stagger ingress and egress of fans
- Communication to fans and staff regarding noise levels on leaving the venue.



EVENT PLANNING

EVENT PLANNING





RISK MANAGEMENT

EVENT OPERATIONS

In this scenario, as part of the event planning process an internal production meeting would be held and a Duty GOLD would be on site

CATEGORY A
Full arena / TV broadcast
Very high risk

CATEGORY B
Full arena
medium/high risk

CATEGORY C
Lower bowl
medium risk

CATEGORY D
Non-bowl event
low risk

In this scenario, EMPs would be distributed. This may be a small event in the Co-op Backstage Club. It is not anticipated a Duty GOLD would be required on site.

ETIHAD CAMPUS – MODAL STRUCTURE

Mode & Description	1	2	3	4	5	6	7
	No Event	1 -2 Small Events (eg. MCC + an Event in the Common Parts)	1 Major Event (eg. Arena or Stadium)	1 Major + 1 Small Event (concurrent)	2 Major Events (Stadium + Arena) 3hr+ Gap*	2 Major Events (Stadium + Arena Overlap)	2 Major Events (Stadium + Arena) + Small Event

PROPOSED ETIHAD CAMPUS STAKEHOLDER PLANNING MEETING AGENDA

1. Attendance

2. Terms of Reference

3. Notes of previous meeting

4. Debrief of completed events in last reporting period

1. Review of Incident Logs

5. Upcoming Events

1. Manchester City Football Club Matches Risk Rated and other notable activity
2. Coop Live events, attendance, audience profile, queuing/early attendance
3. GLL events recorded on Event Data Sheets
4. Campus - events on the public realm. Included for consideration:
 1. Mode
 2. Safety and Security Risk Assessment
 3. Safeguarding concerns
 4. Counter Terrorism and intelligence on known protests
 5. Carparking and Campus access

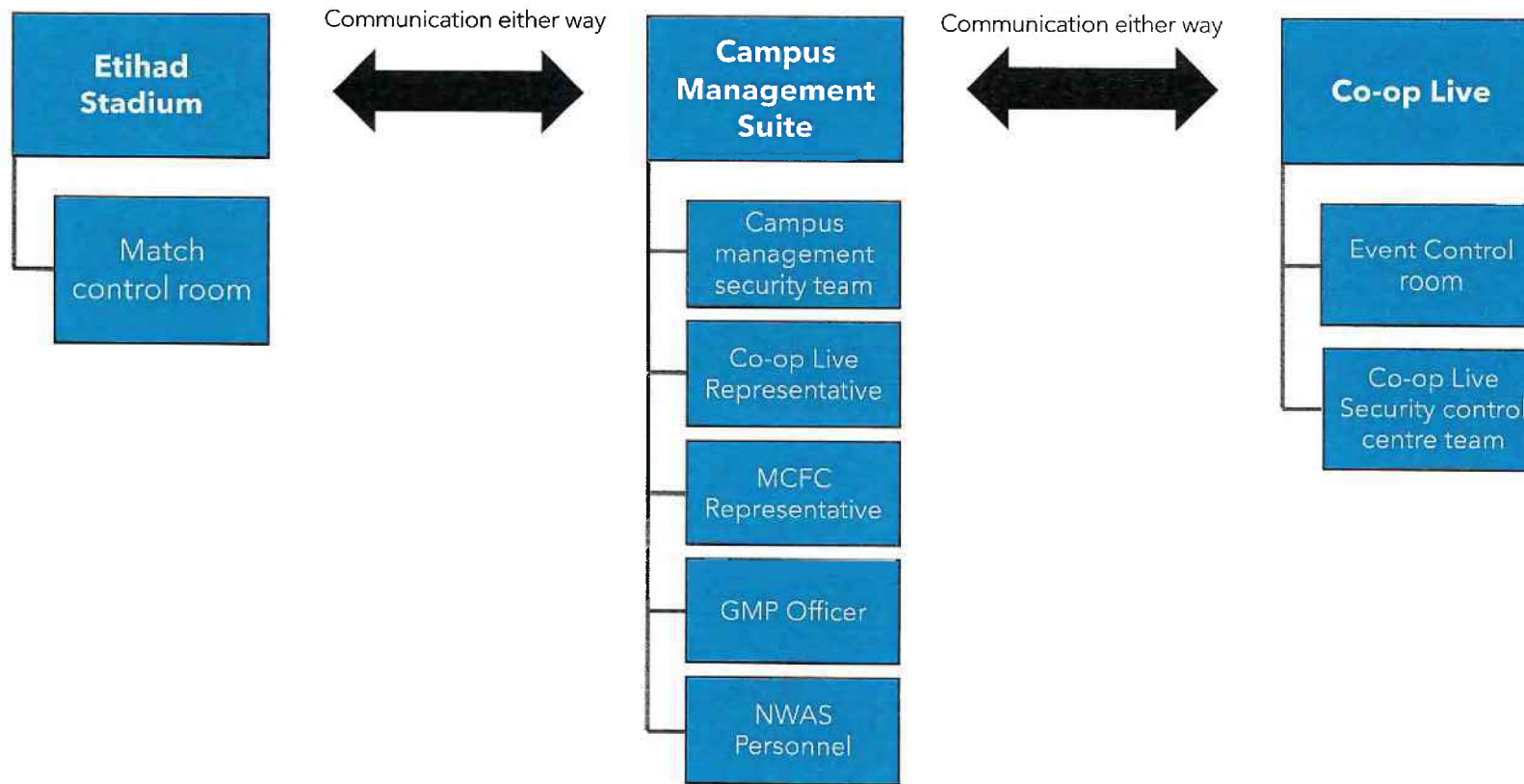
5. Joint operability and agreed arrangements for identified event days. Changes to standard operation including:

1. Security personnel and enhanced resources
2. Stewarding
3. Additional event infrastructure
4. Safeguarding

6. Overview of Upcoming Six Weeks

7. Any Other Business

GOINCIDENTAL EVENTS AT CO-OP LIVE AND MCFC COMMUNICATION STRUCTURE



ETIHAD CAMPUS

The campus and management of its space is a critical part of the operational delivery of any event in venues on the site.

Co-op Live has been working with stakeholders including City Football Group and Manchester City Council as to how coincidental events will be run. This has included detail work on emergency procedures, crisis communications and contingency planning.

The new control room at the Tennis centre will be a critical part of this operation when both Manchester City Football Club and Co-op Live are in operation on the same day.

The Safety officer and team within this Campus Control Room will oversee the management of the 'grey space' and work with both the MCFC Safety Officer and Co-op Live's Duty Venue Manager in modes 5-7.



THANK YOU

APPENDIX I - TERMINOLOGY

Bowl Event

An event which happens within the arena seating bowl with no minimum attendance

Non Bowl Event

Activities which happens within any of the ancillary spaces in the arena including hospitality lounges, outside of the arena bowl, with no minimum attendance.

GA

General Admission ticket holder

Premium

Hospitality spaces (Lounges, Suites)

The Podium

Outside terraced space which will be used for bowl event days for crowd ingress and egress. It is also designed for community and other uses on non-bowl event days.



Application for a premises licence to be granted under the Licensing Act 2003

Please read the following instructions first

Before completing this form please read the guidance notes at the end of the form. If you are completing this form by hand please write legibly in block capitals. In all cases ensure that your answers are inside the boxes and written in black ink. Use additional sheets if necessary.

You may wish to keep a copy of the completed form for your records.

I/We Eastlands Arena Limited

(Insert name(s) of applicant)

apply for a premises licence under section 17 of the Licensing Act 2003 for the premises described in Part 1 below (the premises) and I/we are making this application to you as the relevant licensing authority in accordance with section 12 of the Licensing Act 2003

Part 1 – Premises details

Postal address of premises or, if none, ordnance survey map reference or description			
Co-op Live Etihad Campus Manchester (as delineated on the site licensing plan submitted with the application)			
Post town	Manchester	Postcode	M11 3DU

Telephone number at premises (if any)	
Non-domestic rateable value of premises	£0

Part 2 - Applicant details

Please state whether you are applying for a premises licence as **Please tick as appropriate**

a)	an individual or individuals *		please complete section (A)
b)	a person other than an individual *		
	i	as a limited company/limited liability partnership	<input checked="" type="checkbox"/> please complete section (B)
	ii	as a partnership (other than limited liability)	please complete section (B)
	iii	as an unincorporated association or	please complete section (B)
	iv	other (for example a statutory corporation)	please complete section (B)

c)	a recognised club		please complete section (B)
d)	a charity		please complete section (B)
e)	the proprietor of an educational establishment		please complete section (B)
f)	a health service body		please complete section (B)
g)	a person who is registered under Part 2 of the Care Standards Act 2000 (c14) in respect of an independent hospital in Wales		please complete section (B)
ga)	a person who is registered under Chapter 2 of Part 1 of the Health and Social Care Act 2008 (within the meaning of that Part) in an independent hospital in England		please complete section (B)
h)	the chief officer of police of a police force in England and Wales		please complete section (B)

* If you are applying as a person described in (a) or (b) please confirm (by ticking yes to one box below):

- I am carrying on or proposing to carry on a business which involves the use of the premises for licensable activities; or
- I am making the application pursuant to a
- statutory function or
- a function discharged by virtue of Her Majesty's prerogative

(A) individual applicants (fill in as applicable)

Mr	Mrs	Miss	Ms	Other Title (for example, Rev)	
Surname			First names		
Date of birth		I am 18 years old or over		Please tick yes	
Nationality					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service (please see note 15 for information)					

--

Second individual applicant (if applicable)

Mr	Mrs	Miss	Ms	Other Title (for example, Rev)	
Surname			First names		
Date of birth or over		I am 18 years old		Please tick yes	
Nationality					
Current residential address if different from premises address					
Post town				Postcode	
Daytime contact telephone number					
E-mail address (optional)					
Where applicable (if demonstrating a right to work via the Home Office online right to work checking service), the 'share code' provided to the applicant by that service: (please see note 15 for information)					

(B) Other applicants

Please provide name and registered address of applicant in full. Where appropriate please give any registered number. In the case of a partnership or other joint venture (other than a body corporate), please give the name and address of each party concerned.

Name: Eastlands Arena Limited
Address 55 New Bond Street London W1S 1DG

Registered number (where applicable) 13159367
Description of applicant (for example, partnership, company, unincorporated association etc.) Company
Telephone number (if any)
E-mail address (optional) [REDACTED]

Part 3 Operating Schedule

When do you want the premises licence to start?

DD	MM	YYYY
0 1	0 4	2 0 2 4

If you wish the licence to be valid only for a limited period, when do you want it to end?

DD	MM	YYYY

Please give a general description of the premises (please read guidance note 1) Co-Op Live (the "Premises") as shown on the site licensing plan submitted with this application and in illustrative plans showing each level, is a purpose-built, multi-use arena, situated in the wider Etihad Campus. The premises will comprise 5 internal multi-use levels (with an Auditorium Bowl) and an external "Podium" – an illustrative Schedule of the planned licensable activities in the different areas is provided in support (but is not set in stone). See the Precis; draft Licence Conditions and Schedule supporting the application. The draft Conditions may be changed following further input from the Responsible Authorities and/or through the consultation process.

*Note that although the maximum capacity of the proposed 'Premises' is over 5000 (the maximum audience capacity of the Auditorium Bowl will be 23,500), the Premises are purpose-built and are therefore exempt from additional fees.

If 5,000 or more people are expected to attend the premises at any one time, please state the number expected to attend.

23500*

What licensable activities do you intend to carry on from the premises?

(please see sections 1 and 14 and Schedules 1 and 2 to the Licensing Act 2003)

Provision of regulated entertainment (please read guidance note 2)	Please tick all that apply
a) plays (if ticking yes, fill in box A)	<input checked="" type="checkbox"/>
b) films (if ticking yes, fill in box B)	<input checked="" type="checkbox"/>
c) indoor sporting events (if ticking yes, fill in box C)	<input checked="" type="checkbox"/>

d)	boxing or wrestling entertainment (if ticking yes, fill in box D)	<input checked="" type="checkbox"/>
e)	live music (if ticking yes, fill in box E)	<input checked="" type="checkbox"/>
f)	recorded music (if ticking yes, fill in box F)	<input checked="" type="checkbox"/>
g)	performances of dance (if ticking yes, fill in box G)	<input checked="" type="checkbox"/>
h)	anything of a similar description to that falling within (e), (f) or (g) (if ticking yes, fill in box H)	<input checked="" type="checkbox"/>

<u>Provision of late night refreshment</u> (if ticking yes, fill in box I)	<input checked="" type="checkbox"/>
<u>Supply of alcohol</u> (if ticking yes, fill in box J)	<input checked="" type="checkbox"/>

Opening Explanatory Notes:

1. *Proposed Licensing Hours*

Standard Hours:

In relation to all of the sections below (A to K) – two sets of 'start' and 'finish' hours are given.

The top row (generally 10:00 to 04:00) **relates to Co-op Live Events** which are defined in the draft Conditions but essentially refer to standard hours for the large scale Events in the Auditorium Bowl (involving an audience of 10,000 or more).

The bottom row (generally 10:00 to 10:00) relates **non-Co-op Live Events** i.e. to licensable activities in other non-bowl areas of the Premises (and/or where licensable activities are inside the bowl but the audience/visitors in the bowl are expected to be under 10,000).

Extended (Non-Standard Hours):

On a limited number of occasions per annum i.e. 12 occasions - to allow for maximum flexibility (for example for international events) - 'Extended Hours' are sought which will allow the Premises to trade until (a maximum of) 10:00 so for 24 hours.

Please note that the above hours (and those set out below) set out the **maximum** position. In practice, the 'start' and 'finish' times of licensable activities will depend on the nature of the Co-op Live Event (or other non-bowl licensable activities); management considerations and/or compliance with bespoke Licence Conditions. Please see the draft conditions for further information. Regulated Entertainment in the external Podium will finish at the latest at 22:30 – see further below and draft Conditions.

2. *Licensable Activities*

The 'Premises' is a multi-use venue with different activities (both licensable and non-licensable) taking place in this state-of-the-art Arena.

The Applicant has provided the Licensing Authority with a Schedule of Planned Licensable Activities to supplement the illustrative level plans, in order to provide a clear indication as to what licensable activities are likely to take place in the different areas of the Premises. The details in this Schedule are not set in stone as the operation must remain flexible to meet ongoing customer expectations and/or to fit with good operational practices. More information is given in the Precis and the draft Conditions.

The Responsible Authorities will also have access to the Premises' Venue Operations Manual – this document is **strictly confidential to those Authorities for safety and security reasons**; members of the public may inspect the 'Index' pages only by contacting the Licensing Authority.

A

Plays Standard days and timings (please read guidance note 7)			Will the performance of a play take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
Day	Start	Finish		Outdoors	
				Both	✓
Mon	10:00	04:00	Please give further details here (please read guidance note 4)		
	10:00	10:00*			
Tue	10:00	04:00	Please see Opening Explanatory Notes above. This licensable activity may take place in the Auditorium Bowl and/or other areas of the proposed Premises.		
	10:00	10:00*			
Wed	10:00	04:00	Standard Hours for Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes for wider explanation.		
	10:00	10:00*			
Thur	10:00	04:00	Standard Hours are subject to management discretion and control, and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30.		
	10:00	10:00*			
Fri	10:00	04:00	<u>Non-standard timings.</u> On a maximum of 12 occasions per annum, at Co-Op Live Events, 'Extended Hours' will be authorised (see Opening Explanatory Note) permitting 24-hour operation subject to compliance with conditions and management controls.		
	10:00	10:00*			
Sat	10:00	04:00			
	10:00	10:00*			
Sun	10:00	04:00			
	10:00	10:00*			

B

Films Standard days and timings (please read guidance note 7)			Will the exhibition of films take place <u>indoors or outdoors or both</u> – please tick (please read guidance note 3)	Indoors	
Day	Start	Finish		Outdoors	
				Both	✓
Mon	10:00	04:00	<p>Please give further details here (please read guidance note 4)</p> <p>Please see Opening Explanatory Notes above section 'A'. This licensable activity may take place in the Auditorium Bowl and/or other areas of the proposed Premises.</p> <p>Standard Hours: for Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes for wider explanation.</p> <p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30.</p> <p>Non Standard timings.</p> <p>On a maximum of 12 occasions per annum, at Co-Op Live Events, 'Extended Hours' will be authorised (see Opening Explanatory Note) permitting 24-hour operation subject to compliance with conditions and management controls.</p>		
		10:00		10:00*	
Tue	10:00	04:00			
		10:00		10:00*	
Wed	10:00	04:00			
		10:00		10:00*	
Thur	10:00	04:00			
		10:00		10:00*	
Fri	10:00	04:00			
		10:00		10:00*	
Sat	10:00	04:00			
		10:00		10:00*	
Sun	10:00	04:00			
		10:00		10:00*	

C

Indoor sporting events Standard days and timings (please read guidance note 7)		
Day	Start	Finish
Mon	10:00	04:00
	10:00	10:00*
Tue	10:00	04:00
	10:00	10:00*
Wed	10:00	04:00
	10:00	10:00*
Thur	10:00	04:00
	10:00	10:00*
Fri	10:00	04:00
	10:00	10:00*
Sat	10:00	04:00
	10:00	10:00*
Sun	10:00	04:00
	10:00	10:00*

Please see Opening Explanatory Notes above section 'A'. This licensable activity may take place in the Auditorium Bowl and/or other appropriate areas of the proposed Premises.

Standard Hours: for Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes for wider explanation.

Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable.

Non Standard timings.
On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00) (i.e. 24-hour operation) subject to compliance with conditions and management controls.

D

Boxing or wrestling entertainments Standard days and timings (please read guidance note 7)			Will the boxing or wrestling entertainment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	<input checked="" type="checkbox"/>
				Outdoors	<input type="checkbox"/>
				Both	<input type="checkbox"/>
Day	Start	Finish	<u>Please give further details here</u> This licensable activity in terms of a live Boxing or Wrestling match or competition with an audience (as distinct from an audience watching a film of Boxing/Wrestling) will only take place inside the Auditorium Bowl or within the Co-op Backstage Club.		
Mon	10:00	04:00			
	10:00	10:00*			
Tue	10:00	04:00			
	10:00	10:00*			
Wed	10:00	04:00			
	10:00	10:00*			
Thur	10:00	04:00			
	10:00	10:00*			
Fri	10:00	04:00			
	10:00	10:00*			
Sat	10:00	04:00			
	10:00	10:00*			
Sun	10:00	04:00			
	10:00	10:00*			

E

Live music Standard days and timings (please read guidance note 7)			Will the performance of live music <u>take place indoors or outdoors or both – please tick</u> (please read guidance note 3)	Indoors			
Day	Start	Finish		Outdoors			
				Both	✓		
Mon	10:00	04:00	Music Concerts and other activities involving live music will take place in the Auditorium Bowl and in other parts of the Premises (as appropriate). There may also be live music in the external Podium. See the Opening Explanatory Notes (and Schedule of Planned Licensable Activities accompanying the illustrative level plans).				
	10:00	10:00*					
Tue	10:00	04:00					
	10:00	10:00*					
Wed	10:00	04:00		<p>Standard Hours: For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.</p> <p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30</p>			
	10:00	10:00*					
Thur	10:00	04:00					
	10:00	10:00*					
Fri	10:00	04:00			<p>Non Standard timings.</p> <p>On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00) (i.e. 24-hour operation) subject to compliance with conditions and management controls.</p>		
	10:00	10:00*					
Sat	10:00	04:00					
	10:00	10:00*					
Sun	10:00	04:00					
	10:00	10:00*					

F

Recorded music Standard days and timings (please read guidance note 7)			Will the playing of recorded music take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors	
Day	Start	Finish		Outdoors	
				Both	✓
Mon	10:00	04:00	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> Recorded music will take place in the Auditorium Bowl and in other parts of the Premises (including on the Podium). See the Opening Explanatory Notes (and Schedule of Planned Licensable Activities accompanying the illustrative level plans. </div> <p>Standard Hours: For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.</p> <p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30</p> <p>Non Standard timings. On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00) (i.e. 24 hour operation) subject to compliance with conditions and management controls.</p>		
		10:00		10:00*	
Tue	10:00	04:00			
	10:00	10:00*			
Wed	10:00	04:00			
	10:00	10:00*			
Thur	10:00	04:00			
	10:00	10:00*			
Fri	10:00	04:00			
	10:00	10:00*			
Sat	10:00	04:00			
	10:00	10:00*			
Sun	10:00	04:00			
	10:00	10:00*			

G

Performances of dance Standard days and timings (please read guidance note 7)			Will the performance of dance take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors					
Day	Start	Finish		Outdoors					
				Both		✓			
Mon	10:00	04:00	Please give further details here (please read guidance note 4)	Performances of dance will take place in the Auditorium Bowl and in other (appropriate) areas of the Premises. They may also take place (in suitable locations) on the external Podium.					
	10:00	10:00*							
Tue	10:00	04:00							
	10:00	10:00*							
Wed	10:00	04:00	Standard Hours: For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.			Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30.			
	10:00	10:00*							
Thur	10:00	04:00							
	10:00	10:00*							
Fri	10:00	04:00	Non Standard timings. On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00 (i.e. 24 hour operation) subject to compliance with conditions and management controls.						
	10:00	10:00*							
Sat	10:00	04:00							
	10:00	10:00*							
Sun	10:00	04:00							
	10:00	10:00*							

H

<p>Anything of a similar description to that falling within (e), (f) or (g) Standard days and timings (please read guidance note 7)</p>			<p>Please give a description of the type of entertainment you will be providing:</p> <p>The Premises is a large multi-use entertainment and sports venue. Other activities may include (but are not limited to) comedy nights; ice-skating; filming activities; exhibitions; trade fairs; community-focused events; hospitality and corporate functions etc....</p>		
Day	Start	Finish	<p>Will this entertainment take place indoors or outdoors or both – please tick (please read guidance note 3)</p>	Indoors	
Mon	10:00	04:00		Outdoors	
	10:00	10:00*		Both	<input checked="" type="checkbox"/>
Tue	10:00	04:00	<p>Please give further details here (please read guidance note 4)</p>		
	10:00	10:00*	<p>Please see Opening Explanatory Note above (and the Schedule of Planned Licensable Activities accompanying the illustrative level plans).</p>		
Wed	10:00	04:00			
	10:00	10:00*			
Thur	10:00	04:00	<p>Standard Hours: For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.</p>		
	10:00	10:00*	<p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable. Note: Where the activity is in the Podium, the max 'finish' time will be 22:30.</p>		
Fri	10:00	04:00			
	10:00	10:00*			
Sat	10:00	04:00	<p>Non Standard timings. On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00) (i.e. 24-hour operation) subject to compliance with conditions and management controls.</p>		
	10:00	10:00*			
Sun	10:00	04:00			
	10:00	10:00*			

I

Late night refreshment Standard days and timings (please read guidance note 7)			Will the provision of late night refreshment take place indoors or outdoors or both – please tick (please read guidance note 3)	Indoors							
				Outdoors							
Day	Start	Finish		Both	<input checked="" type="checkbox"/>						
Mon	23:00	04:30	<div style="border: 1px solid black; padding: 5px;"> <p><u>Please give further details here</u></p> <p>Hot food and beverages may be available between the hours to the left to add to the experience of guests at the Premises. Late night refreshment will only be sold for consumption on the Premises.</p> </div>								
	23:00	05:00									
Tue	23:00	04:30									
	23:00	05:00									
Wed	23:00	04:30				<p><u>Standard Hours:</u> For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.</p> <p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable.</p>					
	23:00	05:00									
Thur	23:00	04:30									
	23:00	05:00									
Fri	23:00	04:30							<p><u>Non Standard timings.</u></p>		
	23:00	05:00									
Sat	23:00	04:30									
	23:00	05:00									
Sun	23:00	04:30									
	23:00	05:00									

J

Supply of alcohol Standard days and timings (please read guidance note 7)			Will the supply of alcohol be for consumption – please tick (please read guidance note 8)	On the premises	
				Off the premises	
				Both	<input checked="" type="checkbox"/>
Day	Start	Finish	State any seasonal variations for the supply of alcohol (please read guidance note 5)		
Mon	10:00	04:00	<p>Alcohol beverages will generally be sold by retail for consumption on the Premises. There may be occasions when off sales apply – for example at a trade fair when customers purchase alcohol in sealed containers for consumption at home – see draft conditions by way of further explanation.</p> <p>Standard Hours: For Co-op Live (Auditorium Bowl) Events: As per top row hours indicated to the left. *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.</p> <p>Standard Hours are subject to management discretion and control and Licence Conditions (including Appendix 1 Procedures) as applicable.</p> <p>Non Standard timings. On a maximum of 12 occasions per annum, at Co-Op Live Events, this licensable activity will be permitted to terminate at 10:00 instead of 04:00 (i.e. 24-hour operation) subject to compliance with conditions and management controls.</p>		
		10:00			
Tue	10:00	04:00			
	10:00	10:00*			
Wed	10:00	04:00			
	10:00	10:00*			
Thur	10:00	04:00			
	10:00	10:00*			
Fri	10:00	04:00			
	10:00	10:00*			
Sat	10:00	04:00			
	10:00	10:00*			
Sun	10:00	04:00			
	10:00	10:00*			

State the name and details of the individual whom you wish to specify on the licence as designated premises supervisor (Please see declaration about the entitlement to work in the checklist at the end of the form):

Name	Ms Sarah Roberts
Date of birth	

Address c/o Co-op Live, 301 Alan Turing Way, Manchester M11 2AZ	
Postcode	M11 2AZ
Personal licence number (if known)	
Issuing licensing authority (if known)	

K

Please highlight any adult entertainment or services, activities, other entertainment or matters ancillary to the use of the premises that may give rise to concern in respect of children (please read guidance note 9).

N/A

L

Hours premises are open to the public Standard days and timings (please read guidance note 7)			Standard Hours of Opening to the Public The hours to the left (upper row) relate to the maximum standard opening hours at Co-Op Live Events. The start and finish times will in practice depend on the nature of the Event; management considerations and/or compliance with Licence Conditions (see draft conditions). *Non-Co-Op Live Events are set out in the bottom row to the left. See Opening Explanatory Notes (above section A) for wider explanation.
Day	Start	Finish	
Mon	10:00	05:00	
	10:00	10:00 *	
Tue	10:00	05:00	
	10:00	10:00 *	
Wed	10:00	05:00	

	10:00	10:00 *	Non-Standard Opening Hours: On a maximum of 12 occasions per annum, at Co-Op Live Events, the Premises will be permitted to open for 24 hours subject to compliance with conditions and management controls.
Thur	10:00	05:00	
	10:00	10:00*	
Fri	10:00	05:00	
	10:00	10:00 *	
Sat	10:00	05:00	
	10:00	10:00 *	
Sun	10:00	05:00	
	10:00	10:00 *	

M

Describe the steps you intend to take to promote the four licensing objectives:

a) General – all four licensing objectives (b, c, d and e) (please read guidance note 10)

The following applies to all four Licensing Objectives so to sections (a) to (d) below.

The Applicant has considered the promotion of all four Licensing Objectives and has volunteered specific (draft) Licence Conditions to support this application and to promote the Licensing Objectives. These draft Conditions have been prepared following consultation with, and input from, the Responsible Authorities and after consideration of (amongst other matters) the Licensing Authority's Statement of Licensing Policy; the Revised Guidance to the Licensing Act 2003; the Licensing Act and various other Guidance documents including the Green Guide.

b) The prevention of crime and disorder

The draft Conditions are detailed and provide for:

General Conditions (relevant to all four Licensing Objectives) and applicable on all occasions that Licensable Activities will be conducted at the Premises and

Additional Conditions – applicable at all "Co-Op Live Events", (including **Appendix 1 Procedures**) – The latter are the fundamental operational and planning procedures in the Venue Operations Manual that will be incorporated into the Licence and will be enforceable as licence conditions. These include policies and procedures (which are strictly confidential) relating to Event Safety; Contingency Planning; Event Management Planning (including Risk Assessment); Security and Counterterrorism planning and procedures (including CCTV); and Alcohol Management/Responsible Sale of Alcohol procedures (such as Challenge 25 application; training of staff etc).

c) Public safety

See the information above; the draft Conditions and the information provided in the Precip.

The Responsible Authorities will be provided with access to a full Venue Operations Manual containing policies and procedures relating to all of the subjects covered in its 'Contents' pages. Only the 'Contents' pages are available to the public, to give a flavour of the extent of the Manual. The **actual contents of the Manual (including the Appendix 1 Procedures) must remain strictly confidential** to the venue and the Responsible Authorities (and/or to those specifically authorised by EAL) for safety and security, and commercially sensitive reasons, and are thus not available to the public.

d) The prevention of public nuisance

Please see above and the draft condition relating to the approval of a Noise Management Plan by Environmental Health prior to the opening of Co-op Live Events in the Premises.

e) The protection of children from harm

Please see draft conditions and the information set out above.

Checklist:

Please tick to indicate agreement

• I have made or enclosed payment of the fee.	✓
• I have enclosed the plan of the premises.	✓
• I have sent copies of this application and the plan to responsible authorities and others where applicable.	✓
• I have enclosed the consent form completed by the individual I wish to be designated premises supervisor, if applicable.	✓
• I understand that I must now advertise my application.	✓
• I understand that if I do not comply with the above requirements my application will be rejected.	✓ ✓
• [Applicable to all individual applicants, including those in a partnership which is not a limited liability partnership, but not companies or limited liability	

	partnerships] I have included documents demonstrating my entitlement to work in the United Kingdom or my share code issued by the Home Office online right to work checking service (please read note 15).	
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It is an offence, under Section 158 of the Licensing Act 2003, to make a false statement in or in connection with this application. Those who make a false statement may be liable on summary conviction to a fine of any amount.

It is an offence under Section 24b of the Immigration Act 1971 for a person to work when they know, or have reasonable cause to believe, that they are disqualified from doing so by reason of their immigration status. Those who employ an adult without leave or who is subject to conditions as to employment will be liable to a civil penalty under section 15 of the Immigration, Asylum and Nationality Act 2006 and pursuant to Section 21 of the same act, will be committing an offence where they do so in the knowledge, or with reasonable cause to believe, that the employee is disqualified.

Part 4 – Signatures (please read guidance note 11)

Signature of applicant or applicant’s solicitor or other duly authorised agent (see guidance note 12). **If signing on behalf of the applicant, please state in what capacity.**

Declaration	<ul style="list-style-type: none"> [Applicable to individual applicants only, including those in a partnership which is not a limited liability partnership] I understand I am not entitled to be issued with a licence if I do not have the entitlement to live and work in the UK (or if I am subject to a condition preventing me from doing work relating to the carrying on of a licensable activity) and that my licence will become invalid if I cease to be entitled to live and work in the UK (please read guidance note 15). The DPS named in this application form is entitled to work in the UK (and is not subject to conditions preventing him or her from doing work relating to a licensable activity) and I have seen a copy of his or her proof of entitlement to work, or have conducted an online right to work check using the Home Office online right to work checking service which confirmed their right to work (please see note 15)
Signature	
Date	
Capacity	

For joint applications, signature of 2nd applicant or 2nd applicant’s solicitor or other authorised agent (please read guidance note 13). **If signing on behalf of the applicant, please state in what capacity.**

Signature	
-----------	--

Date	
Capacity	

Contact name (where not previously given) and postal address for correspondence associated with this application (please read guidance note 14)			
[REDACTED]			
Post town	Reading	Postcode	[REDACTED]
Telephone number (if any)	[REDACTED]		
If you would prefer us to correspond with you by e-mail, your e-mail address (optional)			
[REDACTED]			

Notes for Guidance

1. Describe the premises, for example the type of premises, its general situation and layout and any other information which could be relevant to the licensing objectives. Where your application includes off-supplies of alcohol and you intend to provide a place for consumption of these off-supplies, you must include a description of where the place will be and its proximity to the premises.
2. In terms of specific regulated entertainments please note that:
 - Plays: no licence is required for performances between 08:00 and 23.00 on any day, provided that the audience does not exceed 500.
 - Films: no licence is required for 'not-for-profit' film exhibition held in community premises between 08.00 and 23.00 on any day provided that the audience does not exceed 500 and the organiser (a) gets consent to the screening from a person who is responsible for the premises; and (b) ensures that each such screening abides by age classification ratings.
 - Indoor sporting events: no licence is required for performances between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000.
 - Boxing or Wrestling Entertainment: no licence is required for a contest, exhibition or display of Greco-Roman wrestling, or freestyle wrestling between 08.00 and 23.00 on any day, provided that the audience does not exceed 1000. Combined fighting sports – defined

Précis of Premises Licence Application – CO-OP LIVE MANCHESTER

Applicant: Eastlands Arena Limited

Proposed Licensed Premises: Co-op Live, Etihad Campus, Manchester, M11 3DU

Co-op Live (as shown on the site licensing plan and illustrative plans of each and including an external 'Podium') sits within the wider Etihad Campus and its ownership is through joint venture partners, City Football Group (CFG) and Oak View Group. The venue will be operated by Eastlands Arena Limited (EAL), part of the Eastlands Arena Group.

Co-op Live will be located on the Eastern side of the Etihad Campus boundary, approximately 2km from the city centre. Its position is ideally located in terms of transport links, and its construction and use fits within the Eastlands Regeneration Framework and will contribute to making Manchester a thriving and sustainable city for residents; visitors and businesses.

Nature and proposed general use of Premises: Multi-Use Venue

Proposed of Licensable Activities:

Indoors: Regulated Entertainment of all categories; Sale of Alcohol and Provision of Late-Night Refreshment

External (on Podium): Sale of Alcohol and Regulated Entertainment (all categories except boxing and wrestling and indoor sports)

Co-op Live Events

[Events in the Auditorium/Bowl with an anticipated spectator capacity of 10,000 or more]:

Proposed Standard Hours:

Opening Hours: 10:00 to 05:00 daily*

Licensable Activities: Maximum (subject to Management control; operational requirements and bespoke Premises Licence Conditions): Sale of Alcohol: 10:00 to 04:00; Regulated Entertainment: 10:00 to 04:00 & Late-Night Refreshment: 23:00 to 04:30 daily.

Any Regulated Entertainment in the external Podium will only be conducted as per the proposed Licence Conditions

Non-Standard Hours:

To allow for flexibility of operation (e.g. for international events in different time zones), on 12 occasions per annum, extended maximum finishing times (and consequently Opening Hours) to 10:00 (24 hours) for Alcohol Sales and Regulated Entertainment (LNR extended to 05:00)

Non-Co-op Live Event Activities:

[Licensable activities in non-Bowl areas and/or in the Bowl but with an audience of less than 10,000]

Proposed Standard Hours:

Opening Hours (Indoors): 10:00 to 10:00 (24 hours) daily*

Licensable Activities: Maximum (subject to Management control; operational requirements and bespoke Premises Licence Conditions): Sale of Alcohol and Regulated Entertainment: 10:00 to 10:00 & Late-Night Refreshment: 23:00 to 05:00 daily. Licensable activities on the Podium: 10:00 to 22:30.

***PLEASE NOTE THE FOLLOWING:**

- The above sets out a maximum 'window' of licensed operation. The precise hours of operation will depend on the nature of the occasion involving licensable activities e.g. an 'Auditorium Bowl Event' (defined as an Event in the Auditorium Bowl at which the anticipated audience will be more than 10,000) and a corporate hospitality dinner (on a non-Bowl Event day) may operate to very different hours.
- The Applicant further appreciates that the above hours do not currently dovetail with the hours permitted under the existing Planning Conditions so licensable activities would be limited to those Planning Conditions (subject to later possible variation).
- Licensable activities in the exterior Podium (sale of alcohol from temporary/ mobile bars (hawkers) and/or Regulated Entertainment) shall, on a Co-op Live Event Day, cease prior to the main act in the Auditorium Bowl Event commencing and shall not be in use following the end of the Event, where the Event finishes at or after 21:00. Licensable activities on the Podium on a non-Bowl Event day may operate between 10:00 and 22:30 (subject to (proposed) Licence Conditions).

Measures to Promote Licensing Objectives:**General information:**

- The proposed licensed Premises are in an ideal location within the Etihad Campus which enjoys excellent transport links to the city and wider areas. They are being constructed with high-quality, sophisticated materials and equipment to deliver a top-class venue which equally promotes all four licensing objectives.
- Those involved in the planning and operation of the proposed Premises are highly experienced individuals in their respective fields relating to large venues bringing with them a wealth of expertise and experience in operating a venue of this nature in a manner that promotes safety and minimises the risks of crime (including terrorism) and disorder; harm to children and public

nuisance.

- The proposed Premises has been through a rigorous planning application process and is consequently already the subject of extensive Planning Conditions relevant to its planned operations. A number of the Planning conditions already require specific operational plans to be approved by the City Council in advance of the first (and continued) operation of Co-op Live. In many instances those conditions are also relevant to the proposed licensable use of the venue. In relation to the proposed bespoke Premises Licence Conditions (see below), the Applicant (consistent with the Guidance to the Licensing Act) will avoid duplicating matters which are already covered within the Planning Conditions.
- Bespoke Premises Licence Conditions will be offered which will include extensive measures to promote all four Licensing Objectives – see draft Licence Conditions. Amongst other matters those conditions (including the Appendix 1 Policies and Procedures) will comprise:

(i) Fundamental planning and operational obligations relating (inter alia) to CCTV; Risk Assessment (Generic and Event-specific); Challenge 25/Responsible Sale of Alcohol; Stewarding/Security (including counterterrorism measures) etc.

(ii) Clear conditions (i.e. including Appendix 1 Policies and Procedures) to identify which provisions contained in the (draft) Venue Operations Manual** will be enforceable as Licence Conditions (notwithstanding the 'live' nature of the remainder of the Manual**);

(iii) On-going obligations in relation to the review and update of the Venue Operations Manual** (with liaison with the Responsible Authorities) and

(i) There will be regular liaison with the Responsible Authorities and with those managing the Etihad Campus (through the Event Review Meetings or equivalent regular meetings) to ensure that Co-op Live's operations do not negatively impact on its ability to promote the Licensing Objectives relating to its licensed operations, within the Etihad wider campus.

Please note that the suggested bespoke Premises Licence Conditions referred to above are in draft format only and are subject to change following consultation with the Responsible Authorities.

- Eastlands Arena Ltd (EAL) shall work to their professional and comprehensive planning and operational procedures set out in their Venue Operations Manual. It is however inappropriate for compliance with the full Manual** to be specified as a condition as, amongst other matters, for safety/security and other operational reasons, changes to

the Manual** will inevitably be made, to adhere to changing legislation and updated good practice/industry guidance. The Manual** (save for the Appendix 1 procedures

therein) must therefore remain a 'live' document.

- There is persuasive evidence to support the assertion that the development and operation of the proposed Premises will not only enhance the area; provide a diverse entertainment offering and employment opportunities but will also enhance the existing Etihad Campus in terms of supporting policing (including surveillance) - see Greater Manchester Police Report/Crime Impact Statement (provided in the context of the planning application).

****The 'Contents' pages of the Venue Operations Manual** are available for public viewing; the actual Index of the document are **not available to the public and are strictly confidential** due to security/safety and/or commercially sensitive details. The Responsible Authorities have access to the entire Venue Operations Manual.**

SED 10 November 2023

Co-op Live, Manchester

Planned Licensable Activities: Amplification of Plans

Level	Facilities (relating to Licensable Activities)	Licensable Activities	Additional Information
Level 0 Ground Floor	<ul style="list-style-type: none"> • Various Bar areas for guests • Food and Beverage concessions • Merchandise and Retail • Concourse with hawkers* • Double-sided view bar • Display Screens • Hospitality Lounges X 2 • Bowl Side Concessions • Temporary Food & Beverage Pop-ups <p>Auditorium Bowl</p> <ul style="list-style-type: none"> • Bowl with hawkers* • Event Floor* with temporary bars and merchandise concessions • Bowl Side Fixed Concessions 	<ul style="list-style-type: none"> • Sale of Alcohol • Film Exhibition • Late Night Refreshment • Live/Recorded Music (and similar entertainment) • Dance Performances • Plays • Indoor Sporting Events 	<p>Access only from Northwest of Premises 'Market Place' with 'stalls' - Food Concessions/live cooking areas/food points; Bars supply range of alcoholic and non-alcoholic drinks; Back of House facilities including service yard, kitchens, artist dressing rooms, green room and catering. This Base Atrium (also known as 'The Street') will be used on Event and non-Event days.</p> <p>Multi-use Auditorium with flexible layout (e.g. end or centre stage; removeable seating etc). Likely to be used for many Events involving Regulated Entertainment including but not limited to:</p> <ul style="list-style-type: none"> • Live Music concerts • Award ceremonies • Comedy performances • Dance Performances and dance facilities • Indoor Sports • Plays;

		<ul style="list-style-type: none"> • Similar Regulated Entertainment to above. 	<ul style="list-style-type: none"> • Exhibitions; conferences.
<p>Level 1 GA Concourse</p>	<ul style="list-style-type: none"> • Concourse: • Bars; F&B facilities • Merchandise and Retail • Temporary bars* • Displays/Screens • Co-op Backstage Club: a separated space with external access and access onto the concourse with Display screens • 2 x Deck Suites at the West end of the arena with access via the Concourse with display screens 	<ul style="list-style-type: none"> • Sale of Alcohol • Film Exhibition • Live/Recorded Music (and similar) • Late Night Refreshment • Live/Recorded Music (and similar) • Plays/Dance Performances • Indoor Sporting Events; Boxing and Wrestling; • Sale of Alcohol • Film Exhibition • Late Night Refreshment • Live/Recorded Music & Similar activities 	<p>Access through the East; South and West – Podium access.</p> <p>Concourse On Event days (subject to risk assessment/management discretion etc.) alcohol may be sold using hawkers on the concourse and/or temporary bars.</p> <p>Hospitality area will be used on Events days and non-Event days – e.g. for exhibitions, conferences, meetings, dinners etc. It is feasible that a temporary stage may be erected from time to time on non-Event days and smaller performances (dance/plays/live music/recorded music) may take place. This area has independent access to the outside.</p> <p>This area may be used on an Event or non-Event day.</p>

	<ul style="list-style-type: none"> Podium Walkway (external area) 	<ul style="list-style-type: none"> Regulated Entertainment – (all categories except Boxing and Wrestling/indoor sport). Sale of alcohol Late Night refreshment 	<ul style="list-style-type: none"> Area may be in use on Co-op Live Event days and on Non-Event days for a variety of uses.
<p>Level 2 Premium Concourse</p>	<ul style="list-style-type: none"> 28 suites/boxes (including bars) for people of 16 or 24. Super suites (Gallery Suites) for people of 56 and 127 (including bars) The Atrium Club (including bars). Displays/Screens Temporary bars* 	<ul style="list-style-type: none"> Sale of Alcohol Film Exhibition Late Night Refreshment Live/Recorded Music & Similar activities 	<ul style="list-style-type: none"> Purely for premium tickets and hospitality – bypass level 1 from event level; seats opposite of stage Food markets, bars and lounges
<p>Level 3: GA Concourse</p>	<ul style="list-style-type: none"> Concourse Bars; F&B facilities Merchandise and Retail Temporary bars* Displays/Screens 	<ul style="list-style-type: none"> Sale of Alcohol Film Exhibition Live/Recorded Music (and similar) Late Night Refreshment 	<p>Similar to Level 1 GA access 360 degrees Access from stairs, lifts and escalators via Level 1 concourse</p>

Level 4	<ul style="list-style-type: none"> • Bars/lounges on north and south sides • Displays/Screens • Temporary bars* 	<ul style="list-style-type: none"> • Sale of alcohol • Film Exhibition • Live/Recorded Music (and similar) • Late Night Refreshment 	

Note: The above information is illustrative only and is subject to change. The licensed 'Premises' will be the Co-op Live building (and external Podium) as shown on the site Licensing Plan and illustrative level plans submitted with the application.

*Throughout the Premises mobile/temporary bars (and hawkers) may be used – all such facilities will depend on the nature of the Event/licensable activities and will be defined through the Operational Procedures of the Premises set out in its Venue Operations Manual.



DRAFT

**Arena Operations Manual Overview
Index Page**

These Index Pages can be disclosed to the public in relation to the Premises Licence Application of 10.11.2023; the actual contents of this Manual will be strictly Confidential to Co-op Live & the Responsible Authorities

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Co-op Live
Manchester
Draft Premises Licence Conditions
10 November 2023

Definitions:

- 1 For the purposes of these conditions, the following words and phrases will have the following meanings:
- 1.1 **"The Premises"** means:
the area of land and buildings delineated in red on the plan lodged with the Premises Licence application, (currently) known as 'Co-op Live'.
 - 1.2 **"Appendix 1 Procedures"** means those policies; plans and procedures identified as such below and which are enforceable as licence conditions.
 - 1.3 **"Bar"** means any temporary bar/kiosk/counter/area (fixed or mobile (including "hawkers")) used in the Premises for the purpose of selling alcohol.
 - 1.4 **"Bar Supervisor"** means A person(s) who has responsibility for directly supervising the Bar Staff operating a Bar.
 - 1.5 **"Bar Staff"** means persons operating the Bars, involved in the sale or supply of alcoholic beverages.
 - 1.6 **"Co-op Live Event"** means any event in the Auditorium Bowl involving an anticipated audience/spectator capacity of 10,000 or more.
 - 1.7 **"EAL Management"** means:
those persons (including the Designated Premises Supervisor and their Nominated Deputies (and, at a Co-op Live Event, the designated Duty Venue Manager) who hold roles at Eastlands Arena Limited (EAL) whereby they are authorised to make management (and operational) decisions relevant to the operation of licensable activities at the Premises.
 - 1.8 **"Event Specific Instructions"** means:
The event-specific planning and operational General Instructions document relating to a Co-op Live Event (including Event Briefings);
 - 1.9 **"Generic Event Management Plan"** means
A summary of all of the operating procedures in place for Co-op Live Events including the generic risk assessment.
 - 1.10 **"GMP"** means Greater Manchester Police.
 - 1.11 **"Guides"** means the Guide to Safety at Sports Grounds (6th Edition) published by the Sports Grounds Safety Authority and Supporting

Guidance 03, Event Safety Management, in so far as their recommendations are appropriate for indoor multi-use venues.

- 1.12 **“Licence Conditions”** means those conditions set out below together with the Appendix 1 Procedures.
- 1.13 **“Necessary Information”** means such information as EAL Management require from third parties in order to complete a meaningful Generic Risk Assessment
- 1.14 **“Operations Manual”** means a Manual (accessible to Authorised Personnel^l, electronically or otherwise) of standards; policies and procedures (consistent with the recommendations in the Guides).
- 1.15 **“Podium”** means the external walkway area as shown on the licensing plan.
- 1.16 **“Responsible Authority Contacts”** means the officer(s) (if any) as identified by each Responsible Authority (whether as part of an Event Review Meeting (EVM) or otherwise) as being the primary contact at that Authority, concerning licensable activities at the Premises.
- 1.17 **“Stadium Event”** shall mean an event taking place in the ‘bowl’ of the Etihad Stadium under the terms of a general safety certificate or special safety certificate.

General Conditions applicable to all Licensable Activities

- 2. Regulated Entertainment; the Sale of Alcohol by retail and/or the provision of Late-Night Refreshment shall only take place in accordance with these Licence Conditions.

Pre-Opening

- 3. The Premises Licence Holder shall, at least 4 months prior to operating the Premises for licensable activities for the first time, submit its draft Operations Manual to the Responsible Authority Contacts for their consideration and feedback.
- 4. Any feedback received from the Responsible Authority Contacts shall be given due consideration by EAL Management. EAL Management shall amend; expand and/or vary the Operations Manual, as it considers appropriate, before adoption.
- 5. Without limiting Condition 4, the Premises shall not conduct licensable activities at any full capacity Co-op Live Event until the Appendix 1 Procedures are approvedⁱⁱ by the Licensing Authority (such approval not to be unreasonably withheld).
- 6. The final version of the Operations Manual shall be forwarded to the Responsible Authority Contacts for ease of future reference (through a confidential/secure portal or otherwise) at least 28 days prior to the opening of the Premises for licensable activities.

7. Prior to the Premises (or any part of it) being used for the first time for any licensable activities, a Generic Event Management Plan will be prepared by EAL Management to identify any required measures relating to the Premises (or part) to minimise any risks to the promotion of the Licensing Objectives.
8. The Premises will not be used for licensable activities under the terms of this Premises Licence until an appropriate Noise Management Plan has been approved by the Nominated Representative for Environmental Health, such approval not to be unreasonably withheld. Thereafter, Regulated Entertainment Events falling within the ambit of the Noise Management Plan must be conducted in accordance with the terms of that Plan. Nothing in this condition will prevent Environmental Health and EAL Management from agreeing amendments to the Noise Management Plan, from time to time, in order to promote the licensing objectives and/or due to the operational needs of the Premises.

Review and Revision of the Operations Manual

9. Subject to condition 10, the DPS (or EAL Management) will provide the Responsible Authority Contacts with a clean copy of the up-to-date Operations Manual for the Premises annually on the anniversary of the opening date (together with a summary or index identifying any updates made).
10. In the event of revisions being sought by EAL Management to the Appendix 1 Procedures, EAL Management will first inform in writing and consult with the Responsible Authority Contacts, concerning their intended changes. EAL Management will give due consideration to any feedback received from the Responsible Authority Contacts, prior to any changes being made through agreement with the Contacts and/or through any formal variation application.

Conditions relating to General Licensed Operations:

11. When licensable activities are conducted, EAL Management shall use reasonable endeavours to consider the provisions of the Guides (in so far as they are relevant to the Premises and depending on the nature of the licensable activities), and to operate in substantial adherence to the pertinent sections of its Operations Manualⁱⁱⁱ.
12. EAL Management shall maintain a comprehensive digital colour CCTV system to the standards recommended by GMP. All public entry points to the building will be covered by CCTV cameras which will provide images to a facial recognition standard in any light condition. The external terrace shall also have CCTV as recommended by GMP in positions (near to any external bar area) as directed. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 30 days with date and time stamping.
13. A staff member who is suitably trained and SIA licensed and fully conversant with the operation of the CCTV system shall be present in the Premises at all times when they are open to the public for licensable activities. This staff member shall, on reasonable request, show recordings to officers of GMP and/or of the Licensing Authority.
14. An incident log (or logs) shall be kept at the Premises (or accessible remotely) and

shall be made available on reasonable request to GMP or to authorised officers of Manchester City Council. The log will record the following:

- (a) Where they relate to a licensable activity:
 - (i) All crimes reported to the Premises;
 - (ii) All ejections of visitors;
 - (iii) Any incidents of disorder;
 - (b) Any seizures of drugs or offensive weapons;
 - (c) Any faults in the CCTV system or searching/scanning equipment; and
 - (d) Any refusal of the sale of alcohol during trading hours.
15. There must be at the Premises a secure lockable 'Drugs Box' to which no member of staff, save the DPS and/or their Nominated Deputies shall have access. All controlled drugs (or items suspected to be or to contain controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all of its contents must be given to GMP for appropriate disposal.
 16. A 'Challenge 25' Scheme shall operate to ensure that any person attempting to purchase alcohol who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.
 17. A log shall be kept at the Premises and record all refused sales of alcohol for reasons that the person(s) is, or appears to be, under 25 years of age. The log shall record the date and time of the refusal and the name of the member of staff who refused the sale. The log will be made available on reasonable request by the Police or an authorised officer of Manchester City Council.
 18. There shall be no sale of alcohol for consumption *off* the Premises:
 - When the Premises is in use on a Co-op Live Event Day and
 - On a non-Co-op Live Event Day, unless the alcohol is sold in a sealed container.
 19. On closure of the Premises, a dispersal policy shall be in place and implemented to move visitors from the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours.
 20. Prominent signage shall be displayed at all primary exits from the Premises requesting that visitors respect those living and working in the locality.
 21. EAL shall make available a contact email address and/or website contact information for use in the event of complaints arising, relating to licensable activities being conducted at the Premises.

Additional Conditions relating to Co-op Live Events:

These conditions apply (in addition to the above conditions), at or in relation to any Co-op Live Event:

22. An Event Review Meeting (ERM) shall be established by EAL Management which shall invite, as a minimum, the Responsible Authority Contacts, and North-West Ambulance Service; Greater Manchester Fire and Rescue Service, and Representatives from the Etihad Stadium and from the wider Campus Management, to a meeting at least three times per year, to encourage information-sharing, collaboration and cohesion regarding matters pertinent to the promotion of the Licensing Objectives at Co-op Live Events. The Premises Licence Holder (acting by EAL Management) shall have proper regard to any information received at the ERM and any advice imparted by the Authorities/Services in attendance.
23. The capacity for guests/spectators in the Auditorium Bowl shall not exceed 23,500 at any one time.
24. EAL Management will ensure that licensable activities are planned and conducted in full compliance with the Appendix 1 Procedures.
25. The following comprise the Appendix 1 Procedures:
 - a. Event Safety Policy;
 - b. Generic Event Management Plan and Event Specific Instructions (where required);
 - c. Contingency Plans;
 - d. Alcohol Management Procedures, and
 - e. Security and Counter Terrorism plans and procedures (including CCTV).
26. Licensable activities in the Podium shall cease prior to the main act in the Auditorium Bowl commencing and shall not take place following the end of the Bowl Event, where it finishes at or after 21:00.
27. Without limiting the above, where a Co-op Live Event is scheduled to take place concurrently with a Stadium Event, specific consideration shall be given by EAL Management in liaison with the Stadium operators and other Campus stakeholders to identify and address any likely implications for the promotion of the four Licensing Objectives at the Premises. This process (to ensure cohesion of Campus operations) will be detailed in the Campus Operations Manual, separately submitted to Manchester City Council (as part of the planning conditions) and available on request to the Responsible Authorities.

ⁱ Authorised Personnel only will have access to and sight of the Premises' Operations Manual for reasons of safety; security and commercial sensitivity. It will therefore be a strictly confidential document only accessible by the Premises Licence Holder's staff (or third parties as authorized by it)

and by the Responsible Authorities duly authorised officers (including the Responsible Authority Contacts).

ⁱⁱ The Procedures can be actively approved by email by the Licensing Authority or shall be deemed approved where they have been provided to the Licensing Authority and the Licensing Authority has not provided any comment concerning possible revision within 28 days of receipt.

ⁱⁱⁱ It is acknowledged by all that the Operations Manual (except for the Appendix 1 Procedures) must remain a 'live' document capable of change by EAL Management without the need for external input. This is to enable its licensed operation to be conducted in a manner consistent with best industry practice/its developing operational knowledge/requirements and/or to remain current, in a changing commercial environment. Insignificant derogation from the Operations Manual (other than from the Appendix 1 Procedures) shall consequently not amount to a breach of conditions.

SED/Issued Version/10 November 2023

Co-op Live
Manchester
Draft Premises Licence Conditions
as at 13 February 2024

Definitions:

1. For the purposes of these conditions, the following words and phrases will have the following meanings:
 - 1.1 **"The Premises"** means the area of land and buildings delineated in red on the plan lodged with the Premises Licence application, (currently) known as 'Co-op Live'.
 - 1.2 **"Ancillary Spaces"** means the internal spaces listed in Schedule 1.
 - 1.3 **"Ancillary Spaces Activities"** means licensable activities in the form of Regulated Entertainment and Sale of Alcohol conducted in the Ancillary Spaces, pursuant to the Strategy for Ancillary Spaces Use.
 - 1.4 **"Appendix 1 Procedures"** means those policies; plans and procedures identified as such below (and shall include the terms of any agreed Strategy for Ancillary Spaces Use) which are enforceable as licence conditions.
 - 1.5 **"Bar"** means any temporary bar/kiosk/counter/area (fixed or mobile (including "hawkers")) used in the Premises for the purpose of selling alcohol.
 - 1.6 **"Bar Supervisor"** means a person(s) who has responsibility for directly supervising the Bar Staff operating a Bar.
 - 1.7 **"Bar Staff"** means person) operating the Bars, involved in the sale or supply of alcoholic beverages.
 - 1.8 **"Co-op Live Event"** means any event in the Auditorium Bowl at which licensable activities will take place.
 - 1.9 **"EAL Management"** means those persons (including the Designated Premises Supervisor and their Nominated Deputies and, at a Co-op Live Event, the designated Duty Venue Manager) who hold roles at Eastlands Arena Limited (EAL) whereby they are authorised to make management (and operational) decisions relevant to the operation of licensable activities at the Premises.
 - 1.10 **"Event Specific Instructions"** means the event-specific planning and operational General Instructions document relating to a Co-op Live Event (including Event Briefings) and/or to Ancillary Spaces Activities.
 - 1.11 **"Generic Event Management Plan"** means a summary of all of the operating procedures in place for Co-op Live Events and Ancillary Spaces Activities including the generic risk assessment.
 - 1.12 **"GMP"** means Greater Manchester Police.
 - 1.13 **"Guides"** means the Guide to Safety at Sports Grounds (6th Edition) published by the Sports Grounds Safety Authority and Supporting Guidance 03, Event

Safety Management, in so far as their recommendations are appropriate for indoor multi-use venues.

- 1.14 **“Licence Conditions”** means those conditions set out below together with the Appendix 1 Procedures.
- 1.15 **“Necessary Information”** means such information as EAL Management require from third parties in order to complete a meaningful Generic Risk Assessment
- 1.16 **“Operations Manual”** means a Manual (accessible to Authorised Personnel, electronically or otherwise) of standards; policies and procedures (consistent with the recommendations in the Guides and the ‘Manchester Standards’ in the Statement of Licensing Policy).
- 1.17 **“Podium”** means the external walkway area as shown on the licensing plan.
- 1.18 **“Responsible Authority Contacts”** means the officer(s) (if any) as identified by each Responsible Authority (whether as part of an Event Review Meeting (EVM) or otherwise) as being the primary contact at that Authority, concerning licensable activities at the Premises.
- 1.19 **“Stadium Event”** means an event taking place in the ‘bowl’ of the Etihad Stadium under the terms of a general safety certificate or special safety certificate.
- 1.20 **“Strategy for Ancillary Spaces Use”** means a document (or documents) detailing the nature of the planned activities in the different Ancillary Spaces; proposed hours of licensed operation (and opening/closure) and operational management arrangements supporting the planned operation, including specific Crowd management; Dispersal and Transport plans to promote the Licensing Objectives during any post-midnight operation.

General Conditions applicable to all Licensable Activities

2. Regulated Entertainment: the Sale of Alcohol by retail and/or the provision of Late-Night Refreshment shall only take place in accordance with these Licence Conditions.

Hours

3. Standard Hours:

Subject always to conditions 4 and 5, licensable activities comprising Regulated Entertainment and the Sale of Alcohol (and Late Night Refreshment for consumption in the Premises only, after 23:00) shall only take place in the following areas during the following authorised hours:

- a. **Auditorium Bowl:** 10:00 to 23:30, daily.
- b. **Ancillary Spaces:**
 - Sunday – Thursday: 10:00 – 01:00 (with 01:30 close)
 - Friday & Saturday: 10:00 – 02:00 (with 02:30 close)
 - Sundays prior to a Bank Holiday: 10:00 – 02:00 (02:30 close)
- c. **On the Podium:** 10:00 to 22:00

4. Extended Hours:

Subject always to the prior written approval of the Licensing Authority (which shall not be unreasonably withheld), following consideration of EAL Management's bespoke 'Extended Hours' Event Management Plan (encompassing as a minimum to promote the four Licensing Objectives, specific Event Safety; Egress/crowd management; Transport Management and Noise Management arrangements that will apply during the specific Extended Hours sought, 'Extended Hours' may apply, extending the terminal hour in 3(a) and 3(b) to (a maximum of) 10:00, on a maximum of 25 occasions per annum.

5. Ancillary Spaces Activities:

Any Ancillary Spaces Activities shall only be authorised after 24:00:

- a. Where a 'Strategy for Ancillary Spaces Use' has been agreed with the Licensing Authority (such agreement not to be unreasonably withheld); thereafter the Ancillary Spaces Activities shall be conducted in compliance with the agreed Strategy.
- b. Where the total capacity of patrons in the Ancillary Spaces does not exceed 6000;
- c. For sales of alcohol only for consumption within the Premises; and
- d. Where EAL Management has undertaken a written risk assessment (as part of its Appendix 1 Procedures or otherwise) to consider whether or not under 18s should be permitted entry and/or permitted to remain in the Premises.

Pre-Opening Conditions:

6. The Premises Licence Holder shall, prior to operating the Premises for licensable activities for the first time, submit its draft Operations Manual to the Responsible Authority Contacts for their consideration and feedback.
7. Any feedback received from the Responsible Authority Contacts shall be given due consideration by EAL Management. EAL Management shall amend; expand and/or vary the Operations Manual, as it considers appropriate, before adoption.
8. Without limiting Condition 6, the Premises shall not conduct licensable activities:
 - a. At any Co-op Live Event (and/or in the Ancillary Spaces) until the Appendix 1 Procedures are approvedⁱⁱ by the Licensing Authority (such approval not to be unreasonably withheld), and/or
 - b. In the Ancillary Spaces, on a non Co-op Live Event day until the Strategy for Ancillary Spaces Use is approvedⁱⁱⁱ as provided in condition 5(a).
9. The final version of the Operations Manual shall be forwarded to the Responsible Authority Contacts for ease of future reference (through a confidential/secure portal or otherwise) unless otherwise agreed, prior to the opening of the Premises for licensable activities.

10. Prior to the Premises (or any part of it) being used for the first time for any licensable activities, a Generic Event Management Plan will be prepared by EAL Management to identify any required measures relating to the Premises (or part) to minimise any risks to the promotion of the Licensing Objectives.
11. The Premises will not be used for licensable activities under the terms of this Premises Licence until an appropriate Noise Management Plan has been approved by the Licensing Authority/LOOH (such approval not to be unreasonably withheld). Thereafter, Regulated Entertainment Events falling within the ambit of the Noise Management Plan must be conducted in accordance with the terms of that Plan. Nothing in this condition will prevent Environmental Health and EAL Management from agreeing amendments to the Noise Management Plan, from time to time, in order to promote the licensing objectives and/or due to the operational needs of the Premises.

Review and Revision of the Operations Manual

12. Subject to condition 13, the DPS (or EAL Management) will provide the Responsible Authority Contacts with a clean copy of the up-to-date Operations Manual for the Premises annually on the anniversary of the opening date (together with a summary or index identifying any updates made).
13. In the event of revisions being sought by EAL Management to the Appendix 1 Procedures, EAL Management will first inform in writing and consult with the Responsible Authority Contacts, concerning their intended changes. EAL Management will give due consideration to any feedback received from the Responsible Authority Contacts, prior to any changes being made through agreement with the Contacts or through any formal variation application (as required).

Conditions relating to General Licensed Operations:

14. When licensable activities are conducted, EAL Management shall use reasonable endeavours to consider the provisions of the Guides (in so far as they are relevant to the Premises and depending on the nature of the licensable activities), and to operate in substantial adherence to the pertinent sections of its Operations Manual^{iv}.
15. EAL Management shall maintain a comprehensive digital colour CCTV system to the standards recommended by GMP. All public entry points to the building will be covered by CCTV cameras which will provide images to a facial recognition standard in any light condition. The external terrace shall also have CCTV as recommended by GMP in positions (near to any external bar area) as directed. The CCTV cameras shall continually record whilst the premises are open to the public and recordings shall be kept available for a minimum of 30 days with date and time stamping.
16. A staff member who is suitably trained in accordance with EAL's Training Plan, SIA licensed and fully conversant with the operation of the CCTV system shall be present in the Premises at all times when they are open to the public for licensable activities. This staff member (or the DPS) shall, on reasonable request, show recordings to officers of GMP and/or of the Licensing Authority.
17. An incident log (or logs) shall be kept at the Premises (or accessible remotely) and shall be made available on reasonable request to GMP or to authorised officers of Manchester City Council. The log will record the following:

- (a) Where they relate to a licensable activity:
 - (i) All crimes reported to the Premises;
 - (ii) All ejections of visitors;
 - (iii) Any incidents of disorder;
 - (b) Any seizures of drugs or offensive weapons;
 - (c) Any faults in the CCTV system or searching/scanning equipment; and
 - (d) Any refusal of the sale of alcohol during trading hours.
18. There must be at the Premises a secure lockable 'Drugs Box' to which no member of staff, save the DPS and/or their Nominated Deputies shall have access. All controlled drugs (or items suspected to be or to contain controlled drugs) found at the premises must be placed in this box as soon as practicable. Whenever this box is emptied, all of its contents must be given to GMP for appropriate disposal.
19. No person under the age of 18 shall be permitted to enter or remain on the Premises when any "relevant entertainment" (as defined in Schedule 3 to the Local Government (Miscellaneous Provisions) Act 1982) is taking place.

Alcohol Management:

20. Without limiting the full provisions of EAL's Alcohol Management Procedures and Training Plan, EAL shall:
- (a) Operate a 'Challenge 25' Scheme to ensure that any person attempting to purchase alcohol (from any bar; self-service facility; hawker or otherwise) who appears to be under the age of 25 shall provide documented proof that he/she is over 18 years of age. Proof of age shall only comprise a passport, a photo card driving licence, an EU/EEA national ID card or similar document, or an industry approved proof of age identity card.
 - (b) In advance of any Auditorium Bowl event, consider the demographic of the audience and tailor its food and beverage (alcoholic and non-alcoholic) offering accordingly, to promote the Licensing Objectives.
 - (c) Keep a log at the Premises (electronically or otherwise) and record all refused sales of alcohol for reasons that the person(s) is, or appears to be, under 25 years of age. The log shall record the date and time of the refusal and the name of the member of staff who refused the sale. The log will be made available on reasonable request by the Police or an authorised officer of Manchester City Council.
 - (d) Only permit 'off-sales' as provided in condition 21.
 - (e) Train all those staff involved in the supply or sale of alcohol on its Alcohol Management procedures, on induction and at regular intervals, in accordance with its Training Plan and Manchester Standard 12. For the avoidance of doubt, as a minimum the Alcohol Management Training will cover:
 - (i) Challenge 25;

- (ii) Measures to minimise the risk of alcohol being purchased by children by proxy;
- (iii) Signs of inebriation; and how to support patrons (with reference to safeguarding policies, where appropriate); and
- (iv) Signs of vulnerability and how to support patrons (with reference to safeguarding policies, where appropriate), and the Conditions of this Premises Licence appertaining specifically to alcohol sales; and
- (v) General law relating to the Sale of Alcohol including the requirement to promote the four Licensing Objectives.

21. Alcohol shall only be sold for consumption 'off' the Premises at exhibitions; fayres; markets and similar retail occasions at which Regulated Entertainment is not the primary focus of the occasion. Any off sales shall only be made in sealed containers and in packaging that identifies the origins of its purchase.

Egress and Dispersal Procedures

- 22. On closure of the Premises, a dispersal policy shall be in place and implemented to move patrons from the immediate vicinity in such a way as to cause minimum disturbance or nuisance to neighbours.
- 23. Prominent signage shall be displayed at all primary exits from the Premises requesting that visitors respect those living and working in the locality.
- 24. EAL shall make available a contact email address and/or website contact information for use in the event of complaints arising, relating to licensable activities being conducted at the Premises.

Additional Conditions relating to Co-op Live (Bowl) Events and Ancillary Space Activities

These conditions apply (in addition to the above conditions), at or in relation to any Co-op Live Event and/or to Ancillary Space Activities:

- 25. An Event Review Meeting (ERM) shall be established by EAL Management which shall invite, as a minimum, the Responsible Authority Contacts, and North-West Ambulance Service; Greater Manchester Fire and Rescue Service, and Representatives from the Etihad Stadium and from the wider Campus Management, to a meeting at least three times per year, to encourage information-sharing, collaboration and cohesion regarding matters pertinent to the promotion of the Licensing Objectives at the Premises. The Premises Licence Holder (acting by EAL Management) shall have proper regard to any information received at the ERM and any advice imparted by the Authorities/Services in attendance.
- 26. The capacity for guests/spectators in the Auditorium Bowl shall not exceed 23,500 at any one time.
- 27. EAL Management will ensure that licensable activities are planned and conducted in full compliance with the Appendix 1 Procedures.
- 28. The following comprise the Appendix 1 Procedures:
 - (a) Event Safety Policy;

- (b) Generic Event Management Plan and Event Specific Instructions (where required);
 - (c) Contingency Plans;
 - (d) Alcohol Management Procedures;
 - (e) Crowd Management and Ingress/Egress Management Plans;
 - (f) Security and Counter Terrorism plans and procedures (including CCTV); and
 - (g) Training Procedures and Record Keeping.
29. Licensable activities in the Podium shall cease prior to the main act in the Auditorium Bowl commencing and shall not take place following the end of the Bowl Event, where it finishes at or after 21:00.
30. Without limiting the above, where a Co-op Live Event is scheduled to take place concurrently with a Stadium Event, specific consideration shall be given by EAL Management in liaison with the Stadium operators and other Campus stakeholders to identify and address any likely implications for the promotion of the four Licensing Objectives at the Premises. This process (to ensure cohesion of Campus operations) will be detailed in the Campus Operations Manual, separately submitted to Manchester City Council (as part of the planning conditions) and available on request to the Responsible Authorities.

Schedule 1: Ancillary Spaces

- The Street, Event Level 0
- Decibel Club, Level 0
- Bentley Record Room, Level 0
- Co-op Backstage Club, Level 1
- Deck Suites (x2), Level 1
- Gallery Suites, Level 2
- Suites, Level 2
- AMP Club, Level 2
- Concourses, Levels 1 and 3
- Sky VIP Hangout / South Hangout, Level 4
- Boardroom, Level 4

¹ Authorised Personnel only will have access to and sight of the Premises' Operations Manual for reasons of safety; security and commercial sensitivity. It will therefore be a strictly confidential

document only accessible by the Premises Licence Holder's staff (or third parties as authorized by it) and by the Responsible Authorities duly authorised officers (including the Responsible Authority Contacts).

ⁱⁱ The Procedures can be actively approved by email by the Licensing Authority or shall be deemed approved where they have been provided to the Licensing Authority and the Licensing Authority has not provided any comment concerning possible revision within 28 days of receipt.

ⁱⁱⁱ The Procedures can be actively approved by email by the Licensing Authority or shall be deemed approved where they have been provided to the Licensing Authority and the Licensing Authority has not provided any comment concerning possible revision within 28 days of receipt.

^{iv} It is acknowledged by all that the Operations Manual (except for the Appendix 1 Procedures) must remain a 'live' document capable of change by EAL Management without the need for external input. This is to enable its licensed operation to be conducted in a manner consistent with best industry practice/its developing operational knowledge/requirements and/or to remain current, in a changing commercial environment. Insignificant derogation from the Operations Manual (other than from the Appendix 1 Procedures) shall consequently not amount to a breach of conditions.



EAL Management
Compliance Cross Reference
With

MCC 2021-2026 Statement of Licensing Policy

Sections MS1 – MS12

Section	Title	Page No.
MS1	Controlling entry to the premises	
	Effectively managing queues outside the premises	
	Employing SIA-registered door security	
	Searching patrons entering the premises	
	Operating a documented glass policy for the premises	
	Effective monitoring of the premises (both interior and exterior) including the use of CCTV	
	Responsible management of externally promoted events at the premises	
MS2	Effective general management of the premises	
MS3	Responsible promotion and sale of alcohol	
	Implementing effective measures to identify and manage drunkenness on the premises	
	Server training in responsible service of alcohol	
MS4	Prevent the use of illegal drugs, new psychoactive substances (NPS) and the spiking of drinks at the premises	
MS5	Prevent on-street consumption of alcohol	
MS6	Provide a Duty of Care for intoxicated or vulnerable customers and medical emergencies	
MS7	Maintain a safe capacity	
MS8	Prevent noise nuisance from the premises	
MS9	Effectively manage exterior spaces (eg. beer gardens, smoking areas, table and chair areas on the highway)	
MS10	Operate effective cleansing arrangements, including ensuring the premises and surrounding area are kept clean and free of litter, and adequate arrangements for the secure and responsible storage of refuse	
MS11	Ensure the wellbeing of children on the premises	
	Defining a specified cut-off time for children on the premises	
	Proper management of any child performers	
	Ensuring age restrictions are enforced effectively when showing films	
	Displaying child welfare and CSE information in public areas of the premises	
MS12	Prevent underage sales of alcohol, including proxy sales	

MCC 2021-2026 Licensing Policy Statement

8.0 Manchester's standards to promote the licensing objectives

8.1 Applicants are required to set out in their operating schedule the steps they propose to take in operating the premises to promote the licensing objectives.

8.2 We have identified the standards that we expect of licensed premises in Manchester. For each standard, we have set out relevant considerations, which may include specific expectations of the licensing authority. Therefore, applicants are advised to consider all standards.

8.3 It is recognised that not all standards and applicants are not obliged to include all standards in their operating schedule.

However, applicants will be expected to consider and propose all standards they regard as appropriate to promote the licensing objectives with respect to the individual circumstances of their application. Applicants are encouraged to identify appropriate standards through risk assessment of their premises before making the application.

8.4 The degree to which the standards would be appropriate is expected to be proportionate to the risk posed against the promotion of the licensing objectives having regard to the individual circumstances of the premises. For example, steps relevant to managing security and preventing drunkenness and nuisance are likely to be appropriate when later hours are applied for.

8.5 If a relevant standard is not addressed, it is more likely that relevant representations will be received resulting in a hearing and the engagement of the licensing authority's discretion.

Therefore, where applicants elect not to address the standards identified, they are advised to include information explaining the omission. This might be because a risk assessment has shown the step to be unnecessary or because the item is already the subject of another consent, eg. planning permission or a statutory obligation.⁴⁶

8.6 Applicants are not restricted to only these standards outlined in the Licensing Policy and it is proper that they address all matters they consider appropriate to promote the licensing objectives. They may also wish to liaise with the responsible authorities, local residents, councillors and businesses in considering whether any additional matters may be relevant.

8.7 The authority expects any objection that proposes that a particular standard should be considered relevant to demonstrate why the particular standard is appropriate for the premises.

8.8 All persons, including responsible authorities, are expected to consider these standards in relation to making any representation against an application.

8.9 The standards are not exhaustive and the licensing authority will have regard to any relevant issues raised in any representation that may fall outside them.

8.10 Where a standard relates to training, applicants are recommended to use specialised accredited training where available.

Ref	MCC Licensing Objective	EAL Management Compliance
MS1	Implement effective security measures at the premises	<p>OM S04 Action Counters Terrorism Plan (Restricted document) OM S10 Generic Risk Register, GRA 6 Management failure due to the lack of coordination with event, security & Fan safety management arrangements across the Etihad Campus. GRA 8 Management failure due to insufficient Event, safety & security management presence on Event Days. GRA 10 Management failure due to the lack of effective security surveillance & control during Events GRA 13 Management failure due to the lack of effective security surveillance & control during Events OM S10.1 Risk-based Pre-Event Briefings v2, (Restricted Document) OM S13 Fan Safety and Security Plan v2, (Restricted Document) OM13.1 Co-op Live Protect Plan, (Restricted Document) OM S17 Etihad Campus Management Plan OM S20 Security Plan (Restricted document) OM S22 Terrorist Escalation Plan (Restricted document) OM S25 Fan Dispersal Plan</p>
	Controlling entry to the premises	
	Consideration should be given to how:	
	<ul style="list-style-type: none"> Queues to the premises will be managed 	<p>OM S13 Fan Safety and Security v2, s5.1 Queue Management Appendix 4.0 : Indicative Steward and SIA personnel Deployments: Concert (Arena Floor Standing) Appendix 5.0 : Indicative Steward and SIA personnel Deployments: Concert (Arena Floor Seated)</p>
	<ul style="list-style-type: none"> Underage or known offenders will be detected and refused entry 	<p>OM S10.1 Risk-based Pre-Event Briefings v2, s14.0 Ticketing; Key Conditions of Entry OM S13 v2 Fan Safety and Security Plan v2 S3.7 CCTV Surveillance and Monitoring s5.5 Children</p>

Ref	MCC Licensing Objective	EAL Management Compliance
MS1 (cont.)	<ul style="list-style-type: none"> Capacity will be controlled 	OM S03 Co-op Live Arena Event Management Plan s18.0 Admission and Capacity Management s18.2 Co-op Live Mobile Ticket and Information Application OM S10.1 Risk-based Pre-Event Briefings v2, s14.0 Ticketing; Key Conditions of Entry s16.2 Refuse Entry OM S13.0 Fan Safety and Security Plan v2, s3.8 Access Control
	<ul style="list-style-type: none"> Drunk or disorderly individuals will be prevented from being admitted 	OM S10.1 Risk-based Pre-Event Briefings v2, s16.2 Refuse Entry OM S13.0 Fan Safety and Security Plan v2, s5.6 Refusing Entry
	A relevant consideration will be whether security staff will be employed at the premises.	OM S10.1 Risk-based Pre-Event Briefings v2, s6.0 Fan Safety, Door Supervisor & Security Deployments OM S13.0 Fan Safety and Security Plan v2, s4.4 Indicative Deployments: Concert Configuration s4.5 Indicative Deployments: Sporting Configuration Appendix 4.0 Indicative Steward and SIA Personnel Deployments: Concert Capacity (Arena Floor Standing) Appendix 5.0 Indicative Steward and SIA Personnel Deployments: Concert Capacity (Arena Floor Seated)
	It is expected that the need for security staff will be determined by documented risk assessment.	OM S10 Generic Risk Register, GRA 10 Management Failure due to the lack of SIA Licenced Door Supervisors for attendance on Event Days Appendix 1: Indicative Event Risk Profiles OM S13.1 Co-op Live Protect Plan s11.0 Co-op Live Risk-based Mandatory Actions Counters Terrorism Arrangements s11.1 Co-op Live Event Day Security Arrangements
	Additionally, measures such as ID Scan machines could be implemented.	OM S02 Event Safety Policy,

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Ref	MCC Licensing Objective	EAL Management Compliance
MS1 (cont.)		s6.1 Entry of Fans OM S03 Arena Event Management Plan, s18.0 Admission and Capacity Management s18.1 Overview s18.2 Co-op Live Mobile Ticket and Information Application s18.4 Ticket Validation OM S05 Contingency Plans, s18.0 Turnstile Admission- malfunction s20.0 Turnstile malfunction s21.0 Turnstile closure
	Effectively managing queues outside the premises	OM S03 Arena Event Management Plan, s18.3 Flow Rates OM S13.0 Fan Safety and Security v2, s5.1 Queue Management
	Any queues are expected to be managed effectively to prevent any nuisance or disorderly behaviour.	OM S03 Event Management Plan, s18.3 Flow Rates OM S13, Fan Safety and Security Plan v2, s5.0 Fans Ingress
	Consideration is expected to be given to:	
	<ul style="list-style-type: none"> Identifying the areas where queuing will be permitted to take place 	OM S13 Fan Safety and Security Plan v2, s5.1 Queue Management Appendix 10.0 Entrances
	<ul style="list-style-type: none"> Whether barriers are to be used 	OM S01 Operations Manual Overview, Appendix 10.0, Entrances OM S13 Fan Safety and Security Plan v2, s5.1 Queue Management
	<ul style="list-style-type: none"> Any times and capacity restrictions to be enforced. 	OM S03 Co-op Live Arena Event Management Plan, s18.0 Admission and Capacity Management OM S10 Generic Risk Register, GRA25 Exceeding the Licenced Capacity OM S11 Calculating the Safe Capacity
	Employing SIA-registered door security The need for door staff should be regularly reviewed and risk-assessed, and appropriate security employed in accordance with the assessment.	OM S01 Operations Overview v2, Appendix 3.14 OM S08 Training Plan, s7.0 SIA Licenced Personnel OM S13, Fan Safety and Security Plan v2, s2.1 Event Control Room s2.2 Security Control Room s3.7 CCTV Surveillance and Monitoring Appendix 1.0 SIA Licences
MS1		

Ref	MCC Licensing Objective	EAL Management Compliance
(cont.)		Appendix 6.0 Role Specific Responsibilities and Qualifications
	The authority encourages improving accountability through uniforms, visible identification and establishing a senior security officer to oversee and document all activities.	OM S13 Fan Safety and Security v2, s3.12 Fan Safety and Security Identification (high-vis tabards/coats) s3.13 SIA Licences (identified by CCTV operators)
	Door supervisors are expected to be clearly identifiable when on duty.	OM S13 Fan Safety and Security v2, s3.12 Fan Safety and Security Identification (high-vis tabards/coats) s3.13 SIA Licences (identified by CCTV operators)
	Management should maintain a register of door supervisors before duty to ensure all identities of door staff can be verified and SIA registrations are active.	OM S10.1 Risk Based Pre-Event Briefing v2, Appendix 3: Briefing and Debrief Attendance Record
	The start time for door supervisors should be appropriate to capture the likely arrival of the majority of customers at peak times and they should be employed in appropriate ratios to customers, including an appropriate ratio of male/female door supervisors.	OM S10.1 Risk Based Pre-Event Briefing v2, s2.0 Event Day Timetable
	It is expected that door staff remain on duty until the premises has closed and the customers have dispersed from the premises.	OM S10.1 Risk Based Pre-Event Briefing v2, s2.0 Event Day Timetable
	The authority also considers it good practice for management, staff and door supervisors to hold security briefings to exchange information and intelligence at the start and end of duty.	OM S10.1 Risk Based Pre-Event Briefing v2, s2.0 Event Day Timetable OM S13 Fan Safety and Security Plan v2, s4.6 Typical Event Timings
	The authority encourages premises to support door supervisors to attain skills in behaviour management and negotiation.	OM S13.2 Fan Safety and Security Handbook OM S08 Training Plan S7.0 SIA Licensed Personnel S12 Induction Training S17 Co-op Live Performance Assessments
MS1 (cont.)	Consideration should also be given to the use of SIA-Approved Contractor Scheme companies.	All Front of House security hold valid SIA approved status, as defined through tender process

Ref	MCC Licensing Objective	EAL Management Compliance
	When employed, the authority will expect the defined roles and responsibilities of door supervisors to include:	OM S01 Operations Manual Overview v2, Appendix 3.13: SIA Licenced Door Supervisors Team Leader Appendix 3.14: SIA Licenced Door Supervisors, Security Officers and CCTV Operators OM S10.1 Risk Based Briefing
	<ul style="list-style-type: none"> Controlling entry 	OM S13 Fan Safety and Security Plan v2, s5.0 Fan Ingress s5.1 Queue Management s5.2 Terms and Conditions of Entry s5.3 Screening s5.4 Prohibited Items s5.5 Terms and Conditions of Entry: Ticketing s5.6 Refusing Entry
	<ul style="list-style-type: none"> Recording incidents 	OM S01 Operations Manual Overview v2, s6.1 Incident Logs OM S13 Fan Safety and Security Plan v2, s2.1 Event Control Room s2.2 Security Control Room
	<ul style="list-style-type: none"> Assisting to facilitate transport for ejected, intoxicated and underage patrons 	OM S13 Fan Safety and Security Plan v2, s5.6 Refusing Entry
	<ul style="list-style-type: none"> Identifying and preventing drugs and/or weapons being brought on the premises 	OM S10.1 Risk-based Pre-Event Briefing v2, s15.0 Prohibited Items OM S13 Fan Safety and Security Plan v2, s5.1 Screening s5.2 Prohibited Items
	<ul style="list-style-type: none"> Identifying intoxicated, disorderly, offensive and underage patrons 	OM S13 Fan Safety and Security Plan v2, s5.6 Refusing Entry s6.0 Monitoring Fans Behaviour s6.3 Ejections
MS1 (cont.)	<ul style="list-style-type: none"> Dealing with incidents of disorder at the premises, including crime scene preservation and management 	OM S01 Operations Manual Overview v2, s10.0 Crime Scene Preservation and Management Appendix 3.14: SIA Licenced Door Supervisors, Security Officers and CCTV Operators
	<ul style="list-style-type: none"> Assisting exit of customers to ensure the orderly dispersal of customers 	OM S25 Fan Dispersal Plan v2, s6.0 Security and Stewarding Egress plan

Ref	MCC Licensing Objective	EAL Management Compliance
	Searching patrons entering the premises	OM S13 Fan Safety and Security Plan v2, s5.3 Screening Appendix 6.0 Role Specific Responsibilities and Qualifications
	The authority expects all nightclubs to have a documented policy setting out how searches will be conducted at entry.	OM S13 Fan Safety and Security Plan S5.3 Screening Appendix 7.0 Role Specific Responsibilities and Qualifications
	It is expected that other premises consider whether searches of customers entering the premises are required through risk assessment	OM 10 Generic Risk Register, GRA 23 Workers & Fans attempting to enter the Arena with an illegal substance(s). GRA 24 Workers & fans attempting to enter the Arena with a prohibited item or illegal item OM S10.1 Risk-based Pre-Event Briefing OM S13 v2 Fan Safety and Security Plan v2 s5.2 Terms and Conditions of Entry s5.3 Screening s5.4 Prohibited Items
	Where searches are to be conducted, the authority recommends that a defined search policy be implemented	OM S13 Fan Safety and Security Plan v2, s5.2 Terms and Conditions of Entry s5.3 Screening s5.4 Prohibited Items
	Any search policy is expected to include provision for the following circumstances:	
	<ul style="list-style-type: none"> Records maintained of searches and seized items 	OM S13 Fan Safety and Security Plan v2, s5.4 Prohibited Items
	<ul style="list-style-type: none"> Records maintained of any searches where prohibited items are seized and removed. 	OM S13 Fan Safety and Security Plan v2, s5.4 Prohibited Items
	<ul style="list-style-type: none"> Records should be made available to the police. 	OM S13 Fan Safety and Security Plan v2, s5.4 Prohibited Items
	<ul style="list-style-type: none"> Circumstances under which searches will be conducted 	OM S13 Fan Safety and Security Plan v2, s5.3 Screening
	<ul style="list-style-type: none"> Risk assessments should be conducted to consider when searches are appropriate. 	OM S13 Fan Safety and Security Plan v2, s5.3 Screening
	<ul style="list-style-type: none"> Location of where searches will take place Areas should be covered by CCTV and not be in isolated areas. 	OM S13 Fan Safety and Security Plan v2, s5.3 Screening
	<ul style="list-style-type: none"> Use of detection devices to detect weapons and drugs and when and where they will be used 	OM S13 Fan Safety and Security Plan v2, s5.3 Screening
MS1 (cont.)	<ul style="list-style-type: none"> Consideration for appropriate detection devices (eg. knife arch, 	OM S13 Fan Safety and Security Plan v2, s5.3 Screening

Ref	MCC Licensing Objective	EAL Management Compliance
	search wands) should be risk-assessed and employed as appropriate.	
	<ul style="list-style-type: none"> Putting procedures in place for the seizure and retention of recovered drugs and other prohibited items 	OM S13 Fan Safety and Security Plan v2, s5.4 Prohibited Items
	<ul style="list-style-type: none"> Items recovered should be kept in a secure location and the police notified 	OM S13 Fan Safety and Security Plan v2, s5.4 Prohibited Items
	Operating a documented glass policy for the premises	
	In the UK, glasses and bottles are the most commonly used weapons in violence occurring in drinking environments. Incidents involving glass tend to result in more severe injuries.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	The authority expects that high-quality polycarbonate glass (PCG) should be used to reduce the opportunities for glass to be used as a weapon and opportunities for accidental glass-related injuries, both within licensed premises and on the streets, when appropriate.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	A documented risk assessment should be conducted for the use of glassware on the premises and safer drinking vessels.	This will be documented through the Event Specific Risk Assessment
	n/a	n/a
	When the authority's discretion is engaged, consideration may be given to requiring all glassware to be replaced by high-quality polycarbonate glass (PCG) alternatives, where appropriate and proportionate at 'high risk' premises, particularly in relation to alcohol related violence.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	Effective monitoring of the premises (both interior and exterior) including the use of CCTV	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour
	It should be demonstrated how the premises will be effectively monitored, eg. patrols by staff; which areas will be covered by CCTV; whether security staff will be employed and, if so; where; as well as any other appropriate measures.	s6.2 Managing Fans Behaviour OM S17 Etihad Campus Management Plan v3 s6.0 CCTV
	In addition, appropriate monitoring of external areas, eg. immediately outside the entrance to the premises, smoking shelters and beer gardens, should be addressed where relevant.	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring OM S17 Etihad Campus Management Plan OM S25 Fan Dispersal Plan v2, s6.0 Security and Stewarding Egress Plan No smoking campus enforced
	CCTV provides an important tool not only in improving the perception of safety within premises, but for the proper monitoring of the whole premises.	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fan behaviour

Ref	MCC Licensing Objective	EAL Management Compliance
	If properly set up, it can also provide evidence if a crime is committed, and so it is expected that the CCTV system should record clear images that will serve as valid evidence in a court of law.	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fan behaviour
	Details of CCTV cameras should be provided (both internal and external). CCTV should be installed in liaison with, and to a standard approved by, Greater Manchester Police.	CCT Locations folder- Example: BRA-SES-XX-GF-68000 Advancies CCTV Overview
	Consideration should be given to the location of alcoholic products in off-licence premises, particularly in relation to the ability of staff to effectively monitor the area in order to guard against the risks of shoplifting and to deter attempts by underage persons to purchase.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps OM S21 Accreditation Plan
	Responsible management of externally promoted events at the premises	
	Promoted events may attract larger-than-usual crowds and particular promotions may have specific risks associated with them.	OM S17 Etihad Campus Management Plan Event Specific Risk Assessment VM SOP021 Managing Early Arrivals Egress and Dispersal Strategy
	Where premises intend on having externally promoted events, operators will be expected to complete the promoter pro forma and notification given to GMP and the licensing authority at least 28 days before the event, to ensure the event is appropriately risk-assessed by the premises.	N/A
MS1 (cont.)	Where externally promoted events are demonstrated to undermine the licensing objectives at a premises and where its discretion is engaged upon a review of the licence, the licensing authority may impose a condition prohibiting such events at the premises.	N/A
MS2	Effective general management of the premises	OM S01 Operations Manual Overview v2 OM S10 Generic Risk Assessments
	Effective management of the premises is integral to ensuring the operator's policies and procedures, as well as licence conditions, are actively enforced at the premises.	OM S10.1 Risk-based Pre-Event Briefing OM S13 Fan Safety and Security Plan OM S25 Etihad Campus Management Plan
	The authority expects operators to:	
	Ensure staff comply with legislation and house policies, including emergency procedures and preservation of a crime scene	OM S10.1. Risk-based Pre-Event Briefing
	Provide staff with appropriate training in relevant legislation for their employment (including the licence conditions) and managing patrons	OM S08 Training plan OM S13 Fan Safety and Security Plan v2, s4.9 Indicative Co-op Live Induction s4.10 Co-op Live Familiarisation

Ref	MCC Licensing Objective	EAL Management Compliance
MS2 (cont.)	Identify to police any illicit drug activity, prostitution, sexual assault and other offending occurring in and around the premises	OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour OM S34 GMP Memorandum of Understanding (MOU)
	Conduct comprehensive risk assessments for activities at the premises.	OM S10 Generic Risk Assessments OM S10.1 Risk-based Pre-Event Briefing
	Risk assessments should be regularly reviewed and any appropriate action implemented immediately.	OM S10 Generic Risk Assessments OM S10.1 Risk-based Pre-Event Briefing
	Risks identified should be recorded and updated when appropriate.	OM S10 Generic Risk Register
	Premises are also encouraged to display a venue policy of accepted standards of dress and behaviour.	Co-op Live Fan Safety Handbook Venues Terms and Conditions VM SOP36 Dealing Prohibited Items
	The authority considers it appropriate for all bar staff to be skilled in and responsible for:	
	<ul style="list-style-type: none"> Identifying intoxicated and underage patrons 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps
	<ul style="list-style-type: none"> Managing unruly patrons and incidents 	OM S13 Fan Safety and Security Plan S6.0 Monitoring Fans Behaviour S6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Understanding legislative provisions for service to intoxicated and underage patrons 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Requesting age identification 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
<ul style="list-style-type: none"> Reducing patron frustration and agitation by effectively managing behaviour. 	OM S13 Fan Safety and Security Plan S6.0 Monitoring Fans Behaviour S6.2 Managing Fans Behaviour	
<ul style="list-style-type: none"> The authority encourages improving accountability by staff wearing uniforms, visible identification and establishing a senior bar staff member to guide and assist other staff. 	OM S21 Accreditation Plan Casual Safety Handbook – ref Uniform	

Ref	MCC Licensing Objective	EAL Management Compliance
	<ul style="list-style-type: none"> The authority expects premises to ensure a sufficient ratio of staff to patrons to ensure effective and efficient operation of the premises. 	OM S03 Event Management Plan Event Management Plan Test Spreadsheet
MS3	Responsible promotion and sale of alcohol	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	All premises licensed to sell alcohol are expected to consider how any promotions could impact upon the mandatory licence condition for on-licensed premises prohibiting irresponsible promotions (see Appendix 3).	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	Where any promotion results in an adverse impact upon the licensing objectives, it should be ceased with immediate effect.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	All premises should be able to demonstrate how promotions will be risk assessed and effectively managed.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	The licensing authority considers products that encourage rapid down-one drinking present a high risk to the promotion of the licensing objectives as they encourage people to drink more than they might ordinarily do and in a manner that undermines the licensing objectives.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	A stricter approach will be taken towards premises offering any of the following:	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	<ul style="list-style-type: none"> 'Bomb-shots', shooters and similar products 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	<ul style="list-style-type: none"> Large volumes of alcohol for self-service 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
MS3 (cont.)	<ul style="list-style-type: none"> Promotions that require a minimum purchase amount of alcohol. 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	Consideration may also be given to prohibiting inducements by DJs to consume greater quantities of alcohol.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)

Ref	MCC Licensing Objective	EAL Management Compliance
MS3 (cont.)	Off-licence premises should give particular consideration to alcohol promotions at the premises, including the location within store of any promotional activity.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	The licensing authority is keen to ensure only responsible promotions of alcohol are conducted on licensed premises, and would expect that no alcoholic product is sold at a price less than the cheapest non-alcoholic drink available, excluding any potable water that must be provided for customers in accordance with the mandatory licence condition.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	It is mandatory for every sale or supply of alcohol to be authorised by a person who holds a personal licence, and a record of named authorised persons should be available at the premises at all times (so-called 'letter of delegated authority'). In addition, the licensing authority considers it good practice for alcohol-licensed premises to ensure that there is a personal licence holder on site at all times the premises are open for the sale of alcohol.	OM S07 Alcohol Management Plan, s3.2.1 Personal Licence Holders Alcohol Management Plan (RHC Manchester)
	The authority considers it appropriate for multiple personal licence holders to be on the premises where the premises: <ul style="list-style-type: none"> • Have more than one bar • Are large • Are likely to attract a high proportion of 18 to 25-year-olds • Are in areas experiencing problems of alcohol-related crime and disorder. 	OM S07 Alcohol Management Plan s3.2.1 Personal Licence Holders Alcohol Management Plan (RHC Manchester)
	Implementing effective measures to identify and manage drunkenness on the premises	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 s4.0 SIA Accredited Door Supervisors s4.2 Bar Staff Training and pre-event briefings s5.0 The supply of alcohol to children or intoxicated Fans OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	Patron intoxication at licensed premises is recognised as a principal contributor to alcohol-related harm.	OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	Most measures intended to limit customers becoming intoxicated rely on action being taken by the management and staff at the premises.	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 s4.0 SIA Accredited Door Supervisors s4.2 Bar Staff Training and pre-event briefings s5.0 The supply of alcohol to children or intoxicated Fans

Ref	MCC Licensing Objective	EAL Management Compliance
	Premises licensed for the sale of alcohol for consumption on the premises should have a written policy in relation to preventing, identifying and managing drunkenness.	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 s4.0 SIA Accredited Door Supervisors s4.2 Bar Staff Training and pre-event briefings s5.0 The supply of alcohol to children or intoxicated Fans OM S13 Fan Safety and Security Plan v2, s6.1 Managing Fans Behaviour
	Premises should not admit persons who are visibly intoxicated and staff should be trained regarding responsible alcohol sales, identifying drunkenness and preventing alcohol sales to them.	OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	Consideration should be given to:	
	<ul style="list-style-type: none"> Taking practical steps to prevent drink-driving, eg. designated driver scheme 	Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Displaying information and posters throughout the premises that staff have a duty to prevent the sale of alcohol to customers who are drunk 	Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Ensuring alcohol-free options are readily available and affordable 	Rhubarb Stocking Policy
	<ul style="list-style-type: none"> The use of till prompts and written or electronic records of refused sales 	Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Ensuring alcohol-free options are readily available 	Rhubarb Stocking Policy
MS3 (cont.)	<ul style="list-style-type: none"> Limiting the alcoholic strength (% abv) of different beverage categories, eg. beers, lagers, ciders, wines 	Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Managing the volume of alcohol sold, eg. products that encourage rapid down-in-one drinking or large quantities for self-service 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)

Ref	MCC Licensing Objective	EAL Management Compliance
	<ul style="list-style-type: none"> Instructing glass collectors and/or roaming staff how to identify drunk customers being bought alcohol by companions on their behalf 	OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Providing a duty of care for drunk and incapable customers by providing a safe space for welfare or first aid while getting further help 	OM S13 Fan Safety and Security Plan v2, s6.4 Managing Vulnerable Fans
	<ul style="list-style-type: none"> Managing the volume of alcohol sold, eg. products that encourage rapid down-in-one drinking or large quantities for self-service 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester)
	<ul style="list-style-type: none"> Making appropriate arrangements to ensure the safe transport home of vulnerable customers or requesting medical assistance when needed. 	OM S13 Fan Safety and Security Plan v2, s6.4 Managing Vulnerable Fans
	<p>Server training in responsible service of alcohol</p> <p>The authority expects alcohol-licensed premises to demonstrate a commitment to responsible service of alcohol at the premises by ensuring staff involved in the sale of alcohol are fully competent to do so.</p>	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 s4.2 Bar Staff Training and pre-event briefings
	<p>All staff at the premises should receive comprehensive induction training prior to being authorised to sell alcohol, and regular refresher training with maintained training records that detail: the content of the training; the date, name and qualifications (if any) of the trainer; and the signatures of the trainer and trainee.</p>	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<p>Training is expected to include:</p> <p>Evidence that the trainee has gained knowledge and understanding of the training (for example, a test or quiz, completed and signed by the trainee)</p>	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> The nature of alcohol and its effects, as well as unit awareness 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing

Ref	MCC Licensing Objective	EAL Management Compliance
		Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> What affects how quickly a person becomes drunk 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> How overservice of alcohol impacts on the four objectives of the Licensing Act 2003 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> The penalties for selling alcohol to a person who is drunk 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> How to make a refusal 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> How to record a refusal 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> How to recognise drunkenness from a checklist of visible signs 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol

Ref	MCC Licensing Objective	EAL Management Compliance
	<ul style="list-style-type: none"> How to monitor for companions buying alcohol on behalf of a person who is drunk 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> What to do with a vulnerable person and how to identify a medical emergency 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> The premises policy, to ensure the premises operates legally and responsibly to prevent, identify and manage drunkenness. 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
MS4	Prevent the use of illegal drugs, new psychoactive substances (NPS) and the spiking of drinks at the premises	OM S07 Alcohol Management Plan s8.2 Spiking of Drinks with Drugs or Alcohol OM S10.1 Risk-based Pre-Event Briefing OM S13 Fan Safety and Security Plan v2,
	A zero-tolerance policy should be implemented regarding the use of illegal drugs and new psychoactive substances (NPS), commonly referred to as 'legal highs', on the premises.	Co-op Live Terms and Conditions, https://www.cooplive.com/pQkPrI8/terms-and-conditions , section 10
	The mixed use of cocaine and alcohol has been linked to greater levels of social and physiological harm than the use of either substance individually, including propensities to violence.	VM SOP033 Dealing with Illegal Substances VM SOP031 Dealing with Intoxicated Customers
	In addition, in accordance with the section 182 Guidance, the licensing authority considers that the sale and use of new psychoactive substances, including nitrous oxide, undermines one or more of the licensing objectives.	VM SOP033 Dealing with Illegal Substances VM SOP031 Dealing with Intoxicated Customers

Ref	MCC Licensing Objective	EAL Management Compliance
	Where there is a risk of illegal drug use on the premises, the authority expects a documented policy that sets out how drugs will be prevented from being brought into the premises, what action the venue will take should anyone be caught with drugs on the premises, and how the drugs will be disposed of.	<p>Co-op Live Terms and Conditions, https://www.cooplive.com/pQkPr18/terms-and-conditions</p> <p>OM S13 Fan Safety and Security Plan v2, s5.3 Screening s5.4 Prohibited Items s5.6 Refusing Entry s6.0 Monitoring Fans Behaviour s6.2 Managing Fans Behaviour s6.3 Ejections</p>
	The authority considers that nightclubs, in particular, address these risks, but it may also be appropriate for other licensed premises to do so.	N/A
MS4 (cont.)	Relevant considerations could include:	
	<ul style="list-style-type: none"> The use of toilet attendants or regular documented toilet checks 	<p>OM S13 Fan Safety and Security Plan v2, s6.0 Monitoring Fans Behaviour</p>
	<ul style="list-style-type: none"> Searches of the premises 	<p>OM S13 Fan Safety and Security Plan v2, s5.3 Screening</p>
	<ul style="list-style-type: none"> Training of staff in drug awareness to identify and prevent the supply and use of illegal substances 	<p>OM S13 Fan Safety and Security Plan v2, s6.0 Monitoring Fans Behaviour</p>
	Licensees should also consider what action will be taken to prevent the spiking of drinks at the premises, ie. where drugs or alcohol are added to someone's drink without them knowing.	<p>OM S07 Alcohol Management Plan, s8.2 Spiking of Drinks with drugs or alcohol OM S10.1 Risk-based Pre-Event Briefing v2, s18.4 Spiking of Drinks OM S13 Fan Safety and Security v2, s6.0 Monitoring Fans Behaviour</p>
	Alcohol is the common substance used to spike drinks. Safety measures could include encouraging customers to ensure their drinks are not left unattended, and the use of publicity material to ensure customers remain vigilant.	<p>OM S07 Alcohol Management Plan, s8.2 Spiking of Drinks with drugs or alcohol OM S10.1 Risk-based Pre-Event Briefing v2, s18.4 Spiking of Drinks OM S13 Fan Safety and Security v2, s6.0 Monitoring Fans Behaviour</p>
	Licensees should also have reference to 'Safer nightlife: best practice for those concerned about drug use and the night-time economy' published by the Home Office and London Drugs Policy Forum.	<p>OM S02 Event Safety Plan S4.6 Safer Nightlife Best Practice</p>
	The licensing authority considers that the sale and use of new psychoactive substances (NPS), including nitrous oxide, undermines one or more of the objectives.	N/A

Ref	MCC Licensing Objective	EAL Management Compliance
	Responsible authorities will closely monitor any licensed premises that may be selling so-called 'legal highs', including nitrous oxide, and enforcement action will be taken as appropriate.	N/A
	The authority will consider whether there is evidence that it would be appropriate to impose a condition specifically in order to promote one or more of the statutory licensing objectives, including public safety and protecting children from harm.	N/A
	Relevant conditions could include preventing the sale of such products alongside the sale of alcohol at licensed premises (including off-licences) and include imposing a door policy for on-licensed premises.	N/A
MS5	Prevent on-street consumption of alcohol	Egress and Dispersal Strategy
	Manchester City Council has previously implemented Designated Public Place Orders (DPPOs) in areas throughout Manchester in order to help address and prevent numerous problems caused by public consumption of alcohol.	Egress and Dispersal Strategy
MS5 (Cont.)	With effect from 20 October 2014, any new or renewal of such orders are known as Public Space Protection Orders (PSPOs).	N/A
	Street drinking can be a major cause of antisocial behaviour, often involving underage persons, which gives rise to disorder, concerns over public safety and harm to children.	Egress and Dispersal Strategy Arena Events Welfare Safeguarding Plan
	Additionally, it is widely reported that consumption of alcohol by persons on the way to on-licensed premises gives rise to problems of drunken and disorderly behaviour.	N/A
	Licensees should ensure all staff are aware of the DPPO/PSPO when situated within the designated area and reinforce the No Street Drinking warning at point of sale.	N/A
	Other conditions may be imposed directed at avoiding problematic street drinking in the vicinity of the premises.	N/A
	Another particular concern will be irresponsible drink promotions that would appeal to underage drinkers or street drinkers, or that encourage excessive consumption and do not follow best practice, such as the Portman Group Code of Practice on the Naming, Packaging and Promotion of Alcoholic Drinks, that would appeal to underage drinkers or street drinkers, or that encourage excessive consumption.	Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol

Ref	MCC Licensing Objective	EAL Management Compliance
MS6	Provide a Duty of Care for intoxicated or vulnerable customers and medical emergencies	OM S10 Generic Risk Assessment, GRA21 Intoxicated Fans OM S13 Fan Safety and Security Plan v2, s1.5 Health, Safety and Welfare of Vulnerable Fans and Workers s6.3 Managing Vulnerable Fans
MS6 (cont.)	Procedures are expected to be in place at the premises to initiate 999 calls when an emergency concerning a person's physical safety is in progress.	OM S13 Fan Safety and Security Plan v2, s1.5 Health, Safety and Welfare of Vulnerable Fans and Workers s1.6 Safeguarding s1.7 Women's Night-time Safety Charter s6.3 Managing Vulnerable Fans OM S15 Safeguarding Plan OM S16 Co-op Live Women's Night-time Safety Policy
MS6 (cont.)	It is expected that premises licensed to sell alcohol for consumption on the premises, especially those trading during later hours, and takeaways implement appropriate measures, which could include the employment of designated welfare staff and trained first aiders, as well as steps to identify vulnerable person(s) and respond to accidents, injuries and other immediate harms such as unconsciousness, alcohol poisoning, and drug intoxication.	OM S13 Fan Safety and Security Plan v2, s1.5 Health, Safety and Welfare of Vulnerable Fans and Workers s6.3 Managing Vulnerable Fans
MS7	Maintain a safe capacity	OM S10 Generic Risk Register, GRA4 Management failure of the safety & security management systems, tests & inspections to achieve the maximum safe capacity to accommodate any Event configuration & type. GRA16 PEAPs: Non-complete / failures of pre-event tests & inspections GRA25 Exceeding the Licenced Capacity OM S11 Calculating the Safe Capacity OM S12 Pre, During and Post Event Inspections and Tests
MS7	Overcrowded venues can contribute to alcohol-related harms in several ways, often through interrelationships with other risk factors.	
MS7	In crowded venues, patrons tend to drink more alcohol to overcome discomfort and anxiety associated with crowding.	N/A

Ref	MCC Licensing Objective	EAL Management Compliance
	Crowding also interferes with the ability of staff to determine if a patron is intoxicated, stemming from:	
	<ul style="list-style-type: none"> Pressure to serve quickly, reducing attention to the indicators of intoxication 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Patrons purchasing drinks on behalf of other patrons 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> High levels of noise, impairing the ability of staff to hear verbal cues of intoxication, as 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	These factors may also adversely influence the desire and capacity of staff to assess and seek confirmation of proof of age by purchasers of alcohol, potentially leading to service of underage patrons.	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	Capacity should be managed effectively and in accordance with an appropriate risk assessment to prevent overcrowding.	OM S10 Generic Risk Register, GRA4 Management failure of the safety & security management systems, tests & inspections to achieve the maximum safe capacity to accommodate any Event configuration & type. GRA16 PEAPs: Non-complete / failures of pre-event tests & inspections GRA25 Exceeding the Licenced Capacity OM S11 Calculating the Safe Capacity OM S12 Pre, During and Post Event Inspections and Tests
	Advice should be sought from the responsible authorities in relation to the	OM S11 Calculating the Safe Capacity OM S12 Pre, During and Post Event Inspections and Tests

Ref	MCC Licensing Objective	EAL Management Compliance
	safe capacity for premises and how it should be managed.	
	Potential measures to prevent crowding in licensed premises include:	
	<ul style="list-style-type: none"> Designing or redesigning premises to assist traffic flow and prevent congestion 	Building design
	<ul style="list-style-type: none"> Removing or limiting physical barriers such as seats and tables in high traffic areas 	Building design
	<ul style="list-style-type: none"> Incorporating monitored surveillance to identify problems and assist investigations 	CCTV Locations folder- Example: BRA-SES-XX-GF-68000 Advancies CCTV Overview
	<ul style="list-style-type: none"> Seeking planning opinions from the Council, health and other providers 	N/A
	<ul style="list-style-type: none"> Complying with patron numbers set out in the fire risk assessment 	OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> Setting and adhering to minimum-staff-to-patron ratios for bar, management and security staff 	OM S03 Co-op Live Event Management Plan Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> Displaying signage regarding maximum capacity. 	N/A
MS8	Prevent noise nuisance from the premises	Refer to OM S24 Noise Management Plan
	Noise disturbance from licensed premises normally arises two ways. The first is in noise breakout from licensed premises themselves, which affects adjacent properties either via transmission through the structure of the building, or through airborne sound.	OM S24 Noise Management Plan Egress and Dispersal Strategy
	This can be caused by noise from music, vibration and/or raised voices.	OM S24 Noise Management Plan
	Research has identified seven factors that influence the magnitude of people's subjective response to noise.	OM S24 Noise Management Plan
	These are sound level, background (ambient) level, differences between listeners, the context into which the sound intrudes, music type, bass level, and bass beat.	OM S24 Noise Management Plan
MS8 (cont.)	Low-frequency energy is also more transmissible over distance and through building structures and tends not to be present in the background noise environment.	OM S24 Noise Management Plan
	The introduction of a low-frequency bass-beat will therefore be more noticeable to nearby residents, particularly late at night.	OM S24 Noise Management Plan
	Consideration should be given to the risk of nuisance from music breakout from the premises and include all appropriate measures	OM S24 Noise Management Plan
	Relevant measures could include:	OM S24 Noise Management Plan

Ref	MCC Licensing Objective	EAL Management Compliance
MS8 (Cont.)	<ul style="list-style-type: none"> The provision of acoustic glazing 	OM S24 Noise Management Plan Building Design
	<ul style="list-style-type: none"> The installation of sound limiters linked to any sound amplification equipment at 	OM S24 Noise Management Plan
	<ul style="list-style-type: none"> appropriate levels 	OM S24 Noise Management Plan
	<ul style="list-style-type: none"> The provision of acoustically treated ventilation 	OM S24 Noise Management Plan Building Design
	<ul style="list-style-type: none"> The installation of an acoustic lobby at entrances and exits to premises to act as a physical barrier between the inside of premises and the outside environment 	OM S24 Noise Management Plan Building Design
	<ul style="list-style-type: none"> Prohibition of the external playing of amplified music 	N/A
	<ul style="list-style-type: none"> Restriction of the hours of operation of outside drinking areas 	As per License application
	The second source of noise disturbance emanates from activities in the street, typically from patrons arriving, using external areas such as smoking areas, designated drinking areas and beer gardens, or leaving the premises.	OM S24 Noise Management Plan Egress and Dispersal Strategy
	Licensed premises need to ensure the orderly conduct of customers from the premises.	Egress and Dispersal Strategy
	Relevant considerations include:	
	<ul style="list-style-type: none"> Use of a last entry time to the premises to reduce the possibility of persons who may have been attracted to the premises causing noise and disturbance late at night 	Conditions of entry Venue Terms and Conditions
	<ul style="list-style-type: none"> Prominent display of notices requiring courtesy for neighbours 	Egress and Dispersal Strategy VM SOP48 Post midnight egress
	<ul style="list-style-type: none"> Preventing customers from congregating outside 	N/A
	<ul style="list-style-type: none"> Imposing a curfew on times that readmittance will be permitted to customers, eg. customers leaving the premises to smoke 	No re-entry policy in operation Event Management Plan
	<ul style="list-style-type: none"> Directing to and advising on available public transport 	OM 25 Fan Dispersal Plan v2, s3.2 Metrolink s3.3 Bus Services s4.1 Metrolink s4.3 Event Shuttle Buses
	<ul style="list-style-type: none"> Providing contact details for taxi/private hire firms and provision of a call-back service 	OM 25 Fan Dispersal Plan v2, s3.4 Taxi/Private Hire s4.5 Taxi/Private Hire
<ul style="list-style-type: none"> Use of a dedicated taxi/private hire service 	OM 25 Fan Dispersal Plan v2, s3.4 Taxi/Private Hire	

Ref	MCC Licensing Objective	EAL Management Compliance
		s4.5 Taxi/Private Hire
	<ul style="list-style-type: none"> Implementing dispersal and smoking policies based upon good practice 	OM 25 Fan Dispersal Plan v2, s6.0 Security and Stewarding egress plan
MS9	Effectively manage exterior spaces (eg. beer gardens, smoking areas, table and chair areas on the highway)	VM SOP051 Co-op Live External Podium VM SOP 052 External Podium Type B
	Where the premises include any exterior areas, licensees should demonstrate the measures in place to prevent issues that may give rise to problems.	VM SOP051 Co-op Live External Podium VM SOP 052 External Podium Type B
	Relevant considerations should include:	
	A limit on the number of patrons in such areas	Event Specific Risk Assessment OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> Whether there is a curfew on using a limit 	Event Specific Risk Assessment OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> How a limit will be delineated, if relevant 	Event Specific Risk Assessment OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> How premises will be kept clean and free of litter, particularly at the end of trading 	Egress and Dispersal Policy OM 25 Fan Dispersal Plan
	<ul style="list-style-type: none"> The type of supervision to be put in place 	Event Specific Risk Assessment OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> Whether the premises should be covered by CCTV 	Building design – area covered by CCTV
	<ul style="list-style-type: none"> Whether glasses should be allowed outside 	Event Specific Risk Assessment
	<ul style="list-style-type: none"> The glass collection arrangements to be put in place 	Waste Management Plan
<ul style="list-style-type: none"> How to avoid customers causing noise disturbance 	VM SOP 050 Noise Management Plan	
<ul style="list-style-type: none"> How the premises will prevent begging at, and in the immediate exterior of, the premises. 	VM SOP051 Co-op Live External Podium	
MS10	Operate effective cleansing arrangements, including ensuring the premises and surrounding area are kept clean and free of litter, and adequate arrangements for the secure and responsible storage of refuse	FM Operations Manual S7.1 Cleaning S7.6 Waste Management Operational Waste Management Strategy

Ref	MCC Licensing Objective	EAL Management Compliance
MS10 (cont.)	Where the licensable activities could give rise to litter being dropped in the vicinity of the premises, the measures in place to prevent this occurring and/or to tidy it up should be demonstrated.	OM S25 Fan Dispersal Plan S7.0 Waste Management Plan for egress
	Such measures could include regular litter inspections during the hours of operation and at the close of business, the appointment of dedicated staff responsible for the inspection and collection of discarded litter, the placing of litter bins in prominent areas of the premises, reducing packaging, and the use of branded packaging	Operational Waste Management Strategy OM S25 Fan Dispersal Plan S7.0 Waste Management Plan for egress
	Premises are expected to take a proactive approach to preventing litter issues arising from the premises, eg. by displaying prominent notices at the premises, using reduced packaging, or labelling on their tickets or packaging to encourage responsible behaviour.	FM Operations Manual S7.1 Cleaning S7.6 Waste Management Operational Waste Management Strategy OM S25 Fan Dispersal Plan S7.0 Waste Management Plan for egress
	Any external smoking area(s) used by patrons of premises is/are expected to be cleaned routinely when the area is in use and be free of litter at the end of trading each day.	FM Operations Manual S7.1 Cleaning S7.6 Waste Management Operational Waste Management Strategy OM S25 Fan Dispersal Plan S7.0 Waste Management Plan for egress
	Any street urination by patrons is expected to be cleaned by the premises by washing the area down, and measures should be put in place to prevent repeat issues.	FM Operations Manual S7.1 Cleaning S7.6 Waste Management Operational Waste Management Strategy OM S25 Fan Dispersal Plan S7.0 Waste Management Plan for egress
	Commercial waste left outside premises overnight for collection is a major cause of night- time litter and adds significantly to the cost of street cleaning.	N/A
	Areas in which licensed premises and takeaways are bunched tend to have the highest footfall and consequently place the greatest demand on cleansing teams.	N/A
	The worst of the litter can be found around congregation areas, such as bus stops, club entrances, fast-food outlets, and convenience stores.	Operational Waste Management Strategy FM Operations Manual S7.1 Cleaning S7.6 Waste Management
	Adequate and secure storage for refuse should be provided that is appropriate for the nature of the business.	FM Operations Manual S7.6 Waste Management Operational Waste Management Strategy
	Particular regard should be given to the management of glass bottles to prevent	Operational Waste Management Strategy

Ref	MCC Licensing Objective	EAL Management Compliance
	them being taken outside the premises as potential weapons, and to prevent the emptying of bottles into refuse containers at times that could disturb local residents and businesses.	
	The irresponsible use of flyers can also cause major litter problems.	Flyering not permitted
	Any use of flyers and other promotional material should be done in a responsible and appropriate manner.	Flyering not permitted
	It should be noted that permits are required for handing out flyers in various areas of the city.	Flyering not permitted
	The use of flyers may be restricted in areas experiencing problems with litter associated with licensed premises.	Flyering not permitted
MS11	Ensure the wellbeing of children on the premises	OM S07 Alcohol Management Plan
	Regard should be had to specific risks that may arise when children are on the premises.	OM S10 Generic Risk Register, GRA26 Harm to Children OM S10.1 Risk-based Pre-Event Briefing v2, s16.0 Safeguarding: Children young and vulnerable adults OM S13 Fan Safety and Security Plan v2, s6.1 Protecting Children from Harm OM S15 Safeguarding Plan
	The risk assessment should be documented and available for inspection by the responsible authorities upon request.	OM S10 Generic Risk Register, GRA26 harm to Children
	Special consideration is expected to be given to promoted events in licensed premises aimed at, or likely to attract, persons under 18.	OM S07 Alcohol Management Plan, s3.2.2 Persons under the age of 18 years OM S10 Generic Risk Register, GRA26 harm to Children OM S10.1 Risk-based Pre-Event Briefing v2, S16.0 Safeguarding: Children young and vulnerable adults S17.0 Ticketing S18.0 Challenge25 Policy OM S15 Safeguarding Plan
MS11 (Cont.)		

Ref	MCC Licensing Objective	EAL Management Compliance
	The licensing authority expects robust measures to be in place to address potential risks associated with such an activity.	OM S07 Alcohol Management Plan OM S10.1 Risk-based Pre Event Briefing v2, s16.0 Safeguarding: Children young and vulnerable adults s17.0 Ticketing s18.0 Challenge25 Policy OM S13 Fan Safety and Security Plan v2, s5.5 Children s6.1 Protecting Children from Harm
	Relevant considerations could include:	
	<ul style="list-style-type: none"> Will access be restricted to certain areas of the premises? 	OM S10.1 Risk-based Pre-Event Briefing v2, S16.2 Safeguarding Issues OM S13 Fan Safety and Security Plan v2, s5.5 Children s6.1 Protecting Children from Harm
	<ul style="list-style-type: none"> Will alcohol sales to adults in charge of children be limited? 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
	<ul style="list-style-type: none"> Is there adequate supervision? 	OM S07 Alcohol Management Plan, s3.2 Management s3.2.1 Personal Licence Holders s4.0 Security Industry Authority (SIA) Accredited Door Supervisors and Security Personnel
	<ul style="list-style-type: none"> Are the areas covered by CCTV? 	OM S13 Fan Safety and Security Plan v2, S3.7 CCTV Surveillance and Monitoring
	<ul style="list-style-type: none"> Will alcohol sales be restricted in areas where children are permitted? 	OM S07 Alcohol Management Plan Alcohol Management Plan (RHC Manchester) Appendix 1 Challenge 25 Steps Appendix 2 Mapal Course Licensing Appendix 3 Mapal Course Responsible Sale of Alcohol
MS11 (Cont.)	<ul style="list-style-type: none"> How will children be prevented from accessing alcohol? 	OM S10.1 Risk-based Pre-Event Briefing v2, s16.0 Safeguarding: Children young and vulnerable adults s17.0 Ticketing

Ref	MCC Licensing Objective	EAL Management Compliance
		s18.0 Challenge25 Policy
	<ul style="list-style-type: none"> How will children be protected from alcohol advertising and promotions? 	OM S07 Alcohol Management Plan, s5.0 The supply of alcohol to children or intoxicated Fans Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> How will children be protected from adults who are intoxicated? 	OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Arrangements to prevent children from acquiring or consuming alcohol 	OM S07 Alcohol Management Plan, s5.0 The supply of alcohol to children or intoxicated Fans OM S13 Fan Safety and Security Plan v2, s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Arrangements for the appropriate instruction, training and supervision of staff to prevent children from acquiring or consuming alcohol 	OM S07 Alcohol Management Plan, s4.2 Bar Staff training and pre-event briefings OM S10.1 Risk-based Pre-Event Briefing v2, s18.0 Licensable Activity; the supply / sale of alcohol
	<ul style="list-style-type: none"> Steps to prevent children from being exposed to drugs, drug-taking or drug-dealing 	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Arrangements to prevent children from being exposed to gambling 	Arena events Welfare safeguarding Plan OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> Steps to prevent children from being exposed to entertainment of an adult or sexual nature 	Arena events Welfare safeguarding Plan OM S03 Co-op Live Event Management Plan
	<ul style="list-style-type: none"> Steps to prevent children from being exposed to incidents of violence or disorder 	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
MS11 (cont.)	<ul style="list-style-type: none"> Measures to prevent children from being exposed to environmental pollution, such as excessive noise 	Co-op Live Terms and Conditions, https://www.cooplive.com/pQkPr18/terms-and-conditions , section 9.5
	<ul style="list-style-type: none"> Measures to prevent children from being exposed to special hazards, such as falls from height 	Building Design
	<ul style="list-style-type: none"> Arrangements for appropriate instruction, training and supervision of 	OM S08 Training Plan

Ref	MCC Licensing Objective	EAL Management Compliance
MS11 (Cont.)	those employed or engaged to secure the protection of children from harm	
	<ul style="list-style-type: none"> A stricter approach to permitting the presence of children will be taken where any of the following apply: 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> Convictions for serving alcohol to minors or premises with a reputation for, or inadequate arrangements to deter, underage drinking 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> A known association with, or inadequate arrangements to deter, drug-taking or dealing 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> A strong element of gambling on the premises (but not, for example, the presence of a small number of cash prize gaming machines) 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> Entertainment of an adult or sexual nature is provided 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> Inadequate arrangements to protect children from the supply and use of other products that are illegal to supply to children 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> There are inadequate controls on the times during which children may be present on the premises 	Arena Events Welfare Safeguarding Plan
	<ul style="list-style-type: none"> Where the supply of alcohol for consumption on the premises is the exclusive or primary purpose of the services provided at the premises. 	Arena Events Welfare Safeguarding Plan
	Where relevant representations are received, conditions may include:	To be determined through Licensing process
	<ul style="list-style-type: none"> Limitations on the hours when children may be present 	Understood
	<ul style="list-style-type: none"> Age limitations below 18 	Understood
	<ul style="list-style-type: none"> Limitations or exclusions when certain activities are taking place 	Understood
	<ul style="list-style-type: none"> Access limited to parts of the premises 	Understood
	<ul style="list-style-type: none"> Requirements for accompanying adults 	Understood
	<ul style="list-style-type: none"> Full exclusion of under-18s from the premises when any licensable activities are taking place. 	Understood
	Defining a specified cut-off time for children on the premises	N/A
	The licensing authority will not impose conditions that restrict or prevent access by children unless relevant representations are made and doing so is considered appropriate to promote the licensing objectives.	Understood
Where relevant representations are received, the licensing authority may seek to ensure that children are not permitted to enter or remain on licensed premises	Understood	

Ref	MCC Licensing Objective	EAL Management Compliance
	after a 'specified cut-off time' by attaching an appropriate licence condition.	
	In determining a 'specified cut-off time', the licensing authority will take into account:	Understood
	<ul style="list-style-type: none"> The concerns raised by responsible authorities and other persons 	Understood
	<ul style="list-style-type: none"> The steps set out in the operating schedule that the applicant will take to protect children from harm on such premises 	Understood
	<ul style="list-style-type: none"> The type of event for which no age restriction may be needed. eg. family entertainment; non-alcohol event 	Understood
	Proper management of any child performers	Arena Events Safeguarding Welfare Plan Safeguarding Risk Assessment
	It is expected that any child performers are properly licensed with the Council's Juvenile Employment Department and a nominated adult is present to act in a supervisory capacity.	Arena Events Safeguarding Welfare Plan Safeguarding Risk Assessment
	Ensuring age restrictions are enforced effectively when showing films	OM S03 Co-op Live Event Management Plan Event Specific Risk Assessment
	Where age-restricted films are displayed, appropriate and effective measures must be in place to ensure relevant age restrictions are complied with.	OM S03 Co-op Live Event Management Plan Event Specific Risk Assessment
	Displaying child welfare and CSE information in public areas of the premises	Welfare and Safeguarding training and pre-event welfare needs matrix
	Where children are allowed on the premises, information should be available on what to do if there is a cause for concern regarding a child's welfare as well as child sexual exploitation (CSE).	OM S15 Safeguarding Statement Arena Events Safeguarding Welfare Plan Safeguarding Risk Assessment OM S08 Training Plan S12 Induction Training
	This can include reporting to Manchester Safeguarding Children Board (mcsreply@manchester.gov.uk), telephoning the 24-hour Contact Centre for Social Care (0161 234 5001) or dialling 999 in the event of an immediate risk of harm.	Understood
MS12	Prevent underage sales of alcohol, including proxy sales	OM S07 Alcohol Management Plan OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	Effective and appropriate measures must be taken to ensure age restrictions are enforced at the premises.	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring

Ref	MCC Licensing Objective	EAL Management Compliance
MS12 (cont.)		s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	Relevant considerations include:	
	Details of what forms of ID are acceptable	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25
	<ul style="list-style-type: none"> The use of till prompts 	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25 Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> The maintenance of refusal logs 	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25 Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> Staff training 	OM S07 Alcohol Management Plan, s3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25 Alcohol Management Plan (Rhubarb) Appendix 1-3
	In accordance with the mandatory licence conditions, all premises licensed to sell alcohol are required to have an age verification system in place.	OM S07 Alcohol Management Plan, 3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Event Briefing v2, s18.1 Challenge 25
	The licensing authority's preferred approach is Challenge 25, whereby any person considered by the seller to be under the age of 25 is required to provide proof they are aged 18 or over.	OM S07 Alcohol Management Plan, 3.2.3 Challenge25 OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25
	Documented staff training is expected, particularly in relation to activities consistent with the licensing objectives, including (but not limited to):	Alcohol Management Plan (Rhubarb)
<ul style="list-style-type: none"> Any access restrictions to the premises by children 	Entry terms and conditions	

Ref	MCC Licensing Objective	EAL Management Compliance
MS12 (Cont.)	<ul style="list-style-type: none"> The law in relation to young people and alcohol/age-restricted goods 	OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25
	<ul style="list-style-type: none"> What are age-restricted goods 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> How to monitor for proxy purchase 	OM S13 Fan Safety and Security v2, s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> The penalties for making an underage sale 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> How to make a refusal 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> How to record a refusal 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> Types of acceptable ID and how to check it 	OM S10.1 Risk-based Pre-Event Briefing v2, 18.1 Challenge25
	<ul style="list-style-type: none"> The four objectives of the Licensing Act 2003 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> The premises policy to ensure the premises operate legally and responsibly to prevent underage sales 	OM S10.1 Risk-based Pre-Event Briefing v2, s18.1 Challenge 25 OM S13 Fan Safety and Security v2, s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> Any restrictions on the sale of alcohol to adults in charge of children 	Alcohol Management Plan (Rhubarb)
	<ul style="list-style-type: none"> Raising awareness of child sexual exploitation, how to recognise it and how to react. 	Arena Event Safeguarding Welfare Plan Induction Training
	The authority expects staff to receive induction training prior to being authorised to sell age-restricted goods, and refresher training must be delivered regularly.	OM S08 Training Plan S12 Induction Training
	Training records must be maintained with details: content of the training; date; name and qualifications of the trainer; and signatures of the trainer and trainee.	VM SOP 014 Using Humanforce to manage casual staff
Training records must also include evidence that the trainee has gained knowledge and understanding of the training (for example, a test or quiz, completed and signed by the trainee).	Induction Training	
Premises licensed for the sale of alcohol should take proactive steps to prevent proxy sales occurring.	OM S13 Fan Safety and Security v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm	

Ref	MCC Licensing Objective	EAL Management Compliance
		s6.2 Managing Fans Behaviour
	Possible measures include:	
	<ul style="list-style-type: none"> • Regular checks around and/or outside the premises for underage persons encouraging adults to purchase alcohol for them 	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> • Use of CCTV, particularly in external areas 	OM S13 Fan Safety and Security Plan v2, s3.7 CCTV Surveillance and Monitoring s6.0 Monitoring Fans Behaviour s6.1 Protecting Children from Harm s6.2 Managing Fans Behaviour
	<ul style="list-style-type: none"> • Displaying prominent notices in the premises explaining the law in relation to purchasing alcohol on behalf of persons under 18 and the penalties involved. 	Alcohol Management Plan (Rhubarb)

DRAFT

Alcohol Management Plan

Rhubarb Hospitality Collection Manchester

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1.0 Introduction

Rhubarb Hospitality Collection is an international premium hospitality collection specialising in luxury event catering, iconic restaurant dining and venue hospitality in London, New York, Berlin and Manchester.

As a leading operator in Manchester, Rhubarb Hospitality Collection fully understands the social responsibilities attached to the service and provision of alcoholic beverages at events.

We operate in a highly regulated industry and fully recognise that attached to the grant of our Premises Licence is the primary obligation to ensure the responsible operation of our bars at all times, for guests, staff and all involved.

Our alcohol management plan aims to ensure that our bars operate responsibly, safely and within the parameters of the law; while providing an inclusive environment for the sensible, controlled consumption of alcohol.

1.1 Policy Highlights

We are committed to the responsible retaining of alcohol and recognise it is a fundamental part of events that we deliver.

- We do not service alcohol to anyone whom we believe to be intoxicated.
- We do not serve guests whom we believe to be under 18 – nor to anyone whom we suspect of passing alcohol to anyone that has not had their ID checked.
- If a guest looks under 25 we will ask for a recognised form of ID.
- We do not offer incentives to our guests to drink irresponsibly and abide by the mandatory conditions set out in the Licensing Act 2003 regarding irresponsible promotions.
- Our staff have had previous training and can easily access information about the units of alcohol by volume in order to provide that information to guests if requested.
- We value and respect the partnerships we have in place with local authorities.
- Our food and beverage management team are actively involved in setting industry standards and lead by example.

1.2 Operational Policy

We are committed to operating Co-op Live's outlets responsibly, safely and within the law. We support the four prime objectives:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

We always seek to work closely and constructively with the key authorities, including Police, Fire, Environmental Health and local licensing in pursuit of these objectives.

We fully support local schemes and local crime prevention initiatives. We will not tolerate patrons who will be pre-loading and arriving at the event in an inebriated state, they will not be granted access to the event and will be managed by the event management and welfare teams and our security contractor.

RHC Manchester will at all times observe the law with regard to the sale of alcohol and all other products by:

- Not serving patrons who are intoxicated.
- Not serving alcohol to people who seem to be under the age of 18 without first using the Challenge 25 policy.
- Support test purchasing.
- Observe all other conditions of licensing law.
- Will have a 4-drink max limit purchase in place for each event to try to prevent over indulgence.

RHC Manchester operate a responsible drinking pricing policy for all alcoholic and soft drinks, the guiding principles of which are:

- To offer patrons / guests real service and real value at fair, competitive prices.
- To seek and encourage a more advanced audience profile, who respect the use of alcohol at such events, rather than to encourage and increase consumption by individual patrons at one event.
- To ensure guests are offered choice and value without inducements to drink to excess.

2.0 Personal Licence Holders

Rhubarb Hospitality Collection Manchester will have 4 Personal Licence Holders present for each event. If an event is determined by the venue as a higher risk, RHC Manchester will risk assess the event in collaboration with the venue, and determine if a higher number of personal licence holders are required.

3.0 Challenge 25

RHC Manchester will at all times observe the law and do everything we can to ensure that alcohol is not served to people who are deemed to be under 18 years of age. If a guest appears to be under 25 then we will apply the Challenge 25 policy and explain the following:

- Explain that it is against the law to sell alcohol to under 18s so please provide further ID for proof
- Ask for identification in the form of proof of age card with PASS accredited hologram, international passport, UK photo card driving licence.
- The venue team will provision for SIA trained staff who will be in place around the venue and will assess the condition of the guest.
- If the guest does not have ID, they will be advised that they cannot be served any alcohol
- At all times we will be polite and tactful, but clear, when asking for identification.

We will record:

- (i) Each time a Challenge 25 happens and the guest is above the age of 18
- (ii) Each time a Challenge 25 happens and the guest isn't above the age of 18 or doesn't have appropriate ID
- (iii) Refusals based on not being above 18 or if the guest appears to be intoxicated

The steps taken to ensure the Challenge 25 policy is effective across both bars and Grab & Go's can be seen in Appendix 1. In addition, all Grab & Go's & Bars – will have clear signage (per MCC) in relation to Challenge 25. The Rhubarb Manchester team will be trained as follows:

- Grab & Go's – we will train/re-train team members (each event)
- Bars – we will train/re-train team members (each event)
- Suites – we will train/re-train team members (each event)

4.0 Anti-spiking

RHC Manchester will at all times consider the risks of the spiking of drinks with drugs or alcohol. All Bars will have supplies of anti-spiking covers that will be issued on request.

Door supervisors and Bar Supervisors will be trained in the use of Drink Spike Tests provided by Co-op Live management, to carry out an initial assessment. If the test proves positive, GMP's attendance will be requested by the ECR. Suspects will be detained by Co-op Live security and handed to GMP on their arrival.

Guest Safety Stewards and Supervisors, door supervisors, Bar Supervisors and Bar Staff, medical and first aid personnel will receive training and be reminded at the pre-event briefings about the risk posed by drinks being spiked and the actions to take in the event that a guest:

- Is either, suspected of, observed or reported to have been, spiking a drink or drinks.
- Any guest(s) who claims to have had their drink spiked or witnessed drinks being spiked.

The ECR should be immediately alerted in the event of an alleged incident in order to record, monitor and coordinate the response.

Medical assistance will be immediately required in the event that a guest shows any signs of the following symptoms:

- Confusion
- Nausea or vomiting
- Hallucinations and paranoia
- Disorientation or poor coordination
- Loss of ability to communicate properly
- Unconsciousness

Door supervisors are authorised to intervene immediately, should they become aware of an alleged or the actual spiking of drinks.



Image: Anti-spiking covers

5.0 Receptacles

Alcohol will normally be sold or supplied in reusable cups, cans and PET bottles however, this will be determined on an event by event subject to an Event Specific Risk Assessment.

On specific events, it may be necessary to decant drinks into reusable cups at the request of the promoter or as identified in the Event Specific Risk Assessment.

On specific events, we will also be able to replace glassware with high quality poly-carbonate vessels in all areas that overlook the bowl. This decision will be made based on an Event Specific Risk Assessment.

Tariff boards and details of the measures of alcohol being supplied will be on display in each bar area as appropriate.

Subject to an Event Specific Risk Assessment, the two prominent areas of the Arena will operate receptacles as follows:

5.1 General Admission (Levels 00, 01, 03)

- There will be no glass taken away from General Admission bars by guests. Glass will be limited to bottles of spirits used to produce drinks and will not be taken away from the bar by guests. Glass bottles of tonic will also be used on General Admission bars, but these won't be able to be take away from these bars.
- Reusable PET Cups will be used as the receptacle for drinks in General Admission and be available as coupes, pint cups, half-pint cups and two-pint cups. There will be bins located around these levels where guests can dispose of their empty cups. Recyclable paper cups will also be used on occasion.
- Grab & Go markets will serve cans of products and there will be fewer than five products that will be in PET bottles.
- Wine will be available in General Admission areas and be served in cans along with cardboard bottles.



Image: Toshiba Self-Checkout

5.2 Premium (Levels 00, 01, 02, 04)

- Guests in these areas will be able to take glass bottles of tonic with respective drinks away from the bars. Bottles of sparkling and still wine will also be available to guests. In a small number of areas (namely Suites and Decibel Club), bottles of spirits will be made available for purchase.
- Glassware will be used as the receptacle for drinks in Premium Areas however there will be a requirement for any guests in Suites to decant into paper cups when those guests enter the bowl.
- Grab & Go markets will serve cans of products and there will be fewer than five products that will be in PET bottles. No glass will be used as receptacles in this area at any time.

6.0 Temporary Bars

Co-op Live Arena will operate some or all of its 8 temporary bars during specific events. The objective of the temporary bars is to provide optimum service in General Admission areas. These bars will serve a selection of beer including Grolsch 4.0%, Asahi 5.2% and Guinness 4.2%. Within General Admission, they will be placed in different locations so that the flow of people is eased in high-footfall bar and concourse areas.



Image: Temporary Bar

7.0 Measures

Rhubarb Manchester is fully aware of its requirement to operate with drinking responsibly as a fundamental priority, and in doing so will display clearly the measures available to guests at Co-op Live where required.

Rhubarb Manchester will serve drinks in the following sizes:

7.1 Wine:

- General Admission: Cans 200ml
- General Admission: Bottles 750ml
- Premium: By the Glass 125ml, 175ml, 250ml
- Premium: Bottles 750ml

7.2 Sparkling Wine:

- General Admission: Bottles 750ml
- General Admission: Cans 200ml
- Premium: Bottles 750ml, 1500ml, 3000ml
- Premium: By the Glass 125ml

7.3 Spirits:

- General Admission: Drinks 25ml, 50ml
- General Admission: RTDs 250ml
- Premium: Drinks 25ml, 50ml
- Premium: Bottles 700ml

7.4 Beer & Cider:

- General Admission: Draught 2 Pint, 1 Pint, ½ Pint
- General Admission: Cans 330ml, 440ml
- Premium: Draught 2 Pint, 1 Pint, ½ Pint

7.5 Draught Cocktails:

- General Admission: 150ml
- Premium: 150ml

7.6 Soft Drinks:

- General Admission: Drinks 150ml ("dash"), 200ml, 250ml, 285ml, 568ml
- Premium: Drinks 150ml ("dash"), 200ml, 250ml, 285ml, 568ml

Tap water will be available from any bar, at any time, free of charge.

8.0 Signage

Signage at Co-op Live will be clearly visible and support the Alcohol Management Plan. Signage will include Challenge 25; Ask for Angela; Weights & Measures and signage that will inform guests that Anti-Spiking Covers are available free of charge from behind bars. Tariffs will also be clear in all areas and displayed as either digital menu boards or as fixed displays.



Image: Example of a Challenge 25 Poster



Image: Ask for Angela logo

9.0 Pricing & Promotions

All activity will comply with the standard mandatory conditions stipulated by the Licensing Act 2003 and we will not have drinks promotions in place apart from contractual promotions overseen by the Co-op Live Partnerships team.

Our drinks prices are in line with the market and will continue to be reviewed periodically to ensure competitiveness. We will not supply alcoholic drinks free of charge or at a reduced price on the purchase of one or more drinks to guests e.g. buy one get one free. We will not reward, encourage or seek to reward drinking alcohol quickly. Alcoholic drinks will not be allowed to leave the licenced perimeter of Co-op Live arena. Drinks will be provided in cans, reusable plastic or paper cups, with bottles being limited to fewer than five products. Products will be opened before handing to the guest.

In addition, we will not undertake:

- Association with anti-social behaviour or violence.
- Association with illicit drugs.

- Suggest that alcohol can enhance mental or physical capabilities.
- Encouragement of illegal, irresponsible or immoderate consumption.
- Promotions which involve free entry to events.

10.0 Training

The Rhubarb Hospitality team in Manchester have strong and varied experience within the hospitality industry. The Hospitality Director was previously a Hotel General Manager in a food-and-beverage-led hotel in Manchester city centre having also previously worked in London and Dublin. The Head of Operations was previously a Head of Hospitality within a large leading football stadium in Manchester and the People Director previously worked with a known chain of premium restaurants who has a strong learning and development background. This varied industry experience will enable the venue to operate successfully and remain nimble to any changing requirements.

Each of the online (Mapal) courses listed below concludes with a test to validate learning. The team member must achieve the pass mark to be registered as trained. Rhubarb Hospitality management will also assess and publish training completions each month to ensure the team have completed their training. The overarching control measure is that the rostering software (Human Force) is linked to the online learning software (Mapal) and will be used in a way that only team members who have successfully completed the required training will be able to be rostered.

Rhubarb Hospitality Manchester will use experienced hospitality Agencies to ensure the correct levels of staff are maintained in the venue. During the tender process, each Agency was required to align with Rhubarb Hospitality Manchester's training requirements to ensure consistency. In practice, this means that team members from agencies will be adequately trained, specific to their location.

10.1 Online content

Training Topic 1: Licensing England & Wales (Appendix 2)

Online (Mapal) Training for Directors, Senior Managers, F&B Outlet Managers (completed once)

Learners will practice making the right decisions on serving alcohol within English and Welsh legislation. This narrative resource defines the legal responsibilities around the sale of alcohol and enables learners to practise applying the correct checks on its sale and consumption, while also managing conflict situations well.

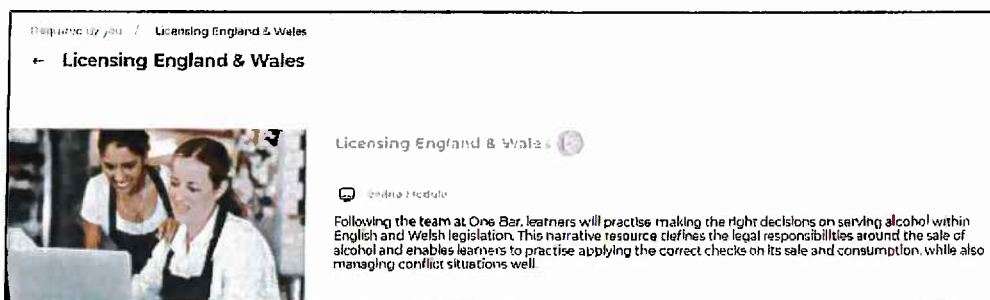


Image: Mapal's Online Licencing Course

Course content includes:

The Licensing ACT 2003

4 Objectives

- The prevention of crime and disorder
- Public Safety
- The Prevention of Public Nuisance
- The protection of children from harm

Units of Alcohol and How to calculate ABV

Weights and Measures

Legislation

Spirits

Wine

Beer

Fortified Wine

Identification

Which IDs are Valid and accepted

Passports - Driving Licence - PASS card (Proof of Age Standards Scheme)

What to look for to check ID validity

Under 18's in your Venue and Challenge 25 Policy

Trading Standards and Responsibilities; Police; EHO; TSO

Licences

- Premises licence
- Club premises licence
- Temporary event licence
- Personal licences and responsibilities

How to submit for a Premises Licence; Basic Conditions of a Premises Licence; Operating Schedule; the difference between Low and No Alcohol; General Legalities and Penalties associated with Licencing Law.

Pressures of a busy night; How to avoid and handle conflict; How to recognise conflict; early diffusing techniques; Refusal of sale and your legal responsibilities

Training Topic 2: Responsible Sale of Alcohol (Appendix 3)

Online (Mapal) Training "Responsible Sale of Alcohol" – All F&B staff including Managers (completed once)

Things to know when selling alcohol, Age+ ID, Intoxication, Volume of Alcohol

Challenge 25 Policy, Tap Water Policy, Under 18s, Signs of Intoxication, How to Handle Intoxication and Abuse, ID Checking, Challenge 25

Training Topic 3: Safeguarding

Online (Mapal) Training "Safeguarding" – All F&B staff including Managers (completed once)

The venue is currently working with partner Emmaus to publish this course. Content will be confirmed shortly.

Training Topic 4: Personal Licence Holder Training

All outlet food and beverage managers and a number of supervisors will complete will attend a one-day workshop to ensure that they are all trained as a Personal Licence Holder. This will ensure that Rhubarb Hospitality Manchester maintains the aforementioned ratio of licence holders in the venue (Section 2.0).

Training Topic 5: New Team Member Orientation

All team members serving alcohol will be briefed during their new hire Orientation on the Manchester specific initiatives listed below. This training will be face-to-face and in groups of up to 100. Topics include:

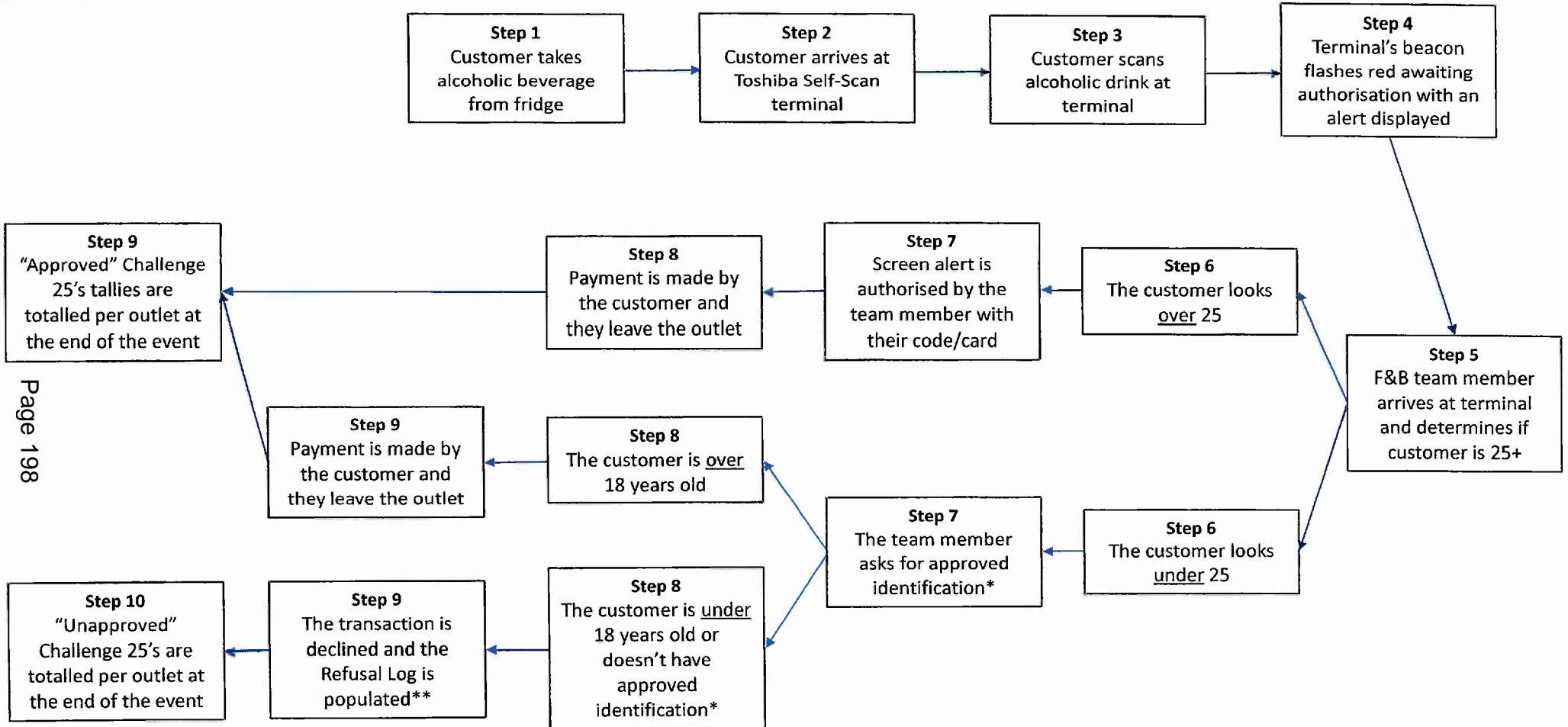
- Women's Safety Charter - Manchester Council
- Ask Angela

Training Topic 6: Event-Day Briefings

All team members serving alcohol will be briefed prior to each event at Co-op Live Arena. They will be trained in person in groups of up to 20 at their designated Bar or Grab & Go outlet. Topics include:

- Challenge 25
- Per Transaction Restriction (4-drink limit, etc)
- Decanting (where applicable)
- Learnings from previous event (multi-night events)
- Timings (bar opening and closing time)
- Changes to Beverage Stocking Policy (where applicable)
- Any event-specific information relevant to that event (e.g. young demographic)

Self-Checkouts



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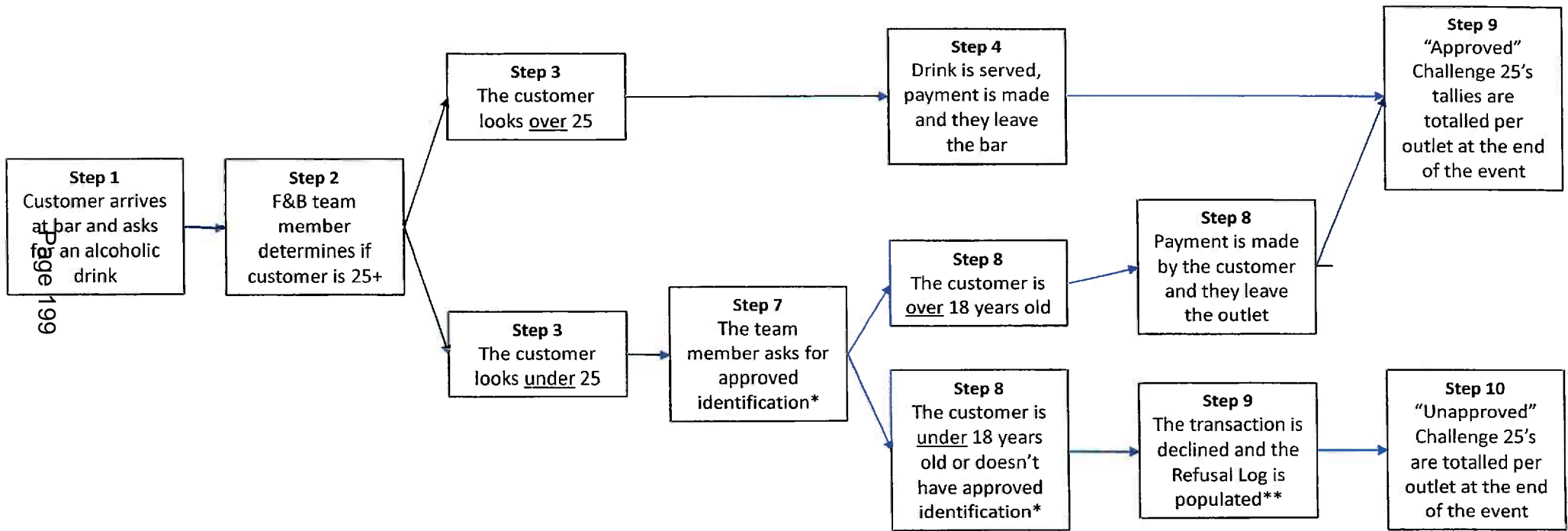
Note: All Challenge 25 tallies will be recorded electronically on the till or self-checkout

*approved identification includes proof of age card with PASS accredited hologram, international passport, UK photocard driving licence

**the refusal log will be maintained on the EPOS terminal and include; Date, Time, Description of the individual refused and reason for refusal, Product, Captured on CCTV (y/n), ID Produced, Refusal Logged by, Action taken & Outcome

Item 4

Bars



Note: All Challenge 25 tallies will be recorded electronically on the till or self-checkout

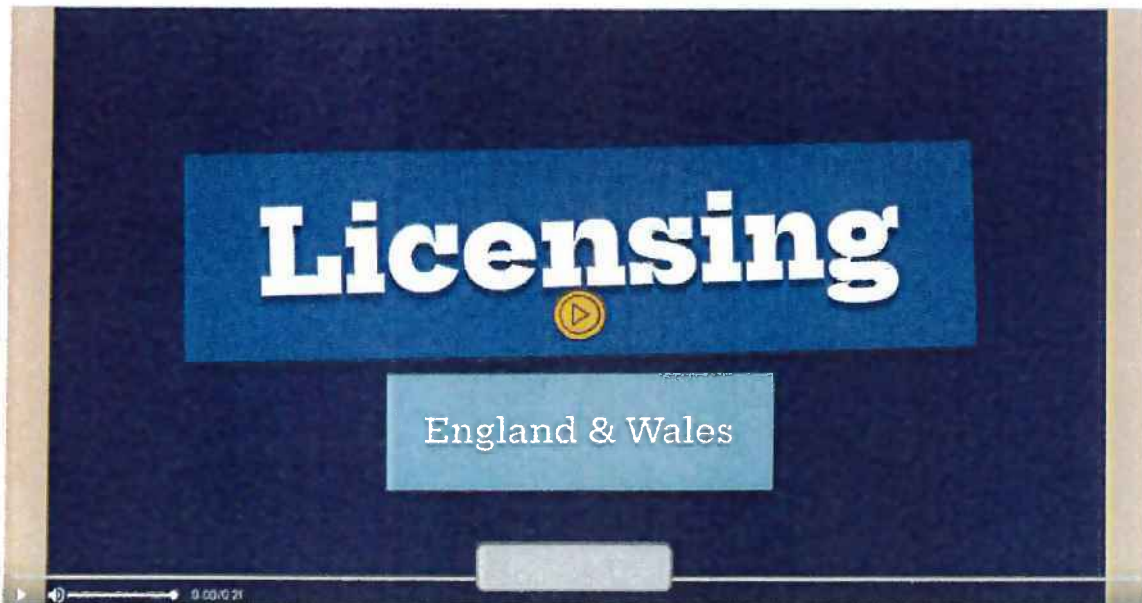
*approved identification includes proof of age card with PASS accredited hologram, international passport, UK photocard driving licence

**the refusal log will be maintained on the EPOS terminal and include; Date, Time, Description of the individual refused and reason for refusal, Product, Captured on CCTV (y/n), ID Produced, Refusal Logged by, Action taken & Outcome

Appendix 2

Licensing England & Wales

Mapal (Online) Course Content



Introduction to different members of the team who may have an interest or need relevant training on licensing in England & Wales.



The video explains the importance of asking for ID and challenge 25. The employee didn't check this customer's ID and later doubted his decision. The other employee then explains

that we always need to challenge anyone that looks 25 or under to prevent the sale of alcohol to underaged customers. She also explains test purchasing which is when the police authorize people under 18 to try and purchase alcohol to check if venues licensed to sell alcohol are ID checking. A failed test can result in prosecution.

Harley takes Max through the basics

Harley: "As bartenders, it's important to be aware of our legal and social responsibilities when we're selling alcohol. Like any potentially harmful product, alcohol comes with a set of laws that regulate its sale. The Licensing Act 2003 sets out what these laws are."

So, as Max is a team member in the licensed trade, he should keep to the law when it comes to supplying and dispensing alcohol. This means knowing the four objectives of the Act. Harley outlines these objectives further...

Select the images for more information.

The image shows four numbered cards, each with a different icon. Card 1 has a blue bell icon. Card 2 has a green hand holding a glass icon. Card 3 has a yellow and black megaphone icon. Card 5 has a blue circle with a black silhouette of an adult and a child icon.

Harley takes Max through the basics

Harley: "As bar tenders, it's important to be aware of our legal and social responsibilities when we're selling alcohol. Like any potentially harmful product, alcohol comes with a set of laws that regulate its sale. The Licensing Act 2003 sets out what these laws are."

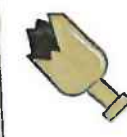
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Select the images for more information.


66

**The prevention
of crime and
disorder**

99

2.

3.


5.

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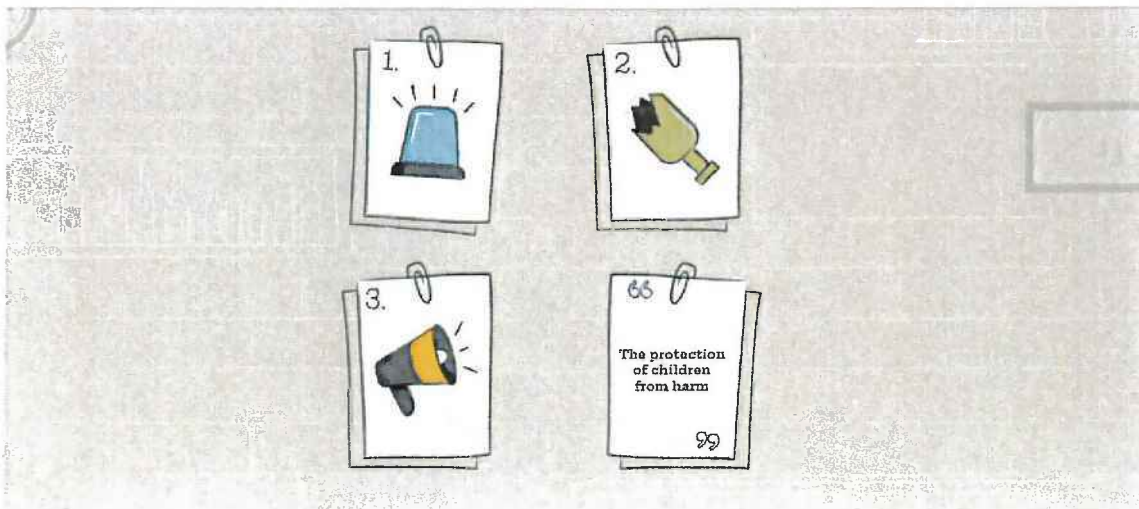
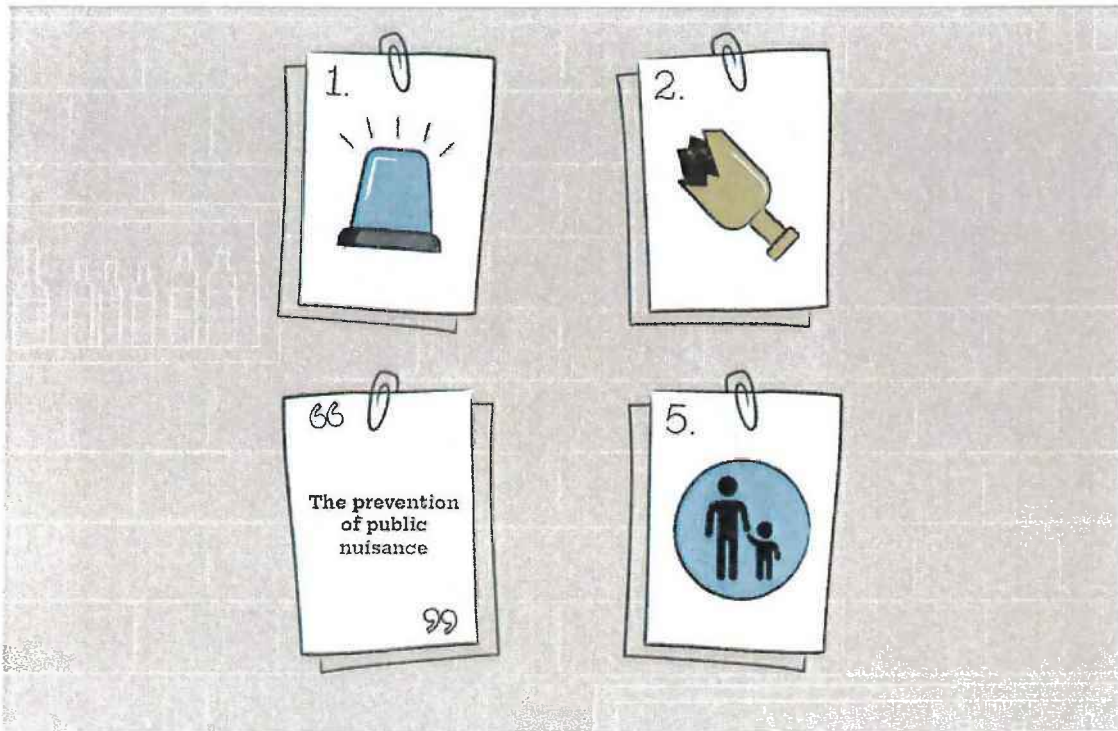
66

Public safety

99

3.

5.



An eye for units...

The last thing Harley wants to touch on before she returns to her tasks is the responsibility that comes with serving alcohol. Low-risk drinking guidelines advise against regularly drinking more than 14 units a week, spread out over several days and never all at once.

Units of alcohol are calculated by multiplying the quantity in millilitres by ABV and dividing it by 1,000. ABV, or alcohol by volume, is the percentage of pure alcohol in the drink. Harley wants to see if the new staff know how many units are in some of their guests' favourite drinks.

Select the images for more information



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Select the images for more information.

A double
single malt whisky

50ml
40% ABV




550ml x 4% ABV

=
1000
÷
2.27 units

A large glass
of red wine

250ml
14% ABV



An eye for units...

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Select the images for more information.

A double
single malt whisky

50ml
40% ABV



A pint
of lager

568ml
4% ABV



250ml x 14% ABV


=
1000
÷
3.5 units

Can Max measure up?

Harley: "I'll leave you two to serve for a while. You could brush up on your training since it's quiet. Carmen, you could quiz Max on measures."

Max: "Good idea! Carmen, Harley was just telling us that we should always be precise when dispensing alcohol. The measurements that we use are specified in the Licensing & Measures legislation, right?"

Carmen: "Yes. We must also make small measures available for our guests. So, what do you think is the smallest lawful measurement for gin?"



What is the smallest lawful measurement for gin?

Select your answer below.

1/3 pint

25ml

10ml

Accepting the right ID

Max: "Okay, I need to make sure that I'm accepting the right ID if I want to avoid another situation like that! Ah, here's a good explanation!"


One of the licensing objectives is to protect children from harm. It is **against** the law to sell alcohol to anyone under the age of 18 or allow anyone under the age of 18 to consume alcohol on licensed premises.

One exception to the consumption of alcohol by under 18s is if someone 18 or older buys a beer, wine or cider for a 16 or 17-year-old. This drink can be consumed, under supervision by someone aged 18 or over, with a meal.

To establish a person's age, ask for a legally accepted proof of age document. Your venue will have a policy that details when to ask for identification and which proof of age documents are accepted.

Max reviews the list of documents that are accepted by One Bar.

Select the left and right arrows to explore the different types of ID.



A valid passport

What you need to check:

- Is the photo a good likeness? Look at the date of birth: what age does it indicate?
- Is it fake? Look for security features such as watermarks and holograms.
- The code beneath the photo should always include their name and date of birth.

Accepting the right ID

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Max reviews the list of documents that are accepted by One Bar.

Select the left and right arrows to explore the different types of ID.



A UK or EU photocard driving licence

What you need to check:

- Is the photo a good likeness? Look at the date of birth: what age does it indicate?
- Look for security features such as official holograms and raised surface patterns.
- Photocard driving licences from outside of the UK or EU cannot be accepted.

Accepting the right ID

Max: "Okay I need to make sure that I'm accepting the right ID if I want to avoid another situation like that! Ah, here's a good explanation!"


One of the licensing objectives is to protect children from harm. It is against the **law to sell alcohol to anyone under the age of 18 or allow anyone under the age of 18 to consume alcohol** on licensed premises.

One exception to the consumption of alcohol by under 18s is if someone **18 or older buys a beer, wine or cider for a 16 or 17-year-old**. This drink can be consumed, **under supervision by someone aged 18 or over, with a meal**.

To establish a person's age, **ask for a legally accepted proof of age document**. Your venue will have a policy that details **when to ask for identification** and which proof of age documents are accepted.

Max reviews the list of documents that are accepted by One Bar.

Select the left and right arrows to explore the different types of ID.



A PASS card (Proof of Age Standards Scheme)

What you need to check:

- Is the photo a good likeness? Look at the date of birth - what age does it indicate?
- There are different types of PASS card, look for an official hologram.
- Does it look like the card has been tampered with or altered?

Who should Max and Carmen serve?

Jo: "Don't forget, you all have a responsibility to protect our guests. Do you all know what to do when faced with a situation involving alcohol and under 18s?"

Can you help Max and Carmen tackle some of these situations?

Select 'Start' to begin.



Progress 8%



Carmen is helping Max to practise his service skills by pretending to be a guest ordering cocktails at the bar.

"This is your chance to get it right, Max! Making eye contact and looking at my face will help you determine my age. What else will help you decide whether you should ask me for ID?"

Your tone of voice would give your age away.

Observe your behaviour and what you're wearing.

Score: 0

Progress 16%



Good answer.

"Along with making eye contact and looking at his guest's faces, studying how guests are behaving is key to determining someone's age. You could also observe who your guest is with as a way of determining their age."

"Okay, so let's say that you've decided I look over 18 years old. What would you do next?"

Serve you. If I think you look 18, then it's okay.

Follow our Challenge 25 policy. If in doubt, play it safe!

Score: 5

Progress

23%



Great decision.

"If you think one of your guests looks under 25, you should ask to see ID. If they can't provide valid ID, you could offer them an alcohol-free drink instead. If you do refuse the sale, you should let Jo know so that she can log it in the refusals book."

Can Carmen do any better?

Jo: "It's busy so let's make tonight count..."

Score: 10

✕ Exit

← Try again from the start

Progress

31%



Carmen is working at the bar Brian Brown and his daughter, Emma, are having a celebration meal. Emma is 17 today. Brian sends Emma to the bar for two halves of lager to go with their burgers.

What do you think Carmen should do next?

Refuse the sale of alcohol if she can't prove that she's over 18 and offer her a soft drink instead.

Go ahead and serve her because she's allowed any kind of alcohol as long as it's served with a meal.

Score: 10

✕ Exit

← Try again from the start

Progress

54%



Good decision.

You should not sell or serve alcohol to anyone under the age of 18. However, someone who is 16 or over is allowed to purchase beer, wine or cider for someone who is 16 or 17 and eating at the venue with them. Some venues won't even allow under 18s on the premises.

After asking for ID, Emma produces a student card that says she's 17 years old. What do you think Carmen should do next?

Accept the ID because it looks official.

Ask to see valid proof of age before serving her father.

Score: 15

> Exit

Try again from the start

Progress

62%



Good thinking.

Unless the student card has a PASS hologram on it, then it's not valid ID. If Carmen is suspicious about false ID, she should ask for another valid form of identification to verify it. If in doubt, Carmen should get support from her manager.

Can Max do better this time?

Max is delivering drinks to guests. The round of gin and tonics that you're taking out is going to a table of guests who appear to be no older than 17. What should Max do next?

Jo: "Don't forget to be responsible when you serve alcohol and remember your training!"

Score: 20

Exit

Try again from the start

Progress

62%



Max is delivering drinks to guests. The round of gin and tonics that he's taking out is going to a table of guests who appear to be no older than 17. What do you think Max should do next?

- Leave the drinks and approach the table to ask them all for valid ID.
- Serve the drinks because one of your team must have already checked their ID.

Score: 20

Exit

Try again from the start

Progress

69%



That's the right move!

Did you know that it's an offence to allow under 18s to drink alcohol, or for someone to buy alcohol on their behalf? It's called a 'proxy purchase'. If you're over 18 and sell alcohol in a licensed premises or you're in a position to prevent its unlawful sale, then you're considered a responsible person and can be targeted for large fines and prosecution if you break the law.

Max's best course of action would be to ask the guests for proof of age before serving their drinks. If they can't provide valid ID, he shouldn't serve their drinks.

- Let's see how they did!

Score: 25

Exit

Try again from the start

Progress

100%



Max and Carmen made some great decisions.

Brushing up on his knowledge of licensing law has really helped Max become a reliable member of the team. He's lucky to have supportive team members like Carmen around who can help.

Score: 25

✕ Exit

↶ Try again from the start

The daily debrief

Has Harley proved herself by helping Carmen and Max with their Glazing?

- ✶ "So, Max and Carmen, tell me what Harley has covered with you so far."
- ✶ Select the labels for a recap

- The Licensing Act 2003
- Weights and measures
- Under 18s in your venue
- Proving age

The daily debrief

Has Harley proved herself by helping Carmen and Max with their training?

☑️ "So, Max and Carmen, tell me what Harley has covered with you so far."

☑️ Select the labels for a recap.

The Licensing Act 2003

This Act covers the set of laws that regulate the sale of **alcohol**. It has four objectives:


- The prevention of **crime or disorder**
- **Public safety**
- The prevention of **public nuisance**
- The protection of children **from harm**

As a team member in the licensed trade, you should be aware of your legal **and social responsibilities** when selling alcohol.

Weights and measures

Under 18s in your venue

Proving age



The daily debrief

Has Harley proved herself by helping Carmen and Max with their training?

☑️ "So, Max and Carmen, tell me what Harley has covered with you so far."

☑️ Select the labels for a recap.

The Licensing Act 2003

Weights and measures


All alcohol must be dispensed correctly and **accurately** according to the **Weights & Measures Act 1988**

- Spirits must only be served as **25ml** or **35ml** measures or multiples of these. These measures must not be mixed on the same licensed premises.
- **Wine by the glass** must only be served as **125ml**, **175ml** measures or multiples of both. Both measures can be used on the same licensed premises. Ask your manager about how you measure sparkling wines.
- **Draft beer and cider** must only be served as **1/3 pint**, **1/2 pint**, **2/3 pint** (also known as a 'schonker') or multiples of a 1/2 pint.
- **Fermented** wine, such as port and sherry, must only be served as **50ml** or **70ml** measures or multiples of these.

Certain drinks such as beer, cider, spirits and still wine **must be made available to guests in small measures**. If there is a type of alcohol that you're unsure how to measure, always ask a manager.

Under 18s in your venue

Proving age



The daily debrief

Has Harley proved herself by helping Carmen and Max with their training?

Hi "So, Max and Carmen, tell me what Harley has covered with you so far."


Select the labels for a recap

- The Licensing Act 2003
- Weights and measures
- Under 18s in your venue
- Proving age

Find out about your policy on under 18s. Every venue is different

- If you do allow under 18s on the premises, you must protect them from harm by following the law
- You must not serve alcohol to anyone under the age of 18
- When using a Challenge 25 policy you must ask your partner for ID that proves they're over 18 if they're under 25, before you sell them alcohol. Alternatively, your venue might use a Challenge 21 policy instead
- If in doubt, always ask a manager.

One exception is if someone 18 or older buys a beer, wine or cider for a 16 or 17-year-old. The drink can be consumed on the premises, under supervision by someone aged 18 or over, with a meal. Find out about your policy on access by children. Every venue is different



The daily debrief

Has Harley proved herself by helping Carmen and Max with their training?

Hi "So, Max and Carmen, tell me what Harley has covered with you so far."


Select the labels for a recap

- The Licensing Act 2003
- Weights and measures
- Under 18s in your venue
- Proving age

Valid proof of age documents include

- A valid passport
- A UK or EU photocard driving licence
- A PASS card (Proof of Age Standards Scheme) with a hologram

Ask a manager about your venue's age verification policy and which proof of age documents are accepted.



If manager Jo wants better reviews, increased footfall and better takings, she needs the whole One Bar team to support her by carrying out their duties and selling alcohol according to the law. Bartenders Max and Carmen have started to get a feel for their new roles after a few more shifts.

But who is this, sitting at the bar?



The video discusses license holders, licensing objectives and LSOs. Challenge 25 posters need to be present, and LSOs can also have access to training records.

Responsibilities of the TSO

After Priya's visit, Jo decides to call her team together at the end of the shift and run them through the **authorities** responsible for enforcing licensing law. Priya mentioned she'd be coming back and Jo wants to ensure everyone knows **what to expect** from any visits and how she can assist them.

Select the icons for more information.



Responsibilities of the TSO

Police officers

Police play a vital role in ensuring licensed premises operate within the licensing regulations. They are generally proactive in **liaising with applicants and licence-holders, making representations about licences, and seeking reviews**.

Close

Responsibilities of the TSO

Environmental health officers

Environmental Health Officers help to **address potential nuisance issues** associated with licensed premises, such as noise and smells.

Close

Responsibilities of the TSO

Trading standards officers

Trading Standards Officers enforce the **underage alcohol sales provisions**.

Along with the police, they have the power to conduct **test purchase operations** and will often organise age-related product sales training and awareness for businesses.

Close

Key steps to a successful venue

Satisfied that everyone is on the same page about their TSO, Jo heads off to do some last-minute admin before she closes up One Bar for the night. Still thinking about her conversation with Piyah and the rest of the team, she drifts off and revisits her secret dream of one day opening her own bar.

Like she always does, Jo recites the key steps to operating a successful, safe venue.

Select the left and right arrows to move through the information.



Get a licence

In New Zealand, most bars must only be sold from premises with a licensing commission. The main venues that hold this are licensed premises, club premises certificates or a temporary event notice. Selling alcohol from unlicensed premises is a serious offence.

A personal licence allows the holder to sell or authorise the sale of alcohol in accordance with a valid premises licence.

Breaking the law comes with penalties. If anyone is found committing an offence could be targeted for fines with no caps and prosecution.



"Everyone at One Bar should be careful not to confuse 'low alcohol' with 'no alcohol' when advising guests what to choose."

As Manager at One Bar

Key steps to a successful venue

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Select the left and right arrows to move through the information.



Submit an operating schedule

Creating a schedule to sell alcohol involves submitting a premises licence application to the licensing authority for approval.

Any application Jo submits must contain an operating schedule that describes how her venue will be operated and managed and shows a description of the licensable activities on her premises.

As the designated premises supervisor with a personal licence at One Bar, Jo must take reasonable measures to ensure the premises operated legally at all times.

Jo's operating schedule must be clear, so the licensing authority will use it to measure the compliance of her venue.



"Everyone at One Bar should be careful not to confuse 'low alcohol' with 'no alcohol' when advising guests what to choose."

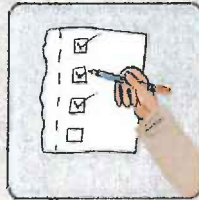
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Select the left and right arrows to move through the information.



Meet the basic conditions

Priya has licences all across with various conditions, but Jo knows there are certain conditions that every licence holder must meet.

- All alcohol must only be sold according to the conditions attached to the licence
- Alcohol may not be sold if there is no designated premises supervisor
- Alcohol sales must be authorised by a personal licence holder, either specifically or generally
- Your venue must have an age verification policy which as a minimum requires asking for proof of age before selling alcohol to anyone who looks under 18 or such older age as the policy may decide, such as 'Challenge 25' or 'Challenge 21'
- In Wales, alcohol must not be sold below the lawful minimum price per unit. There is no minimum unit price in England. However, alcohol must not be sold below cost price
- Tap water must be made available without charge
- Non-alcoholic drinks must be made available at reasonable prices

"Everyone at One Bar should be careful not to confuse 'low alcohol' with 'no alcohol' when advising guests what to choose."

- Jo, Manager at One Bar

Key steps to a successful venue

Satisfied that everyone is on the same page about their TSO, Jo heads off to do some last-minute admin before she closes up One Bar for the night. Still thinking about her conversation with Priya and the rest of the team, she drifts off and revisits her secret dream of one day opening her own bar.

Like she always does, Jo recites the key steps to operating a successful, safe venue.

Select the left and right arrows to move through the information.



Gather a stellar team

Most importantly, the experiences over the UHL and Priya's visit have shown Jo that she will always need a good, supportive team around her. With them to assist her, support the venue and help her guests have a good time, she knows the laws will always be followed at her bar.

"Everyone at One Bar should be careful not to confuse 'low alcohol' with 'no alcohol' when advising guests what to choose."

- Jo, Manager at One Bar

Promoting low-risk drinking

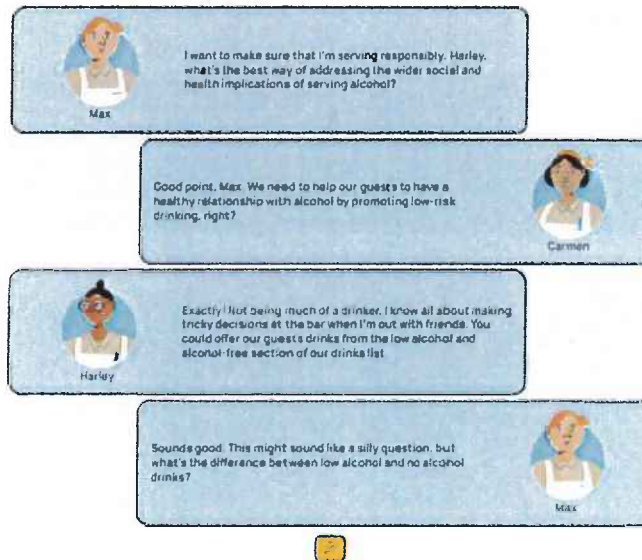
After Jo's training session, bartender Max is determined to do a good job and take his role more seriously.


Select start to begin.



After Jo's training session, bartender Max is determined to do a good job and take his role more seriously.

Select start to begin.





Not at all, Max! A low alcohol drink is a beverage with no more than 1.2% ABV at the time of sale.

Alcohol-free or no alcohol drinks have no more than 0.05% ABV at the time of sale.


Thanks Harley! Let's get on it, Carmen.



Harley puts Jo on the spot

Popping in to say goodnight, senior bartender Harley catches Jo daydreaming and laughs. Jo's dream of owning her own place is the secret kept secret at One Bar.

In a moment of mischief, Harley decides to fire her manager a few quick questions about the general legalities and penalties associated with licensing laws.



Q1/100 "Okay, Jo. The universal sale of alcohol is a serious offense. What is the maximum fine?"

What is Jo's answer?

Select your answer below.

Up to \$20,000

There are no actual fines for offenders.

The daily debrief

It's been a busy day for Jo, but she's confident that by following Philip's advice, the future for One Bar is looking bright.


Before she leaves, she types up a few key points to cover with the team for the next day.

Select the labels for a recap.

Operating within the law

The licensing authorities

No and low alcohol drinks

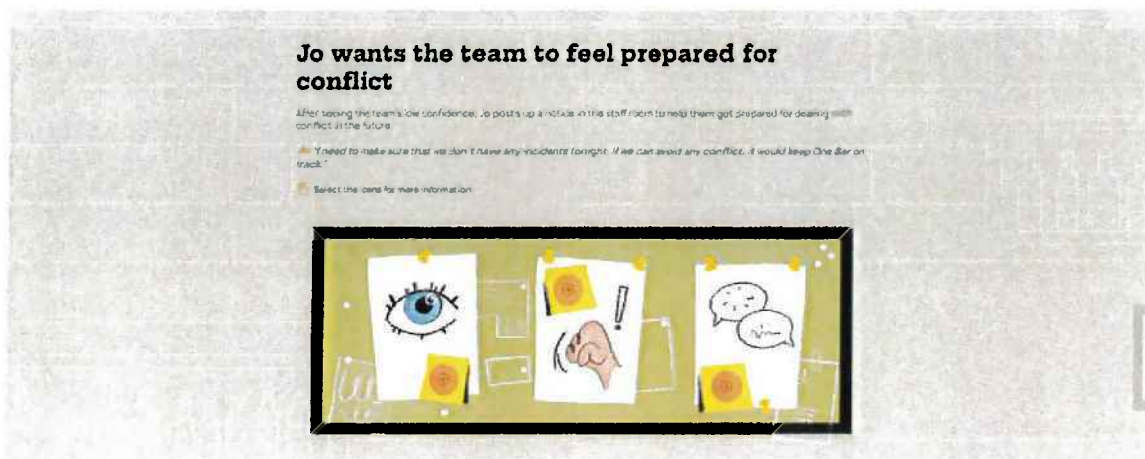


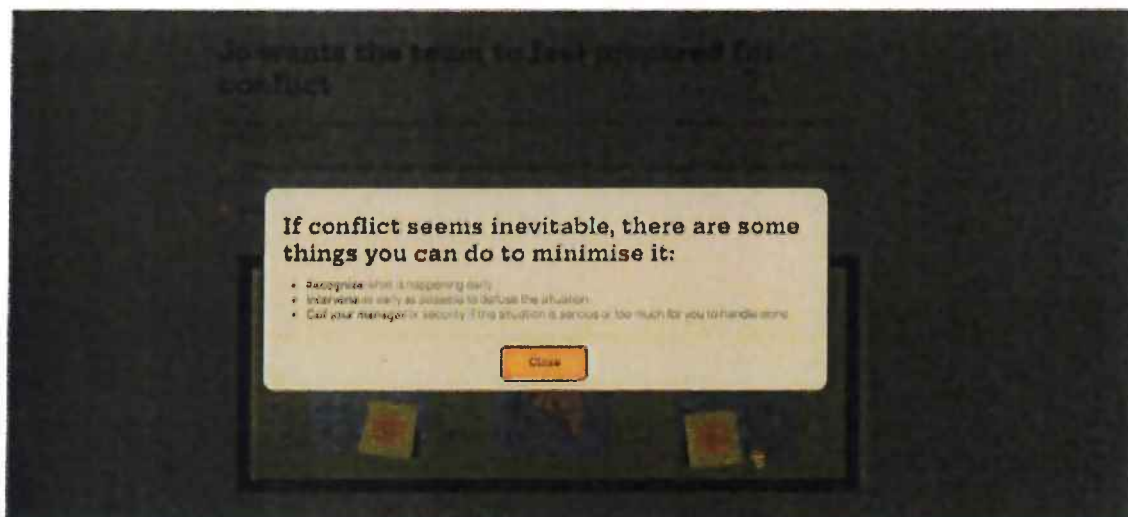
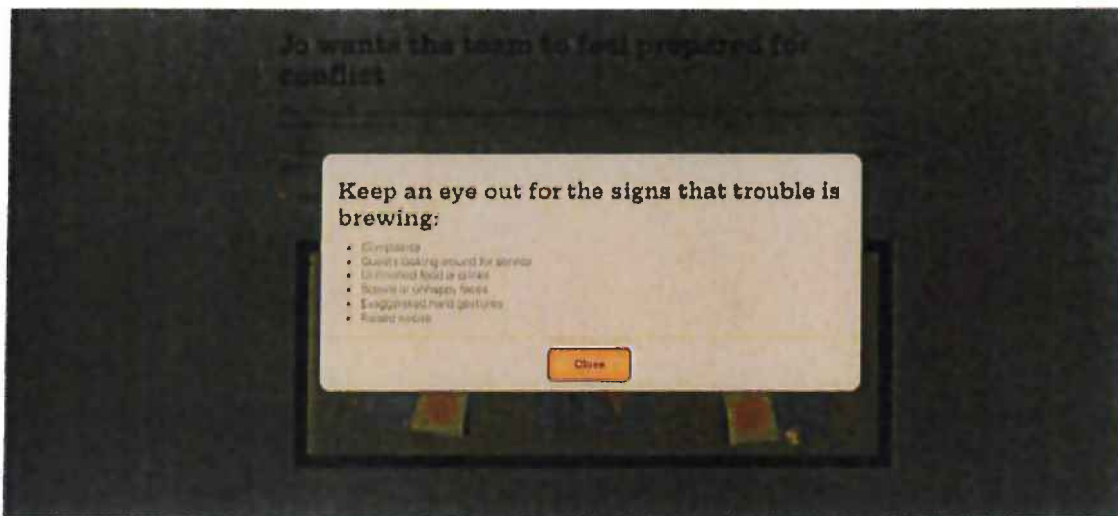
It's Friday night at One Bar and it's really busy. The customers started off the evening laughing, joking and obviously having a good time. But as the evening has worn on, alcohol is starting to have an effect and tempers are beginning to fray. Senior bartender Harley is feeling confident, but manager Jo is concerned that things could easily go wrong for the new team members with the pressure of such a busy night.

Can the team deal with the challenges that lie ahead?



This video explains how to deal with conflict with intoxicated fans such as being positive and listening to their concerns, having open body language, giving their time, respecting their space, open hands, eye contact, smiling, mirroring their movements to get their trust, they also have a duty of care when serving alcohol. They provide water for those who need it and refuse to serve alcohol to those who are intoxicated. They also mentioned signs to look out for such as big groups, swearing and those trying to catch your attention.





Will Max refuse to serve?

Harley and her fellow bartenders, Max and Carmen are in the middle of a busy shift.

Harley: "It's so rowdy tonight. There might come a point when you'll have to refuse to serve certain guests. Remember your training and let me know if you have any problems!"

With Harley watching closely, can you help Max make the right decisions?

Select start to begin.

Start

Progress 0%



Lee: "Hi mate. I need a pint of lager and a glass of white wine, for my parents I hear they gave you a bit of bother tonight. Anyway, they're good now I'm their designated driver. What can I have to drink? Maybe half a lager?"

What should Max say?

- "Since you're driving, I can only recommend a non-alcoholic drink. How about an alcohol-free beer or a mocktail?"
- "How about half a light beer instead? It's a low ABV. I'm sure that won't put you over the limit for driving."

Score 0

Exit

Progress 33%



Harley's response: "Since Lee asked what he could safely have to drink before driving, you can only recommend soft drinks. **You did the right thing by offering the alternative of an alcohol-free beer or a delicious mocktail!**"

Staring his words and having to use the bar to steady himself, Brian speaks to Lee aggressively. "I'll get these! Put your money away. I said put your money away! A pint of lager, a glass of white wine and whatever he's having."

What should Max say?

"Sorry Brian, I can only serve Lee. So, a pint of lager, a glass of white wine and an alcohol-free lager, right?"

"Sorry Brian, I can only serve you water or a soft drink!"

Score: 5

[Exit](#) [Start from the beginning](#)

Progress 66%



Harley's response: "It's not always easy to determine someone's intoxication level but, in this instance, it's clear that Brian has had too much to drink. It's an offence to sell or serve alcohol to someone who is drunk, so **you did the right thing by offering him only soft drinks.** You should **let Jo know that Brian was refused alcohol,** and ask Lee to look after his dad to make sure that he gets home safely."

Lee: "We'll probably leave after this one. One for the road? I'll take a shot of tequila for my dad."

Max: "I'm sorry, I can't. He's had enough already. Let me get you a tap water instead."

Lee: "A shot of tequila or I'm giving this place a bad review!"

What should Max say?

"I'm sorry Lee, I have to be clear. I can't serve you tequila for your dad."

"Go on then, but make sure that you leave as soon as you've had these drinks."

Score: 10

[Exit](#) [Start from the beginning](#)

Progress 100%



Harley's response: "You must always prioritise safety when selling alcohol. Refusing to serve the tequila for Brian was the right thing to do."

Sometimes, refusing a guest service isn't received very well. While you should try to keep an eye on your crowd and manage difficult situations, sometimes things can get out of hand and intoxicated guests could become aggressive and unpleasant.

If a guest challenges the refusal to serve, you could always seek the support of your colleagues. For example, in this instance, Jo could defuse the tension at the bar by explaining the legal responsibilities of the team.

So, how does Harley think Max did?

Score: 10

The daily debrief

"Remember, tomorrow is going to be the busiest day we've ever had, and we'll probably be visited by the Trading Standards Officer too."

"Let's make sure that we smash it, as a team. Tell me what you need to remember to maintain a safe and friendly environment."

Select the labels for a recap:

- The signs that conflict is brewing
- When conflict starts calling
- Refusing service

Put to the test on Saturday night with the big event in town.

It's crunch time. The team must respond correctly to each situation if they want to end the night incident-free and with word-of-mouth. Otherwise, this could be the end, senior bartender Harley won't get her promotion and manager Jo won't save One Bar.

Can you help the team handle the busiest night of the year?

Below are 20 questions based on the big night at One Bar. Can you help the team make the best decisions? You need to score 85% to pass.

Please note: You must complete all of the questions in full before exiting the resource. If you close down this session all of your questions and answers will be reset.

'Put to the test...' Overview

The night will be an epic challenge, you're going to be:

-
-
-

Scenario 1

It's early evening and the team is geared up and ready to serve. With all their training behind them, they're eager to make sure that the night goes smoothly.

After a couple of large groups have been served and a family of five have been seated, three youngsters approach the bar where bartender Max is serving.



▶ 0:09:10:24 ◀

Open transcript

Question 1

When Max asks for ID, the youngster who ordered the gin and tonics produces a student card. Could Max accept this as valid proof of age?

Select one.

Yes. A student card is an acceptable form of proof of age.

Yes. As long as it can be verified using any other form of ID.

Yes. As long as it has a PASS hologram on it. Otherwise, no.

Scenario 1

"After my close call with Lee Brown, I was looking out for under '8s drinking alcohol. I really didn't want to get myself into a tricky situation again and I wouldn't want the bar to get into trouble."

"We were still serving food and I'd just seated a family, two adults and two teenagers. That's when the youngsters arrived. I clocked them as soon as they walked in. Harley pointed them out to me, but I knew exactly what to do! They were very well behaved, but they looked too young. One of them asked confidently for three gin and tonics."

- Max, Team Member at One Bar

Close

Open transcript

Question 2

Max is telling Carmen all about his experiences of refusing alcohol. Carmen asks him to remind her what Test Purchasing is. What should Max tell her?

Select one.

"It's when trading standards officers are required to give talks about alcohol to children in schools."

"It's when under 18s are authorised by the police to attempt to buy alcohol."

"It's when adults are authorised by police to buy alcohol for under 18s."

Question 3

The family that Max seated are ready to order. After producing valid ID to prove that their children are 16 and 17 years old, the mother asks if it would be okay for them to have a drink. What should Max's response be?

Select one.

"Since they're 16 and 17, they're not old enough to have an alcoholic drink. Instead, they can have any soft drinks such as tap water or a mocktail."

"Since they're 16 and 17, they can have any alcoholic drink from the bar, as long as they are seated away from the bar area and accompanied by an adult."

"Since they're 16 and 17, they can choose from a selection of alcoholic drinks to have with a meal, as long as they're purchased by an adult."

Question 4

If Max finds himself in a position where he has to refuse service of alcohol to his guests, what step should Max take next?

Select one.

Alert Jo to check the CCTV.

Inform his teammates on the bar.

Ask Jo to log it in the refusals book.

Question 5

Carmen is spot testing Max on who authorises test purchasing. What should Max say?

Select one.

- "The designated premises supervisor and the police."
- "The police and the trading standards officers."
- "The local council and weights and measures officers."

Question 6

Max asks Harley if after refusal of service, under 18s are allowed to be on the premises. Harley says that it depends on their policy on under 18s. Do you think Harley is right?

Select one.

- Yes. Max should check with Jo about what One Bar's operating schedule says.
- Almost. It really depends on how busy the premises is and if they're eating.
- No. Any licensed venue cannot have unaccompanied under 18s on the premises.

Question 7

Max is nervous about serving the right people. Carmen reminds him that if he is found to be selling alcohol to under 18s, he could be targeted for fines and prosecution. Do you think that Carmen is right?

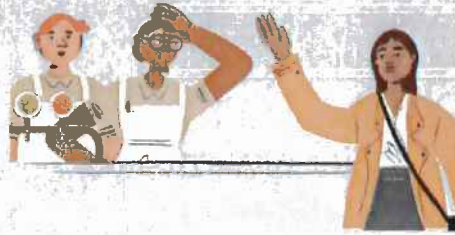
Select one.

- Not really. Only Jo will get into trouble with the law.
- Yes. If in any doubt, Max could seek the support of Jo.
- No. It's not Max's responsibility to follow this law.

Scenario 2

The night is picking up and One Bar is packed and rowdy. Harley and Max are busy at the bar while Jo is doing the rounds, making sure all the guests are safe and happy.

When Priya drops by, Max and Harley have to step up to the plate and assist the Trading Standards Officer in their manager's absence.



▶ 0:00 / 0:48



[Open transcript](#)

Scenario 2

"I said to Jo I'd pop by to see how she was getting on. Not because One Bar was doing anything wrong but because I like to keep tabs on the venues with new hires. Sometimes, all the licensing information can be a little overwhelming and I like to see if the new recruits are putting the law into practice."

"When I arrived, it was extremely busy. Jo was out of sight and the only people I could see were one of her seniors, Harley, and Max, the new hire, managing the bar and serving guests. Every successful licensed premises needs a good team behind it but with this team being very new and Jo nowhere to be seen, I was more than a little concerned. I want to see One Bar do well, but if they breached any licensing laws, I'd have to take action. The pressure was on!"

– Priya, Trading Standards Officer

[Skip](#)

[Open transcript](#)

Question 8

Since Priya is in, Harley keeps Max on his toes. "So, tell me Max, what does the Trading Standards Officer do?" What should Max say?

"Your Trading Standards Officer..."

Select one.

...enforces the under-age alcohol sales provisions by organising age-related product sales training and awareness for businesses."

...conducts training and awareness for businesses on the delivery of high standards of product and service within licensed premises."

...oversees customs and excise laws by offering advice on pricing, charging and till balancing for all teams within licensed premises."

Question 9

If Jo wanted her own venue, she would need to submit a premises licence application, but who would she submit that to?

Select one.

The local police

The national trading standards headquarters

The relevant licensing authority

Question 10

Max keeps the conversation going with Harley. "Hey, does the designated premises supervisor need to be present to supervise and authorise every sale of alcohol?" What should Harley say?

Select one.

No. However, as the DPS, Jo must take reasonable measures to ensure the premises operates legally at all times.

No. The sale of alcohol to be supervised and authorised are only guidelines that we can choose to follow or not.

Yes, the DPS must be on-site while alcohol is being served. If Jo wasn't here every day, we wouldn't be able to sell alcohol.

Question 11

Jo wants to make sure that One Bar is operating according to the law. Which four of the following are conditions which must be implemented by every licensed premises?

Select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Your venue must have an age verification policy, such as 'Challenge 25' and 'Challenge 21'. | <input type="checkbox"/> Non-alcoholic drinks must be made available without charge. |
| <input type="checkbox"/> Alcohol may not be sold if there is no designated premises supervisor. | <input type="checkbox"/> All alcohol must only be sold according to the conditions attached to the licence. |
| <input type="checkbox"/> Alcohol sales must be authorised by a personal licence holder, either specifically or generally. | <input type="checkbox"/> Alcohol must be sold at competitive prices. |

Submit

Question 12

Harley spots a group of people getting rowdy and tests Carmen on her knowledge of Licensing. "Which of the following is an offence under the Licensing Act?"

Select one.

- | | |
|--|---|
| <input type="radio"/> "To sell or permit the sale of alcohol to a person who is shouting." | <input type="radio"/> "To sell or permit the sale of alcohol to a person who is dancing." |
| <input type="radio"/> "To sell or permit the sale of alcohol to a person who is drunk." | |

Question 13

Max is trying to remember his training and has a question for Harley. "What's the penalty for the unlicensed sale of alcohol?" What should Harley say?

Select one.

- | | |
|---|---|
| <input type="radio"/> "A £200 on the spot fine." | <input type="radio"/> "Offenders can be fined up to £40,000 and/or 6 months in prison." |
| <input type="radio"/> "There is no cap on the amount offenders could be fined." | |

Question 14

Harley spot tests Max. "What kind of venues are exempt from having a premises licence?" What should Max say?

Select one.

- "Nightclubs that have an over-25s policy."
- "Bars and restaurants in entertainment parks."
- "Members' clubs and venues in airports."

Scenario 3

Half an hour before it was time to close, One Bar was still packed to the gills and the drinks were still flowing. Earlier, Jo had mentioned that she wanted us to be extra vigilant about sticking to our training.

"I knew we were about to be overloaded with orders. However, experience has told me that if you don't pull out all the stops to make sure that everyone gets served, there can be difficulties once you close the bar. It was also Max and Carmen's first time wrapping up a busy shift, so I did my best to guide and support them in any way I could."

- Harley, Senior Team Member at One Bar

Close

Question 15

Harley's trying to settle an argument between a couple at the bar. The man believes that the UK Chief Medical Officers' low-risk drinking guidelines advise us not to drink more than 21 units a week regularly. Do you think this is true?

Select one.

- True
- False

Question 16

A guest is complaining to Harley that they've been given a short measure. They were given 35ml measures when they asked for a round of gin and tonics in the previous bar they were in. What should Harley say?

Select one.

- "I'm afraid that the law says that spirits must only be served as 25ml or 50ml measures or multiples of these. The bar you were in previously must be doing things wrong. Or you were mistaken?"
- "It's good that you know the law says that all spirits must only be served as 25ml or 35ml measures. I can exchange your drinks for you if you like. Please tell us which measure you prefer next time."
- "Unfortunately, the law says that spirits must only be served as 25ml or 35ml measures or multiples of these. These measures must not be mixed. We use 25ml measures in One Bar and price it accordingly."

Question 17

Harley is helping two guests who disagree about how strong their drinks are. "The higher the ABV the stronger the drink?" Do you think this is true?

Select one.

- True
- False

Question 18

Since Harley is taking a well-earned break, Jo asks Carmen to let her know if she notices any early signs of conflict. What are four common signs that conflict is brewing?

Select all that apply.

Complaints

Sounds of loud laughter

Raised voices

Many people leaving the bar

Exaggerated hand gestures

Scowls or unhappy faces

Submit

Question 19

Carmen has just had to ID a lot of young-looking guests. She wants to check something with Harley. "Just for future reference, do we have a policy on under 18s?" What should Harley say?

Select one.

"Of course! It will be in our operating schedule. It helps us to protect children from harm."

"We do. Access by under 18s is the same in every licensed premises. It's detailed in the Licensing Act."

"If you do a search for policies on under 18s online, you'll find useful information that we all follow."

Question 20

A guest at the bar is trying to order a bottle of Prosecco but it looks like they've had too much to drink. Harley asks Carmen to refuse them alcohol and offer them a soft drink instead. What advice should Harley offer Carmen?

Select one.

"Stand your ground. If they raise their voice, you can raise yours. If challenged, get the door stewards."

"Politely tell them to go home and that if they don't, you will call the police. If challenged, ignore them until they get the message."

"Stay firm and polite. Try emphasising your legal responsibilities. If you are challenged, seek support from me or Jo."

'Put to the test...' Overview

The night isn't over yet! Here's how you're doing so far:

0%	0 / 20	N/A
Your progress	Questions correct	Average attempts taken
	Retakes taken: 0	
	Retake Assessment	

To exit Licensing England & Wales, please select the Close this resource button below OR close your session window

Close this resource

Appendix 3

Responsible Sale of Alcohol

Mapal (Online) Course Content



Go back

Staff Briefing

Customers should be actively encouraged to purchase mineral water with orders of alcohol, tap water is also available

Make sure you know how many drinks have been ordered (i.e. there are 4 guests, there should be 4 drinks only)

If you are not sure all your guests are over 25 ask them to provide ID (Challenge 25)

Customer Briefing

CHALLENGE 25 AGE VERIFICATION POLICY

If a guest looks younger than 25, you are requested to check their ID before serving them any alcohol

Tap the icon below to view the Challenge 25 Age Verification Policy

UNDER 25?

Please be prepared to show proof of age when buying alcohol

25

drinkaware.co.uk

rhubarb

Challenge 25 – Age Verification Policy

Policy Statement
<p>To protect you and us we have adopted and strictly adhere to Challenge 25.</p> <p>FOLLOW CHALLENGE 25!</p> <p>IF YOU ARE NOT 100% CONFIDENT THAT THE PERSON IS OVER THE AGE OF 25 THEN YOU MUST:</p> <p>1. ASK FOR PHOTOGRAPHIC ID (If they don't have any – you must refuse service)</p> <p>2. YOU MUST CHECK THE ID FOR AGE VERIFICATION (Passport, Photo Driving Licence or a card containing the PASS holographic logo) You will be advised before the bar opens of what to check when shown a passport, photo driving license or PASS card. If in doubt always ask for help.</p> <p>3. If you are satisfied that the ID is valid, that the person in the photograph is the one showing you the ID and that the person is over 18 – then you can serve them. (If not you must refuse service) Don't just assume that someone is over 18 because they show ID!</p> <p>4. If you are not 100% certain of the ID then you must ask your manager or supervisor.</p>

ALCOHOL AND YOUNG PEOPLE

You can be stopped, fined or arrested by police if you're under 18 and drinking alcohol in public.

- if you're under 18, it's against the law
- for someone to sell you alcohol
- to buy or try to buy alcohol
- for an adult to buy or try to buy alcohol for you
- to drink alcohol in licensed premises (such as a pub or restaurant)

However, if you're 16 or 17 and accompanied by an adult, you can drink (but not buy) beer, wine or cider with a meal.

WHAT ARE THE SIGNS OF INTOXICATION?

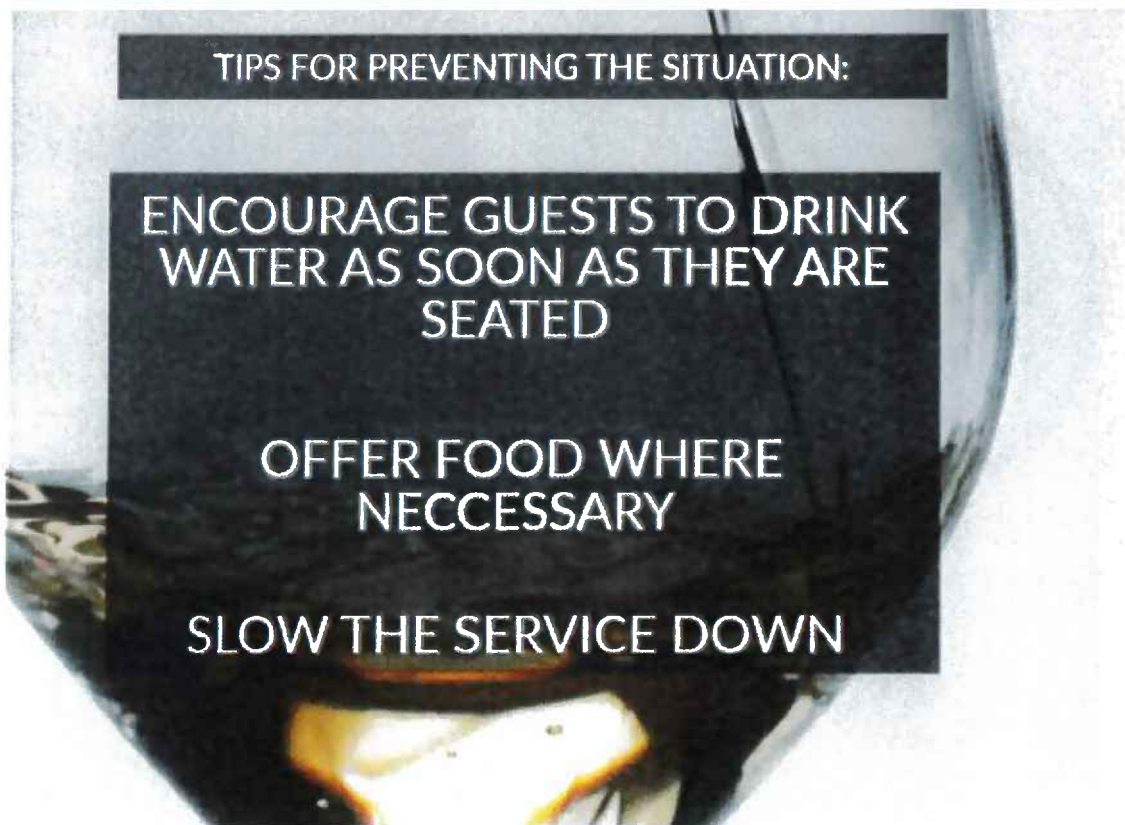


- EMOTIONAL
- PHYSICAL
- LOSS OF INHIBITION
- FACIAL EXPRESSION
- INABILITY TO CONTROL ANGER AND AGGRESSION
- REDUCED ABILITY TO JUDGE SITUATIONS CORRECTLY



WHAT SHOULD YOU DO IF YOU SUSPECT YOU ARE DEALING WITH A DRUNK PERSON?

- ESCALATE TO A MANAGER
- CONSTANTLY MONITOR CUSTOMERS
- DEVELOP A RELATIONSHIP WITH THE CUSTOMERS
- REMAIN VIGILANT AT ALL TIMES



TIPS FOR PREVENTING THE SITUATION:

- ENCOURAGE GUESTS TO DRINK WATER AS SOON AS THEY ARE SEATED
- OFFER FOOD WHERE NECESSARY
- SLOW THE SERVICE DOWN

ANY ABUSIVE BEHAVIOUR TOWARDS A MEMBER OF STAFF WILL NOT BE TOLERATED AND MUST BE REPORTED TO THE MANAGER IMMEDIATELY FOR APPROPRIATE SUPPORT.

IN THE ABSENCE OF LOCATING A MANAGER, STAFF MAY APPROACH SECURITY FOR SUPPORT AND MUST NOT TRY TO RESOLVE THE SITUATION THEMSELVES.



WHO WOULD HAVE THE RIGHT TO ASK A GUEST TO LEAVE THE PREMISES?



MAMMA MIA! THE PARTY DUTY MANAGER

PERSONAL LICENCE HOLDER

SECURITY

POLICE OFFICER

THINGS TO REMEMBER

L - LOOK (look carefully at the person attempting to buy alcohol)

A - ASSESS (assess their age, do they look under 25?, how much have they already had to drink?)

D - DECIDE (decide whether or not to ask for proof-of-age documentation and if it's appropriate to sell alcohol)

S - SURE (make sure they are 18 or over, is the documentation acceptable?)



**IT IS AN OFFENCE TO SELL OR PERMIT
THE SALE OF ALCOHOL TO A PERSON
WHO IS DRUNK SO WHENEVER UNSURE
PLEASE CHECK**

SUMMARY

Remain vigilant at all times

Always inform a manager as soon as possible when are concerned about a guest or situation

It is against the law to knowingly serve alcohol to anyone under 18 years of age

It is against the law to knowingly serve alcohol to someone you believe to be drunk


Do NOT tolerate aggressive behaviour, never try to handle a situation without the support of a manager

TIPS FOR PREVENTING THE SITUATION:

OFFER WATER, SLOW THE SERVICE
DOWN, OFFER MORE FOOD IF
NECESSARY

BY TICKING THE BOX BELOW, I CONFIRM THAT I HAVE READ AND AGREED TO THE FOLLOWING POLICIES:

- Challenge 25
- Responsible sale of alcohol



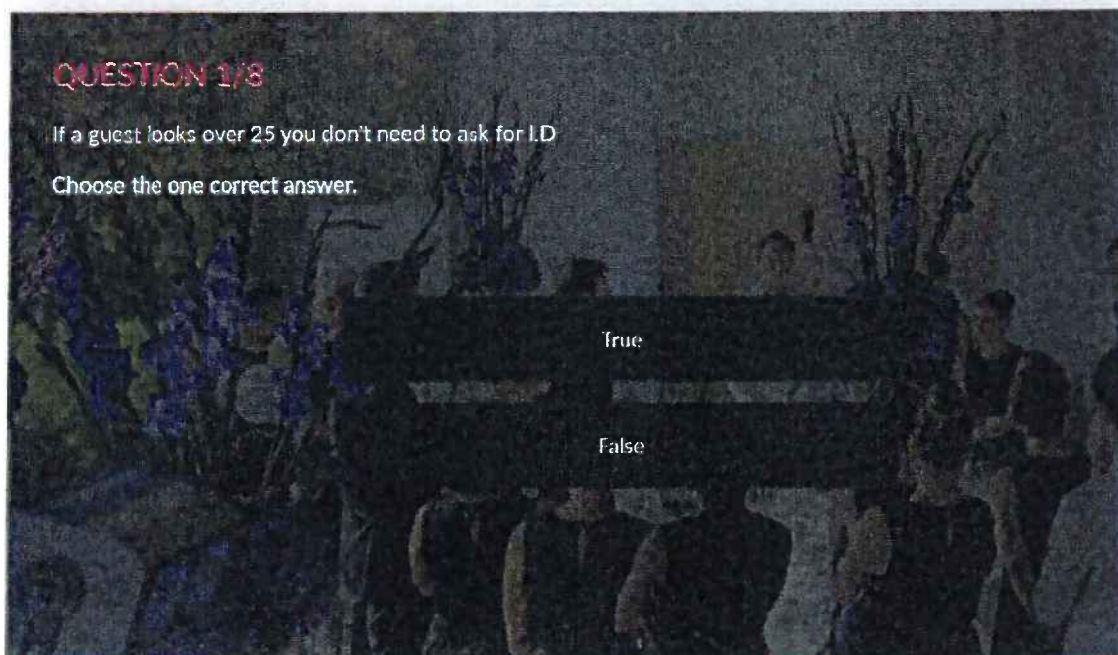
QUESTION 1/8

If a guest looks over 25 you don't need to ask for I.D

Choose the one correct answer.

True

False



QUESTION 2/8

Tap water may be provided if the guests do not want to order bottled mineral water

Choose the one correct answer.

False

True

QUESTION 3/8

What must we consider before serving alcohol? (Choose 3 options)

Choose all correct answers.

What kind of wine do they like?

Has the guest been drinking before they arrived?

How much has the guest ordered?

Does the guest look under 25?

Next >

QUESTION 4/8

You must always request I.D if you believe a guest to be under the age of 25

Choose the one correct answer.

True

False

QUESTION 5/8

It is against the law to knowingly serve alcohol to someone who is intoxicated

Choose all correct answers.

False

True

QUESTION 6/8

What are 3 signs someone is intoxicated? (Choose 3 answers)

Choose all correct answers.

Aggressive behaviour

Bad Breath

Dancing

Loss of inhibition

Facial Expression

Next »

QUESTION 7/8

Who can ask a guest to leave the premises?

Choose all correct answers.

Other guests

A Personal Licence Holder

Security

Police Officer

Mamma Mia Actor

Mamma Mia! The Party Duty Manager

Next »



QUESTION 8/8

What steps should be followed if a guest becomes intoxicated? (Choose 2 options)

Choose all correct answers.

- Offer water
- Ask them to give you their drink back
- Refuse to serve any more alcohol
- Inform a manager

Next >

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Operations Manual

DRAFT

Section OM S08: Training Plan

(Green Guide Reference 3.18)

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DRAFT

1.0 Introduction

The Training Plan should be read in conjunction with the Arena Operations Overview document which provides the details of definitions of the terms used within this document.

1.1 Corporate Health and Safety Policy and Fans' Safety Policy Statement

Extracts from the Policy statement:

'It is Co-op Live's Policy to ensure premises, facilities and services are constructed, maintained, and managed to ensure the safety of those attending and working on events at the Arena, so far as is reasonably practicable. This Policy Statement is complementary to our general responsibilities under the Health and Safety at Work Act 1974 and non-event related management arrangements.

Co-op Live are the Holder of the Premises License and responsible for the safety and security of the venue. As such it is responsible for the reasonable safety of Fans attending all events at the Arena.

We undertake to appoint a sufficient number of competent staff with relevant experience to provide, maintain and manage effective safety and security management systems that ensure safe admission, accommodation and always exit of fans from the Arena and Etihad Campus.

Our overriding aim is for Fans and Workers to have a safe, comfortable, and enjoyable experience at the Co-op Live.

The General Manager (GM) of the Co-op Live has overall responsibility and is supported by the Board, Operations Director, Head of Venue Management, Head of Security, Fan Safety Management Team, and associated competent and experienced service providers who will ensure that appropriate systems, procedures, advice, and resources are available.

1.2 Training Objectives

This Training Plan has been developed to ensure that adequate numbers of trained, competent and experienced Co-op Live and service providers personnel are engaged on non-event related and event days to ensure the management of events at Co-op Live is to the highest standard.

Co-op Live's management training plan will underpin our corporate objective to ensure compliance with health and safety at work legislation and Premises Licence conditions, minimise the risk of a terrorist attack, so far as is reasonably practicable, in order to provide Fans with a safe, secure, comfortable and welcoming environment when attending events.

1.3 Continual Professional Development (CPD)

In addition to any professional qualification requirements for crowd safety / security management or technical roles, Co-op Live's management actively promote CPD for all employees with additional training being mutually agreed during Performance Review Meeting or when identified during training exercises or event related activities.

Refer to the Indicative Training Programme section and associated Appendices below.

2.0 Coop Live Organisational Structures

Refer to OM S01 Operations Manual Overview:

Appendix 1: Coop Live Corporate Management Structure

Appendix 2: Coop Live Event Day Management Structures (Including the Command & control Structure & Crisis Group)

2.1 Executive Director / General Manager Role and Responsibilities

Refer to OM S01 Operations Manual Overview: Appendix 3.2 Executive Director / General Manager Role and Responsibilities.

2.2 Operations Director/ DPS Role and Responsibilities

Refer to OM S01 Operations Manual Overview: Appendix 3.3 Operations Director / Assistant GM/ DPS Role and Responsibilities.

2.3 Duty Venue Manager/ DPS Nominated Deputy

Refer to OM S01 Operations Manual Overview: Appendix 3.5 Duty Venue Manager (DVM) / DPS Nominated Deputy Role and Responsibilities.

2.4 Fire Marshall, First Aid, Safeguarding Training

Co-op Live's management will appoint and train a number of full-time employees as Fire Marshalls and First Aiders to cover 24/7 non-event days operational requirements.

2.5 Fan Experience Team Training

Co-op Live management will develop bespoke training based on their core value and how the 'best in class fan experience' will be achieved and monitored, and how to deal with Fan complaints.

2.6 Fan Safety Team: Supervisors and Stewards Training

Refer to OM S01 Operations Manual Overview:

Appendix 3.11 Fan Safety Supervisor (FSS) Role and Responsibilities

Appendix 3.12 Fan Safety Steward (FSS) Role and Responsibilities

2.7 Womens Night-time Safety Charter

Our leadership, venue management team, supervisors and stewards are aware of the Womens Night-time Safety Charter and the importance of the council's approach to improving the safety of women and girls in the city of Manchester.

2.8 Water Safety Training

Members of our arena safety team will be trained in collaboration with the Manchester Water Safety Partnership (CityCo, Canal and River Trust, Manchester City Council, Greater Manchester Fire and Rescue, Greater Manchester Police, Royal National Lifeboat Institution, and the Royal Life Saving Society UK.

3.0 Catering Service Provider Training

The catering service provider will provide the Catering Management Operations Manual including the food safety and health and safety training plans and event day management plans for the approval and inclusion in the Co-op Live Operations Manual.

Co-op Live's management will provide assistance and guidance in the development of the Co-op Live's contingency and emergency plans, and training requirements for their managers, supervisors, staff and any sub-contractors.

4.0 Medical and First Aid Service Provider Training

The medical and first aid services provider will provide the Medical and First Aid Plan for inclusion in the Operations Manual including the relevant first aid, medical and safety training plan for the approval of Co-op Live's management.

Co-op Live's management will provide assistance and guidance in the development of the contingency and emergency plans, and training requirements for their managers, supervisors and any sub-contractors.

5.0 Coop Live Indicative Training Programme

The training matrices in Appendices 2 to 5 below highlight the additional health and safety, business and event related training requirements, over and above technical or management qualifications, for Co-op Live employees, and their approved service providers.

The e-learning training courses identified are intended to raise awareness and increase the knowledge base of employees however, additional supplementary training courses may be required to further increase the awareness and knowledge base of employees working in specialist areas.

Appendix 2: Health and Safety training courses for the Board, managers, operational and office based personnel

Appendix 3: HSAW Operating Licenses

Appendix 4: Leadership and business continuity training

Appendix 4: SIA Licensing

Appendix 6: Fan Safety Qualifications / Awards

6.0 Spiking of Drinks Training

Coop Live Level Managers, Fan Safety Stewards and Supervisors, door supervisors, Bar Supervisors and Bar Staff, medical and first aid personnel will receive training and be reminded at the pre-event briefings regarding :

The risks associated with a Fan's drink being spiked.

Preventative measures such as the issuing of anti-spiking drinks lids on request.

The actions to be taken if they become aware of:

- Attempts being made to spike drinks.
- A report that a Fan's drink has been spiked.
- The signs to look out for, a change of a Fan's demeanor, i.e. showing any of the following symptoms:
 - o confusion
 - o nausea or vomiting
 - o hallucinations and paranoia
 - o disorientation or poor coordination
 - o loss of ability to communicate properly
 - o Unconsciousness

6.1 F&B Zone Managers, Bar Supervisors, Lounge and Suite Managers

Catering staff will receive the following training in regard to:

The issuing of anti-spike drinks lids as and when requested.

The use of drink spike tests used to carry out an initial assessment if instructed by the ECR.

Actions to be taken in the event of becoming aware of a potential spiked drink incident: Immediately inform their F&B Zone or Premium Manager or if not immediately available the ECR.

6.2 Bar Staff Training

Will receive additional training about the issuing of anti-spike drink lids as and when requested.

Actions to be taken in the event of becoming aware of a potential spiked drink incident: Immediately inform their Bar Supervisor, Lounge or Suite Manager or if unavailable a door supervisor, Fan Safety Supervisor or Steward.

6.3 Door Supervisor Training

Door Supervisors will receive additional training in the actions to be taken on being made aware of or witnessing a potential spiked drink incident:

- To immediately inform the ECR providing details of the incident, the suspect details or description together with the Fan's details.
- They are authorised to immediately intervene on being made aware of or witnessing an incident.
- Use of a propriety spiked drinks tests used to carry out an initial assessment if instructed by the ECR.
- If the propriety spiked drink test is positive, immediately report the findings to the ECR
- Detain the suspect if present and await the arrival of GMP.

6.4 ECR / SCR Teams Training

The ECR and SCR Teams will receive training on what to do on receiving a report of an alleged or actual spiked drink incident:

- Immediately alert the DVM
- Make a record of the report in the ECR incident report log
- Await further instructions from the DVM
- Reporting a confirmed incident to GMP

7.0 SIA Licensed Personnel

SIA Licenses are issued to Door Supervisors, CCTV Operators and man guarding personnel

SIA Licenses can be checked for authenticity through the SIA License Holders Register.

In addition SIA Licensed personnel are required to complete the Coop Live Induction Training and the ACT e-learning course before being deployed for work at the Arena.

Refer to Operations Manual Overview, Appendix 3.14 SIA Licensed Door Supervisors, Security Officers and CCTV Operators for further information.

7.1 CCTV Operator Training

All CCTV Operators deployed in the ECR and SCR on non-event days and event days will have obtained a SIA's CCTV Public space surveillance (CCTV) License or an equivalent award from an SIA approved training provider.

In addition, the CCTV operators will prior to the opening of Coop Live:

- Receive training from the CCTV system provider in regard to the systems functionality, the cause and effect of malfunctions and the remedial actions to be taken.
- The recording and reporting of isolated incidents (over and above the minimum 30 day recordings).
- Immediate playback of incidents to GMP and the Licensing Authority
- Familiarise themselves with the location and extent of the coverage of each CCTV camera and priority in monitoring high, medium and low risk areas and incidents.

7.2 SIA Non-Front-Line Licenses

Co-op Live managers and supervisors responsible for the management of SIA licensed personnel will obtain a Non-Front License subject to being aged 18 or over, passing an identity and passing a criminal record check.

No SIA recognised; licensed linked training is required to attain a Non-Front-Line License.

8.0 Actions Counters Terrorism (ACT) Training

All personnel, before being deployed to carry out any work whatsoever at Co-op Live, must attain a Protect UK, ACT e-learning training certificate by one of the following methods:

- Managers and supervisors: attending an ACT Training course delivered by GMP, CT Advisor, which is to be arranged through Co-op Live.
- All other personnel: successfully completing the ACT Awareness e-Learning Training Course provided by Protect UK

9.0 Training Record Inspections

Co-op Live's management will ensure that their training records are maintained up to date and available for inspection by the Licensing Authority at any time.

Co-op Live's service providers will ensure that their training records are maintained up to date and available for inspection by Co-op Live's management or the Licensing Authority at any time.

10.0 Coop Live Role and Responsibilities

Detailed role /person profiles including details of the requisite competence, qualification(s), skill(s), training and relevant experience will be developed for all event and non-event day roles (including those fulfilled by service providers).

Refer to Operations Manual Overview Appendix 3 Coop Live Management Roles and Responsibilities

11.0 Promoters and Production Personnel

Generic role profiles will be developed to highlight specific roles and responsibilities of key promoter and production personnel who will be directly involved as an integral part of the Co-op Live event management team.

The role profiles will include details of their status in the chain of command and actions to be taken in the implementation of contingency or emergency evacuation, invacuation or lockdown plans and any training i.e. ACT e-learning certification, and familiarisation requirements.

12.0 Induction training

Co-op Live's management will implement induction training sessions for all categories of personnel to be deployed on Event days to include the following important information (as appropriate to each role):

- Premise License: Licensing Objectives
- Fan experience, safe, secure, comfort and welcoming
- Safeguarding: children and vulnerable adults
- Equality, disability and inclusion (EDI)
- Actions Counters Terrorism (ACT)
- Security Threat Levels: National and Co-op Live / event specific
- Risk management, Traffic Light System, Green, Amber or Red States
- Graduated Management Response (GMR) / communications / call signs
- Code of Conduct, dress code, arrive on time, no smoking, polite, concentrate on their duties etc.
- Identification tabards / accreditation
- Code words and messages
- Fire safety
- Noise Awareness and the management of noise
- Management of crowds during late night egress
- Ingress and egress crowd management
- Risks and hazards
- Dynamic risk assessments
- Role specific responsibilities
- Duties before, during and after an event
- Pre event briefing / post event debriefs
- Fans' Terms and conditions of entry / prohibited items
- Managing conflict
- Role and responsibility during normal operations (Green State)
- Role and responsibility in response to deviations from normal operations (Green State)
- Role and responsibilities during the implementation of contingency plans (Amber State)
- Role and responsibilities during the implementation emergency evacuation, invacuation, lockdown (Red State)
- Coop Live and site inductions

13.0 Familiarisation and Simulation Training Exercises

Once event day staff have successfully completed their induction training and Arena familiarisation, i.e. nearest emergency exit routes and alternatives, customer amenity, control rooms etc., session, 'simulated' training exercise sessions will be held with the intention of building on the training already provided to include:

- Specific deployments and roles during normal operations and in response to implementation of contingency and emergency evacuation plans.
- Simulating the implementation of contingency and emergency plans to develop staff competence and awareness, and give them practice in carrying out their roles within in the plans.

14.0 Technical, Safety and Security Personnel Minimum Requirements

Only technically qualified or licensed, competent personnel with relevant experience, who have also successfully completed the ACT Training, will be deployed to work during Licensable Activities (such as the performance of live events etc) and promote the Licensing Objectives (Prevention of crime and disorder, public safety, prevention of public nuisance, the protection of children from harm).

For the avoidance of doubt the minimum requirement to work at Co-op Live is the attainment of a ProtectUK's ACT training certificate.

15.0 Non-technical, safety and security personnel minimum requirements

For the avoidance of doubt the minimum requirement to work at Co-op Live in any capacity is the attainment of a ProtectUK's ACT training certificate.

16.0 Awarding Body Performance Assessments

During event performance assessments will be carried out by Assessors from the relevant training providers.

17.0 Co-op Live Performance Assessments

The Duty FOH Security Manager, Level Managers, Quadrant Managers and Supervisors will, in addition to any Awarding Body Assessments, carry out during performance assessments of Fan Safety and security personnel to identify any under-performance against their role profile(s).

A record of the assessment(s) will be made in the post-event debrief reports which will be reviewed by the events DVM and any agreed remedial action plan agreed by the Operations Director prior to its implementation.

18.0 ECR and SCR Control Room Training

The control room teams will undertake extensive training and simulation of contingency and emergency plans to develop staff competence and awareness, and give them practice in carrying out their roles in the plans to include but not limited to:

- Functionality and operation of the control room life safety systems including CCTV, PAVA and two-way radio systems.
- The impact of the system alarms and cause and effects associated with an activation of the AFD system or failure of key life safety systems.
- Re-activating / resetting of life safety systems
- Communications between the ECR and SCR
- Communications with the emergency services
- Communications with Workers
- Communication with Fans'

- The recording of incidents / deviations from normal operational (Green State), their causes, dynamic risk assessment and the remedial action undertaken.
- The completion of the pre-event Control Room Pre Event Action Plan (PEAP)
- The monitoring of the Bowl for fire (due to the Bowl aspirating system being disabled during events) and other crowd safety / security incidents
- The relocation of the ECR / Crisis Group from the ECR
- The implementation of contingency plans including the deployment of the IRT, use of M/ETHANE principles, convening the Crisis Group, declaring a Significant Incident resulting in a request or the attendance of the emergency services
- The implementation of contingency and emergency evacuation, invacuation or lockdown plans including managing the safe evacuation of ambulant disabled Fans and wheelchair users.
- In coordination with the emergency services, the implementation of the Major Incident Plans including the formal hand over protocols.
- The management of late night fan egress to minimize the noise and disruption to residents in the local area

SCR training will also include the attendance GMF&RS who will attend in the event of any fire related incident, to familiarise themselves with access to the SCR, the functionality and management of the fire-fighting panels, communication system, fire-fighting lifts and smoke control systems.

In addition, consideration should be given to ECR and SCR selective personnel attending the following Emergency Planning College training courses:

- Key Aspects of Tactical Emergency Management
- Working in Event Control
- Working as a Loggist (online)
- Crisis Communications
- Security Risk Management for Crowded Places

19.0 Internal Table-Top Exercises

Co-op Live will run internal table-top exercises on a regular basis, but at least annually, to enhance the level of staff competence and awareness, and give them practice in carrying out their roles in the plans.

The table-top exercises will be used to test and validate what, if scenarios, contingency plans and emergency evacuation, invacuation, lock-down procedures etc.

The lessons learned from these exercises will be used to inform any update to the management systems and procedures being tested.

20.0 Major Incident Table-Top Exercises

The Major Incident or Emergency Plan is owned by the emergency services.

Table-top exercises facilitated by the emergency services and attended by Co-op Live's key event day managers will be run on a regular basis, but at least one a year, to test the coordinated response to a Significant Incident declared by the DMV requiring the immediate attendance of the emergency services who may or may not declare a Major Incident.

The lessons learned from these exercises will be used to inform any update to the Major Incident Plan or Co-op Live management systems and procedures.

21.0 Safety Handbooks

Co-op Live's management will develop safety handbooks to reinforce the information and criteria covered during the induction and familiarisation training sessions.

The Handbook will also include task cards as an aide-memoire for pre-event checks, coded messages etc.

22.0 Facilities Management

The facilities management team, responsible for the planned preventative maintenance (PPM) and reactive maintenance, testing and inspection of the Co-op Live structure, fabric, infrastructure, services plant and equipment (forklift trucks, MEWPS etc.) will require specialised technical and health and safety training, qualifications and in some cases licenses to enable them to work and operate them.

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Appendix 1: Indicative Health and Safety training courses for the Board, Managers, operational and office-based personnel

Health & Safety Training	Executive Director /GM /M Holder	Operations Director / DPS	Health & Safety Manager	Head of Facilities	Facilities Management Personnel (all dependent)	Head of Security	Security Personnel	Administration Personnel	Duty Venue Manager	Head of Venue Management
NEBOSH: National General Certificate in Occupational Health and Safety										
Health and Safety Training for Directors & Senior Managers										
Managing Health and Safety Training										
Office Health & Safety Training										
Health & Safety For Home Workers										
Basic Health & Safety Training										
Certificate in Risk Assessment										
COSHH Training										
Environmental Awareness Training										
Managing Stress and Undertaking Stress Risk Assessment for Managers										
Fire Marshall Training										
Certificate in Safe Driving at Work										
Personal Safety and Security										
Mental Health: start the Conversation										
Certificate in Display Screen Equipment Assessor Training										
Display Screen Equipment Training										
Certificate in Manual Handling										
Fire Safety										
Managing Lone Working Risks										
Lone Worker Training										
Working with Hazardous Substances										
Portable Appliance Testing (PAT) for testers and users										



Appendix 1 continued : Indicative Health and Safety training courses for the Board, Managers, operational and office-based personnel

Health & Safety Training	Executive Director /GM /PL Holder	Operations Director /DPS	Health & Safety Manager	Head of Facilities	Facilities Management Personnel (with Dependents)	Head of Security	Security Personnel	Administration Personnel	Duty Vehicle Manager	Head of Vehicle Management
Slips, Trips & Falls										
Working at Height										
Abrasive Wheels										
Legionella & Legionnaires' Awareness Course										
Working in Confined Spaces										
Ladder Safety Training										
Electrical Safety Training										
Infection Prevention & Control (IPC) Training										
Dangerous Substances and Explosive Atmospheres Regulation Training										
LOLER (Lifting Operations & Lifting Equipment Regulation 1998) Training										
Spill Management Training										
PUWER (Provision & Use of Work Equipment Regulations 1998) Training										
Permit to Work Training										
HAVS (Hand-Arm Vibration Syndrome) Training										
RIDDOR(Reporting of Dangerous Occurrences Regulations 2013) Training										
Personal Protective Equipment (PPE) Training										
Lock Out / Tag Training										
Accident Investigation Training										
Noise Awareness Training										
Warehouse Safety Training										
Welding Safety Training Course										
Facilities Management Training										
Workplace First Aid Safety Training										

Appendix 2: Indicative HSAW Operating Licences

(SAW Operating Licences	Executive Director /GM /PL Holder	Operations Director / DPS	Health & Safety Manager	Head of Facilities	Facilities Management Personnel (skill dependent)	Head of Security	Security Personnel	Administration Personnel	Duty Venue Manager	Head of Venue Management
Reach Forklift Truck Training										
MEWP (Mobile elevator work Platform) Operator Training										

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Appendix 3: Indicative Leadership and Business Continuity Training

Training	Coop Live Personnel									
	Executive Director / GM / PL Holder	Operations Director / DPS	Health & Safety Manager	Head of Facilities	Facilities Management Personnel (Skill dependent)	Head of Security	Security Personnel	Administration Personnel	Duty Venue Manager	Head of Venue Management
Leadership & management										
Personal Licence (Licensing Act 2003)										
Anti-money laundering (AML) and Financial Crime										
Minute Taking Training Course										
Project Management Training Course										
Online Cyber Security Course										
I2 certificate: Cyber Security										
Data Protection with General Data Protection Regulation (GDPR)										
Highfield L2 Award in Introduction to First Aid for Mental Health (RQF) (knowledge only)										
Anti-bribery (and corruption)										
Designated Safeguarding Lead Training (Level 3 Safeguarding)										
Safeguarding Essential Training (Level 1)										
Equality, diversity and inclusion										
Conflict management										
Team Working										
Prevent Duty Training										
Action Counter Terrorism (ACT)										
Action Counter Terrorism (ACT) e-learning certificate										
Highfield L2 Award in Customer Service (RQF)										



Appendix 4: SIA Licensing

SIA Licences & training	Coop Live Personnel						Security Service Providers				
	Executive Director /GM /PL Holder	Operations Director /DPS	Duty Venue Managers	Duty FOM Manager	Duty Head of Security	Security Personnel	CCTV Operator	Security Service Providers	Door Supervisors	Security personnel	CCTV Operator
SIA Non-front line licence											
SIA approved contractor											
SIA Manned guarding licence											
SIA Close protection licence											
SIA Cash & valuables in transit licence											
SIA Door Supervisor licence											
Public space surveillance licence											
Highfield L2 Award in Customer Service (ROF)											
Action Counter Terrorism (ACT) GMP CT Aviator course											
Action Counter Terrorism (ACT) e-learning certificate											

Appendix 5: Indicative Fan Safety Qualifications / Awards

Qualification or equivalent	Coop Live Personnel					Cruid Safety Personnel				
	Executive Director /GM /PL Holder	Operations Director /DPS	Duty Venue Managers	Duty FOM Manager	Duty Head of Security	Level Managers	Quadrant Supervisors	Fan Safety Steward Supervisor	Fan Safety Steward	Fire & Safety Officers
Highfield L4 Diploma in Spectator Safety Management (ROF)										
Highfield L3 Extended Certificate in Supervision (ROF)										
Highfield L3 Certificate in Spectator Safety Supervision (ROF)										
Highfield L2 Certificate in Spectator Safety (ROF)										
Highfield L2 Award in Customer Service (ROF)										
Fire Marshall Training										
Action Counter Terrorism (ACT) e-learning certificate										

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VANGUARDIA

A BURO HAPPOLD COMPANY

Co-op Live, MANCHESTER

Noise Management Plan

VAN-102859-XX-NMP-Y-3048

102859

23 November 2023

Revision P03



Co-op Live, MANCHESTER

VANGUARDIA LIMITED

Revision	Description	Issued by	Date	Checked
P01	Initial draft for comment and co-ordination	TC	17.11.2023	OC
P02	Updated with client comments	TC	21.11.2023	OC
P03	Environmental Impact Assessment added as Appendix	TC	23.11.2023	OC

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date **17.11.2023**

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date **17.11.2023**

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1 EXECUTIVE SUMMARY

Co-op Live is a purpose-built world class entertainment arena in Manchester, UK. The arena has been built with being a good neighbour in mind. The following document outlines the operational procedures to manage noise from the arena activities. A full environmental impact assessment was carried out as part of the planning application that ensured the building was designed to mitigate entertainment noise. Completion testing will be carried out to ensure compliance with the EIA and associated planning requirements. In general, the more sensitive side of the site for noise is towards the East along Alan Turing Way, where particular attention should be carried out.

Music Noise – Music noise shall be generated internally to the arena. The arena envelope has been specifically designed to meet agreed criteria during the planning stage as part of it's design. It should be ensured the acoustic line of integrity is maintained by closing key door sets and roller shutters as outlined in this document.

External PAVA – External PAVA is provided at the entrance areas to the arena. These are primarily used for crowd management and the usage should be minimised, especially during later hours.

Load-in/Load-out – The service yard is enclosed; however careful management is still required where loud works might be carried out. Dismantling of steel shall occur within the arena bowl. Service yard roller shutters shall remain closed unless a truck is passing through. Where possible vehicles shall be fitted with white noise rather than tone reverse alarms where possible.

Deliveries and Maintenance – Deliveries and maintenance, outside of event periods, shall normally take place only between the hours of 07:00 and 18:00 in line with the Transport Assessment provided during the Planning stages of this project.

Plant Noise – Any noise from plant has been designed to ensure that the noise levels at the nearest noise sensitive receiver is achieved. Over time plant equipment can become noisier if not sufficiently maintained and routine maintenance shall ensure noise from bearings or moving parts do not become degraded and give rise to increased noise levels. Any testing to stand-by or emergency generators should be carried out during social hours and kept to a minimum. Any generators used for broadcast shall be of a 'silent' type and where not possible temporary enclosures might be required.

Patron/Crowd Noise – Signage should be used at exits to the building to inform guests leaving to respect the neighbourhood and to keep any noise to a minimum.

2 INTRODUCTION

2.1 Purpose of Document

Vanguardia limited have been appointed by Eastlands Arena Limited (EAL) to provide a Noise Management Plan, forming part of the Arena Operations Manual, to support the premises license application for Co-op Live, Manchester UK.

An Environmental Impact Assessment (EIA) was submitted and approved as part of the planning application for the development. The EIA outlines noise criteria and targets to which the venue has been specifically designed to along with predictions of crowd and traffic noise levels. This document does not address the environmental impact of noise from the arena which has been covered as part of the planning application.

The purpose of this document is to describe the operational procedures that will form the noise management regime to minimise noise levels emanating from the arena. The operational noise management plan shall be a working document and should be updated to reflect any amendments to the noise management strategies or procedures.

2.2 Development Usage Overview

Co-op Live is a new multipurpose indoor arena due for completion in 2024. The arena has been specifically designed with being a good neighbour in mind.

The main noise generating sources are:

Arena Bowl	Shall host a variety of entertainment types, including live music concerts. The majority of entertainment events shall finish before 23:00 hours. Where events exceed 23:00 hours, these will be reviewed on a case-by-case basis.
Co-op Backstage Bar	A Premium area specially designed to be capable of providing exclusive entertainment, including music, post 23:00. The acoustic envelope of the building to this space has been enhanced to ensure compliance.
The Street	A General Admission area designed to be able to accommodate events separately from the main arena bowl either before, after or on days where there are no events in the Arena Bowl. The street is located on the West side of the building, which is shielded from the nearest residents and breakout is to be monitored as part of the completion testing.

In addition to the above, the arena will feature concourses, VIP lounges and Suites which have been provided with small, distributed sound systems capable of background and light foreground music as well as potentially loud crowd noise levels.

Whilst the arena will generate high levels of music and crowd noise, the envelope of the building has been designed to contain the sound and provide sufficient attenuation of noise to the residential receivers.

It is understood that no entertainment shall take place externally after 22:00.

2.3 Site Layout and Baseline Conditions

The development is located in Manchester's Etihad Campus, to the North of the Etihad Stadium, and is surrounded by a plethora of commercial establishments. The nearest noise sensitive residential areas are shown in Figure 2-1, with the closest noise receiver being located on the opposing side of Alan Turing Way.

The EIA identifies the following residential properties to be within a radius of potential impact:

- Stuart Street (53.486018, -2.197371);
- Gibbon Street (53.485470, -2.196978);
- Broxton Street (53.489298, -2.204154); and
- Briscoe Lane (53.489879, -2.201055).

When assessing the impact of noise and the subsequent management procedures to control noise to appropriate levels, it is important to consider the baseline noise conditions. The EIA contained a full baseline noise survey completed by Buro Happold in 2019. A short-term measurement was conducted on Stuart Street, representative of the nearest noise sensitive receiver. The following observations were made (when commenting on the existing soundscape on Stuart Street), with Table 2-1 presenting the reported measurement.

"The noise climate at this location was subjectively found to be moderately loud. Noise sources noted on site were road traffic on Alan Turing Way and Metrolink movements from the nearby tramline. Intermittent noise events included PA announcements from the Metrolink stop and airplanes overhead. The dominant noise source is considered to be road traffic noise from Alan Turing Way."

Table 2—1 Baseline Noise Levels at Stuart Street (representative of Nearest Noise Sensitive Receiver)

Location	$L_{Aeq,T} - \text{dBA}$ (0700hrs – 2300hrs)	$L_{AF,max} - \text{dBA}$ (0700hrs – 2300hrs)	$L_{A90,T} - \text{dBA}$ (0700hrs – 2300hrs)
Stuart Street	63	74	56

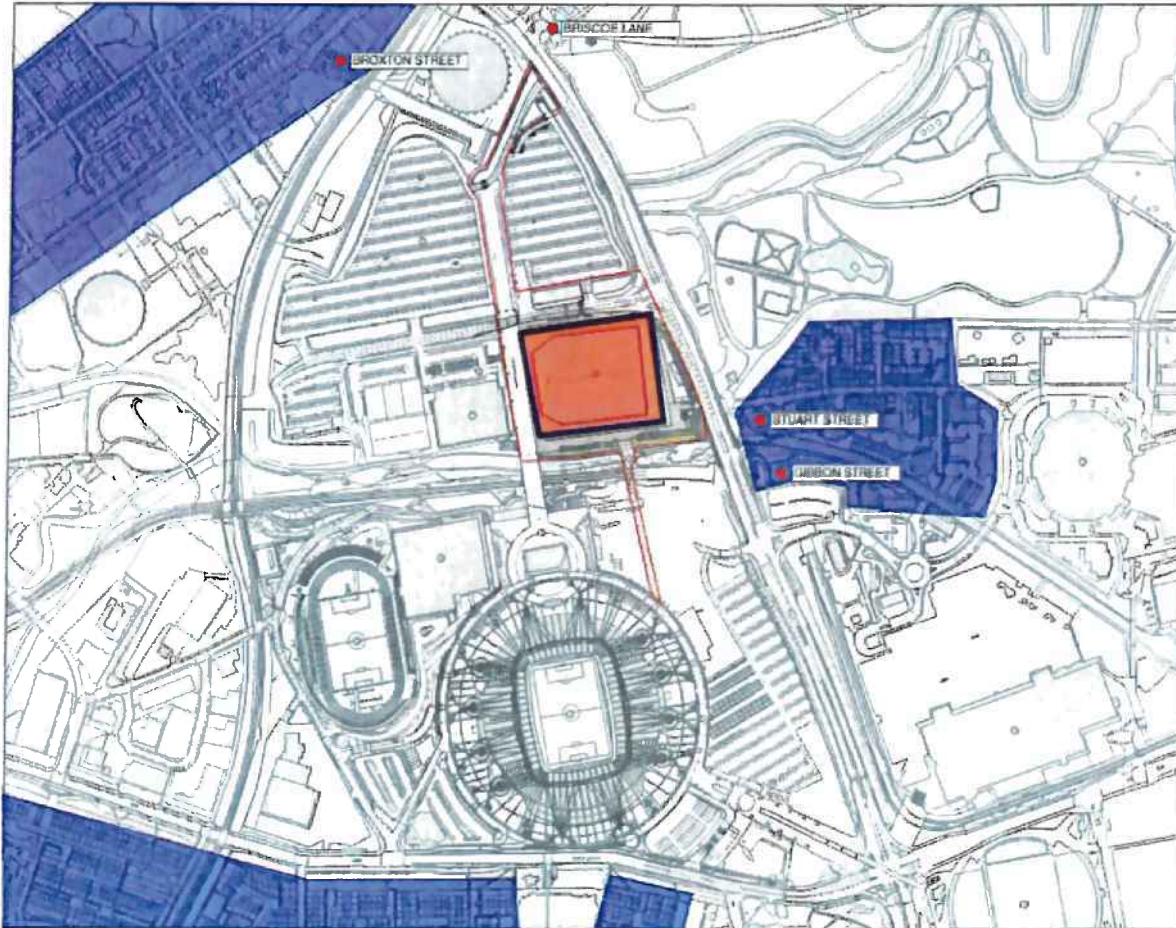


Figure 2—1 Site Location plan (residential areas highlighted in blue)

Public entrances to the venue are distributed around the building in each quadrant of the building. The tram stop is situated south-west of the development.

The service yard is located to the residential side of the arena, with the main atrium away from the nearest residents.

2.4 Key Personnel

Licensable activities at the premises will at all times be managed by the premises licence holder.

The venue manager shall have overall responsibility for the noise management of the venue.

Any complaints shall be handled by the venue reception team and passed onto the Duty Venue Manager as described in section 7.

3 NOISE GENERATED BY SOUND SYSTEMS

The arena shall feature three major sound system noise sources:

- The arena bowl – Main arena space, hosting the major events within the arena. This could include sporting events, family shows (ie: Disney on Ice, Walking with Dinosaurs) or Music Concerts. In general events will not operate past 23:00.
- The backstage bar – Small capacity VIP Lounge hosting exclusive after parties. Will operate past 23:00.
- The Street – General Admission space hosting pre and post arena bowl events as well as stand alone events. Will operate past 23:00

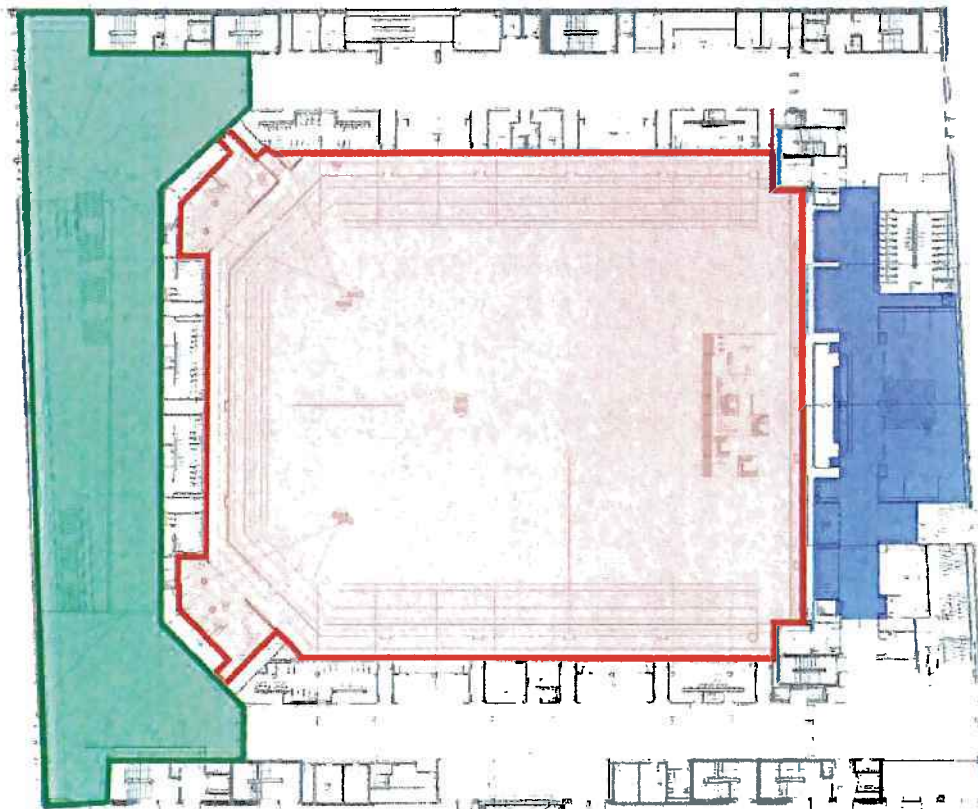


Figure 3—1 Identification of Major Music Noise Sources. (Red = Bowl, Blue = Back Stage Bar, Green = The Street). Note: the Nearest Noise Sensitive Receiver is the East of the Image.

Dressing rooms, lounges and suites have small, distributed, sound systems for the purposes of background, light foreground music and public address. However, these are not expected to be audible outside of the building and no further management is required.

The concourse to the south of the development can be opened to the canal side. When the concourse is open then careful monitoring of external noise is required to ensure no nuisance is being caused to any neighbouring properties.

3.1 Arena Bowl

The arena bowl is fully enclosed by a continuous line of integrity. The arena envelope has been purpose designed to the intended use of the arena. The design has been based on typical levels representative of unrestricted entertainment and the agreed noise limits at residential properties forming the planning submission.

The key information from the EIA has been reproduced below in Table 3-1. More detailed information can be found in the EIA and planning submission; a partial extract has been provided in Appendix A of this document.

Table 3—1 Arena Internal Levels, External Limits and Subsequent Required Attenuation

	Octave Band Centre Frequency (Hz)							dBA
	63	125	250	500	1000	2000	4000	
Internal Noise Level	116	110	104	101	100	92	88	104
Limits at Residential Receivers	52	46	42	41	42	32	19	44
Building Envelope (in-situ)	35	33	31	37	42	33	34	-

The sound insulation of the arena bowl shall be demonstrated through post completion testing by Vanguardia.

The doors to the arena form a significant part of the acoustic strategy and careful management is required to ensure that the noise envelope is not compromised. During operation of music events the following measures will be considered:

- Doors to the arena bowl should be closed unless being used for access.
- Doors on the North Foyer should be closed unless being used for access.
- Roller shutters between the arena bowl and service yard should be closed and remain closed unless of an emergency.
- Roller shutters between the service yard and external areas should be closed and remain closed unless of an emergency.
- Doors between the bowl and service yard should be closed unless being used for access.
- Doors between the service yard and external areas should be closed unless being used for access.
- Gantry access doors should be closed and remain closed unless of an emergency.

3.2 Co-op Backstage Bar

The external wall of the Co-op Backstage Bar has been enhanced to enable high internal noise levels outside of the normal operational hours of the venue.

The sound insulation of the Co-op backstage bar shall be demonstrated through post completion testing by Vanguardia.

The Co-op backstage bar features doors on the eastern elevation, facing the nearest residential receiver. These doors have been lobbied to increase sound insulation. The doors should be closed unless for access. These will be required to be managed to ensure compliance.

In addition, doors to the GA concourses at the North and South ends should be closed as well as the doors leading to external areas; unless for access.

3.3 Concourses, Suites and Lounges

Concourse, suites and lounges shall feature small, distributed sound systems for the purposes of background and moderate foreground music. These systems shall be operated at a reduced volume with notably less sub-bass frequencies compared to the arena bowl and backstage bar.

The external walls of the arena have been acoustically rated such to provide sufficient attenuation to the residential receivers, as described in the EIA. Access doors to the arena should be closed unless for access. No further management is expected to be required for suites and lounge sound systems under normal operations.

For any out of hours events then access shall be encouraged via the West entrances to minimise any noise to the sensitive areas to the East.

3.4 External Sound Systems

External sound systems shall be used for crowd management, emergency purpose and low background music only. Their usage shall be limited, and background music should only be used prior to an event and will not be used when patrons are exiting the venue.

4 OPERATIONAL NOISE

4.1 Load-in and Load-out

Where possible, load-in and load out activities shall be conducted in either the arena bowl or the service yard with roller shutters and doors closed to form a continuous acoustic enclosure to attenuate noise.

Practical steps shall be taken to minimise noise impact during load in/out which are outlined below. In many cases these features are common practice.

- Briefing session or document to all touring personal prior to the event.
 - o Refrain from shouting when communicating;
 - o Refrain from dropping scaffold bars;
 - o Carefully place down any Mojo barrier rather than dropping it to the arena floor;
 - o Carefully tip flight cases into trucks;
 - o Use of rubber mallets;
 - o Keep all doors closed;
 - o Limit activity outside of the acoustically enclosed areas to a minimum.

- The service yard is designed for use by 12 vehicles at any one time. Remaining vehicles will be parked off-site although a limited amount may be parked along the service road to the East side of Blue Car Parks for a limited time until space is available inside the Service Yard..
- A maximum site speed limit of 10mph should be observed.
- Heavy Goods Vehicles will not have idling engines. When unused the vehicle should be stopped.
- The amount trucks need to manoeuvre should be minimised and number of trucks manoeuvring simultaneously should be minimised as far as possible.
- Vehicles should use broadband noise reversing alarms, if available, rather than high-frequency narrow band alarms.
- Service yard doors should be closed at all times unless a truck is passing through. Vehicle access should be minimised where possible.
- De-rigging and loading of trussing or other metal work should take place within the arena bowl as far as possible with the acoustic envelope closed to utilise the high level of sound attenuation this provides.
- Trucks driving into the arena floor to be loaded up decreasing travel time of flight cases and fork-lift trucks as well as keeping noise within the main acoustic envelope of the development.

4.2 Deliveries and Maintenance

Arena deliveries shall be via the arena service yard.

Deliveries shall normally only take place between the hours of 07:00 and 18:00. Doors of the service yard shall be closed whilst the delivery is being unloaded (ie: only opened for access). The engine of the truck shall also be deactivated and not left in an idling state.

Where possible delivery times shall be staggered to avoid multiple deliveries at the same time.

Maintenance operations, including but not limited to, street cleaning, jet washing, emergency generator testing and construction shall normally only take place between the hours of 08:00 and 18:00.

Any glass collections can be particularly noisy and where possible it is recommended that any glass waste collections are carried out during daytime hours between 08:00 and 18:00. Where it is not possible any waste collection must be monitored and supervised to ensure minimal noise disturbance to the East of the site. The waste compound is located to the west of the site, which provides some level of screening to residents.

The compactor located in the service yard shall be operated when the service yard doors are closed.

5 CROWD NOISE

5.1 Internal Crowd Noise

Whilst high crowd levels will be generated internally in the arena, it is unlikely these will exceed the music noise levels generated and thus the measures in place for attenuating music noise levels will likely attenuate crowd noise levels sufficiently for both the bowl and concourse areas.

Please refer to section 3 of this noise management plan for details on the envelopes of the associated areas and the noise management strategies for maintaining the acoustic integrity of the envelope.

5.2 Arena Egress

The impact of crowd noise on the noise sensitive receivers was studied in the EIA. Table 10.17 of the EIA describes the impact of operational crowd noise at residential properties to be negligible. Please refer to the EIA for more details. A partial extract containing the noise chapter can be found in Appendix A of this document.

The impact of crowd noise can be minimised through practical and suitable operational measures. These include, but are not limited to:

- Egress strategies outlined in the operational plan to quickly and effectively disperse crowds away from the area, including the provision of sufficient transport links;
- Keeping exit and paths unblocked and free moving (to be complete by stewards);
- Signage externally on egress routes to clearly direct people in the direction they need to go;
- Direct and keep people away from the noise sensitive receivers. It is understood that the main public entrance, city centre and metro link are all on the opposite side of the arena to the nearest noise sensitive receiver.
- Sufficient steward presence and strategic placement to move the public on and avoid loitering, particularly into the late hours of the night;
- Stewards can also intervene where suitable, safe and required to any disruptive or loud behaviour;
- Signage internal to the arena, such as via the IPTV system, to display 'Please be respectful of our neighbours and leave quietly' messages as people are exiting the arena;
- Pre and Post show entertainment/bar offerings to stagger the arrival and exit times of people.
- Apart from an Emergency Evacuation or where required to improve crowd movement, patrons will be encouraged to not use Alan Turning Way as a way into or away from the arena

Please note that a separate document detailing the proposed arena egress procedure is available for further information on this subject.

5.3 Co-op Backstage Bar Egress

Egress from the Co-op Backstage Bar will likely occur in the early hours of the morning. This shall be for a smaller capacity of people, which will naturally reduce the noise impact.

Due to the proximity of the backstage bar to the nearest residents, careful management of people leaving is required. Clear signage shall be provided to ensure people leave quietly and respect the neighbours. The arena management will have a process in place to direct customers away from that part of the site as efficiently as possible.

5.4 The Street

Egress from The Street from time to time may take place in the early hours of the morning. As this space exits on the West side of the arena, it is furthest from the nearest residents. However, arena management will have processes in place to ensure that noise from customers is kept to a minimum and the movement of customers away from the arena is done away from the residents,

5.5 Canal Front

The arena features an outdoor area overlooking the canal, which is approximately 150m from the nearest noise sensitive receiver. Whilst the distance is so great that it is unlikely for crowd noise to be an issue above the existing baseline noise measurements, it is recommended signage is used to remind people to be respectful of the neighbours to reduce the likelihood of excessive noise levels as well as steward presence to manage proceedings.



Figure 5—1 Canal front location relative to nearest Noise Sensitive Receiver

6 PLANT NOISE

6.1 Permanent Plant

The design of permanent plant associated with the scheme has been designed such that no operational intervention is required.

6.2 Temporary Event Plant

It is proposed that any temporary plant, such as generators associated with broadcast events or plant for Ice shows, are dealt with on a temporary ad-hoc basis. When temporary plant is located on the dedicated external broadcast area, then silent type generators shall be used whenever possible and this will be recommended to any incoming broadcaster and event owner. Where external plant equipment is expected to be audible at the nearest residential receiver, then additional temporary barriers shall be provided (Eg. Echo barrier).

Temporary plant should not operate past 23:00 where possible. Where it may be required to operate past 23:00 hours, low noise plant should be selected and any night operating modes which decrease noise levels should be engaged along with any temporary barriers.

6.3 Special Effects/ Pyrotechnics

The discharge of any CO2 cannons or pyrotechnics post show shall commence in the arena bowl only with the acoustic envelope closed. This shall provide sufficient attenuation which would likely render noise from these activities inaudible within a bedroom at the nearest noise sensitive receiver.

7 COMPLAINTS PROCEDURE

7.1 Procedure

In the unlikely event a complaint is received, information about the complaint shall be recorded and passed onto the Duty Venue Manager for investigation.

The complaints procedure shall follow a standard Identification, Investigation, Action and Recording procedure; outlined in Figure 7-1 below. Contact details for the arena for noise complaints will be advertised to the local residents pre opening in April 2024.

Identification – Complaint is raised with the venue either directly from a local resident or a local resident via the local authority. This is recorded by the venue.

The receiver of the complaint shall try to get as much information from the complainant. Such as but not limited to:

- Location
- Time
- Type of Noise (music, pedestrian etc)
- Context of noise (swearing, very loud, abusive etc)
- Duration

Investigation – The Duty Venue Manager has overall responsibility for the management of noise levels. They should be made aware of any noise related complaint and shall instruct a suitable member of their team to investigate the complaint to establish the primary cause. This may involve monitoring the location in which the complaint came from during upcoming events.

Action – if a reasonable complaint has been identified then suitable actions need to be made to mitigate the noise complaint within a reasonable time. In some cases, the noise source might have already stopped, but measures should be taken to avoid future complaints.

Recording – Once the cause of the complaint is established, reasonable and practical measures to reduce the likelihood of the complaint re-occurring should be taken. This change should be monitored at the next suitable event to assess its effectiveness. If successful, any adapted or updated operational procedures should be reflected in the operational management plan.

Contact details will be made available prior to the first event in the arena.

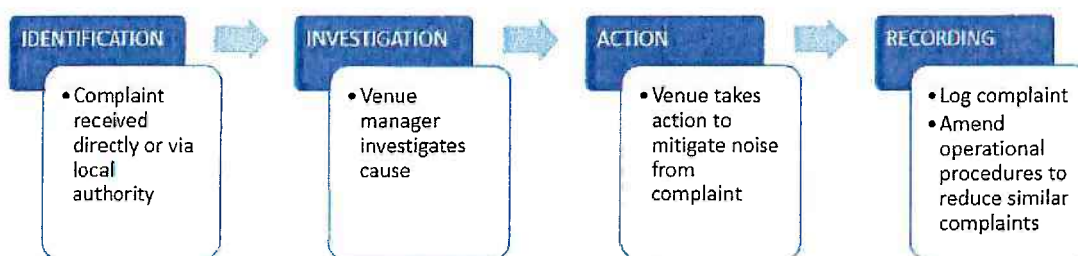


Figure 7—1 Complaints Protocol

8 NOISE AT WORK

8.1 Noise at work Regulations

The Control of Noise at Work Regulations 2005 (the Noise Regulations) came into force for all industry sectors in Great Britain on 6 April 2006 (except for the music and entertainment sectors where they came into force on 6 April 2008).

The Control of Noise at Work Regulations 2005 specify action values and exposure limit values for daily personal noise exposure (or weekly personal noise exposure) and peak sound levels.

Daily personal noise exposure (LEP,d) is a measure of the total noise received by an employee over the working day. Daily personal noise exposures depend both on noise levels experienced at work and on the time spent in the noise. A high level noise for a short time will give the same noise exposure as a lower level noise for a longer time, if the total sound energies of the two noises are the same. For an eight-hour working day, the average noise level over the eight hours is numerically equal to the daily personal noise exposure. For example, an employee working for 8 hours in a noise level of 75 dB(A) will have a noise exposure of 75 dB(A) LEP,d. However, if the time spent is less than 8 hours the noise exposure will be less than 75 dB(A) LEP,d, and if the time is longer than eight hours the noise exposure will be more than 75 dB(A) LEP,d.

Weekly personal noise exposure (LEP,w) is a measure of the total noise received by an employee during a working week. It is similar to the daily noise exposure but is calculated for a 40-hour week (five 8-hour days) instead of an 8-hour day. (International standards use the symbol LEX,8h in place of LEP,w)

Peak sound pressure level (LCpeak) is the instantaneous C-weighted peak sound pressure level occurring at any time during the working day.

The lower exposure action values are

- 80 dB(A) LEP,d or 80 dB(A) LEP,w - ie a daily or weekly personal noise exposure of 80 dB(A)
- 135 dB(C) LCpeak - ie a peak sound pressure level of 135 dB(C).

The upper exposure action values are

- 85 dB(A) LEP,d or 85 dB(A) LEP,w - ie a daily or weekly personal noise exposure of 85 dB(A)
- 137 dB(C) LCpeak - ie a peak sound pressure of 137 dB(C).

The exposure limit values are

- 87 dB(A) LEP,d or 87 dB(A) LEP,w - ie a daily or weekly personal noise exposure of 87dB (A); ie
- 140 dB(C) LCpeak - ie a peak sound pressure of 140 dB(C).

The exposure action values are ambient noise levels in the workplace at the worker's location and do not take into account the effect of any hearing protection. The exposure limit values however, do take the effect of hearing protection into account.

Employers must ensure that risk from the exposure of employees to noise is either eliminated at source or, where this is not reasonably practicable, reduced to as low a level as is reasonably practicable.

If one of the lower exposure action values is likely to be exceeded, an employer needs to carry out a risk assessment to assess whether any employees are likely to be exposed to noise at or above a lower exposure action value, an upper exposure action value, or an exposure limit value.

8.2 Lower exposure action value

Where noise exposures exceed the lower exposure action value the employer must make suitable hearing protection available to any employee who wants to use it, though employees do not have to wear it. The employer must also provide information and training on the following;

- the nature of risks from exposure to noise;
- the organisational and technical measures taken in order to reduce noise exposures;
- the exposure limit values and upper and lower exposure action values;
- the significant findings of the risk assessment;
- the availability and provision of personal hearing protectors and their correct use;
- why and how to detect and report signs of hearing damage;
- the entitlement to health surveillance and its purposes;
- safe working practices to minimise exposure to noise; and
- the collective results of any health surveillance undertaken.

8.3 Upper exposure action value

If any employee is likely to be exposed to noise at or above an upper exposure action value, the employer must reduce exposure to as low a level as is reasonably practicable by establishing and implementing a programme of organisational and technical measures, excluding the provision of personal hearing protectors, which is appropriate to the activity. Specific measures to consider are;

- other working methods which reduce exposure to noise;
- choice of appropriate work equipment emitting the least possible noise, taking account of the work to be done;
- the design and layout of workplaces, work stations and rest facilities;
- suitable and sufficient information and training for employees, such that work equipment may be used correctly, in order to minimise their exposure to noise;
- reduction of noise by technical means;
- appropriate maintenance programmes for work equipment, the workplace and workplace systems;
- limitation of the duration and intensity of exposure to noise; and
- appropriate work schedules with adequate rest periods.

8.4 Noise at work actions

It is expected that even with durations of 10 minutes in the main arena bowl the daily limits will be exceeded for the upper exposure action levels. It is the duty of the employer to ensure the following measures are taken place;

- Provide the worker with training about hearing damage and protection.
- Provide suitable hearing protection, which must be worn

Areas where high-noise levels are likely to be experienced to exceed the upper action levels include the backstage bar and the West Atrium spaces. Noise levels should be monitored, and the required actions taken in accordance with the HSE control of noise at work regulations.

There is potential for all other areas of the building (lounges, plantrooms etc) to exceed the lower action noise level and all staff shall be suitable trained and provided with hearing protection.

Regular monitoring of noise levels across the venue should be carried out to determine the actions required to be taken.

9 STAFF TRAINING

All staff working at the premises will be trained in the content of the NMP and be aware of their duties and responsibilities under it. The Licensee will ensure that all relevant staff will adhere to their duties. Records of staff training will be kept alongside the NMP to demonstrate that all staff have been trained in its content and are aware of their duties and responsibilities.

The noise management procedure will be reviewed on an annual basis or whenever there is a significant change at the premises, whichever is sooner.

APPENDIX A: ENVIRONMENTAL STATEMENT – VOLUME 2, MARCH 2020, SECTION 10, PARTIAL ONLY

The following Appendix contains a partial extract from Volume 2 of the Environmental Statement related to the scheme, dated March 2020; provided to Vanguardia.

A full version of the Environmental Statement is available through the Manchester City Council planning portal.

Deloitte.
Real Estate

Section 10 (partial)
with cover sheet.



OVG Manchester
Environmental Statement – Volume 2
March 2020



10 Noise and Vibration

Introduction

- 10.1 This Chapter of the ES has been prepared by BuroHappold and assesses the likely noise impacts of the Proposed Development upon the Site and surrounding area. This Chapter also describes the methods used to assess these impacts, the existing baseline conditions, the proposed mitigation measures required to prevent, reduce or offset any significant negative impacts and the likely residual impacts after these methods have been adopted.
- 10.2 This Chapter is accompanied by four technical appendices:
- Noise Survey Results (Appendix 10.1);
 - Construction Noise Assessment (Appendix 10.2);
 - Construction Traffic Noise (Appendix 10.3); and
 - Operational Traffic Noise (Appendix 10.4).
- 10.3 This report's author holds a BSc (Hons), PGDip, and is a full member of the Institute of Acoustics.

Limitations and Assumptions

- 10.4 It is considered good practice (and is required in certain standards such as BS 4142:2014) to consider the degree of uncertainty inherent in any engineering calculations or predictions as well as details of difficulties (for example, technical deficiencies or lack of knowledge). Uncertainty should be reported and minimised wherever possible. Professional engineering consultants should acknowledge that all calculation-based modelling practices are ultimately an approximation (and this is reflected in standards such as BS 4142:2014).
- 10.5 However, rather than ignore this fact or consider the results absolute, it is considered good practice to honestly report factors which can affect the robustness of any assessment. The following is considered relevant to the project.

Distance and ground conditions

- 10.6 Ultimately, algorithms used to calculate distance attenuation are approximations. However, within all calculations, ground absorption and diffusion (which can be helpful in terms of attenuating sound with distance) have been set to pessimistic levels (i.e. assuming reflective ground).
- 10.7 In this way, a worst-case scenario can be modelled, increasing the robustness of the assessment.

Instrumentation

- 10.8 The instrumentation used is calibrated by UKAS-approved laboratories in accordance with the required schedule of frequency. It is, however, noted that the degree of measurement tolerance of most Class 1 sound level analysers is approximately 1-2 dB, meaning that two independently verified meters could measure the same sound level and report marginally differing values.
- 10.9 There is little that can realistically be done to avoid this phenomenon; however, this supports the assertion that professional judgement must be used in concert with quantitative values when making conclusions in support of the assessment.

Construction methodology

- 10.10 The construction methodology, plant selections and specific procedures on the Site have not been defined at this stage. An Outline Construction Management Plan by Turner and Townsend dated January 2020 (Appendix 5.1) provides a preliminary construction plan so that assumptions can be made regarding the likely activities and the type of machinery to be used during the site development.

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Noise sensitive receptors

- 10.11 Receptors have been selected to account for existing receptors and any residential developments in the area that are currently under construction or are approved for development and which will be completed during the operational development construction phase of the Proposed Development.

Cumulative assessment

- 10.12 Due to distance attenuation, the only schemes that have been considered for the cumulative assessment are those within 200 m of the Proposed Development red line boundary. As no development falls within the 200 m radius from the Proposed Development, the cumulative noise and vibration effect can be assumed to have a negligible significance of effect.

Range of Events

- 10.13 It is expected that events in the opening year of 2023 will be in the region of 120 No. events and increasing to approximately 180 events by the year of 2026. The assessment of noise and vibration has been completed based on 180 No. events a year at the Proposed Development to represent the expected upper end of event numbers.

Legislative and Policy Context

- 10.14 This ES chapter has been considered in the context of up to date planning policy, as follows.

National Planning Policy

- National Planning Policy Framework (2019);
- The Noise Policy Statement for England (2010); and
- National Planning Practice Guidance on Noise (2019).

Local Planning Policy

- Manchester Core Strategy, Saved Policies of the UDP (2012)
- Manchester City Council (MCC), Planning and Noise, Technical Guidance (2015)

Relevant British Standards

- British Standard 4142:2014 Method for rating and assessing industrial and commercial sound;
- British Standard 7385:1993 Evaluation and measurement for vibration in buildings. Guide to damage levels from ground-borne vibration;
- British Standard 6472-1:2008 Guide to evaluation of human exposure to vibration in buildings. Vibration sources other than blasting;
- British Standard 5228-1:2009+A1:2014 Code of practice for noise and vibration control on construction and open sites – Part 1: Noise;
- British Standard 5228-2:2009+A1:2014 Code of practice for noise and vibration control on construction and open sites – Part 2: Vibration; and
- British Standard 8233:2014 Guidance on sound insulation and noise reduction for buildings.

Other policy and guidance

- World Health Organisation (WHO), Guidelines for community noise (1999);
- Calculation of Road Traffic Noise (CRTN);
- Design Manual for Roads and Bridges (DMRB);
- CALTRANS transportation and construction induced vibration guidance manual (2013); and
- Institute of Environmental Management & Assessment (IEMA), Guidelines for environmental noise assessment (2014).

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Assessment Methodology and Significance Criteria

EIA scoping

- 10.15 The approach to the assessment methodology has been agreed through an EIA Scoping process with MCC.
- 10.16 The residential properties which could potentially be affected are to the north, east and west of the Proposed Development, and are listed below (OS coordinates in brackets):
- Stuart Street (53.486018, -2.197371);
 - Gibbon Street (53.485470, -2.196978);
 - Broxton Street (53.489298, -2.204154); and
 - Briscoe Lane (53.489879, -2.201055).
- 10.17 The scoping opinion for the development from MCC (dated 15 January 2020, ref. JA/DMN) states, "*Impact on the canal corridor and infrastructure should also be considered within this assessment in order to determine any potential impacts from vibrations and machinery during the construction phase given that vibrations could undermine the stability of associated infrastructure*". As such, this has been addressed in this assessment
- 10.18 A map of the Site is provided for reference in Figure 10.1.

Baseline study methodology

- 10.19 Noise monitoring surveys were undertaken to determine the existing background noise levels near the identified noise sensitive receptors (NSRs) and at the proposed site boundary. As such, measured traffic noise data has been used for baseline assessments. The attended and unattended surveys were carried out from Tuesday 18 June 2019 at 11:00 hours to Wednesday 20 June 2019 at 11:00 hours, at Locations 1, 2 and 3 (as presented in Figure 10-2). These dates and times were chosen to measure noise levels during an event (Metallica concert on the evening of the 18th June 2019) at the nearby Etihad stadium. These measurements are considered worst-case for the Proposed Development including consideration of football matches which are likely to have a lower attendance and limited use of sound systems i.e. lower noise level generation. However, where 'baseline' noise levels have been presented, these have been chosen according to noise levels when there was no event at the Etihad i.e. baseline conditions. The measurements were conducted with the microphone positioned on a tripod and located approximately 1.5 m above ground level. Results from this noise survey can be found in Appendix 10.1.
- 10.20 The measurements were conducted using a Class 1 sound level meter, which was calibrated before and after the measurements. No significant drift was observed. The meter was set to record the noise levels in 15-minute intervals. Weather conditions during the surveys were generally dry with periods of precipitation, temperature approx. 15°C, and wind speeds up to 10 m/s (occasionally gusty).
- 10.21 As the Proposed Development is located more than 25 m from the nearest greatest source of vibration, i.e. the Metrolink line to the south, it is expected that vibration impact will be negligible in terms of the impact upon the building. This follows BS 5228-2 advice that indicates that vibration activities are generally only considered when located 20 m or less from sensitive locations. As such, a pre-development baseline vibration survey has not been undertaken.

Assessment Approach

- 10.22 This ES chapter has been undertaken in accordance with best practice and has been informed by the guidance documentation described in the following Section "Assessment of effect". Specific guidance has been referenced within each of the assessments. Effect prediction has used a range of recognised calculation and modelling methodologies, which have been coordinated through the use of standard acoustic theory.
- 10.23 The assessment methodologies include:

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Construction noise

- Construction noise prediction methodology (ABC method of BS 5229-1, 2009);
- Construction noise significance (Annex E of BS 5228-1, 2009);
- Construction vibration significance (BS 5228-2:2009+A1:2014; and,
- Construction traffic noise prediction methodology (Design Manual for Roads and Bridges, 2011).

Operational noise environmental impact

- Mechanical plant and equipment prediction method (BS 4142, 2014);
- Traffic noise prediction methodology (Design Manual for Roads and Bridges, 2011, "DMRB"); and
- Internal and external noise criteria from external noise sources (BS 8233, 2014; IEMA Noise Impact Assessment, 2016; and the World Health Organisation's "guidelines for community noise" (WHO).

- 10.24 This assessment considers the potential effect on the surrounding area from noise and vibration during the construction and operational phases of the Proposed Development.
- 10.25 The methodology for assessing the significance of effect is based on the sensitivity of the receptor and the numerical difference between the baseline level and predicted level.

Assessment of effects**Receptor sensitivity**

- 10.26 The criteria used to assess receptor sensitivity is described in Table 10.1.

Table 10.1 Criteria for determining receptor sensitivity

Sensitivity	Criteria
High	The receptor has little ability to absorb change without altering its present character, or it is of international or national importance. Examples: Residential properties, hospitals, care homes, hotels, schools, universities, research facilities, national parks.
Moderate	The receptor has moderate capacity to absorb change without significantly altering its present character, or it is of high importance. Examples: Offices, shops, outdoor amenity spaces (e.g. parks and gardens), long distance footpaths, doctor surgeries, sport facilities, places of worship.
Low	The receptor is tolerant to change without detriment to its character, or it is of low or local importance. Examples: Warehouses, light industry, car parks, agricultural land.
Negligible	Heavy industry, motorways and railway line.

- 10.27 For the assessment of the Proposed Development, high sensitivity receptors have been assessed to identify the worst-case impacts. Other moderate / low / negligible sensitivity receptors are the same distance or further away than the identified high sensitivity receptors, and therefore as long as residential receptors are not adversely affected then less sensitive receptors will also not be adversely affected.
- 10.28 For this assessment the canal side is considered a low sensitivity receptor with regard to construction vibration effects.

Identified receptors and their sensitivity

- 10.29 The identified closest high sensitivity receptors along with their noise and vibration sensitivities are identified in Figure 10.2 and presented in Table 10.2.

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Table 10.2 Identified receptors and their sensitivity

NSR #	Receptor	Sensitivity	Justification
A	Stuart Street	High	Residential
B	Gibbon Street	High	Residential
C	Broxton Street	High	Residential
D	Briscoe Lane	High	Residential

Note that moderate / low / negligible sensitivity receptors have not been identified in Figure 10.2 and Table 10.2 for the reasons stated in paragraph 10.27 above.

Magnitude of change / Impact

10.30 The criteria used to assess how far an effect deviates from the baseline condition, i.e. the magnitude of change, are described in Table 10.3.

Table 10.3 Criteria for determining magnitude of change / impact

Magnitude	Criteria
Large	Total loss or major / substantial alteration to key elements/features of the baseline (pre-development) conditions such that the post development character / composition / attributes will be fundamentally changed.
Medium	Loss or alteration to one or more key elements/features of the baseline conditions such that post development character / composition / attributes of the baseline will be materially changed.
Small	A minor shift away from baseline conditions. Change arising from the loss/alteration will be discernible / detectable but not material. The underlying character / composition / attributes of the baseline condition will be similar to the pre-development circumstances/situation.
Negligible	Very little change from baseline conditions. Change barely distinguishable, approximating to a 'no change' situation.

10.31 Table 10.4 presents a summary of the quantitative criteria used to assess the magnitude of impact of each assessment.

Table 10.4 Summary of criteria for determining the magnitude of impact

Magnitude	Criteria	
	Construction	Operational
Large	<ul style="list-style-type: none"> • Construction noise: +10.0 dB > Assessment category • Construction traffic: 5.0 dB or more - $L_{A10,18hours}$ noise change • Construction vibration on humans: 10 mm·s⁻¹ PPV or more • Construction vibration on buildings: Greater than: - 60 mm/s at 4 Hz increasing to 80 mm/s at 15 Hz - 80 mm/s at 15 Hz increasing to 200 mm/s at 40 Hz and above 	<ul style="list-style-type: none"> Operational traffic: 10.0 dB or more - $L_{A10,18hours}$ noise change Operational noise: +10.0 dB or more
Medium	<ul style="list-style-type: none"> • Construction noise: 5.0 to 10.0 dB > Assessment category • Construction traffic: 3.0 to 4.9 dB - $L_{A10,18hours}$ noise change • Construction vibration on humans: 1.0 mm·s⁻¹ PPV or more 	<ul style="list-style-type: none"> Operational traffic: 5.0 to 9.9 dB - $L_{A10,18hours}$ noise change Operational noise: 5.0 to 10.0 dB or more

Magnitude	Criteria	
	Construction	Operational
	<ul style="list-style-type: none"> • Construction vibration on buildings: Greater than: - 30 mm/s at 4 Hz increasing to 40 mm/s at 15 Hz - 40 mm/s at 15 Hz increasing to 100 mm/s at 40 Hz and above 	
Small	<ul style="list-style-type: none"> • Construction noise: 3.0 to 5.0 dB > Assessment category • Construction traffic: 1.0 to 2.9 dB - LA10,18hours noise change • Construction vibration on humans: 0.3 to 1.0 mm·s⁻¹ PPV • Construction vibration on buildings: Greater than: - 15 mm/s at 4 Hz increasing to 20 mm/s at 15 Hz - 20 mm/s at 15 Hz increasing to 50 mm/s at 40 Hz and above 	<ul style="list-style-type: none"> Operational traffic: 3.0 to 4.9 dB - LA10,18hours noise change Operational noise: 0.0 to 5.0 dB
Negligible	<ul style="list-style-type: none"> • Construction noise: 1.0 to 3.0 dB > Assessment category • Construction traffic: 0.1 to 0.9 dB - LA10,18hours noise change • Construction vibration on humans: 0.14 to 0.3 mm·s⁻¹ PPV • Construction vibration on buildings: Lower than: - 15 mm/s at 4 Hz increasing to 20 mm/s at 15 Hz - 20 mm/s at 15 Hz increasing to 50 mm/s at 40 Hz and above 	<ul style="list-style-type: none"> Operational traffic: 0.1 to 2.9 dB - LA10,18hours noise change Operational noise: -10.0 (or less) to 0.0 dB
No change	<ul style="list-style-type: none"> • Construction noise: < Assessment category • Construction traffic: 0.0 dB - LA10,18hours noise change 	<ul style="list-style-type: none"> Operational traffic: 0.0 dB - LA10,18hours noise change

Significance evaluation

10.32 The significance of a potential effect is derived by considering both the sensitivity of the feature and the magnitude of change, as demonstrated in Table 10.5.

Table 10.5 Matrix for determining effect significance

		Magnitude of change / impact			
		Large	Medium	Small	Negligible
Receptor sensitivity	High	Major	Major	Moderate/Minor	Negligible
	Moderate	Major	Moderate	Minor	Negligible
	Low	Moderate/Minor	Minor	Minor	Negligible
	Negligible	Negligible	Negligible	Negligible	Negligible

10.33 Note that moderate and major effects are considered to be 'significant' for the purposes of this assessment.

10.34 Effects can also be described, for example, as:

- Beneficial or adverse;
- Permanent or reversible;
- Short, medium or long term; and

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- Significant (major or substantial) or insignificant (indiscernible or minor).

Baseline Conditions**Current baseline**

- 10.35 The Site is positioned to the north of the Sportcity, Etihad Campus, Manchester. It is bounded by Sportcity Way to the north, Alan Turing Way to the east, the Ashton Canal to the south, and Joe Mercer Way to the west. Additionally, the 60,000 capacity Etihad Stadium is to the south of the Site, Manchester Tennis and Football Centre to the west, National Squash Centre to the south-west, and the Metro tram stop for Sportcity, Etihad Campus to the south.
- 10.36 The residential properties which could potentially be affected by the proposed works are to the north, east and west of the Proposed Development, and are listed below (OS coordinates in brackets):
- Stuart Street (53.486018, -2.197371);
 - Gibbon Street (53.485470, -2.196978);
 - Broxton Street (53.489298, -2.204154); and
 - Briscoe Lane (53.489879, -2.201055).
- 10.37 The assessment baseline is considered to be the noise and vibration climate in the area just before the scheme commences construction.
- 10.38 Figure 10.2 outlines the location of the noise survey measurement positions that are described in the following sections.

Short-term Measurement Position 1 (ST-1) – Joe Mercer Way

- 10.39 The noise climate at this location was found to be subjectively quiet. Noise sources noted on site were road traffic from Alan Turing Way and Metrolink movements from the nearby Etihad Campus stop. Intermittent noise events included PA announcements from the Metrolink stop and airplanes overhead. The dominant noise source is considered to be road traffic noise from Alan Turing Way.

Short-term Measurement Position 2 (ST-2) – Sportcity Way

- 10.40 The noise climate at this location was found to be subjectively quiet. Intermittent noise events included noise from metal road ironmongery (when driven over) and from airplanes overhead. The dominant noise source is considered to be road traffic noise from Alan Turing Way.

Short-term Measurement Position 3 (ST-3) – Stuart Street (NSR)

- 10.41 The noise climate at this location was subjectively found to be moderately loud. Noise sources noted on site were road traffic on Alan Turing Way and Metrolink movements from the nearby tramline. Intermittent noise events included PA announcements from the Metrolink stop and airplanes overhead. The dominant noise source is considered to be road traffic noise from Alan Turing Way.

Long-term Measurement Position 1 (LT-1) – Alan Turing Way

- 10.42 A long-term survey was carried out over 48 hours at the south east corner of the proposed site opposite the NSR on Alan Turing Way (see Figure 10.2).
- 10.43 A full set of results from the noise survey can be found in Appendix 10.1. However, Table 10.6 summarises the baseline noise level data that is used in this assessment.

Table 10.6 Baseline noise level data used in the assessment

Measurement Position	$L_{Aeq,T}$ - dBA	$L_{AF,max}$ - dBA	$L_{A90,T}$ - dBA
	Daytime (07:00 – 23:00 hours)		
ST-1	51	67	48
ST-2	60	77	50

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Measurement Position	L _{Aeq,T} - dBA	L _{Af,max} - dBA	L _{A90,T} - dBA
ST-3	63	74	56
LT-1	69	81	57
Night-time (23:00 – 07:00 hours)			
LT-1	63	79	45

Future baseline - 2026 (without the development in place)

- 10.44 The future baseline conditions in absence of the Proposed Development are considered to be as follows. If the development did not go ahead, site conditions could experience these changes:
- Buildings/infrastructure development;
 - Tramlines are likely to be busier; and,
 - Potential for higher noise levels across site due to busier roads.
- 10.45 It is expected that events in the opening year (2023) will be in the region of 120 No. event, increasing to approximately 180 No. events by 2026. The assessment has therefore been undertaken using the anticipated upper end of 180 No. events in 2026.
- 10.46 It is likely that there would be minimal differences between "with development" and "do nothing" approach for noise in terms of the impact on the local area.

Identification and Evaluation of Significant Effects

Construction effects

- 10.47 Construction has the potential to generate high levels of noise and vibration through activities such as material movements, earthworks, ground improvement and piling, crushing and breaking. These activities have been assessed in Appendix 10.2. It is understood that the Site is currently an overspill surface level car park without any structures; as such this report does not require assessment of any demolition of buildings.
- 10.48 As the Proposed Development is located more than 25 m from the nearest residential receptor, i.e. the residential buildings to the east, it is expected that vibration impact will be negligible to residents and residential buildings in terms of ground-borne noise and vibration due to piling works. This follows BS 5228-2 advice that indicates that vibration activities are generally only considered when located 20 m or less from sensitive locations. As such, a pre-development baseline vibration survey and assessment has not been undertaken.
- 10.49 In addition, scoping opinion for the development from MCC (dated 15 January 2020, ref. JA/DMN) states, "*Impact on the canal corridor and infrastructure should also be considered within this assessment in order to determine any potential impacts from vibrations and machinery during the construction phase given that vibrations could undermine the stability of associated infrastructure*".
- 10.50 For the purposes of this assessment, historical data found in BS 5288-2, has been used to determine the likely vibrational impact from piling activities on the nearest part of the canal side retaining wall.
- 10.51 It is understood that bored piling works, or similar high energy vibrational activities, will be taking place no less than 9 m from the canal corridor to the south of the development. Furthermore, it is understood that the site geology is rock with a shallow top layer of clay. Rock in this instance is considered a worst-case assessment.
- 10.52 Table 10.7 presents an example from BS 5228-2 equivalent to the activities proposed on-site, and applicable to this assessment.

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Table 10.7: Case history data on vibration levels measured during impact rotary piling (source: BS 5228-2)

Year and location	Soil conditions	Pile dimensions	Mode	Plan distance	Measured peak particle velocity (PPV)
1982 Halifax (W. Yorks)	Loose rock fill over weathered rock over rock	500 mm diameter 15 m to 17 m depth	Boring	10 m	0.8 mm/s
			Base ramming	10 m	1.5 mm/s

- 10.53 Magnitude of impact is considered negligible for proposed piling activities to the nearest canal side wall based on the example above and criteria for vibrational effect on buildings (see Table 10.4) i.e. vibrational levels are expected to be significantly below 15 mm/s at 4 Hz and 20 mm/s at 15 Hz at a distance of 9 m from piling activities.
- 10.54 For this assessment Ashton Canal is considered a low sensitivity receptor as detailed in Table 10.1. As such, the effect of significance of piling activities on Ashton Canal is considered to be negligible.

Table 10.8: Significance of effect due to construction activities – Vibration

NSR #	Receiver sensitivity	Site Preparation	General site activities
E – Ashton Canal	Low	Negligible	Negligible

- 10.55 Construction vehicle movements also have the potential to generate noise, although typically the increase in road traffic associated with construction is minor, particularly in comparison to heavily trafficked roads such as those in the vicinity of the Site.
- 10.56 Construction work operations are usually characterised by temporary increases in ambient noise levels, which may result in short-term disturbance to nearby receptors, including an increase of traffic noise levels due to construction traffic. Likewise, ground-borne vibration can lead to human disturbance and/or building damage.
- 10.57 Some of the existing noise-sensitive receptors which have already been identified are around the boundaries of the Site, the residential areas being the ones more prone to suffer from construction disturbances. These impacts will be most significant during the early stages of the project, for example during groundworks, and sub and superstructure work of the Proposed Development. However, residential receptors are noted as being located at large separation distances.
- 10.58 In-line with MCC, Planning and Noise, Technical Guidance (2015), BS 5228-2 indicates that construction activities (particularly piling) "generally only generate vibration impacts when they are located less than 20 metres from sensitive locations". A construction vibration assessment has therefore not been undertaken for the identified receptors as they are located more than 20 metres from the Site. As such, the magnitude of impact on the nearest buildings is expected to be negligible.
- 10.59 The inherited site position before starting construction can be seen in Figure 10.3.
- 10.60 Based on the predicted noise levels from construction (found in Appendix 10.2), the significance of effect from construction noise at each identified NSR is summarised in Table 10.9. It should be noted that these significances are based on unmitigated noise levels with no hoardings around the perimeter of the Site. Therefore, this is representative of a worst-case scenario.

Table 10.9 Significance of effect due to construction activities – Noise

NSR #	Receiver sensitivity	Site Preparation	General site activities
A – Properties along Stuart Street	High	Negligible	Negligible

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NSR #	Receiver sensitivity	Site Preparation	General site activities
B – Properties along Gibbon Street	High	Negligible	Negligible
C – Properties along Broxton Street	High	Negligible	Negligible
D – Properties along Briscoe Lane	High	Negligible	Negligible

Construction traffic

10.61 Annual average weekday (AAWT) baseline traffic flow counts were carried out by the project transport consultant and are fully detailed in Appendix 10.3. Observed and construction traffic flows have been used to assess the magnitude of impact on the NSRs due to construction traffic. These are based on the worst-case scenario i.e. the greatest number of predicted construction traffic flows.

Table 10.10 Significance of effect at NSRs from construction traffic

NSR #	Receiver sensitivity	Magnitude of impact	Effect significance
A – Properties along Stuart Street	High	Negligible	Negligible
B – Properties along Gibbon Street	High	Negligible	Negligible
C – Properties along Broxton Street	High	Negligible	Negligible
D – Properties along Briscoe Lane	High	Negligible	Negligible

Construction effects summary

Table 10.11 Summary of effects during construction on existing receptors

Receptor	Sensitivity	Description of effect	Magnitude of change / impact	Effect significance
A – Properties along Stuart Street	High	Construction noise due to site preparation	Negligible	Negligible
		Construction noise due to site activities	Negligible	Negligible
		Construction vibration – effect on humans	Negligible	Negligible
		Construction vibration – effect on buildings	Negligible	Negligible
		Construction traffic noise	Negligible	Negligible
B – Properties along Gibbon Street	High	Construction noise due to site preparation	Negligible	Negligible
		Construction noise due to site activities	Negligible	Negligible
		Construction vibration – effect on humans	Negligible	Negligible
		Construction vibration – effect on buildings	Negligible	Negligible
		Construction traffic noise	Negligible	Negligible
	High	Construction noise due to site preparation	Negligible	Negligible

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Receptor	Sensitivity	Description of effect	Magnitude of change / Impact	Effect significance
C - Properties along Broxton Street		Construction noise due to site activities	Negligible	Negligible
		Construction vibration - effect on humans	Negligible	Negligible
		Construction vibration - effect on buildings	Negligible	Negligible
		Construction traffic noise	Negligible	Negligible
D - Properties along Briscoe Lane	High	Construction noise due to site preparation	Negligible	Negligible
		Construction noise due to site activities	Negligible	Negligible
		Construction vibration - effect on humans	Negligible	Negligible
		Construction vibration - effect on buildings	Negligible	Negligible
		Construction traffic noise	Negligible	Negligible
E - Ashton Side	Low	Construction vibration - effect on buildings	Negligible	Negligible

Operational Effects

Operational noise from entertainment noise

10.62 The following criterion is from MCC, Planning and Noise, Technical Guidance document:

"A planning application for a new entertainment venue that is structurally detached from other building uses should demonstrate that music noise from the proposal will not be 'audible' in nearby residential properties, assuming that the residential properties in question have their windows open.

Entertainment noise (L_{Aeq}) should be controlled to 10 dB below the background noise level (L_{A90}) without the entertainment noise present, in each octave band at the nearest noise sensitive location"

10.63 The MCC, Planning and Noise, Technical Guidance document also provides advice on structurally connected venues by comparing the entertainment noise levels against a noise curve (Moorhouse et al., 2005) in order to assess likelihood of low frequency noise complaints. These levels provide a good practical basis to assess low frequency noise. Furthermore, as stated in the MCC guidance:

"They also provide a workable prediction for planning applications and a measurement method and assessment for in-situ low frequency issues in existing habitable spaces.

Therefore a criterion that would achieve a condition of 'inaudible' / 'virtually inaudible' which is applicable for new residential developments that are structurally connected to entertainment venues (or vice versa) would be:

'Music noise levels in the 63Hz and 125Hz octave centre frequency bands (L_{eq}) should be controlled so as not to exceed (in habitable rooms) 47dB and 41dB (L_{eq}), respectively'.

This criterion may also be applicable for new residential developments that are structurally separate from an existing entertainment venue."

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An attenuation of 5 dB, achieved by a façade containing an open window, has been applied at these low frequencies in order to derive an external noise level limit.

- 10.64 In addition, MCC guidance states that:
"Depending on the circumstances it could be that both the above criteria are applicable for the same development (new entertainment venue)".
- 10.65 It is noted, that L_{A90} noise levels at Measurement Position 3 and the Long-Term Measurement Position are similar. As such, L_{A90} spectral noise levels for use in the assessment to satisfy MCC criterion have been taken from the Long-Term Measurement Position and are considered representative of the nearest NSR.
- 10.66 For reference, L_{A90} spectral noise levels from the Long-Term Measurement position are presented in the table below. It should be noted that, daytime noise levels as presented below are taken between 21:00 to 23:00 hours, on a non-event day, to reflect the expected worst-case baseline values during typical operating hours.

Table 10.12 Measured L_{A90} spectral noise levels at the Long-Term Measurement Position

Location	Time Period	Target Incident $L_{eq,T}$ Noise Level Limits (dB) at Octave Band Centre Frequencies (Hz)								dBA
		63	125	250	500	1K	2k	4k	8k	
NSR A Properties along Stuart Street	Daytime (07:00-23:00 hours)	57	52	52	51	52	42	29	21	54
	Night-time (23:00-07:00 hours)	51	46	44	42	42	32	26	20	45

- 10.67 Operational noise in the form of entertainment noise is considered a long-term effect in this case.
- 10.68 In-line with the above, the following noise level limits for noise break-out from the Proposed Development is proposed at 1m from the nearest NSR window. These are based on both sets of noise entertainment criteria i.e. 10 dB below background noise levels and low frequency internal noise limits.

Table 10.13 Incident spectral noise level limits for the proposed arena at 1m from the nearest NSR (#1)

Location	Time Period	Target Incident $L_{eq,T}$ Noise Level Limits (dB) at Octave Band Centre Frequencies (Hz)								dBA
		63	125	250	500	1K	2k	4k	8k	
NSR A Properties along Stuart Street	Daytime (07:00-23:00 hours)	52*	46*	42	41	42	32	19	11	44
	Night-time (23:00-07:00 hours)	52*	46*	34	32	32	22	16	10	35

* Based on the Moorhouse et al. internal noise limit for assessment of low frequency noise with 5 dB addition to account for the attenuation of a façade containing an open window (see 10.63).

- 10.69 Should an assessment of noise break-out levels be subject to façade reflections (e.g. the windows are closed on the NSR) then the noise level limits detailed above are subject to a 3 dB addition in all octave band frequencies.
- 10.70 It is noted that NSR A is the most exposed NSR and compliance with the above should protect other NSRs by default.

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- 10.71 The following internal noise level limits are proposed within the 'bowl' of the Proposed Development. It is understood that the 'bowl' will enclose the main stage and performance arena, and that the structure forming the concourse areas surrounding it will significantly mitigate noise transmission into the concourse / external areas.

Table 10.14 Internal noise levels within the 'bowl'

Description	Noise levels at Octave Band Centre Frequencies (Hz)							dBA
	63	125	250	500	1K	2k	4k	
Internal concert noise level L _{Aeq,9min} dB	116	110	104	101	100	92	88	104

- 10.72 Vanguardia acoustics have stated the following, "An assumption has been made on the expected crowd noise in the foyer and concourse areas based on measured sound levels at other venues. This dominates the sound levels in these areas more than the impact of the sound from the arena bowl." It has therefore been assumed, by Vanguardia acoustics, that in the foyer and concourse areas the noise levels will not exceed LAeq 80-85 dBA from combined transmission from the arena 'bowl', background music and crowd noise.
- 10.73 Vanguardia acoustics have specified the combined sound insulation performance for the envelope of the Proposed Development (as shown in Table 10.15), which is expected to be suitable in order to control noise break-out such that it meets the target incident noise levels at the nearest NSR as detailed above. It is worth noting that Vanguardia acoustics have provided spectral values for the 'bowl', and a single-figure sound insulation performance (R_w) for the outer façades.

Table 10.15 Noise Break-Out Envelope Sound Insulation Requirements

Description	Sound insulation at Octave Band Centre Frequencies (Hz)							R _w
	63	125	250	500	1K	2k	4k	
Sound insulation for 'bowl' envelope	40	38	36	42	47	38	39	-
Façade areas outside the 'bowl' e.g. foyer, concourse areas	-	-	-	-	-	-	-	40

- 10.74 In-line with the details above, the significance of effect from operational entertainment noise at each identified NSR is summarised in Table 10.16. It should be noted that these significances are based on assumed Vanguardia noise levels within the arena and proposed sound insulation requirements of the arena constructions.

Table 10.16 Significance of effect due to entertainment noise from OVG

NSR #	Receiver sensitivity	Significance of effect
A - Properties along Stuart Street	High	Negligible
B - Properties along Gibbon Street	High	Negligible
C - Properties along Broxton Street	High	Negligible
D - Properties along Briscoe Lane	High	Negligible

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Operational noise from crowd noise

- 10.75 Guidance on the impact assessment of crowd noise associated with the Proposed Development is based on the magnitude of impact criteria outlined in Table 10.4 above.
- 10.76 Operational noise in the form of crowd noise is considered a long-term effect in this case.
- 10.77 To calculate the effect from crowd noise, an environmental 3D model has been created with CadnaA noise modelling software version 2019. Existing noise sources (roads and rail traffic) have been included in the model and it has been calibrated to the measured noise levels presented in Table 10.6. Known spectral sound power values for raised voices (taken from Building Bulletin 93 (BB93)) have been used within the noise model of the Proposed Development and surrounding area in order to predict noise levels at the nearest NSRs.
- 10.78 Raised voice sources have been placed in expected external congregation areas on the south and east boundaries of the Proposed Development within the noise model. Worst case noise levels from crowd noise is based on 10% of the 23,500 capacity arena speaking with a raised voice i.e. 2,350 No. of raised voices.
- 10.79 Crowd noise has been compared to baseline $L_{Aeq,T}$ daytime noise levels at Measurement Position 3. It is worth noting that baseline night-time $L_{Aeq,T}$ noise levels (as measured at the Long-term Measurement Position) are no greater than this, regardless. Modelled results presenting noise predictions without and with crowd noise can be seen in Figures 10.4 and 10.5 respectively.
- 10.80 Based on the predicted noise levels from crowd noise associated with the Proposed Development at each identified NSR the effect is summarised in Table 10.17.

Table 10.17 Significance of effect due to crowd noise

NSR #	Receiver sensitivity	Significance of effect
A – Properties along Stuart Street	High	Negligible
B – Properties along Gibbon Street	High	Negligible
C – Properties along Broxton Street	High	Negligible
D – Properties along Briscoe Lane	High	Negligible

- 10.81 Furthermore, it can be seen in Figures 10.4 and 10.5 that crowd noise impact on the canal corridor is likely to be localised. As such, crowd noise is likely to be up to 5 dB above the baseline noise measurement of L_{Aeq} 51 dBA at ST-1 within a 10 m of large groups (approx. 200 No.) of people. This is considered a small magnitude of effect according to operational noise criteria.

Operational noise from fixed plant and equipment

- 10.82 The impact of noise from mechanical services and plant will be informed by BS4142:2014 'Methods for Rating and Assessing Industrial and Commercial Sound' in-line with the following MCCTG criterion:
- "Externally mounted ancillary plant, equipment and servicing shall be selected and/or acoustically treated in accordance with a scheme designed so as to achieve a rating level of 5 dB (L_{Aeq}) below the typical background (L_{A90}) level at the nearest noise sensitive location."*
- 10.83 $L_{A90,T}$ spectral noise levels to satisfy the MCC plant noise criterion have been taken from the Long-Term Measurement Position. It is observed that measured $L_{Aeq,T}$ and $L_{A90,T}$ noise levels at the Long-Term Measurement Position are similar on event and non-event days indicating that events at the Etihad have a minimal impact on overall daytime and night-time noise levels.
- 10.84 Operational noise in the form of fixed plant and equipment noise is considered a long-term effect in this case.
- 10.85 Rating levels are given in the table below in-line with MCC criteria. It should be noted that (as the selection of plant is not currently known) these rating levels do not include any required

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corrections for acoustically distinguishable features. On this basis, correction factors may need to be applied to final selections, to cover the effect of certain acoustic features such as the tonality, impulsivity and intermittency, in general accordance with BS 4142:2014+A1:2019.

Table 10.18 Measured background noise levels and limiting rating plant noise levels at NSRs

NSR	Modal measured daytime background noise level L _{A90,15min} dBA (07:00-23:00)	Plant daytime rating limit at 1 metre from NSR Facades L _{A,T1} dBA (07:00-23:00)	Modal measured night-time background noise level L _{A90,15min} dBA (23:00-07:00)	Plant night-time rating limit at 1 metre from NSR Facades L _{A,T1} dBA (23:00-07:00)
All	57	52	45	40

- 10.86 It should also be noted that the limits detailed above are for all items of plant operating simultaneously. If there are multiple plant units then the sound pressure level of each item would need to be lower in order to factor in the cumulative effect.
- 10.87 Assuming that all external plant is selected in accordance with the above, the effect on receptors is shown in the table below.

Table 10.19 Significance of effect at NSRs from operational noise from fixed plant and equipment

NSR #	Receiver sensitivity	Magnitude of impact	Effect significance
A - Properties along Stuart Street	High	Negligible	Negligible
B - Properties along Gibbon Street	High	Negligible	Negligible
C - Properties along Broxton Street	High	Negligible	Negligible
D - Properties along Briscoe Lane	High	Negligible	Negligible

Operational traffic noise

- 10.88 Annual average weekday (AAWT) baseline traffic flow counts were carried out by the project transport consultant and are fully detailed in Appendix 10.4 and a summary of findings is shown in the tables below. Observed and predicted traffic flows have been used to assess the magnitude of impact on the NSRs due to operational traffic.
- 10.89 Operational noise in the form of traffic noise is considered a long-term effect in this case.

Table 10.20 Significance of effect at NSRs from operational traffic at year of opening

NSR #	Receiver sensitivity	Magnitude of impact	Effect significance
A - Properties along Stuart Street	High	Negligible	Negligible
B - Properties along Gibbon Street	High	Negligible	Negligible
C - Properties along Broxton Street	High	Negligible	Negligible
D - Properties along Briscoe Lane	High	Negligible	Negligible

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Table 10.21 Significance of effect at NSRs from operational traffic 15 years after project opening

NSR #	Receiver sensitivity	Magnitude of impact	Effect significance
A – Properties along Stuart Street	High	Negligible	Negligible
B – Properties along Gibbon Street	High	Negligible	Negligible
C – Properties along Broxton Street	High	Negligible	Negligible
D – Properties along Briscoe Lane	High	Negligible	Negligible

Operational effects summary

Table 10.22 summary of operational effects on existing receptors

Receptor	Sensitivity	Description of effect	Magnitude of change / Impact	Effect significance
A – Properties along Stuart Street	High	Operational noise from entertainment noise	Negligible	Negligible
		Operational noise from crowd noise	Negligible	Negligible
		Operational noise from fixed plant and equipment	Negligible	Negligible
		Operational traffic noise at year of opening	Negligible	Negligible
		Operational traffic noise 15 years after year of opening	Negligible	Negligible
B – Properties along Gibbon Street	High	Operational noise from entertainment noise	Negligible	Negligible
		Operational noise from crowd noise	Negligible	Negligible
		Operational noise from fixed plant and equipment	Negligible	Negligible
		Operational traffic noise at year of opening	Negligible	Negligible
		Operational traffic noise 15 years after year of opening	Negligible	Negligible
C – Properties along Broxton Street	High	Operational noise from entertainment noise	Negligible	Negligible
		Operational noise from crowd noise	Negligible	Negligible
		Operational noise from fixed plant and equipment	Negligible	Negligible
		Operational traffic noise at year of opening	Negligible	Negligible
		Operational traffic noise 15 years after year of opening	Negligible	Negligible
D – Properties along Briscoe Lane	High	Operational noise from entertainment noise	Negligible	Negligible
		Operational noise from crowd noise	Negligible	Negligible
		Operational noise from fixed plant and equipment	Negligible	Negligible
		Operational traffic noise at year of opening	Negligible	Negligible
		Operational traffic noise 15 years after year of opening	Negligible	Negligible

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Climate change and adaptation

- 10.90 The noise and vibration assessments are based on non-climate related sources; therefore, a change in the climate conditions is not expected to change the operational noise and vibration assessment carried out.

Mitigation Measures

- 10.91 Examples of mitigation measures that can be used to control construction noise are found in Section 8 of BS 5228-1:2009+A1:2014:
- Selecting quieter plant and equipment;
 - Turning equipment off when they are not in use;
 - Providing enclosures around fixed plant like power generators or using mains power;
 - Ensuring that all plant and equipment is well maintained;
 - Keep internal haul routes well maintained and avoid steep gradients;
 - Use rubber linings in chutes and dumpers to reduce impact noise;
 - Minimise drop heights of materials;
 - Start plant up sequentially rather than simultaneously;
 - Move fixed plant away from identified noise sensitive receptors;
 - Modify existing plant with noise attenuation packages such as acoustic enclosures and attenuators;
 - Avoid using diesel power generators and use local electricity grid wherever possible;
 - For impact driven piling, a non-metallic dolly between the hammer and the driving helmet should be used;
 - Introducing an acoustic shroud for Impact driven piles;
 - Choose a quieter piling method; and
 - Avoiding unnecessary revving of engines.

Cumulative Effects

- 10.92 Due to distance attenuation, the only schemes that have been considered for the cumulative assessment are those within 200 m of the Proposed Development red line boundary.
- 10.93 The aerial image shown in Figure 10.6 contains a blue circle, which has a radius of 200 m. No cumulative schemes lie within this circle.
- 10.94 As no development falls within the 200 m radius from the Proposed Development, the cumulative noise and vibration effect can be assumed to have a negligible significance of effect.
- 10.95 On this basis the Committed Developments identified in Appendix 2.4 have not been considered further.

Residual Effects

- 10.96 The following table summarises the complete residual effects during both construction and operation.

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Table 10.23 Summary of Receptors, Likely Significant Effects, Mitigation Measures, and Residual Effects

NSR	Description	Pre-mitigation significance	Mitigation Method	Means of Implementation	Post-Mitigation Significance and Duration
A - Properties along Stuart Street	Construction noise due to Site Preparation	Moderate / Minor adverse	Implementation of a CMP which includes the mitigation measures outlined above (Paragraph 10.91).	N/A	Negligible
	Construction noise due to site activities	Moderate / Minor adverse	Implementation of a CMP which includes the mitigation measures outlined above (Paragraph 10.91).	N/A	Negligible
	Construction vibration effect on humans	Negligible	N/A	N/A	Negligible
	Construction vibration effect on buildings	Negligible	N/A	N/A	Negligible
	Construction traffic noise	Negligible	N/A	N/A	Negligible
	Operational noise from entertainment noise	Negligible	N/A	N/A	Negligible
	Operational noise from crowd noise	Negligible	N/A	N/A	Negligible
	Operational noise from fixed plant and equipment	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, year of opening	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, 15 years after opening	Negligible	N/A	N/A	Negligible
B - Properties along Gibbon Street	Construction noise due to Site Preparation	Negligible	N/A	N/A	Negligible
	Construction noise due to site activities	Negligible	N/A	N/A	Negligible
	Construction vibration	Negligible	N/A	N/A	Negligible

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NSR	Description	Pre-mitigation significance	Mitigation Method	Means of Implementation	Post-Mitigation Significance and Duration
	effect on humans				
	Construction vibration effect on buildings	Negligible	N/A	N/A	Negligible
	Construction traffic noise	Negligible	N/A	N/A	Negligible
	Operational noise from entertainment noise	Negligible	N/A	N/A	Negligible
	Operational noise from crowd noise	Negligible	N/A	N/A	Negligible
	Operational noise from fixed plant and equipment	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, year of opening	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, 15 years after opening	Negligible	N/A	N/A	Negligible
C – Properties along Broxton Street	Construction noise due to Site Preparation	Negligible	N/A	N/A	Negligible
	Construction noise due to site activities	Negligible	N/A	N/A	Negligible
	Construction traffic noise	Negligible	N/A	N/A	Negligible
	Construction vibration effect on humans	Negligible	N/A	N/A	Negligible
	Construction vibration effect on buildings	Negligible	N/A	N/A	Negligible
	Operational noise from entertainment noise	Negligible	N/A	N/A	Negligible
	Operational noise from crowd noise	Negligible	N/A	N/A	Negligible

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NSR	Description	Pre-mitigation significance	Mitigation Method	Means of Implementation	Post-Mitigation Significance and Duration
	Operational noise from fixed plant and equipment	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, year of opening	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, 15 years after opening	Negligible	N/A	N/A	Negligible
D - Properties along Briscoe Lane	Construction noise due to Site Preparation	Negligible	N/A	N/A	Negligible
	Construction noise due to site activities	Negligible	N/A	N/A	Negligible
	Construction traffic noise	Negligible	N/A	N/A	Negligible
	Construction vibration effect on humans	Negligible	N/A	N/A	Negligible
	Construction vibration effect on buildings	Negligible	N/A	N/A	Negligible
	Operational noise from entertainment noise	Negligible	N/A	N/A	Negligible
	Operational noise from crowd noise	Negligible	N/A	N/A	Negligible
	Operational noise from fixed plant and equipment	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, year of opening	Negligible	N/A	N/A	Negligible
	Operational noise from traffic noise, 15 years after opening	Negligible	N/A	N/A	Negligible
E - Ashton Canal	Construction vibration	Negligible	N/A	N/A	Negligible

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NSR	Description	Pre-mitigation significance	Mitigation Method	Means of Implementation	Post-Mitigation Significance and Duration
	effect on buildings				

Reference List

10.97 This ES Chapter has been prepared by reference to the following:

- British Standards Institution, (2014). BS 4142:2014 Methods for rating and assessing Industrial and commercial sound.
- British Standards Institution, (2009). BS 5228-1: 2009 Code of practice for noise and vibration control on construction and open sites – Part 1: Noise.
- British Standards Institution, (2009). BS 5228-2:2009 Code of practice for noise and vibration control on construction and open sites – Part 2: Vibration.
- British Standards Institution, (2008). BS 6472-1: 2008 Guide to evaluation of human exposure to vibration in buildings. Vibration sources other than blasting.
- British Standards Institution, (1993) BS 7385: 1993 Evaluation and measurement for vibration in buildings. Guide to damage levels from ground-borne vibration.
- British Standards Institution, (2014). BS 8233: 2014 Guidance on sound insulation and noise reduction for buildings.
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- Manchester City Council (MCC) (2015). Planning and Noise, Technical Guidance.
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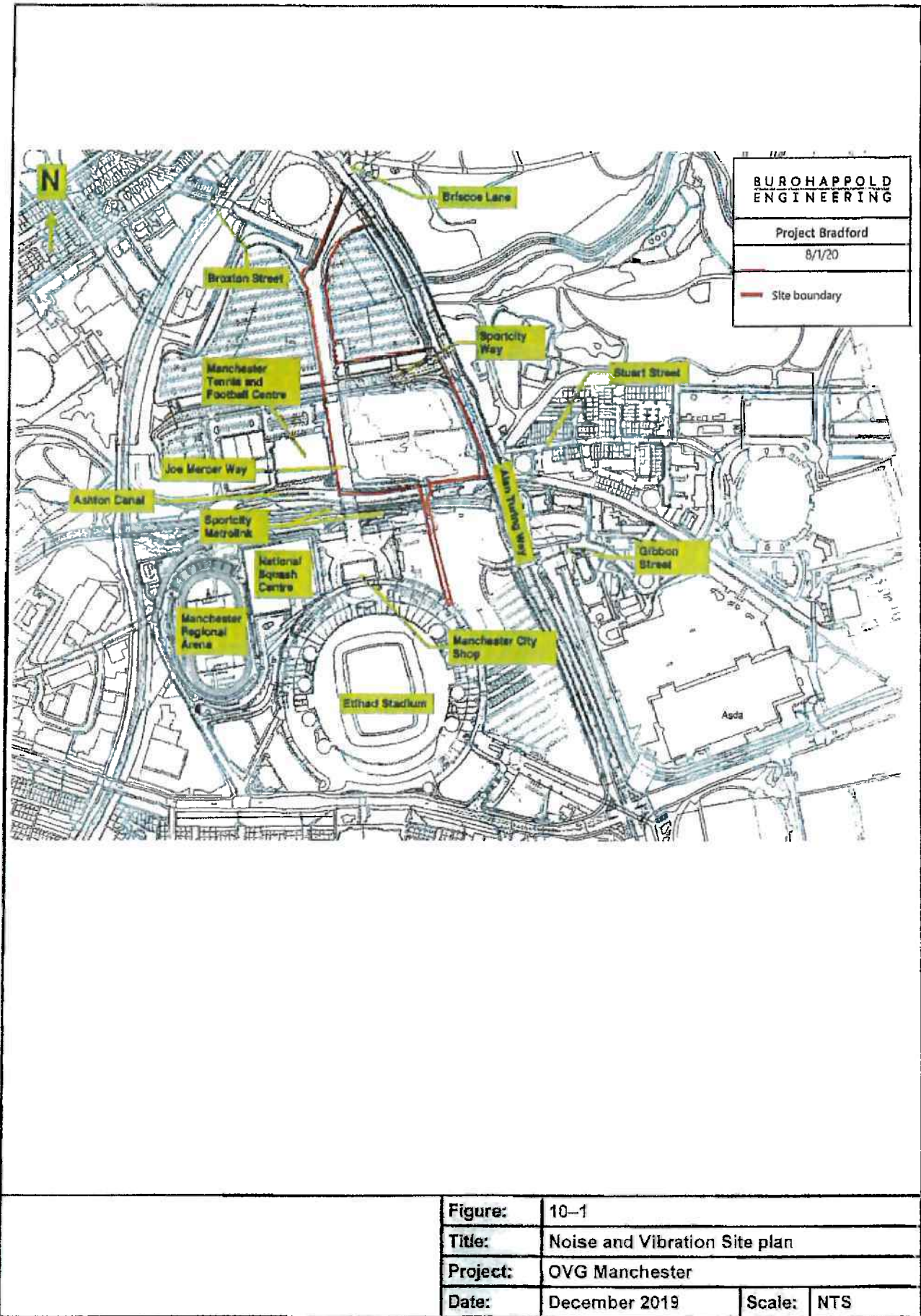




	Figure:	10-2	
	Title:	Noise monitoring positions and noise sensitive receivers	
	Project:	OVG Manchester	
	Date:	December 2019	Scale: NTS

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Co-op Live, Manchester

Witness Statement of Jim Griffiths – Night-Noise

VAN-0050381-XX-WS-Y-0001-01

0050381

13 February 2024

Revision P03.1



Revision	Description	Issued by	Date	Checked
P01	Draft for Client	J Griffiths	11-02-24	unchecked
P02	Updated document after review	J Griffiths	12-02-24	Unchecked
P03.1	Final Review and QA	J Griffiths	13-02-24	D Fiumicelli

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1 Witness Statement of Jim Griffiths – Night-Noise

Introduction

- 1.1** This statement has been prepared to address concerns related to late-night noise from Co-op Live, a multi-use sports and entertainment venue comprising an indoor area bowl and ancillary spaces, and an external podium. This statement considers both the operational noise from within the facility affecting the local community as well as addressing egress noise from patrons.
- 1.2** I am the director and founder of Vanguardia with over 40 years' experience in entertainment acoustics and have been awarded the Institute of Acoustics Tyndall Medal for my work in this field. I have worked on many successful arena designs and noise management plans in the UK and overseas for venues such as the O2 Arena (London), OVO Arena (London), OVO Arena (Glasgow), Copper Box Arena (London), Marshall Arena (Milton Keynes), Swansea Arena, Coca-Cola Arena (Dubai), Etihad Arena (Abu Dhabi), Arena Zagreb, Accor Arena (Paris), Valencia Arena and MSG Sphere (Las Vegas).
- 1.3** Vanguardia is a leading independent consultancy specialising in the design of stadium and arena sound and acoustics with a particular emphasis on developing and implementing noise management plans.
- 1.4** Vanguardia has been actively involved with the acoustic design of the Co-op Live from the feasibility stage until the final commissioning which is currently in progress. We also had input into the operational noise section of the Environmental Statement which accompanied the Planning application.
- 1.5** We are very familiar with the building structure, the site, and the local environs.

Noise Management Plan

- 1.6** In preparation for the application of this Premises Licence, we have already prepared a comprehensive Noise Management Plan (NMP) (Van-102859-XX-NMP-Y-3048) dated 23 November 2023. This NMP provides an extensive noise management regime to minimise the risk of any potential public nuisance from both operation noise and noise from the egress of patrons.
- 1.7** The NMP covers all aspects of noise including:
- Noise generated by sound systems in all internal areas
 - Operational noise
 - Crowd noise
 - Plant noise
 - Complaints procedure
 - The Control of Noise at Work
 - Staff training.
- 1.8** Finally, the NMP includes the relevant sections of the Environmental Statement (ES) related to noise (Volume 2, Section 10) which assesses noise from all aspect of the arena.
- 1.9** Our NMP demonstrates that the arena has been designed and constructed to be a good neighbour in terms of noise impact and references the ES which concludes that all potential noise sources will not cause any 'significant adverse effect' defined by planning guidance and in fact all resulting effects are deemed to be 'negligible'. Planning guidance in relation to noise aims to prevent unacceptable adverse effects, avoid significant adverse effects and mitigate and minimise the adverse effects of noise as far a reasonably practicable. The first two of these aims are broadly similar to the Licensing Act 2003 objectives of promoting the prevention of public nuisance, whereas the third aim of planning policy is more stringent than the licensing objective and has already been approved for Co-op Live under the planning legislation.
- 1.10** For reassurance, the NMP must be agreed with MCC as per the proposed condition 8 of the licence condition so this adds further protection for the local community. Any breach of the NMP would be enforceable under the Premises Licence.

Documents

1.11 In preparing this statement, I have reviewed the following documents:

- The Licensing & Out of Hours Team's (LOOHT) Representations
- The representations from Councillors and residents
- The Noise Section 10 of the Environmental Statement
- The Co-op Live NMP
- The concept, schematic and detailed design acoustic reports for the arena
- Draft Premises Licence conditions – 31 January 2024
- The Draft Egress and Dispersal Strategy v6
- Relevant sections of the Cross-referencing Matrix (comparing Manchester Standards against Co-op Live's Operational procedures.
- MCC Statement of Licensing Policy 2021-2026.

Operational Noise Criteria

1.12 The noise criteria set by Manchester City Council (MCC) for operational noise are some of the most stringent conditions I have seen for a new arena or by most local authorities in England. They comprehensively deal with the general overall noise and also the low frequency 'bass' noise which is a feature of live modern music. The conditions require the sound from the venue to be 10dB below the existing background noise climate in each octave band frequency (so even 10dB below the background at the low frequency bass sounds). This is so stringent it cannot be reliably measured but provides a challenging design target to aspire too. Absolute noise levels are specified in each octave frequency band for inside residential premises so that the sound is inaudible. These limits are always set for both the daytime and throughout the night.

The Building Envelope

1.13 The building envelope (the façade sound insulation) has been acoustically modelled, designed and building materials/construction tested in order to meet the stringent MCC noise criteria both during the day and night. I am confident from reviewing the acoustic design reports and modelling results that the noise criteria will be achieved. This is for noise generated from the main auditorium bowl and from the other ancillary areas which will be in use (by much smaller numbers of patrons) until up to 01:00 (with 01:30 close) Sunday to Thursdays, and on Friday & Saturday (and Sundays before a Bank Holiday) to up to 02:00 (with 02:30 close).

1.14 The modelling has taken account of noise from the highest noise source from within the bowl which is the sound generated by the live music as well as considering all the operational noise sources in ancillary areas (which could operate at night) and include the following:

- The Street – Level 0
- Decibel Club – Level 0
- Bentley Record Room, Level 1
- Deck suites North & West & backstage Club – Level 1
- Hang-out areas x 2, Level 4
- Boardroom, Level 4
- Premium suites, Gallery Suites, Level 2
- AMP Club Premium level, Level 2
- Concourses.

1.15 The internal noise levels adopted for the design are consistent with my experience of the use of arenas. Octave band sound levels of up to 116dB have been considered at low frequency (63Hz) for the auditorium with overall levels being 104dB(A) which is at the higher end of any live music performance. The specified levels are presented below in table 1 for all Octave Band Frequencies from within the venue to outside and it also shows the building envelope sound reduction that has been designed to meet the criteria.

Table 1 Internal Auditorium Noise Levels and Receptor levels

Source	Octave Band Centre Frequency (Hz)							dBA
	63	125	250	500	1000	2000	4000	
Internal Noise Level	116	110	104	101	100	92	88	104
Limits at Residential Receivers	52	46	42	41	42	32	19	44
Building Envelope (in-situ)	35	33	31	37	42	33	34	-

- 1.16** The source noise levels for all the ancillary area have also been evaluated based on the distributed sound systems that Vanguardia has designed for each ancillary space. These levels including the noise generated from patron sources have been designed so that the external noise criteria can be readily met at all residential sites for both daytime and night-time operation. The predictions are shown in Figure 1 which demonstrate very low noise emissions outside the arena which are substantially below existing background and ambient noise levels without the Co-op Live operating during the day and night.

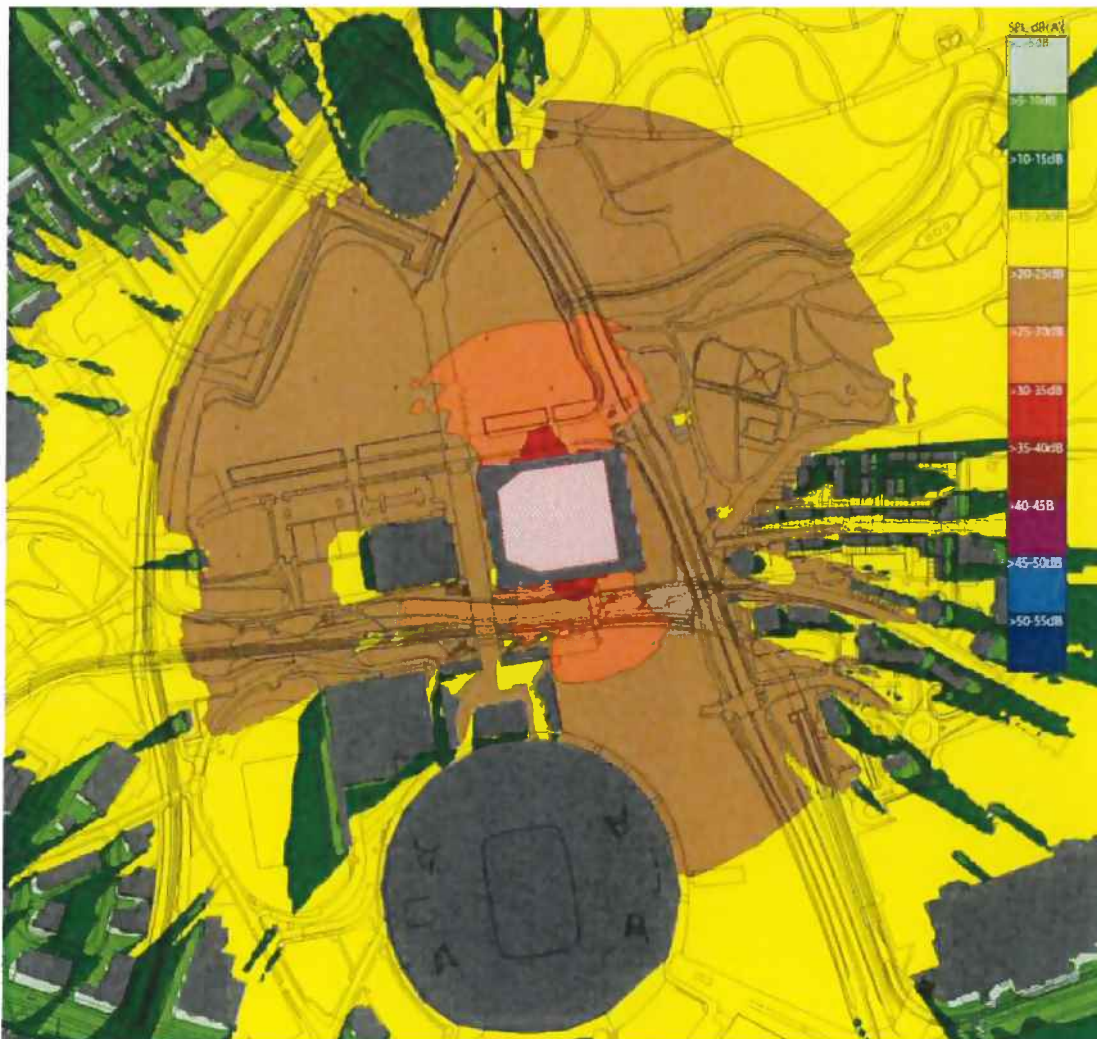


Figure 1– Noise Predictions from Operation Noise Generated from inside the Arena

- 1.17** In summary, I conclude that I am fully satisfied that the internally noise generated sound levels will be adequately attenuated by the building façade to meet the external MCC noise criteria.

External Egress Noise

- 1.18 External egress noise has been raised as a potential risk of noise disturbance outside the arena as patrons leave the building, in particular at night. These concerns have been raised by LOOHT, local councillors and local residents. The local residents' concerns have all been from the Miles Platting area to the North West of the site.
- 1.19 At the scoping stage of the EIA process an agreement was made with MCC on the approach that must be undertaken for the noise assessment. It was agreed that along with many other potential noise sources, that noise from patrons leaving the premises needs to be adequately assessed. The operational noise from patron egress was assessed by the use of an environmental 3D model created by CadnA noise modelling software. The model was calibrated to the measured baseline levels during the day and night and then noise levels based on raised voice source levels (Ref: Building Bulletin 93) were predicted. The results assessed at four community locations (agreed locations with MCC) indicated that the significance of the effect was negligible as shown in the section of the ES reproduced in table 2 below.

Table 2 Significance of effect due to patron noise

NSR #	Receiver sensitivity	Significance of effect
A – Properties along Stuart Street	High	Negligible
B – Properties along Gibbon Street	High	Negligible
C – Properties along Broxton Street	High	Negligible
D – Properties along Briscoe Lane	High	Negligible

- 1.20 It is fully recognised that predictions of this type of noise source is subject to many variables which will affect the resulting noise impact, however I am satisfied with the prediction methodology, modelling software and assessment approach that was adopted by the acoustic consultants, who were independent from Vanguardia, minimised these uncertainties.
- 1.21 Clearly the management of the behaviour of patrons as they leave the premises is governed by the egress strategies that are implemented and a full egress strategy has been developed by the operator to minimise the risk of public nuisance from patron noise.
- 1.22 In addition to the Egress strategy, both the EIA and the NMP fully address methods to manage the egress noise, and these are outlined below:
- Egress strategies outlined in the operational plan to quickly and effectively disperse crowds away from the area, including the provision of sufficient transport links
 - Keeping exit and paths unblocked and free moving (to be complete by stewards)
 - Signage externally on egress routes to clearly direct people in the direction they need to go
 - Direct and keep people away from the noise sensitive receivers

- Sufficient steward presence and strategic placement to move the public on and avoid loitering, particularly into the late hours of the night
- Stewards can also intervene where suitable, safe and required to any disruptive or loud behaviour
- Signage internal to the arena, such as via the IPTV system, to display 'Please be respectful of our neighbours and leave quietly' messages as people are exiting the arena
- Pre and Post show entertainment/bar offerings to stagger the arrival and exit times of people
- Apart from an Emergency Evacuation or where required to improve crowd movement, patrons will be discouraged to use Alan Turing Way as a route into or away from the arena post-midnight.
- All front of house supervisors and managers will under-go training on the recommended egress strategy.

1.23 In addition, it is important to have an effective means of communications so that any concerns from residents can be readily fed-back to the operators so that complaints can be logged and continued improvements made to develop more effective egress strategies. Full details of the management processes for patron egress are presented in the Egress and Dispersal strategy.

1.24 I have witnessed and measured the noise level from patrons leaving licensed premises late at night from both sporting and music events and the procedures documented in the Egress and Dispersal strategy are appropriate in minimising the potential impact. In my opinion I have also found that the noise generated from people leaving a music event produce lower noise impact than those leaving a competitive football match.

Summary

1.25 The building envelope of the Co-op Arena has been designed to meet the stringent noise criteria set by MCC for both day and night-time events. This includes for all operational activities in the auditorium bowl and the ancillary spaces which may operate up to 2am. Having reviewed the acoustic modelling, design and construction details, I am confident that the MCC guidelines will be met throughout the day and night.

1.26 Noise from patron egress noise has been assessed in the Environmental Statement which accompanied the successful planning application for the Co-op Live and the detailed predictions and assessment have indicated that the noise impact would be negligible during the day and at night. It is important that the egress of patrons is carefully managed especially at night where the sensitivity to noise is at its highest. From my experience of measuring and assessing noise from patrons leaving many late-night premises, I am confident that the impact from this activity can be minimised to acceptable levels based on the raft of measures being implemented as specified in the Egress and Dispersal strategy developed by the operator. This is especially the case when considering that in my experience, the noise from patrons leaving a music event tend to be lower than that from patrons leaving a competitive sports event such as football.

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Application Number	Date of Appln	Committee Date	Ward
126431/FO/2020	31st Mar 2020	24th Sep 2020	Ancoats & Beswick Ward

Proposal Erection of a multi-use arena (Use Class D2) with a partially illuminated external facade together with ancillary retail/commercial uses (Classes A1, A3 and A4), with highways, access, servicing, landscaping, public realm and other associated works

Location Site South Of Sportcity Way, East Of Joe Mercer Way, West Of Alan Turing Way And North Of The Ashton Canal At The Etihad Campus, Manchester

Applicant OVG Manchester Limited, C/o Agent

Agent Miss Eve Grant, Deloitte LLP, 2 Hardman Street, Manchester, M3 3HF

Description

This 4.46 hectare site is used as a 500 space overspill car park for events at the Etihad stadium. The site is secured with a mesh fence on all sides and contains a number of self-seeded trees and shrubs. Its topography is relatively flat with a gentle slope from south to north before the site drops steeply down to the Ashton Canal.

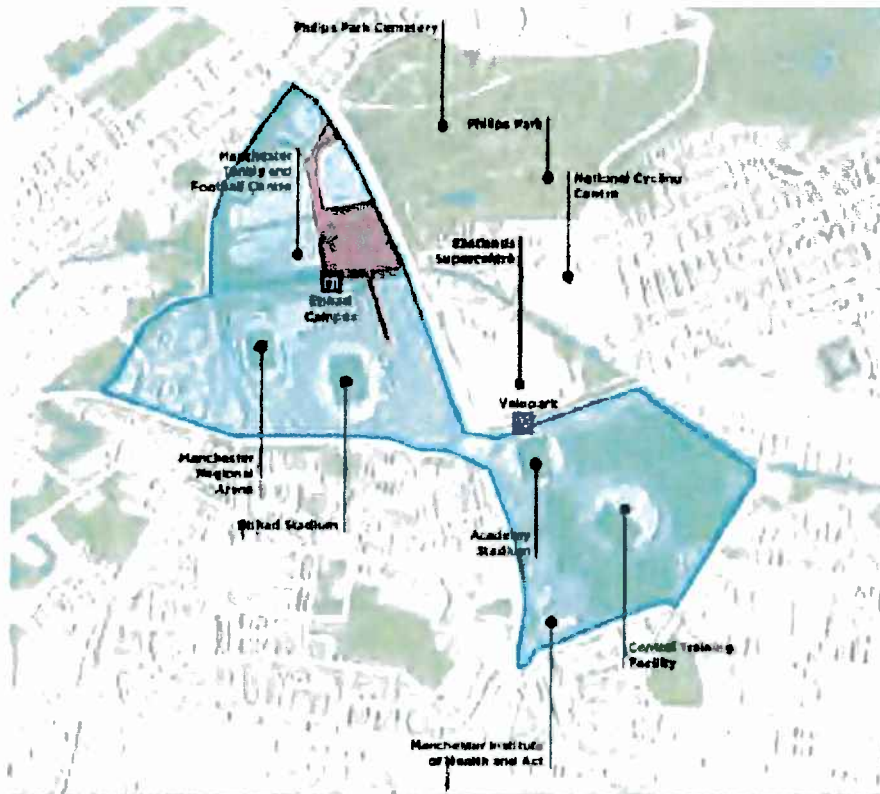
The site is bounded by Joe Mercer Way (an elevated pedestrian walkway connecting to the Etihad Stadium) which separates the site from the Manchester Tennis and Football Centre located further west, Alan Turing Way, a four lane road with segregated cycle lanes is to the east with the Ashton Canal and the Etihad Metrolink stop to the south.



View of the site from Joe Mercer Way

The site forms part of the Etihad Campus which includes the Etihad Stadium, Manchester Regional Arena, City Football Academy and the National Squash

Centre. The Etihad Campus has been a focus for regeneration since it was first used to host the Manchester Commonwealth Games in 2002.



Etihad Campus and surrounding context including application site identified in red

To the east of Alan Turing Way are Philips Park and Philips Park Cemetery which are Grade II listed. The area beyond the Park and Cemetery contains light industrial uses and Philips Park Fire Station. The raised railway line is a buffer between the industrial area and residential communities in Miles Platting and Newton Heath.

The area to the east of Alan Turing Way, alongside the National Cycling Centre and the Eastlands District Centre, is more residential in character. There are three apartment buildings up to 10 storeys in height amongst two storey terraced housing.

The towpath and cycle path along the Ashton Canal to the south link the site to city centre and beyond in an eastwards direction.

The Etihad Stadium has a capacity of 55,017 with planning permission to expand to 62,170.

To the north is a large car park associated with the Etihad Stadium, accessed via Sportcity Way connecting to Alan Turing Way. Beyond this are two gas holders: one on Bradford Road and the other on Alan Turing Way.

This is a sustainable location, well served by public transport including Metrolink with a tram stop for the Etihad Campus to the south of the site providing regular services

to the city centre and beyond and to Ashton. The site is also well served by frequent bus services and is also well connected to cycle routes including along the Ashton Canal and other walking routes from the city centre. Regular bus services serve the site.

Proposal

This application proposes a multi use arena comprising 68,608 sqm of floorspace with ancillary retail, food and beverage uses.

The applicant, OVG Manchester Limited (part of Oak View Limited), are delivering arenas in New York, Milan, Seattle, Austin and Palm Springs and aim to deliver arenas where artists and fans are brought closer together through the arena design and consideration of the live entertainment experience.

Their aim is to develop the best arena in Europe in Manchester that would attract the world's top events and shows. They aim to set new standards in terms of arena design and environmental sustainability.

The design would be unique and enable the main auditorium to operate in a variety of different seating modes and host different entertainment and leisure events including music, sport, performances, awards ceremonies and other live entertainment. Its capacity would normally be 20,000 but could be extended to 23,500 for events where a centre stage configuration is used.

The arena would host events on scheduled days throughout the week and year. The operational strategy could occasionally result in events taking place at the same time or same day as football events at the Etihad Stadium. The associated impacts of this are considered in detail in the report.

The auditorium would be custom designed for a much more compact, flexible and intimate configuration compared to comparable capacity venues. The lower tier of the seating bowl would have retractable seating that could be configured in a variety of ways in maximise the spectator experience. The upper tier would project and be lower to the heart of the auditorium to enable a more intimate spectator experience.



Image of the auditorium

The auditorium has been pulled away from the western sides of the building to create atrium space from the ground floor to level 2. These spaces would be connected by open escalators and stairs.



Image of the concourse and atrium spaces including food and drink facilities and hospitality lounges together with a view towards the level 2 hospitality

Premium hospitality facilities would be accommodated on level 2, including the 'Atrium Lounge' and private suites and clubs. This hospitality accommodation on level 1 and the ground floor is sub-divided into a series of spaces, including individual suites and slightly larger lounges that are open to the concourse spaces below with views over the auditorium. The upper tier (level 3) would be surrounded by a double height concourse space. On level 4, open bar lounges would provide 'in the Gods' views to the stage.

The siting and scale of the building responds to the operational requirements and seeks to create a distinctive development that responds to the character and quality at the Etihad Campus. The building concept involves a lower masonry plinth with an upper lightweight stepped box. The lower plinth connects to Sportcity Way and Alan Turing Way and forms a series of podiums along Joe Mercer Way and the Ashton Canal.

The upper level external facade includes LED screens and architectural lighting with black perforated panelling with a high gloss finish. The base of the building would be ribbed pre-cast concrete to provide a solid and contrasting finish to the gloss panelling.



View of the arena from Joe Mercer Way

There would be 118 permanent wheelchair viewing positions for 15,000 capacity events. When the capacity is at its maximum i.e. 23,500, the number of wheel chair positions would be 154. Each suite could accommodate at least one wheelchair user and lounge clubs at least two.

The public realm would include landscaping along the Ashton Canal with wildflower planting, hard and soft landscaping including tree planting, seating, lighting and green screens to Alan Turing Way. Improved wayfinding would assist pedestrian movements and linkages to the Etihad Campus. Walking routes from the city centre and along the Ashton Canal would be improved to encourage walking and cycling to the arena.

The planning submission

This planning application has been supported by the following information:

- Supporting planning statement;
- Design and access statement;
- Market Assessment;
- Economic impact of two arenas in Manchester;
- Sequential Test;
- Statement of Community Involvement;
- Sustainability Statement;
- Broadband Connectivity Statement;

- Heritage Statement;
- Operating schedule and event management strategy;
- TV reception survey; and
- Ventilation, extraction and odour report.

The application is also the subject of an Environmental Statement which includes the following chapters:

- Construction management and phasing;
- Air quality and dust;
- Ground conditions;
- Lighting;
- Townscape and visual impact;
- Noise and vibration;
- Socio-economic;
- Traffic and transport;
- Water quality, drainage and flood risk;
- Wind microclimate;
- Climate change; and
- Cumulative effects.

Notifications/Consultations

The proposal has been advertised as a major development, of public interest, affecting the setting of listed buildings and subject to an Environmental Impact Assessment. Site notices were displayed at the site.

7652 notification letters have been sent to an extensive area, local residents and businesses. Two rounds of neighbour notification were carried out due to the receipt of additional information during the course of the application. A summary of the comments received are detailed below.

First Notification

Local residents/public opinion

Supports

68 Supports were received to the first notification. 5 supports were received from the 7652 properties which were notified of the application. 10 were from other Manchester wards, 28 from other Greater Manchester Authorities and 25 from properties outside of Greater Manchester.

The local residents/public opinion supports are summarised below:

- This proposal would be fantastic opportunity for Manchester and would play its part in rebalancing the north south divide. This would be another notable development for Manchester and the North West;

- The proposal would bring much needed business into the city and support the increasing hotel stock. This would also create 1000s of jobs which are needed at this time;
- There are enough events throughout the year to support both Manchester Arena and this new arena;
- There is ample transport links which would minimise the impacts on the local area. When the football is at home the impact on locals is minimal;
- This is a much needed addition to the City and should be granted planning permission;
- This proposal is positive news for the events industry moving forward. The events industry has been massively impacted upon over the last few months and this would help the city emerge out of the recent crisis;
- The city has two football teams and can have two arenas and one which is world class that would benefit the local area and the city;
- The proposed economic investment would bring significant job opportunities throughout the build phase and operations. The investment, it is hoped, would see direct job and business opportunities for local people and companies in East Manchester and Greater Manchester who are ready to work with the applicant to ensure positive impacts for residents;
- Residents wish to work with the applicant to minimise the impact from traffic and visitors to the area and the mitigation measures are noted;
- This proposal would improve the condition of the land and create job opportunities for locals. This would move wealth and opportunities in places other than the city centre;
- The transformation in the area over the last 20 years has only been for the better. Residents' lives have been easier as a result of some of the best transport links in the country. The appearance of the area is also better. Residents have gained employment and this arena would be another boost to the area and attract more investment;
- This proposal would be amazing for East Manchester and there is a case for two arenas which would bring more events to the North;
- This proposal would enable more music to be played outside of the centre of Manchester. There are great transport links already in place and this would lead to more regeneration of the area and jobs for local people;
- A new arena is needed. The existing arena is dated, tired and the seating, especially on the floor area, is poor. The traffic issues at the MEN arena following an event are difficult;
- Manchester is a world class city. There is no reason why two venues could not operate successfully if both provide class entertainment and do not overcharge. Competition could actually be beneficial;
- The arena would have managed parking arrangements, a tram straight to the door and close to the motorway network. This proposal would add to the regeneration of East Manchester and would be better than going to a concert in the city centre;
- The recent events at the Manchester arena has left it feeling unsafe. It is hoped this new arena, with more secure access, will make a big difference to those using it and those who wish to return to attending events;
- Having two arena would help drive prices down, making entertainment and the arts more accessible to lower income households. The pricing at the Manchester arena means it is less likely to be used with preferences given to

Leeds or Sheffield. Manchester is growing mainly toward the north (Ancoats/ Miles Platting). A lot of money has been invested in these area and this should continue. Competition would also drive the quality up in other Manchester venues;

- The site is much easier to access from outside of the city centre. It would attract people to come to Manchester from other cities more than the current arena does. This proposal would not be the detriment to the existing arena or the city centre as it would provide a different experience and can complement each other;
- The bars and restaurant offer at the arena would make it a good place to have a night out;
- This benefits the city by bringing more choice and is an exciting development which would bring jobs to a deprived area;
- The vibrant music scene of the city requires another venue like this. It would also give Manchester something special to attract the best acts and sports events;
- This is an exciting opportunity for the area, providing jobs and facilities to be used by the community and beyond. It would also enhance the excellent facilities already in place;
- The continual redevelopment of East Manchester is vital for the clean-up, growth and expansion of the area. Other areas of the city would also benefit which would be beneficial to locals quality of life and economy;
- There is no point having land earmarked for development if you don't do anything with it. This proposal fits that objective and would benefit other areas as well. Traffic would require management;
- The Manchester Arena is dirty and outdated and difficult to get to. Manchester needs a new arena. Birmingham can support two arena so can Manchester. The two arena would double to amount of acts so this would be good for the local economy;
- The Manchester arena is very poor venue for live music. Leeds arena is much better for events. This proposal would place Manchester as the premier live event destination outside of London with better acoustics, layout and seating (which Leeds has);
- This facility could bring ice hockey back to the City;
- Eastlands has been transformed and is now a pleasant place to visit. It would be foolish to stop further investment in the city and enhancement of this area. There is enough of a market for both arenas to thrive and give customers choice;
- The arena would bring more footfall to the city and class acts. More concerts, more sports events and more money coming into the city. People would still be able to use city centre venues before venturing to the proposed arena. The public transport links are excellent and this would only enhance Manchester further;
- This proposal would be a better concert experience for the public. There is poor customer experience and expensive offering at the Manchester Arena which customers have had to endure for too long;
- The proposal in this local would help reduce congestion in the city centre;

Objections

581 objections were received as a result of the first notification. 14 were from the 7652 properties which were notified. 52 were from other Manchester wards, 253 from other Greater Manchester Authorities and 262 from properties outside of Greater Manchester.

The local residents/public opinion objections can be summarised as follows:

- The local area already suffers when football matches are played. The traffic is terrible and the roads cannot cope. The arena would make this worse;
- There is noise, rowdiness, litter and people urinating on match days which is unacceptable. The arena would be more intensive and could be $\frac{3}{4}$ of the week that residents are going to suffer;
- People urinate in the streets on match days and there is general rowdiness. There are not enough car parks at the campus and this proposal would reduce the car parking further. This project will bring extra traffic and antisocial behaviour to an area that has more than its fair share already. This proposal would affect property prices;
- Residents permits should be considered for the residents of New Street and Canada Street which already suffer on match days;
- The lighting and LED screens would bring further light pollution to the area particularly if they are on 24/7;
- The energy efficiency and impact of the building is of a concern;
- The proposal would bring more cars and pollution to the local area on weekdays and weekends. The people of the area would get no respite from the activities at the campus and the road network would not cope;
- The cars which park in the residents zone are not ticketed now so what assurances can be given that they will as part of the arena proposals;
- There are particular problems which occur when there are concerts aimed at young people with parents picking up and dropping off their children. This create traffic and issues around the campus;
- Users of the arena would be vulnerable and it would not be safe walking around the area late at night, particularly if there were issues getting public transport or a taxi;
- The additional traffic created would impact on local air quality conditions;
- There would be noise on the surrounding streets at night as a result of this proposal;
- The traffic modelling does not properly take into account the impacts nor the impact of other major events at the campus and in the local area;
- Residents have to make special arrangements to get home/leave home on match days due to the impact on the local area. This would be worse as a result of the proposals;
- The proposal would impact on the ecology of the area;
- The proposal would result in the overdevelopment of the area which does not have the infrastructure to cope;
- Having an arena and stadium event on at the same time is not acceptable considering the pollution, noise and change in dynamics of the neighbourhood;

- The proposal should be supporting access to green spaces and natural green environments;
- Developments at the campus are causing properties to be bought up for Air B and Bs which is not acceptable;
- It is not clear how this project fits in with carbon objectives for the city and the climate change emergency;
- There isn't the demand for two arenas in the city and this would lead to the demise of the Manchester arena and other venues in the City and across Greater Manchester. The stadium already holds concerts and the city centre arena should be supported as it is better served by public transport and supports city centre businesses, hotels and jobs. This arena would not be as well connected by tram, rail and bus as the Manchester arena and would put more pressure on at capacity public transport and infrastructure as well as the environment together with jobs being lost at the Manchester arena;
- The proposal would reduce footfall and spending in the city centre and increase travelling and emissions in East Manchester;
- This could affect smaller venues;
- The site would be put to much better use as social housing;
- More smaller venues should be created not large capacity venues such as this;
- The arena location doesn't work as it is not supported by hotels and other facilities;
- The proposed arena would stretch police resourcing;
- There would not be food and drinks options at the arena to keep people entertained;
- The Manchester arena attracts big names to perform and is one of the best venues to attend;
- There has been independent research carried out to show a second arena is unnecessary and would lead to the failure of either the proposed arena or Manchester arena and this therefore is a huge waste of money and will bring nothing new to the city;
- The new arena is unlikely to attract visitors from Greater Manchester or beyond as it is not as well connected as the existing arena is to public transport and amenities;
- These proposals put the redevelopment plans for the Manchester Arena at risk;
- The proposed arena would make it difficult for those with disabilities to access due to its location and reliance on public transport or walking. This is not the same experience when using the Manchester Arena;
- Market analysis demonstrates that the proposal is unviable financially and that the local public transport network - already struggling to cope on match days and concert days at the Etihad - would be unable to support the additional demand. That demand, plus increased vehicle traffic, would also increase Manchester's greenhouse gas emissions at a time the council has set ambitious targets to slash emissions;
- Manchester Arena itself has just embarked on a major programme of redevelopment. There should be, in the wake of the pandemic, support for existing entertainment venues, pubs, bars, restaurants and shops;
- Although services to Eastlands are fairly good, they are inferior to those supporting the existing Manchester Arena, and it is a long walk from the city.

- People will be more likely to travel by car. This will have an adverse effect on the environment in relation to pollution reduction;
- If a scheduled event at the proposed arena clashes with a Manchester City home game there will be chaos, with huge numbers of people vying for space, and public transport systems being unable to cope. It must be recognised that the Premier League changes match dates after the fixture list has been published due to satellite TV companies wish to televise games. It is inevitable that at some point a game would coincide with an arena event causing huge congestion on the local area;
- There is a risk of crime for spectators using the east Manchester arena;
- There is no need for a venue of this size in Manchester. The Manchester Arena has a capacity of 21,000 and has announced an increase to this. However, there are no venues in capacity between Manchester Apollo and the Arena. So there is a gap between approx 3,000 capacity and 21,000. Why not build 2 x 10,000 capacity venues. Why compete with something that already exists when there is a huge gap in the market. Also with regards to the current situation, it is not possible to hold live events yet and it is going to be well into 2021 before we have any idea of what the live music industry will look like and if it will ever recover enough to support two such size venues in Manchester;

Neutral

17 neutral comments in total were received as a result of the first notification. 3 neutral comments were received from the 7652 properties which were directly notified about the planning application. 9 neutral comments from other Greater Manchester Authorities and 5 from outside of Greater Manchester.

The neutral comments can be summarised as follows:

- The proposal is great for jobs but what about the small businesses which are close to the site;
- The proposal would bring traffic and noise but it would also bring jobs and other businesses to the area;
- There would be traffic as a result of the development and it is not clear how residents would actually benefit from the proposals;
- The proposal would enhance what is already an outstanding city with another entertainment venue. If both venues are strong enough with genuine customer focus at the heart of everything that they offer/provide then both would survive;
- There are likely to be traffic issues and concerns with attacks on the city. Maybe consideration should be given to an outdoor music venue with a removable roof;
- Would be good to see the ice hockey back in the city;
- Competition of this nature in the city is good;
- This proposal would bring more choice to the city alongside the Manchester Arena, Apollo, Bridgewater Hall, Opera House. Traffic would be a concern, but if either ample parking or public transport available then this would be suitable;
- An out of centre arena would not be as well served by public transport;

- The needs of disabled spectators needs to be adequately addressed as parking is difficult as is the traffic around Eastlands on match days. There also needs to be clear plans for use of the arena by Autistic people who are not adequately catered for as it stand;
- Whilst the existing arena is not fit for purpose, this proposal should not be supported unless public transport is made adequate in the area;
- The arena should be sustainable and support the city's profile;
- There needs to be a clear strategy to deal with parking in order to ensure that it does not impact on residential streets together with ensuring that public transport has the capacity and there are marshals to clear up the litter;

Businesses

Supports

44 Supports were received from businesses to the first notification. 2 were from business within the 7652 properties notified. 20 were from businesses within other Manchester wards, 5 from within other Greater Manchester Authorities and 17 from outside of Greater Manchester.

The business supports can be summarised as follows:

- The proposal is in line with the current Tourism Strategy in Greater Manchester which highlights the importance of live events as a key driver in the growth and success of the City Region as a visitor destination.
- The arena would be a proactive and supportive partner in marketing Manchester in order to stimulate further growth in the visitor economy. This proposal would bring £350 million of investment to East Manchester and jobs in construction and the operations of the arena creating £1 billion of gross value added to the Manchester economy.
- The arena would be the most sustainable in Europe and bring new standards in customer hospitality;
- The events industry continues to show strong growth. The arena would bring new events to Manchester and enable the arena to bid for new events that would raise the profile of the city, attract more visitors and stimulate the economy further;
- The proposal fits in with the long term redevelopment plans for East Manchester. Since the commonwealth games the arena and the campus has continued to evolve. The area is identified as a leisure destination in the planning framework to support the 'continued social, economic and physical regeneration of East Manchester and ensure opportunities to employ residents from the local community. This proposal would attract further investment in residential, leisure and office development in the area and at the Etihad Campus;
- The proposal would have a direct impact on growth with the east corridor of the city. The area is thriving as a result of the interrelationship between the Etihad Campus, the city centre and the process of renewal and stimulation in the area;

- The proposal would bring local training and employment opportunities alongside its ambitions to be the most sustainable arena in the world. In these uncertain times the projects like this should be fully supported;
- Proposals such as this increase disposable income and further investment in the city;
- Promoters would continue to promote concerts at the Manchester arena and are excited about the plans for the new arena. Concerts at the Etihad Stadium have proven popular over the years and this proposal would benefit the music and entertainment culture of the city as well as benefit the local community. People travel from all over the north of England for concerts in Manchester and this proposal would add to that and spend in the city;
- The proposal would create 3000 plus jobs and 100 apprenticeships many of which would be local. Many more would benefit in the supply chain. There would be 1000 jobs created when the arena is operational at Manchester Living Wage and above and a further 1,400 supported in local bars, shops, restaurants, hotels and transport. Local residents would benefit directly and indirectly as a result of these proposals;
- The proposal would benefit the sports community who wish to hold world class sporting events in Manchester. Having the arena next to facilities such as the existing Tennis Centre allows the prospect of bringing Davis Cup, Fed Cup Finals or Laver Cup to the arena along with wrestling and netball;
- A technologically advanced and environmentally efficient arena would be welcomed by artists and their fans. The arena would be transformative both culturally and bring significant local economic benefits
- The proposal would complement the existing arena offer, growing their collective contribution to the city's economy. Two complementary arenas is a model proven in the UK and around the world with no evidence that competition causes closure;
- In the short term, the need for investment in the city is more acute due to coronavirus. The north can play a major role in the UK's recovery and this would require short term stimulus for long term productivity. This includes a pipeline of public and private shovel ready projects in the coming months and years. It is understood, that subject to planning approval, this project is ready to go and would bring significant investment and jobs as a result and would bring confidence to other major international investors that Manchester is an attractive place to invest;
- The proposals are impressive in terms of the quality of the venue proposed and the benefits for the city and Manchester position within the region, and globally, as a music and entertainment destination. The proposal would attract a wider variety of events and this would support culture in the city;
- The commitments around sustainability and jobs should be enforced to ensure the benefits are delivered and lead to the positive transformation of the area;
- The proposals would benefit the hotel and tourism industry in the city together with bars, restaurants and other hospitality particularly around Ancoats;
- The commitment to creating one of the most sustainable arenas in the world includes encouraging the use of public transport at the point of booking tickets. The development would support bus and rail friendly measures to ensure alternative modes are maximised. The arena would be within 20 minutes walking distance of one of the busiest rail stations in the country,

Piccadilly, and the estimated number of additional rail tickets being sold is 750,000. This would also boost northern England as a visitor destination appealing to visitors from across the region and beyond;

- The proposal would help attract domestic and international students to the city.

Objections

7 objections were received from businesses to the first notification. 1 was from a business within the 7652 properties notified. 3 from other Manchester wards, 3 from outside of Greater Manchester.

The business objections can be summarised as follows:

- The transport information submitted is extensive but there are gaps in the assessment particularly in respect of traffic impacts;
- One of the busiest times for nearby businesses coincides with the network evening peak where there is a concentration of traffic movements at the junction of Gibbon Street and Alan Turing Way which would be at the same time as visitors would arrive for an evening event. This would be further compounded when a football event takes place at the same time and/or a matinee event. The Transport assessment does not include any assessment of the operation of the signalised junction at Alan Turing Way/Gibbon Street. The operational impacts on this junction are a concern;
- When a coincided event takes place the availability of car parking would be significantly reduced to just 500 spaces which could result in fly parking. Without proper management this would be an issue;
- The proposal would create a significant out of centre leisure arena in direct competition with city centre provision. The proposal would draw footfall and spend away from the city centre. The benefits of this proposal are substantially outweighed by the impact of the proposal on existing centre uses;
- The proposal contains a significant retail component (17,451 sqm retail, food and bars of which 7,530 sqm would be retail) which would become a destination in its own right in direct competition with the city centre;
- There is a lack of any retail impact assessment given the scale of retail floor space proposed which is contrary to national planning policy. The impact assessment focuses principally on the leisure offer;
- The retail would serve as a destination in its own right rather than being ancillary as is evident by the canal side kiosks and go beyond what was anticipated by policy EC7 and conflict with the city centre first policies of the Core Strategy;
- There is no consideration of consequential loss of trade, expenditure and footfall on the city centre as a result of people choosing to go to this new destination out of centre;
- There would be a displacement of jobs by those who already work in leisure and retail from the city centre to this out of centre location;
- There is market decline on the high street in the city centre and this proposal would further exacerbate this as well as the covid situation which has not

- been addressed by the submission. The impacts of the proposal should be viewed in the context of this ongoing pandemic;
- The proposal would have a significant detrimental impact on planned investment to further improve leisure provision within the city centre. If this proposal is to go ahead it would prevent the investment in the Manchester Arena which would put city centre businesses at risk;
 - The sequential test is inadequate, does not consider a more flexible format or scale and does not consider the disaggregation of uses with no sequential test looking specifically at accommodating the retail element only. In addition, it dismisses sites simply because they comprise two or more land ownerships which is wholly inappropriate given the scale of the development;
 - The sequential test has also not considered the ability of the existing arena to accommodate growth in market demand;
 - No review of the health of the city centre has been undertaken;
 - The proposal is a real threat to the viability of the existing Manchester arena which has consequences for the city centre;
 - The application is contradictory in that it states there has been limited growth in arena visitors over the past 10 years but predicts there is significant demand for two arenas;
 - The examples where two arenas exist is not comparable and the existing arena would need to be adapted in order to provide a complementary offer with the proposed arena;
 - The proposed arena would clearly draw events away from the existing arena as well as hosting events which cannot currently be accommodated;
 - If the arena was to close this would have consequential impacts on the beverage offer in the city centre as well as jobs;
 - Policy EC7 is not consistent with paragraph 23 and 31 of the NPPF which require policies to objectively assess need. When assessed against the development plan as a whole the proposal clearly conflicts with policy C1 and CC4 which together seek to direct leisure and retail uses to the city centre in line with the centre hierarchy and given it is the most sustainable location. Accordingly EC7 should be given limited weight;
 - The Eastlands Regeneration Framework should not be afforded any weight in the determination of this planning application;
 - Matters relating to accessibility, sustainability and highways have been overstated in this application and fails to accord with national town centre policies which should be afforded significant weight and should form the basis of this application being refused;
 - The proposal is of comparable scale and catchment to the Manchester arena, and its planned investment. It would therefore compete with the Manchester arena for events, draw trade away from the city centre and therefore have an adverse impact on the Manchester arena, other city centre venues and wider city centre vitality and evening economy;
 - The market demand for a new arena greatly overstates future market growth. Projections are selective and relies on growth from niche elements of the market. It also ignores flat growth in music events;
 - The projections are devoid of a credible evidential basis. Past growth has in fact been comparatively flat overall (0.3% growth per year on average over 2014-2018) and projecting forward on this basis results in only 5% overall

- market growth by 2035 (as opposed to up to 150%), which plainly would not support two arenas.
- The forecast are overly optimistic and would not be sufficient to generate a commercial return for the proposed arena and the market will therefore need to be shared between the existing offer in the city centre and the proposed out-of-centre development, with associated detrimental impacts to the city centre. There is no account of the Covid 19 pandemic, which has already had a major impact on an already challenging city centre retail and leisure economy. In reality, the market in the short term at least, is likely to contract and not grow at all. Covid 19 has triggered a sharp recession and the effect of growing unemployment will inevitably lead to further reductions in expenditure as a result of falling disposable income.
 - The projected growth demands for a second arena are based on overstated market growth forecast. For this reason, its analysis of impact on the city centre is flawed as it is wrongly predicated on the proposition that all impacts will be positive.
 - Failure to consider the extent to which existing venues in the city centre can accommodate growth in market demand in more sequentially suitable, available and accessible alternative locations;
 - The claim that the Manchester arena is operation at a 95% capacity utilisation are not correct and are misleading as the venue occupancy is only 42% with 58% of days currently available.
 - There are claims that the Manchester arena misses out on events because it is inflexible, but this untrue as it already hosts a wide range of events of all types and configurations and is listed as one of the most successful venues in the world, surpassing venues in cities with much larger populations. The Manchester arena could readily accommodate additional growth in its current form and even more so through the planned investment by 2023, will introduce increased capacity and even greater flexibility of format to better attract an even wider range of events including niche markets;
 - Market growth could also be accommodated within other existing and planned city centre venues. These planned investments would help ensure that future market growth can be accommodated and spend retained in the city centre, a preferable and more accessible location;
 - All credible evidence demonstrates that market growth will be far lower than predictions, and consequently two large arenas of the same size and configuration, serving the same catchment, will not be able to viably operate. Manchester is already better served by entertainment venues compared to all other markets throughout the UK, and a second arena at Eastlands will simply take trade away from the city centre, conflicting with national and statutory development plan policies.
 - The combination of a comparatively unsustainable location (by reference a city-centre location) together with limited and ineffective mitigation measures and proposals for travel demand management will lead to serve impacts on both the local community, the public transport network and the wider highway network.
 - Combined event and matchdays, which are likely to occur between 10-15 times per annum, and which are inevitable given the combination of differing event types and the proximity of the two large arenas. This scenario will cause

- additional and unsustainable pressure on the background highway and public transport use.
- The associated additional risks created in terms of safety are significant and unacceptable, with public transport and car parking deficits ultimately meaning that for many there are likely to be no logical options for travel to the venue. On combined event days this could lead to up to 20,000 spectators choosing to walk from/to the City Centre out of necessity, creating unacceptable risks in terms of pedestrian/vehicle interaction, crime and impact to other modes of transport, on which there is also heavy reliance (tram, car and bus.).
 - The proposal has not adequately addressed the impact of the number of cars driving to and from the site on congestion, both within the areas immediately surrounding the site and beyond. Consequently, there is also no assessment of the potentially serious impact on emergency vehicle access. Increased road congestion is inevitable due to the lack of viable alternative transport options. This will negatively impact the ability of emergency service vehicles to quickly reach both the site and surrounding areas in case of an emergency;
 - Mitigation proposals are minimal and unlikely to be effective in limiting the impacts on the local highway network and the wider community. Moreover, the TA makes a prior assumption that the mitigation measures will be successful without even attempting to demonstrate this, and on that basis includes adjusted mode splits at the outset of the work.
 - Travel demand measures are predicated on these optimistic mode splits yet the physical limitations of the network, which are not taken into account, will mean they are unattainable. The heavy reliance on transportation demand management and adequate staffing to implement such strategies will not adequately mitigate impacts. Differences in demographics will also mean events will vary significantly in their mode splits and origin and destination profiles.
 - The proposal is not in line with the TfGM 2040 transport strategy and fails to meet the requirements of paragraphs 108, 109 and 110 of the NPPF;
 - The proposal does not support Manchester City Council's commitment to achieving a net zero carbon city by 2038. GHG emissions from transport in the climate change assessment have not been provided to support the application and are judged to be major-moderate adverse;
 - The proposal would have access to 3,000 parking spaces encouraging the use of private car, which has substantially greater GHG emissions than mass transit modes (bus/tram/train) and walking or cycling;
 - The proposal is heavily reliant on access by private car, and reducing car parking will only likely displace car trips to street parking, which will not reduce GHG emissions;
 - There is a reliance on gas-fired technology for heating and cooking appliances is not consistent with areas identified for urgent policy action described in Manchester City Council's Climate Change Framework 2020-2025 and Draft Manchester Zero Carbon Framework 2020-2038, and will require replacement with zero-carbon technology before 2038 in order to achieve net-zero on-site emissions, a clear commitment to which has not been provided in the application.

Second Notification

Local residents/public opinion

Supports

2 Supports in total were received as a result of the second notification. 1 support was received from the 7652 properties which were directly notified about the planning application and 1 support was received from a property outside of Greater Manchester.

The local residents/public opinion supports can be summarised as follows:

- The proposal would bring jobs to this area. There are not many jobs in this area and no new firms coming opening. Covid-19 is also making this area worst by the minute. The arena should hire local people and support local businesses;
- City economies never stand still. Forward development requires growth not retrenchment. In the context of COVID and BREXIT, those cities that win will - because plenty will lose - will have demonstrated leaderships with vision, imagination and courage.

Objections

11 objections in total were received as a result of the second notification. 3 objections were received from the 7652 properties which were directly notified about the planning application. 1 objection was from other Manchester wards, 5 objections from other Greater Manchester Authorities and 2 objections from properties outside of Greater Manchester. 6 of these objections were from members of the public who made representations within the first round of notifications (1 from property another Manchester ward not notified about the application, 4 from Greater Manchester and 1 from outside of Greater Manchester).

The local residents/public opinion objections can be summarised as follows:

- Two 20,000-capacity arenas in Manchester are not sustainable. The number of events would mean that the people of Beswick would get no respite from traffic, noise, illegal parking and litter. And, critically, the coronavirus situation has profoundly affected the economic and entertainment landscapes. There do not appear to be any circumstances as of 2020 under which such a project should be allowed to proceed;
- The only way the arena would work would be to encourage driving in from further distances. We should be encouraging less cars on the roads.
- There should be support for small venues;
- There are social already social behaviour issues from match/stadium events as well as traffic congestion;
The Manchester Arena is a fantastic facility and is in a brilliant location;
bringing custom to all the trade in the city centre;

- City of Manchester cannot sustain two arenas without having a detrimental affect on current businesses in Manchester city Centre. A new arena would also be detrimental to Manchester's ambition to reduce its carbon footprint.
- Alan Turing Way is a busy road. When a football match is on serious delays are caused on the A6010, Ashton Old Road, and Hyde Road. These delays are a hindrance to the everyday users of these roads. Visitors of the proposed arena will have no reason to use other routes than those which football supporters use. The arena would cause the same issues and would therefore be harmful to pedestrian and highway safety;
- The Manchester Arena has good transport links this proposal would not have the same level of connectivity.

Neutral

1 neutral comment has been received from outside of Greater Manchester.

The neutral comment can be summarised as follows:

- There needs to be clear measures to deal with the additional traffic including road widening where necessary.

Businesses

Supports

16 Supports in total were received from businesses as a result of the second notification. 4 supports were received from businesses within the 7652 properties which were directly notified about the planning application. 8 supports were from businesses within other Manchester wards, 1 support from a business within another Greater Manchester Authority and 3 supports from businesses outside of Greater Manchester. 2 of these supports were from businesses who made representations within the first round of notifications (1 from a business from another Manchester ward and 1 from a business notified about the application).

The business supports can be summarised as follows:

- The proposals fit in with the long standing plans to renew East Manchester through sport and leisure development;
- The £350 million investment would benefit local employment and supply chains during the construction which is much needed during these uncertain times;
- As a result of this development, further development activity would be attracted to this development corridor connecting the Etihad Campus to the City Centre;
- The proposal would reinforce Manchester as the second city through the provision of a world class facility which would boost the City's profile nationally and internationally;
- The new arena will also contribute to regeneration. There will be thousands of jobs, many of which will go to local people, and there will be local contracts

- with local suppliers too. Both of these will increase local spend in the area benefiting local businesses who in turn would also employ more people;
- The arena would be energy efficiency and adopt environmental practices. The proposal would also promote active and environmental friendly travel including improving walking and cycling routes linking to the city centre;
 - The proposal would elevate Manchester as world leading sport and leisure destination with the Etihad Campus as a beacon of urban renewal combining economic growth local opportunity with zero carbon goals;
 - The proposal is aspirational and would attract more investment into the city along with the world's best events and acts;
 - The new arena will sell hundreds of thousands of extra tickets each year. This means more people coming to the city and spending money in bars, restaurants and hotel. This will be a good thing for our economy particularly given the economic impact of coronavirus;
 - The new arena will create thousands of jobs for people in and around East Manchester giving people more money in their pocket to spend locally;
 - A world-class arena suits the city's status as a world-class place of entertainment;
 - Two arenas attracting world-class events is good for Manchester's international profile and for the visitor economy. Analysis submitted as part of the application supports this. It shows that both arenas have the potential to attract more than two million visitors by 2035. And a survey on the new arena of people living within 90 minutes showed: 30% of people would probably stay overnight after a visit and 70% and 49% said they would spend money on food and drinks in the city (away from the arena) before and after events respectively. So two arenas will lead to more visitors spending more money in the city and staying in more hotel rooms across the city;
 - thousands of jobs the new arena will create during construction and operation and the new arena opening in 2023 will give Manchester a confidence lift at a time when it is needed most;
 - Two arenas would enable the city to potentially capture an additional 2.05 million annual arena visits to both venues by 2035. 30% would probably stay overnight after an event at the new arena and 70% would spend on food and drinks in the city before an event at the new arena, with 49% after. Visitors bring much needed expenditure for city centre shops, hotels, restaurants, clubs and bars alike to ensure Manchester remains a globally significant entertainment destination;
 - There would also be increased use of rail services within a 90 minute catchment. This in turn would result in more rail infrastructure investment in the north;
 - Sustainable transport would be promoted at the point of booking tickets and the arena would in in such close proximity to Piccadilly rail station (20-25 minute walk and 7 minute tram ride).

Objections

3 objections in total were received from businesses as a result of the second notification within other Manchester wards. These 3 objectors all commented in the first round of notification.

The business objections can be summarised as follows:

- It remains unclear the exact amount of floorspace which would be used for Class A1 retail. Despite the disaggregation of figures provided, the trading potential has not changed and would therefore have a devastating impact on the City Centre and associated decrease in footfall. Justification for such a substantial amount of proposed Class A1 use is not evident in the submission; particularly if only intended for specialist retail such as merchandise;
- There are substantial areas of proposed retail, food and drink uses which would not be wholly ancillary to the proposed arena use as they would serve attendees of other entirely separate venues and events, unrelated to the predominant arena use;
- Substantial proportion of retail would be used on match days and other events by certain parties for purposes entirely unrelated to the arena use, in addition to the food and drink kiosks which will be publicly accessible daily, it is clear that not all the proposed retail uses will be ancillary to the proposed arena use;
- The proposal would create a substantial new leisure and retail destination for the wider city region in an out-of-centre location. This will result in direct competition with the City Centre and result in an associated decrease in footfall to the detriment of its vitality and viability;
- significant out-of-centre development incorporating a substantial A Class element, which would harm the vitality and viability of the City Centre contrary to Policy C9 (Out-of-Centre Development) and in turn, the position of the City Centre in the hierarchy, contrary to the overarching aim of Policy C1 (Centre Hierarchy) of the Core Strategy;
- There remains no assessment of potential sequentially preferable sites to accommodate the A Class element, including the kiosks which will be operated entirely independently of the arena;
- A Retail Impact Assessment is still not submitted in support of the application;
- Trading potential of the floorspace whether it is event day only or not needs to be quantified in terms of trade derivation (i.e. a retail impact assessment);
- No review of the health of Manchester City Centre has been made using such indicators as referred to in National Planning Practice Guidance.
- The applicant has given further consideration of part (a) of Paragraph 89 in considering a greater number of schemes, however this remains limited to assessment of investment into predominantly leisure and cultural schemes within the Regional Centre, and still does not consider the impact of the proposal on investment in existing, committed and planned retail schemes in the City Centre;
- Current levels of demand do not support two venues of this size and that unrealistic levels of growth would be needed for both to break even and cover investment costs;
- Brand new out-of-centre purpose built arena with greater capacity will clearly threaten the viability of the existing Manchester Arena, located within a far more sustainable location within the City Centre;
- Should Manchester Arena close, or indeed its operation considerably reduce as a result of the direct out-of-centre competition, footfall within the City Centre would be markedly decreased, and in turn the City Centre would suffer through consequential loss of associated spin-off benefits and expenditure

- within the centre. This would have a detrimental impact on the vitality and viability of the City Centre;
- The proposed retail uses in this out-of-centre location clearly conflicts with Policy C1;
 - There is available capacity in existing sequentially preferable venues in the city centre to accommodate market growth;
 - There is no credible evidence to claim that market growth will double by 2035, let alone treble, as the latest submission claims, so as to justify the substantial volume of ticket sales and additional capacity which is proposed
 - The case for a second arena is predicated on this unrealistic market growth forecast;
 - Without such growth, the current large events market will be split between two venues and the proposal will therefore impact on Manchester Arena, on the vitality and viability of city centre and on planned investment, contrary to national and local planning policy;
 - Manchester Arena planned investment is real and initial discussions about that investment predate any knowledge of the proposal to develop a second 23,500 capacity arena. There is commitment to deliver these proposals and is progressing currently with the required planning processes;
 - Manchester currently has a city centre retail and leisure economy that is fragile, which would be supported by investment in the city centre which will underpin and accelerate economic recovery;
 - Constructing a major city centre use 3 km outside of the city centre that will compete for and draw trade from the city centre, requiring customers to walk on routes which divert them away from the city-centre's retail and food and beverage offerings, will not secure these benefits and will have a detrimental impact on the city centre economy, contrary to national and local planning policy;
 - Such a facility, with relatively limited public transport accessibility and reliance on customers walking from the city centre, will attract a higher split of car borne customers adding highways impacts and congestion;
 - This will have related greenhouse gas emissions which have not been considered as a part of the applicant's Environmental Impact Assessment contrary both to the requirements of the EIA Regulations and MCC's commitment to zero carbon emissions by 2038;
 - There are various statements, inconsistencies, and errors within the OVG submission, including about Manchester Arena;
 - The market has to be big enough to support operating costs, capital maintenance and significant capital expenditure at a level not previously witnessed in this sector, which is not realistic or possible;
 - Manchester Arena operates within a competitive market which, for large arenas, works at a regional level with competing facilities in other regional cities. There are claims that the market for large arena events will grow so significantly that all impacts on the city centre will be positive. However, historic growth has been very limited and, based on actual past trends, would project a far lower trajectory of growth (circa 5% by 2035), such that the market would need to be split if a second large arena were built serving broadly the same catchment, with resultant impacts on the existing facilities and planned investment in the city centre;

- A separate projection has now been provided drawn from the results of the survey which forecasts growth at even higher rates - now claiming the market will treble in size by 2035. This approach is not credible or reliable. This growth trajectory is however essential to underpin the applicant's case as, without it, a second large arena will generate significant adverse impact on Manchester Arena and thus have an adverse impact on the city centre.
- These projections use a flawed methodology and makes unjustified assumptions, predicts the market for ticket sales will triple by 2035, adding 2.29m additional ticket sales by 2035;
- No account of the impact of Covid 19 on growth forecasts and the potential for market contraction, at least in the next one or two years;
- Whilst there is potential for some market growth in the future, there is no credible basis for such bullish forecasts. There is already capacity in existing city centre venues in sequentially preferable locations, to meet the forecast growth to 2035 and beyond;
- The Manchester Arena catchment area is already better served in terms of arena seats per population than any other UK catchment;
- It is speculation that in 2035 circa £3m could be drawn from the city centre in terms of lost trade from city centre bars and restaurants, but this is a figure without evidential basis and is manifestly far too optimistic;
- The applicant's projection of the market doubling (or indeed tripling) in size is a forecast position by 2035, which is fully 12 years after the proposed opening date for the new arena. The online Planning Practice Guidance (PPG) for applying the impact test for out of centre development, however, sets out that the applicant should focus on impact in the first five years, as this is when most of the impact will occur;
- The applicant portrays Manchester Arena's contribution to the city as eroding over the years and, whilst ticket sales have broadly been flat over the last 10 years, this is reflective of the UK and Manchester markets for large events over that period. The Manchester Arena nevertheless makes a significant economic contribution to the city centre;
- The planned investment of up to £100m in the Manchester Arena would provide a critical boost in the city centre, precisely where and when investment is needed most, repurposing and maximising its contribution to the city centre economy just as the city seeks to recover from the current pandemic;
- Investment in the Manchester Arena is directly threatened by the proposal. If approved and built, with events shared across two large arenas serving the same catchment, it would not be possible to generate a return on this critical investment in the city centre;
- If ultimately the shared market rendered Manchester Arena unviable, and forced it to close, it would create a long-term white elephant and block the city centre's growth to the surrounding regeneration areas. There could be no short-term reinvention of the arena site as it is committed to a 25 year lease which underpins the value of the wider complex and, with the anchor removed, there would be no economic justification for the landlord to progress a redevelopment scheme. Closure would lead to a major reduction in footfall to this part of the city centre and would have a significant impact on the city centre.

- The proposal relies heavily on travel by car. It ignores the related carbon emissions altogether and over-estimates the modal split expected by customers using public transport.
- These factors undermine the impacts on the wider highway network (there is still no assessment of impact on the north east quadrant of the M60 for example), on likely congestion in East Manchester, on car parking and on greenhouse gas emissions, contrary to MCC's zero carbon commitment by 2038.
- The scheme is heavily reliant on encouraging public transport use but there is little available capacity and so the majority of customers would need to walk circa 3 km from train stations or car parks in the city centre out to the proposed site, a particular difficulty for customers with accessibility requirements.
- The submission includes no analysis of whether car parking is available in the city centre or outside of the proposed controlled parking zones either generally or on nights when the city hosts multiple events (ie football + 2x arena etc). Neither is it clear how the CPZs would be delivered or their likely effect;
- The proposed development does not accord with the statutory development plan when read as a whole. In line with the NPPF, the plan seeks to protect the city centre and focus major development within it. In relation to regeneration at Eastlands, it promotes major development that complements the offer in the city centre.
- The application is for a second large arena of similar size, configuration and attributes that will compete directly with the existing arena in the city centre for broadly the same regional catchment. The applicant forecasts that this second large arena will be wholly beneficial in terms of economic growth at Eastlands for the city centre and for the wider city region, forming a critical component for economic recovery following the coronavirus pandemic. This is reliant on a market growth forecast that lacks evidential credibility and must be thoroughly and independently tested, because the trajectory drawn from past activity over the last ten years forecasts a relatively flat growth for events of circa 0-5% over the same timeframe and, without doubling or trebling the size of the market, large events will essentially be split between the two venues with resultant impacts in a scenario which the applicant has not assessed;
- There has been no assessment of the ability of the existing capacity in existing venues (including at Manchester Arena) to accommodate market growth in more sustainable city centre locations and, for the reasons set out above, the implication of splitting events between the venues will therefore lead to trade being drawn away from the city centre to a far less sustainable location and impacting on the city centre and planned investment;
- Substantial weakening of Manchester Arena's trading position would lead to a significant adverse impact on the future operation of city centre venues and undermine its planned investment to refurbish the facilities, which seeks to provide a market-leading interactive customer experience as a key city centre attraction.

Graham Stringer MP (Blackley and Broughton) Manchester's long term interests would be served by this investment taking place in East Manchester. If this planning application is denied those that would benefit would be London and Birmingham. It

remains unclear the effects on Manchester, and the country, as a result of the Covid-19 crisis but it is already evident that the city will be less affluent and people will lose their jobs and some businesses will close.

The arena would could create 3350 jobs and 100 apprenticeships in construction plus 100 new jobs when the arena is open. This would help alleviate this situation and create many more jobs within the supply chain and services both during construction and the operational phase.

The evidence suggests Manchester can support two arenas and there are no examples of where an arena had to close simply because of competition. Indeed, the Manchester Arena has announced much needed new investment.

Manchester needs this investment more than ever and the project should get planning permission.

Andrew Gwynne MP (Denton and Reddish) wholeheartedly supports this exciting proposal for a new arena at the Etihad Campus. There is a looming unemployment crisis. Prior to the coronavirus outbreak, 1,985 people in this constituency were claiming unemployment benefits. By July, this figure had almost doubled to 3,395, some 7.2% of the working age population. 20% of these claimants were aged between 18-24. A further 13,400 people in the constituency have been furloughed (almost a third of the workforce) and around 3,000 residents have made claim under the self-employment income support scheme.

Now is the time to drive job creation. Now is the time to support those acting that great Manchester tradition of generating wealth which the Council and its partners can redistribute to benefit people in communities. Now is the time to wholeheartedly back projects like the proposed arena.

The proposal would see almost £300 million of private investment enter the construction supply chain, creating 3000 plus jobs and involving 70 companies. There would be training for 100 apprentices and trainees, encompassing 2,800 apprenticeship and trainee weeks during the construction. The applicant has committed to pay the Manchester Living Wage recruiting as many people locally as possible. This would ensure the impact on the investment is captured by local residents and the wider East Manchester area. There would also be 1,000 new jobs created once the proposed arena is operational.

East Manchester has transformed and this proposal would continue that renewal, building on world class sports facilities with a world class leisure facility and creating much needed employment at a pivotal moment.

Highway Services consider the site to be suitably accessible by sustainable modes including tram, rail and bus for the use proposed. The fundamental approach is to maximise the sustainability of the campus and Highways support this in principle subject to a detailed operational management plan to manage coincided events and access and egress around the campus. The improvements to the pedestrian environment in and around the site and campus are welcomed. Servicing

arrangements have been demonstrated to be acceptable and a management plan agreed as part of the conditions.

To further discourage car trips to the proposed arena additional strategies are proposed including introduction of an all-days Residents' Parking Zone (RPZ) and pre-booking of on-site spaces which are released shortly before event. The extended RPZ is welcomed as residential streets will be protected and the proposed restrictions would further encourage sustainable travel to/from the arena. A car parking and coach management plan should be agreed as part of the conditions.

A staff travel plan should be developed and should form part of the conditions of the approval.

The existing Rowsley Street taxi rank would be extended back to Philips Park Road. A 1-way system and marshals are proposed to maximise efficiency of the area. The operational management plan should accommodate the needs of disabled visitors.

A special events operations strategy should be agreed for coincided events and this should consider and review demand for public transport.

Variable message signs (VMS) are required in additional locations to be agreed. The offsite highways works to gate 1, emergency access and widening and improvement to Sportcity Way are acceptable.

240 cycle spaces are proposed which is acceptable.

The traffic modelling and conclusions drawn regarding the impact of the development on the transport network are acceptable. The proposed operational transport plan would be key to ensuring the proposed stadium in conjunction with the MCFC football stadium operates as efficiently and safely as possible.

A construction management plan should be agreed.

Transport for Greater Manchester (TfGM) are satisfied with the conclusions drawn regarding the impact of the development on the transport network. The proposed operational transport plan would ensure the arena could operate as efficiently and safely as possible in conjunction with the MCFC football stadium. TfGM would work with the applicant along MCC and MCFC to manage the transport operations.

It is recommend that the traffic signalised junction at Alan Turing Way/Stadium Way is modified to make it more capable of dealing with large numbers of pedestrians before and after events. Mitigation to walking and cycling would make this more convenient and give more confidence. Additional VMS have been proposed and should be conditioned.

Metrolink No objections subject to conditions to agree working methods in close proximity to the tram line, together with travel and crowd management at the Etihad tram stop and consideration of the lighting at the arena on the tram line.

Environmental Health Deliveries should be restricted to 07:30 to 20:00. Further details are required for the fume extraction for the kitchen areas. The operating hours shall be agreed. The lighting scheme has been designed to minimise the impact on the nearest residential properties. A verification report should be provided in this regard once the installation is complete. It has been demonstrated that noise outbreak from the premises would not have a detrimental impact on nearby residents. The plant has yet to be selected and further details would be required in this regard.

The ground condition desk top study and initial site investigation is acceptable. Further details, a remediation strategy and a verification report are required regarding gas monitoring. The impact on air quality would be negligible due to the loss of the existing car park together with the implementation of the travel plan.

Flood Risk Management Team The drainage strategy should be agreed with a verification report provided on completion

Environment Agency There is a long history of industrial land uses at the site which pose a risk to aquatic environment with the site being in a sensitive location between the secondary aquifers (bedrock and superficial) as well as being located between the Ashton Canal and the River Medlock. A suitable remediation strategy should be agreed together with post work verification. In addition, there shall be no use of infiltration and piling methods shall be agreed. The site does not pose any unacceptable flood risk or lead to an exacerbation of flooding elsewhere.

United Utilities A drainage scheme shall be agreed which incorporates the sustainable drainage principles into its design.

Neighbourhood Services (Trees) No objection subject to further consideration of trees within the ground rather than planters and relocation of the lime trees to Alan Turing Way.

Works and Skills Team A local labour agreement should be agreed for both the construction and end use phase of the development.

Greater Manchester Ecology Unit (GMEU) No protected species have been identified at the site. Any vegetation clearance should avoid bird nesting season.

The Ashton Canal must be protected during construction works and future drainage schemes should not impact on this area. The lighting should not impact on the canal. There have been no invasive species recorded. Biodiversity improvements should be secured through the landscaping scheme.

Natural England No objections as the proposal would not have significant adverse impacts on statutorily protected nature consideration sites or landscapes.

Greater Manchester Archaeology Advisory Service (GMAS) No archaeological works are required as part of this development.

Historic England No comments to make.

Design for Security at Greater Manchester Police The recommendations of the Crime Impact Statement should be implemented in full.

Canal and River Trust Works in close proximity to the canal should be considered and agreed by a method statement to prevent impacts from dust, debris and leakages. The development is likely to impact on the listed locks and canal corridor with harm to the setting of both locks 6 and 7. Whilst the arena would bring natural surveillance to the canal, management arrangements should deal with litter and waste management to minimise impacts on the canal. A landscape management plan should ensure the green screens and landscaping is retained in optimum condition. Careful consideration should be given to the lighting particularly the impact on the canal corridor. Welcome the recognition that the canal towpath would see increased usage which should be secured by an appropriate mechanism. There should be no surface water discharge into the canal.

Network Rail There would be an uplift in usage of Ashbury Station and therefore improvements should be made with regards to accessibility and security.

Sport England No comments.

The Coal Authority Works to the coal seams is acceptable subject to verification of the work before foundation works start on the arena.

Aerodrome Safeguarding No safeguarding objections subject to a condition relating to the lighting of the building. An informative should also be imposed highlighting requirements in respect of use of cranes at the development.

Tameside Metropolitan Borough Council No comments.

Oldham Metropolitan Borough Council No comments.

Land Interest Members are advised that the City Council has an interest in the application site as landowner and are therefore reminded that they must disregard this and exercise its duty as Local Planning Authority only.

Policy

The Development Plan

The Development Plan consists of:

- The Manchester Core Strategy (2012); and
- Saved policies of the Unitary Development Plan for the City of Manchester (1995)

The Core Strategy Development Plan Document 2012 -2027 is the key document in Manchester's Local Development Framework. It sets out the long term strategic planning policies for Manchester's future development.

A number of UDP policies have been saved until replaced by further development plan documents to accompany the Core Strategy. Planning applications in Manchester must be decided in accordance with the Core Strategy and saved UDP policies as directed by section 38 (6) of the Planning and Compulsory Purchase Act 2004 unless material considerations indicate otherwise.

Manchester Core Strategy Development Plan Document (July 2012)

The relevant policies within the Core Strategy are as follows:

SO1. Spatial Principles – This is a strategic Regional Centre site and within the Eastlands Strategic Employment Location. The proposal would provide a modern arena at the Etihad campus alongside the cluster of sporting and entertainment facilities and public transport infrastructure in the form of tram, rail and buses. The development would support economic growth and job creation through the provision of a high quality entertainment building within a highly sustainable location.

SO2. Economy – A high quality entertainment offer in this sustainable location would support the economic growth of the city. It would support local employment during the construction and operational phases and offer the most up to date facilities in the entertainment industry within an area where change and growth is encouraged.

S06. Environment – The development would be low carbon and highly sustainable using up to date energy efficiency measures in the fabric and construction of the building. Solar panels would create clean energy and landscaping would deliver air quality, biodiversity and drainage benefits. The development is supported by a travel plan and cycle provision would be enhanced at the campus. There would be no on site car parking provision created other than access, on a pre-booked basis, to the existing surface level car parks at the campus and 240 cycle spaces would be provided alongside existing provision at the campus. A car parking strategy would be agreed in order to make use of the existing surface car parking associated with the Etihad Campus this would also include a strategy for ensuring adequate provision is available for disabled spectators. Spectators who are disabled would park principally the north car parks, where existing bays are demarcated.

Policy SP1 ‘Spatial Principles – The proposal would have a positive impact on economic growth and entertainment/cultural provision in a highly sustainable location. The building would provide a high quality addition to the Etihad Campus.

Policy EC1 ‘Employment and Economic Growth in Manchester’ – This major leisure facility, in an area designated as such in policies EC3 and EC7, would bring economic growth and jobs to one of the city’s key regeneration areas.

Policy EC3 ‘The Regional Centre’ – - The proposal would provide a modern and state of the art entertainment building close to all forms of sustainable transport. It has been demonstrated that there are no sequentially preferable or suitable City Centre, edge of centre or other out of centre locations for the this large scale leisure use, in accordance with policies C1 and C9. This site is previously developed, well

connected to the city centre, and would complement the Eastlands Strategic Employment allocation.

Policy EC5 'East Manchester' – The proposal would provide a major leisure facility within East Manchester and align with the objectives of this policy. The proposal would bring economic growth and job creation. The site is well connected to sustainable transport and the proposal would improve key links, particularly along the Ashton Canal.

Policy EC7 'Eastland's Strategic Employment Location' – This site provides an opportunity for a major leisure, recreation and entertainment visitor attraction of national significance. This 23,500 capacity, state of the art, highly sustainable, low carbon, arena with an iconic design would integrate successfully with the buildings and uses at the Etihad Campus. The proposal would include ancillary retail and commercial uses which support the arena use and this is supported by this policy. The proposal would support the regeneration of Eastlands and provide significant investment and job creation during construction and in operation. Public realm would enhance the Ashton Canal and improve connections to the wider campus.

Policy CC5 Transport – The site is highly sustainable and accessible location within a 25 minute walk of the city centre, 8 minute tram ride to the city centre from the Etihad tram stop (and beyond) with access to a range of walking and cycle routes and bus corridors. 240 secure cycle spaces are proposed which would be provided across the campus with improvements to the principal walking routes along the canal, City Link and Ashton New Road. A travel plan would be put in place with an operational plan which would mitigate the impacts of the arena and stadium when they are in use on the same day.

Policy C1 'Centre Hierarchy' – The site is a 'main town centre use' proposed in an 'out of centre' location. The impacts and appropriateness of this is considered in detail within the main report.

Policy C2 'District Centres' – The development is located near to the Eastland's district centre. The district centre is likely to benefit from linked trips which would support the overall vitality of the centre.

Policy C9 'Out of Centre Development' - The arena is a main town use and whilst the Regional Centre (and the Eastlands Strategic Employment Location) outline scope for large scale leisure uses to be located in this area, the site is nonetheless considered to be an 'out of centre' location. A sequential test has demonstrated that there are no suitable, available or viable sites for this development. This is considered within the main report together with the benefits and potential impacts on the city centre and the commercial activities located in it including the effect upon the Manchester Arena.

Policy T1 'Sustainable Transport'- The site is close to sustainable transport infrastructure. A travel plan would encourage pedestrians from the city centre to use enhanced walking routes on Ashton New Road, Citylink and Ashton Canal. Cycling storage would be enhanced across the Etihad Campus. The travel plan would consider how tram, rail and buses can be used to best effect, particularly on arena

and stadium event days and the RPZ would be expanded and enhanced. No onsite parking would be provided with the overall objective being to reduce car journeys to the arena and the campus.

Policy T2 'Accessible Areas of Opportunity and Need' – The site is in the Regional Centre and the Eastlands Strategic Employment Location. These areas have been identified for future growth and development in part due to their sustainable transport nodes and connections to the city centre and main transport hubs. A travel plan would enhance connections and improve accessibility to infrastructure, the RPZ would be expanded/enhanced and walking routes from the City Centre and along the Ashton Canal would be improved. These interventions would be minimise the use and reliance on the car and ensure visitors to the arena take advantage of the sustainable location and variety of other transport measures on offer in this location.

Policy EN1 'Design Principle and Strategic Character Areas' - This high quality scheme would enhance the regeneration of the area, the strategic road network and with Etihad Campus. Landscaping and public realm would improve connections to the campus and the interface with the Ashton Canal.

Policy EN2 'Tall Buildings' – The proposal would fit suitably with the existing and emerging context of the Etihad Campus. A townscape and visual impact assessment has considered the impact of the proposal on local and wider views.

Policy EN3 'Heritage' - The impact on the historic environment would be acceptable. There are 8 listed buildings and two registered parks (Philips Park and Philips Park Cemetery) nearby. These impacts are considered in the report.

Policy EN4 'Reducing CO2 Emissions by Enabling Low and Zero Carbon Development' – The proposal aims to be one of the most sustainable UK venues and amongst the world leading venues. A highly efficient building envelope coupled with a predominately electric system, renewable energy sources and a long term commitment to reducing carbon (as technology improves and the grid decarbonises) would ensure that the building successfully addresses this policy.

Policy EN5 'Strategic Areas for Low and Zero Carbon decentralised energy infrastructure' - The building fabric would be highly efficiency with air source heat pumps and solar panels providing onsite renewable energy. It has been demonstrated that the building can be adapted in the future as technology changes.

Policy EN6 'Target Framework for CO2 Reductions from Low or Zero Carbon Energy Supplies' – Carbon saving measures have been incorporated into the building in the form of air source heats pumps and solar panels. The proposal would exceed Part L 2010 equivalent to 42.8%, which is 27.8% beyond the requirements of policy EN6.

Policy EN8 'Adaptation to Climate Change' – The building would be a state of the art facility and would be one of these most sustainable arenas in the country. The building would be low carbon and predominately electric (with possibility of an entire electric solution in the future). As the grid decarbonises, the level of carbon

produced by the building would decrease over its lifetime. The building fabric would be highly efficient and solar panels to the roof would generate energy from renewable sources. Green infrastructure improvements, sustainable drainage, biodiversity improvements and green travel planning would ensure that the development is highly sustainable and low carbon with the ability to be adapted further as part of future technological advances.

Policy EN9 'Green Infrastructure' – Soft Landscaping, trees, green screens and new public realm would mitigate against the loss of trees and other vegetation at the site and enhance biodiversity and the interface with the Ashton Canal.

Policy EN14 'Flood Risk' - A scheme to minimise surface water runoff would be agreed and the proposal would not increase flood risk at the site or elsewhere.

Policy EN15 'Biodiversity and Geological Conservation' – The site is low quality scrub land with limited quality vegetation. The tree planting, soft landscaping and green screens would improve biodiversity.

Policy EN16 'Air Quality' – The site is located in the Air Quality Management Area (AQMA). The impacts from the construction can be managed through measures secured through the construction management plan. The operational effects would be negligible due to the loss of car parking and the travel plan which seeks to encourage walking, cycling and the use of highly sustainable connections to the city centre and beyond through trams, bus and rail.

Policy EN17 'Water Quality' – The proposal would not lead to any flooding risks and a drainage scheme would deal with surface water run off whilst minimising any risks to the Ashton canal. The proposal includes water saving measures.

Policy EN18 'Contaminated Land and Ground Stability' - The ground conditions, together with previous coal mining activity, are not unusual for the location given known previous land uses and can be adequately dealt with.

Policy EN19 'Waste' - Recycling principles are incorporated in a waste management strategy which would ensure that external areas and routes are cleaned after events.

PA1 'Developer Contributions' – Mitigation through, a legal agreement, would review and expand the RPZ, secure improvement to walking routes from the city centre, agree a strategy for the operational impacts of an arena and stadium event and commitment to local labour.

Policy DM1 'Development Management' - Careful consideration has been given to the design, scale and layout of the building in order to minimise impacts on residential and visual amenity together with ensuring that the development meets overall sustainability objectives.

Policy DM2 'Aerodrome Safeguarding' – There are no aerodrome safeguarding implications as a result of this development.

For the reasons given above, and within the main body of this report, it is considered that the proposal is consistent with the policies contained within the Core Strategy.

The Unitary Development Plan for the City of Manchester (1995)

The Unitary Development Plan for the City of Manchester was adopted in 1995. However, it has now been largely replaced by the Manchester Core Strategy. There are some saved policies which are considered relevant and material and therefore have been given due weight in the consideration of this planning application. The relevant policies are as follows:

Saved Policy EM11 'Sportcity' – The proposal would support the creation of a cluster of sporting and commercial activities within a world class sporting and leisure destination in East Manchester.

Saved Policy E3.3 'Environmental Improvement and Protection' – The proposal would provide a high quality and innovative building on Alan Turing Way. It would add to the cluster of iconic sporting and leisure buildings at the Etihad Campus.

Saved Policy DC10 'Food and Drink' – The proposal would be supported by ancillary food and drink offer which would principally be used in association with the arena. Canal side kiosks, totalling 233 sqm, would offer food and beverage to visitors to the campus when the arena is not in use. The offer would complement the facilities at the Etihad Campus, as directed by other policies within the development plan which seek to support ancillary facilities such as this at the campus. The proposal is sufficiently separated from nearby residential properties to prevent any impacts on amenity. Planning conditions would be used to control hours, fumes and waste management in line with this policy.

Saved Policy DC19 'Listed Buildings' – There are listed buildings nearby and the impact of the development on these heritage assets has been carefully considered.

Saved Policy DC26 'Noise' – An assessment of noise outbreak on nearby buildings has been undertaken. The building can be insulated to prevent harmful impacts on surrounding residential amenity. Noise external to the building would be commensurate with the activities of the campus.

For the reasons given above, and within the main body of the report, it is considered that the proposal is consistent with the remaining saved policies contained within the UDP.

Other material policy considerations

The Guide to Development in Manchester Supplementary Planning Document and Planning Guidance (Adopted 2007)

This document provides guidance to help develop and enhance Manchester. In particular, the SPD seeks appropriate design, quality of public realm, facilities for disabled people (in accordance with Design for Access 2), pedestrians and cyclists. It also promotes a safer environment through Secured by Design principles,

appropriate waste management measures and environmental sustainability.

Sections of relevance are:

- Chapter 2 'Design' – outlines the City Council's expectations that all new developments should have a high standard of design making a positive contribution to the City's environment;
- Paragraph 2.7 states that encouragement for "the most appropriate form of development to enliven neighbourhoods and sustain local facilities. The layout of the scheme and the design, scale, massing and orientation of its buildings should achieve a unified form which blends in with, and links to, adjacent areas.
- Paragraph 2.8 suggests that in areas of significant change or regeneration, the future role of the area will determine the character and design of both new development and open spaces. It will be important to ensure that the development of new buildings and surrounding landscape relates well to, and helps to enhance, areas that are likely to be retained and contribute to the creation of a positive identity.
- Paragraph 2.14 advises that new development should have an appropriate height having regard to the location, character of the area and specific site circumstances. Although a street can successfully accommodate buildings of differing heights, extremes should be avoided unless they provide landmarks of the highest quality and are in appropriate locations.
- Paragraph 2.17 states that vistas enable people to locate key buildings and to move confidently between different parts of the neighbourhood or from one area to another. The primary face of buildings should lead the eye along important vistas. Views to important buildings, spaces and landmarks, should be promoted in new developments and enhanced by alterations to existing buildings where the opportunity arises.
- Chapter 8 'Community Safety and Crime Prevention' – The aim of this chapter is to ensure that developments design out crime and adopt the standards of Secured by Design;
- Chapter 11 'The City's Character Areas' – the aim of this chapter is to ensure that new developments fit comfortably into, and enhance the character of an area of the City, particularly adding to and enhancing the sense of place.

Manchester Green and Blue Infrastructure Strategy 2015

The Manchester Green and Blue Infrastructure Strategy (G&BIS) sets out objectives for environmental improvements within the City in relation to key objectives for growth and development.

Building on the investment to date in the city's green infrastructure and the understanding of its importance in helping to create a successful city, the vision for green and blue infrastructure in Manchester over the next 10 years is:

By 2025 high quality, well maintained green and blue spaces will be an integral part of all neighbourhoods. The city's communities will be living healthy, fulfilled lives, enjoying access to parks and greenspaces and safe green routes for walking, cycling and exercise throughout the city. Businesses will be investing in areas with a high environmental quality and attractive surroundings, enjoying access to a healthy, talented workforce. New funding models will be in place, ensuring progress achieved by 2025 can be sustained and provide the platform for ongoing investment in the years to follow.

Four objectives have been established to enable the vision to be achieved:

1. Improve the quality and function of existing green and blue infrastructure, to maximise the benefits it delivers
2. Use appropriate green and blue infrastructure as a key component of new developments to help create successful neighbourhoods and support the city's growth
3. Improve connectivity and accessibility to green and blue infrastructure within the city and beyond
4. Improve and promote a wider understanding and awareness of the benefits that green and blue infrastructure provides to residents, the economy and the local environment.

Eastlands Regeneration Framework – 2019 Update (Draft)

The Eastlands Regeneration Framework (ERF) was originally endorsed by the City Council in 2011 and helped to guide development activities in East Manchester. The document was revised in 2017 and a further draft for consultation document was published in 2019.

The key aim of the documents has sought to outline the environmental, social, design and economic objectives for the regeneration of East Manchester as part of implementing the planning policies within the Core Strategy.

The ERF is not a planning policy document, has not been adopted and therefore carries little, if any, weight as a material consideration in determining this planning application.

However, it contains useful information in understanding how the area has changed together with current thinking and aspirations for the future of East Manchester as part of supporting economic growth, particularly at the Etihad Campus and its environs, in order to create a globally competitive sport, leisure and recreational destination for the city over the next decade and beyond.

The 2019 draft ERF was presented to the Council's Executive Committee in March 2019 for consultation. Whilst consultation took place in July 2019, with the Executive resolving to adopt the document subject to certain matters being addressed, the document has not, however, been adopted by the City Council and has no status as policy therefore.

Nevertheless, the 2019 draft ERF provides some key principles for consideration. In particular, the draft outlines the next phases of development activity including capturing the eastwards expansion of the city centre towards the Etihad Campus.

A series of zones have been identified and the application site falls within the 'Etihad Campus Commercial Zone'. The draft document outlines that the purpose of this zone is to maximise the destination role of the Etihad Campus and drive investment and job creation not only for East Manchester but the City as a whole.

The document also highlights, and underpins the requirements of policy EC3 and EC7 of the Core Strategy, the aspiration of diversifying the offer at the Etihad Campus by providing a leisure and recreational offer which would further drive forward the regeneration of the area and create local employment opportunities in a highly sustainable location due to transport and pedestrian links.

As detailed above, on the basis the ERF update has not been adopted, it carries little, if any, weight as a material consideration in the determination of this planning application.

Manchester Strategy (January 2016)

The strategy sets the long term vision for Manchester's future and how this will be achieved. An important aspect of this strategy is the City Centre and how it will be a key driver of economic growth and a major employment centre.

The vision for Manchester to be in the top flight of world-class cities by 2025, when the city will:

- Have a competitive, dynamic and sustainable economy that draws on our distinctive strengths in science, advanced manufacturing, culture and creative and digital business- cultivating and encouraging new ideas;
- Possess highly skilled, enterprising and industrious people;
- Be connected, internationally and within the UK;
- Play its full part in limiting the impacts of climate change; and
- Be clean, attractive, culturally rich, outward-looking and welcoming.

National Planning Policy Framework (2019)

The revised NPPF adopted in July 2018 and re-issued in February 2019 states that the planning system should contribute to the achievement of sustainable development. It clarifies that the 'objective of sustainable development can be summarised as meeting the needs of the present without compromising the ability of future generations to meet their own needs' (paragraph 7). In order to achieve sustainable development, the NPPF states that the planning system has three overarching objectives – economic, social and environmental (paragraph 8).

Section 6 '*Building a strong and competitive economy*' states that planning decisions should help create the conditions in which businesses can invest, expand and adapt. Significant weight should be placed on the need to support economic growth and productivity, taking into account both local business needs and wider opportunities

for development (paragraph 80). This major leisure, recreation and entertainment visitor attraction would integrate successfully with the buildings and uses at the Etihad Campus. It would support the regeneration of Eastlands and provide significant investment and job creation during construction and in operation.

Section 7 '*Ensuring the vitality of Town Centres*' states that planning decisions should support the role that town centres play at the heart of local communities, by taking a positive approach to their growth, management and adaptation (paragraph 85).

A sequential test should be applied to planning applications for main town centre uses which are not in an existing centre. Main town centre uses should be located in town centres, then in edge of centre locations; and only if suitable sites are not available (or expected to become available within a reasonable period) should out of centre sites be considered (paragraph 86).

When considering edge of centre and out of centre proposals, preference should be given to accessible sites which are well connected to the town centre. Flexibility should be demonstrated on issues such as format and scale, so that opportunities to utilise suitable town centre or edge of centre sites are fully explored (paragraph 87).

When assessing applications for retail and leisure development outside town centres, which are not in accordance with an up-to-date plan, local planning authorities should require an impact assessment if the development is over a proportionate, locally set floorspace threshold (if there is no locally set threshold, the default threshold is 2,500m² of gross floorspace). This should include assessment of:

- a) the impact of the proposal on existing, committed and planned public and private investment in a centre or centres in the catchment area of the proposal; and
- b) the impact of the proposal on town centre vitality and viability, including local consumer choice and trade in the town centre and the wider retail catchment (as applicable to the scale and nature of the scheme) (paragraph 89)

Where an application fails to satisfy the sequential test or is likely to have significant adverse impact on one or more of the considerations in paragraph 89, it should be refused (paragraph 90).

This is a 'main town centre use' in an 'out of centre' location. The site is near to the Eastlands district centre and linked trips which would support the overall vitality of the centre. The Regional Centre and the Eastlands Strategic Employment Location outline scope for large scale leisure uses in this area but it is considered to be an 'out of centre' location. A sequential test has demonstrated that there are no suitable, available or viable sites for this development.

Section 8 '*Promoting Healthy and Safe Communities*' states that *planning policies and decisions should aim to achieve healthy, inclusive and safe places* (paragraph 91).

The proposal has been carefully designed to be safe and secure. An operational management strategy would include crowd management measures, particularly when a stadium event is taking place. The arena would be fully accessible with a clear disabled parking and movement strategy.

Section 9 '*Promoting Sustainable Transport*' states that '*significant development should be focused on locations which are or can be made sustainable, through limiting the need to travel and offering a genuine choice of transport modes. This can help to reduce congestion and emissions, and improve air quality and public health*' (paragraph 103).

In assessing applications for development, it should be ensured that:

- a) appropriate opportunities to promote sustainable transport modes can be – or have been – taken up, given the type of development and its location;
- b) safe and suitable access to the site can be achieved for all users; and
- c) any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree (paragraph 108).

Developments should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network would be severe (paragraph 109).

Within this context, applications for development should:

- a) give priority first to pedestrian and cycle movements, both within the scheme and with neighbouring areas; and second – so far as possible – to facilitating access to high quality public transport, with layouts that maximise the catchment area for bus or other public transport services, and appropriate facilities that encourage public transport use;
- b) address the needs of people with disabilities and reduced mobility in relation to all modes of transport;
- c) create places that are safe, secure and attractive – which minimise the scope for conflicts between pedestrians, cyclists and vehicles, avoid unnecessary street clutter, and respond to local character and design standards;
- d) allow for the efficient delivery of goods, and access by service and emergency vehicles; and
- e) be designed to enable charging of plug-in and other ultra-low emission vehicles in safe, accessible and convenient locations. (paragraph 110)

All developments that will generate significant amounts of movement should be required to provide a travel plan, and the application should be supported by a

transport statement or transport assessment so that the likely impacts of the proposal can be assessed (paragraph 111).

The site is well connected to a range of public transport modes which would encourage sustainable travel to the campus. There would be no unduly harmful impacts on the traffic network with physical and operational measures put in place to promote alternative non car travel to the site. A travel plan and operational management would be secured as part of the conditions of the approval.

Section 11 '*Making effective use of land*' states that '*planning decisions should promote an effective use of land in meeting the need for homes and other uses, while safeguarding and improving the environment and ensuring safe and healthy living conditions*' (paragraph 117).

Planning decisions should:

- a) encourage multiple benefits from urban land, including through mixed use schemes and taking opportunities to achieve net environmental gains – such as developments that would enable new habitat creation;
- b) recognise that some undeveloped land can perform many functions, such as for wildlife, recreation, flood risk mitigation, cooling/shading, carbon storage or food production;
- c) give substantial weight to the value of using suitable brownfield land within settlements for identified needs, and support appropriate opportunities to remediate despoiled, degraded, derelict, contaminated or unstable land;
- d) promote and support the development of under-utilised land. (paragraph 118)

Decisions should support development that makes efficient use of land, taking into account: the identified need for different forms of development, and the availability of land suitable for accommodating it; local market conditions and viability; the availability and capacity of infrastructure and services – both existing and proposed – as well as their potential for further improvement and the scope to promote sustainable travel modes that limit future car use; the desirability of maintaining an area's prevailing character and setting or of promoting regeneration and change; and the importance of securing well-designed, attractive and healthy places. (Paragraph 122)

The site is close to sustainable transport infrastructure. A travel plan, together with enhancement measures, would encourage pedestrians to use walking routes from the city centre on Ashton New Road, Citylink and Ashton Canal. Cycling storage would be enhanced across the Etihad Campus. The travel plan would also consider how tram, rail and buses can be used to best effect, particularly on arena and stadium event days, together with enhancements and expansion to the RPZ. No onsite parking would be provided, but the arena would make use of existing surface car parks as part of the overall sustainable transport strategy, with the overall objective being to reduce car journeys to the arena and the campus.

Section 12 '*Achieving Well Designed Places*' states that '*the creation of high quality buildings and places is fundamental to what the planning and development process should achieve. Good design is a key aspect of sustainable development, creates better places in which to live and work and helps make development acceptable to communities. Being clear about design expectations, and how these will be tested, is essential for achieving this*' (paragraph 124).

Planning decisions should ensure that developments: will function well and add to the overall quality of the area, not just for the short term but over the lifetime of the development; are visually attractive as a result of good architecture, layout and appropriate and effective landscaping.

In determining applications, great weight should be given to outstanding or innovative designs which promote high levels of sustainability, or help raise the standard of design more generally in an area, so long as they fit in with the overall form and layout of their surroundings (paragraph 131).

The arena design would be highly innovative and would complement the existing architecture and cluster of sporting buildings at the Etihad Campus. The arena would be designed to a high level of sustainability resulting in a low carbon building and biodiversity and water management measures included within the public realm.

Section 14 '*Meeting the challenge of climate change, flooding and coastal change*' states that the planning system should support the transition to a low carbon future in a changing climate, taking full account of flood risk and coastal change. It should help to: shape places in ways that contribute to radical reductions in greenhouse gas emissions, minimise vulnerability and improve resilience; encourage the reuse of existing resources, including the conversion of existing buildings; and support renewable and low carbon energy and associated infrastructure (paragraph 148).

The arena building fabric would be highly efficient and it would predominately use electricity. The proposal would also include a photovoltaic array which would generate energy at the site from renewable sources. The landscaping scheme would include trees, planting, green screens and wildflower meadow to the Ashton Canal. Efficient drainage systems would manage water at the site.

Section 15 '*Conserving and Enhancing the natural environment*' states that planning decision should contribute and enhance the natural and local environment by protecting valued landscapes, minimising impacts on and providing net gains for biodiversity, preventing new and existing development from contributing to unacceptable levels of soil, air, water or noise pollution or land instability and remediating contaminated land.

The site would be remediated and mitigated to deal previous coal mining activity. The high performing fabric of the building would ensure no unduly harmful noise outbreak on the local area. Landscaping, tree planting and wildflower meadows would provide new habitats and biodiversity improvements.

Section 16 '*Conserving and enhancing the historic environment*' states that in determining applications, Local planning authorities should require an applicant to describe the significance of any heritage assets affected, including any contribution made by their setting. The level of detail should be proportionate to the asset's importance and no more than is sufficient to understand the potential impact of the proposal on their significance. As a minimum the relevant historic environment record should have been consulted and the heritage assets assessed using appropriate expertise where necessary. Where a site on which development is proposed includes, or has the potential to include, heritage assets with archaeological interest, local planning authorities should require developers to submit an appropriate desk-based assessment and, where necessary, a field evaluation (paragraph 189).

In determining applications, local planning authorities should take account of:

- a) the desirability of sustaining and enhancing the significance of heritage assets and putting them to viable uses consistent with their conservation;
- b) the positive contribution that conservation of heritage assets can make to sustainable communities including their economic vitality; and
- c) the desirability of new development making a positive contribution to local character and distinctiveness. (Paragraph 192)

In considering the impacts of proposals, paragraph 193 states that the impact of a proposal on the significance of a designated heritage asset, great weight should be given to the asset's conservation (and the more important the asset, the greater the weight should be). This is irrespective of whether any potential harm amounts to substantial harm, total loss or less than substantial harm to its significance.

Paragraph 194 goes on to state that any harm to, or loss of, the significance of a designated heritage asset (from its alteration or destruction, or from development within its setting), should require clear and convincing justification.

Paragraph 196 states that where a development proposal will lead to less than substantial harm to the significance of a designated heritage asset, this harm should be weighed against the public benefits of the proposal including, where appropriate, securing its optimum viable use.

The effect of an application on the significance of a non-designated heritage asset should be taken into account in determining the application. In weighing applications that directly or indirectly affect non-designated heritage assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset (paragraph 197).

The proposal would result in some low level harm to the surrounding historic environment. This low level harm is considered to be less than substantial and outweighed by the significant regeneration benefits associated with this development.

Paragraphs 10, 11, 12, 13 and 14 of the NPPF outline a “presumption in favour of sustainable development”. This means approving development, without delay, where it accords with the development plan and where the development is absent or relevant policies are out-of-date, to grant planning permission unless any adverse impacts of doing so would significantly and demonstrably outweigh the benefits when assessed against the NPPF.

Planning Policy Guidance (PPG)

The PPG provides additional guidance to the NPPF and the following points are specifically highlighted.

Town Centre and Retail provides guidance on sequential tests and impact tests. Paragraph 11 provides a checklist with regards to the considerations that should be taken into account in determining whether a proposal complies with the sequential test. The checklist within the PPG is as follows:

- Due regard to the requirement to demonstrate flexibility, has the suitability of more central sites to accommodate the proposal been considered? Where the proposal would be located in an edge of centre or out of centre location, preference should be given to accessible sites that are well connected to the town centre. It is important to set out any associated reasoning clearly.
- Is there scope for flexibility in the format and/or scale of the proposal? It is not necessary to demonstrate that a potential town centre or edge of centre site can accommodate precisely the scale and form of development being proposed, but rather to consider what contribution more central sites are able to make individually to accommodate the proposal.
- If there are no suitable sequentially preferable locations, the sequential test is passed.

In line with paragraph 86 of the National Planning Policy Framework, only if suitable sites in town centre or edge of centre locations are not available (or expected to become available within a reasonable period) should out of centre sites be considered. When considering what a reasonable period is for this purpose, the scale and complexity of the proposal and of potentially suitable town or edge of centre sites should be taken into account.

Compliance with the sequential and impact tests does not guarantee that permission will be granted – all material considerations will need to be considered in reaching a decision.

Paragraphs 17 and 18 provides details on the use of impact tests in decision making.

The impact test will need to be undertaken in a proportionate and locally appropriate way, drawing on existing information where possible. Details are provided on steps to consider when applying an impact test:

- Establish the state of existing centres and the nature of nature of patterns (base year);

- Determine the appropriate time frame for assessing impact, focusing on impact in the first five years, as this is when most of the impact will occur;
- Examine the 'no development' scenario;
- Assess the proposal's turnover and trade draw;
- Consider a range of plausible scenarios in assessing the impact of the proposal on existing centres and facilities
- Set out the likely impact of the proposal clearly, along with any associated assumptions or reasoning, including in respect of quantitative and qualitative issues
- Any conclusions should be proportionate: for example, it may be sufficient to give a broad indication of the proportion of the proposal's trade draw likely to be derived from different centres and facilities in the catchment area and the likely consequences for the vitality and viability of existing town centres

Air Quality provides guidance on how this should be considered for new developments. Paragraph 8 states that mitigation options where necessary will be locationally specific, will depend on the proposed development and should be proportionate to the likely impact. It is important therefore that local planning authorities work with applicants to consider appropriate mitigation so as to ensure the new development is appropriate for its location and unacceptable risks are prevented. Planning conditions and obligations can be used to secure mitigation where the relevant tests are met.

Examples of mitigation include:

- the design and layout of development to increase separation distances from sources of air pollution;
- using green infrastructure, in particular trees, to absorb dust and other pollutants;
- means of ventilation;
- promoting infrastructure to promote modes of transport with low impact on air quality;
- controlling dust and emissions from construction, operation and demolition; and
- contributing funding to measures, including those identified in air quality action plans and low emission strategies, designed to offset the impact on air quality arising from new development.

Noise states that local planning authorities should take account of the acoustic environment and in doing so consider:

- whether or not a significant adverse effect is occurring or likely to occur;
- whether or not an adverse effect is occurring or likely to occur; and
- whether or not a good standard of amenity can be achieved.

Mitigating the noise impacts of a development will depend on the type of development being considered and the character of the proposed location. In general, for noise making developments, there are four broad types of mitigation:

- engineering: reducing the noise generated at source and/or containing the noise generated;
- layout: where possible, optimising the distance between the source and noise-sensitive receptors and/or incorporating good design to minimise noise transmission through the use of screening by natural or purpose built barriers, or other buildings;
- using planning conditions/obligations to restrict activities allowed on the site at certain times and/or specifying permissible noise levels differentiating as appropriate between different times of day, such as evenings and late at night, and;
- mitigating the impact on areas likely to be affected by noise including through noise insulation when the impact is on a building.

Design states that where appropriate the following should be considered:

- layout – the way in which buildings and spaces relate to each other
- form – the shape of buildings
- scale – the size of buildings
- detailing – the important smaller elements of building and spaces
- materials – what a building is made from

Health and wellbeing states opportunities for healthy lifestyles have been considered (e.g. planning for an environment that supports people of all ages in making healthy choices, helps to promote active travel and physical activity, and promotes access to healthier food, high quality open spaces and opportunities for play, sport and recreation);

Travel Plans, Transport Assessments in decision taking states that applications can positively contribute to:

- encouraging sustainable travel;
- lessening traffic generation and its detrimental impacts;
- reducing carbon emissions and climate impacts;
- creating accessible, connected, inclusive communities;
- improving health outcomes and quality of life;
- improving road safety; and
- reducing the need for new development to increase existing road capacity or provide new roads.

Other legislative requirements

Section 66 Listed Building Act requires the local planning authority to have special regard to the desirability of preserving the setting of listed buildings. This requires more than a simple balancing exercise and case law has considerable importance and weight should be given to any impact upon a designated heritage asset but in particular upon the desirability of preserving the setting with a strong presumption to preserve the asset.

S149 (Public Sector Equality Duty) of the Equality Act 2010 requires due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation and

other conduct prohibited by the Act. The Equality Duty does not impose a legal requirement to conduct an Equality Impact Assessment. Compliance with the Equality Duty involves consciously thinking about the aims of the Equality Duty as part of the process of decision-making.

Environmental Impact Assessment

The applicant has submitted an Environmental Statement in accordance with the Town and Country Planning (Environmental Impact Assessment) (England and Wales) Regulations 2017 and has considered the following topic areas:

- Construction management and phasing;
- Air quality and dust;
- Ground conditions;
- Lighting;
- Townscape and visual impact;
- Noise and vibration;
- Socio-economic;
- Traffic and transport;
- Water quality, drainage and flood risk;
- Wind microclimate;
- Climate change; and
- Cumulative effects.

The Proposed Development is an "Infrastructure Project" (Schedule 2, 10 (b)) as described in the EIA Regulations. The Site covers an area of approximately 4.46 hectares and exceeds the threshold of 1 hectares of development which is not a dwellinghouse. An EIA has been undertaken covering the topic areas above as there are judged to be significant environmental impacts as a result of the development and its change from the current use of the site as a car park.

The EIA has been carried out on the basis that the proposal could give rise to significant environmental effects.

In accordance with the EIA Regulations, this ES sets out the following information:

- A description of the proposal comprising information about its nature, size and scale;
- The data necessary to identify and assess the main effects that the proposal is likely to have on the environment;
- A description of the likely significant effects, direct and indirect on the environment, explained by reference to the proposals possible impact on human beings, water, air, climate, cultural heritage, townscape and the interaction between any of the foregoing material assets;
- Where significant adverse effects are identified with respect to any of the foregoing, mitigation measures have been proposed in order to avoid, reduce or remedy those effects; and

- Summary, in non-technical language, of the information specified above.

It is considered that the environmental statement has provided the Local Planning Authority with sufficient information to understand the likely environmental effects of the proposals and any required mitigation

Issues

Principle of the redevelopment of the site, contribution to regeneration and impact on Manchester City Centre and the Manchester Arena

Regeneration is an important planning consideration. This part of Manchester has been radically transformed over the past 20 years with major infrastructure projects creating a national and international sports, leisure and recreation destination. However, much remains to be done if the full potential of the area, and the economic, social, physical and environmental benefits this would bring, are to be delivered. This proposal would result in £350 million of investment to deliver a large scale arena on a site that has been identified for some time as being suitable for a major leisure and entertainment visitor attraction of national significance at the Etihad Campus.

An arena is a main town centre use and the Etihad Campus is an out of centre location in policy terms. As a result, those parts of the NPPF which require an assessment impact and the application of a sequential test are engaged. As well as assessing what the impact of the proposal would be on relevant centres, most notably the City Centre, a sequential test has assessed whether alternative sites are available.

73 sites were initially considered within Greater Manchester which could realistically accommodate the proposal (taking an appropriately flexible approach) and assessed against a broad site suitability and availability criteria. Of those, 61 were not considered suitable or were unavailable to accommodate an arena of the type proposed and this included a degree of flexibility in the testing process.

The remaining 12 sites were considered against a detailed site criteria which included the site being of an appropriate size to accommodate the arena, being accessible and connected, satisfying market assessment and viability considerations together with being available and could deliver upon of regional/economic planning and regeneration priorities.

Three sites, which were in a more central location than the application site, were discounted as they did not meet one or more of the detailed criteria. The remaining 9 sites were all in an out of centre location (including the Etihad Campus). A requirement for considering out of centre sites, as outlined in paragraph 87 of the NPPF, is that preference should be given to accessible sites which are well connected to a town centre.

Of the remaining sites, the Etihad Campus was the most accessible to Manchester City Centre. As such, the assessment of these remaining 9 out of centre sites

focused on whether the Etihad Campus was the best location against the defined criteria relative to the other non-sequentially preferable sites.

The conclusion of this assessment was that the Etihad Campus was the optimum location and satisfied most of the applicant's criteria.

The campus is the most appropriately sized site and shape to accommodate an arena of this scale alongside other complementary uses and major events which are held there. No other site could demonstrate the same cluster of activities.

The Etihad Campus was also the most accessible location and is well connected to the city centre by non-car modes. Tram, bus, cycle and walking infrastructure all provide quick and direct links to the city centre and major rail hubs which provide links across the region and beyond. The accessibility of the site is demonstrated by the usage of these modes on match days. No other site within the list could rival this scale of connectivity or infrastructure.

There are no complex or unusual constraints to developing this site. The campus and the stadium have an international profile which none of the other sites could provide. This complementary cluster of uses at the campus would deliver significant regeneration benefits and create a globally competitive environment which would reaffirm and add value to the status of the campus which has developed over the past two decades.

The site is also available and the proposal is capable of being delivered within the required timescales. The other sites required site assembly or were unavailable due to other developments being progressed.

The potential regeneration and economic benefits of the campus site would not have been achieved on the other sites. The campus is identified as a location for major leisure and recreational offer (policies EC3 and EC7 of the Core Strategy). The investment would bring jobs and social, economic and environmental regeneration benefits to the local area as well as supporting the wider city centre and city economy. The majority of the other sites identified did not have this level of planning policy support for a leisure use of this scale.

It is therefore accepted that there are no sequentially preferable in centre sites for the arena and the sequential test has demonstrated that the application site is suitable, available and viable for the proposal. This out of centre site therefore complies with paragraph 87 of the NPPF which requires such sites to be accessible and well connected to existing centres. Existing transport infrastructure links the site to the city centre which would discourage car travel to the campus.

The arena would enhance its leisure offer at the campus and further realise its potential as a world class sporting and leisure destination.

In determining the suitability of a second arena in Manchester, in this out of centre location, it is also important to consider the impact of the development on existing, committed and planned public and private investment in centres within the

catchment area of the proposal together with the impact of town centre vitality and viability as required by paragraph 89 of the NPPF.

The proposal is for a large arena which would not impact on existing, committed and planned investments in the catchment outside of Manchester City Centre/Regional Centre, as these would not compete directly given their different nature to a large arena.

As outlined elsewhere in this report, the scale of the ancillary retail, food and beverage offer does not require separate impact assessment and visitors to the arena would in fact generate beneficial impact to the city centre.

The impact of a second arena at the Etihad Campus on a number of notable projects has been considered. The investments tested were considered limited to major leisure destinations within the city centre only on a 'like for like basis' relevant to the sector within the Regional Centre.

The projects considered were – Factory Manchester, Manchester Arena refurbishment, Depot Mayfield and The Printworks. This list was expanded upon the receipt of further information to include the Great Northern, Manchester Central Convention Centre, other city centre music venue (for example the Apollo, Band on the Wall, Albert Hall, Warehouse Project) and other city centre cultural venues (for example HOME and Everyman Cinema). With the exception of the Manchester Arena, the investments at these venues is either temporary (such as the events space at Mayfield) or would be complementary or entirely different offer to the arena proposal.

The impact of a second arena, on the viability of the Manchester Arena and the city centre, have, however, been considered further.

A market analysis has been prepared to support the provision of a second arena in Manchester, and any associated impacts on the city centre, and this has been independently reviewed and analysed on behalf of the City Council.

Manchester is the second most visited city in England, with tourism having increased at a rate significantly greater than any other UK urban location. Population trends indicate that Greater Manchester could have an extra 250,000 residents by 2037. These factors support the City's aim of becoming a top 20 global city with all the essential characteristics to support a larger visitor economy alongside its continued strength as an economically diverse and successful international city with a global reputation for sport, culture and entertainment.

Manchester also has a central role in the UK's 'levelling up' agenda which seeks a more balanced distribution of economic growth and economic prosperity throughout all parts of the UK.

The Manchester Arena is, and would continue to be, an important asset within Manchester tourism and leisure market and sustains a significant number of jobs. However, it has not grown in the last decade, despite considerable growth in the Greater Manchester population and economy. This same period has seen the

introduction of two new arenas in the north of England: Liverpool Arena in 2008 and the Leeds Arena in 2013.

The existing Arena hosts on average 125 events per annum at an average size of 9,000 spectators per event. On average, around 10 events per annum exceed 15,000 customers. The distribution of events at the Manchester Arena have remained largely stable over the last decade with music concerts dominating the schedule at 60%. There has been no obvious diversification in the event mix over the last decade.

Manchester Arena has recently released plans for considerable reinvestment in the facility designed to attract a broader range of events by increasing capacity to 24,000 and providing a VIP/premium offer, new concourse areas and modern exterior. These improvements would aim to attract larger events, and potentially a wider range of events, diversifying somewhat from what has been a core business of music concerts.

Such improvements would be required in order to embrace the market opportunities identified by the applicant within their detailed analysis. Their current application relates to the remodelling of the exterior of the arena to create a new entrance (as part of a first phase of development) with a total investment of £9 million.

Without significant additional investment, the existing arena would continue to not function as a large arena and would become no more than a viable medium sized facility. The applicant's evidence demonstrate, however, Manchester needs two large arenas to fulfil all of its market potential.

There is no reason why the Manchester Arena wouldn't be able to compete successfully for its fair share of the overall market. This would follow the pattern of other two arena catchments where an existing arena invests and attracts a larger market share.

Without additional investment in the existing arena, Manchester with two arenas would have a combined practical capacity which is similar to Birmingham with their two arenas at 36,000 which is before the planned expansion of the Resort Arena. Year 1 activity in the new arena is linked to 117 events across all event types and this is expected to rise steadily in the future.

This has been benchmarked as being a sensible reflection of the current market and which would leave significant opportunities for the existing arena not only to achieve its viability threshold but to continue to succeed in the future by embracing the wider market opportunities identified in the detailed market analysis across sport, entertainment and live music.

The proposed Arena is targeting around 120 events per annum which is roughly the same number of events as the existing Arena. The majority of events are anticipated to be run in the 16,000 to 20,000 capacity with an average event size in excess of the circa 9,000 average achieved at the existing Arena thereby catering for typically larger events.

The target market for the proposed arena, whilst overlapping with the existing arena, would therefore be different and more diverse. It aims to become a significant international facility for sports/Esports events as well as seeking more major international artists across all event types including residencies and technically complex productions. This desire to capture more of the sporting market is significant with a clear synergy with the high quality sporting facilities and infrastructure at the Etihad Campus.

The pursuit of larger events than those hosted by the Manchester Arena and targeting more genuinely international music and family events, makes a clear differentiation in the planned market focus compared to the existing markets of the Manchester Arena.

A market analysis suggests that there would be sufficient market growth overtime to support the introduction of a new arena at the Etihad Campus and to also maintain the current levels of trade at the existing Manchester Arena. Objections received have sought to demonstrate that these projections are flawed and unfounded.

The applicant states that the entertainment market is continually changing and diversifying which creates new opportunities. Manchester was a market leader in the large arena market for many years but has since lost a lot of its market share following developments in Leeds, Glasgow and the O2 Arena London, despite growth in visitors and leisure in the city and successful economic growth.

The analysis states that without growth in capacity in Manchester, arenas elsewhere would continue to erode Manchester's market share in an incremental way. Growth in the London arena market has had a particular impact on the Manchester's market share. Prior to the opening of the O2 London, most acts came to Manchester. However, data now shows that 35% of all performances at the O2 London do not now play in Manchester.

The applicant asserts that artist's preferences for certain arena formats affects the City's ability to attract events, suggesting that certain events cannot be readily accommodated at the Manchester Arena. Less than 10% of shows at the Manchester Arena from 2014 to 2018 achieved greater than 15,000 spectators. In addition, where Manchester hosted equivalent acts to the O2 London, the average attendance achieved at the larger shows were 2,500 tickets per event more in the O2 London than for Manchester. There is also evidence that acts who played at the O2 London played nearly twice as many shows (136) compared with Manchester (71). Touring artists also spend fewer nights in Manchester and are far less likely to choose Manchester for residences than London.

The applicant contends that this highlights capacity constraints at the Manchester Arena, due in part to its design and lack of flexibility in the configuration of the arena, its visitor experience (when compared with more modern arenas) and its focus on high yield music events.

The applicant's justification states that a second arena would attract more events to the City which would serve latent demand in the existing market and secure a greater market share in this expanding market. Their analysis shows that acts would

be attracted to a higher quality facility at the proposed arena, and play more nights, thereby securing greater attendances and ticket sales as a result of the higher quality, flexibility of its format and overall offer.

This would enable the proposed arena to attract events which do not currently come to Manchester and actively compete with London for major events. The arena would not seek to attract all the same acts that currently play at the O2 but would seek to draw additional events not currently attracted to the O2 or the Manchester Arena. This is in addition to an increase in market share which would result from reducing the leakages of audiences from within the 90 minute catchment that are currently attracted to London and elsewhere.

Sports events have also been identified as a key market opportunity and an example of a type of event which is either not currently attracted to Manchester and/or not currently held at other UK venues. These include the ATP World Tennis Tour Finals, Netball Super League Finals, Basketball Final 4, NBA global games, E Sport World Championships, World Gymnastics Championships, Euro League Final 4, BBC Sports Personality to name a few.

The applicant also believes that population growth will naturally expand the market in Manchester and result in greater attendance at arenas without any supply side interventions or market developments. By 2035, the population within a 90 minute catchment of Manchester is set to grow by 8% which could add an additional attendance of between 0.24 million and 0.38 million (shared across all venues not just the new arena). This combined with the potential to attract new audiences, including tourists, from outside the 90 minute catchment, provides compelling evidence to support a new arena at the Etihad Campus.

The Manchester Arena has announced potential investment plans including possible capacity improvements and an expansion of their hospitality and retail offer. The applicant believes that the proposed arena at the Etihad Campus would not undermine this planned investment and the investment would enable Manchester to fully exploit the market benefits of having two arenas allowing the city to fully capture the growth projections and market share.

It has been suggested that that the applicant's growth projections substantially over-estimate the likely future UK growth rate and potentially exaggerate the proportion of any growth that will flow to Manchester.

The market analysis submitted with the application indicates that there are three main sources of market demand evidence which have been considered - likely scale of ticket sales growth in the Manchester catchment, an assessment of the current ratio of arenas/arena seats per head of population in different city catchments and a more qualitative assessment of arena events that Manchester may or may not have missed out on in recent years.

The market growth scenarios have been produced based on conservative, realistic and ambitious outcomes. It notes that there has been consistent growth in the UK live entertainment market which has driven recent growth in the UK large arena market. It concludes that in all three growth scenarios, there would be sufficient

growth to support new arena developments across the UK whilst providing additional growth for existing arenas.

The UK has a globally important large arena market for live entertainment, with music/concerts, family entertainment and sport driving this demand. Other European cities as well as those in the United States have improved the scale and quality of their arenas. There has been little change in provision in England since 2013 and Manchester's position has remained unchanged since the Manchester Arena was opened in 1995.

The applicant's analysis adopts a growth forecast of 1.27 million additional ticket sales in Manchester by 2035 which would sustain both the proposed arena and the Manchester Arena. The applicant's market analysis demonstrates that the UK's live entertainment and sports market would continue to grow and that there would be opportunities to diversify and capture the significant range of events and performers who currently play London and not Manchester, and the potential for larger acts to play more nights in Manchester.

Growth rates within each sub-market within the realistic growth forecast are as follows:

- Music – growth of circa 1.5% per annum. This is higher than the UK average growth in music tickets sales between 2014 to 2018 of 0.5%. This higher rate reflects much stronger growth which has been achieved over the longer term and a number of new emerging markets which would boost audience numbers in the UK and concerts events, including, for example, Arena Festivals, new genres such as J-Pop and K-Pop, niche music and first time headliners;
- Family - growth of circa 2.3% per annum, slightly higher than the historic average of 1.7% per annum seen in the 2014 to 2018 period. This captures growth in national and international brands such as Disney and the likelihood of new entrants, such as Marvel, regularly providing new events and new products to the market. In addition, the introduction of new arenas is likely to help stimulate the family market, with more flexible space providing venues for more technical productions, as well as more welcome/circulation, food and beverage space;
- Sports - growth of circa 8.0% per annum, which is below the historic circa 11% annual ticket sales growth for sports events. This takes into account ambitious growth plans for all major arena sports and new formats designated to boost coverage and audience numbers as well as Manchester's existing reputation for sporting events which attract substantial spectator numbers as well as hosting international and tournament finals.
- Other (which includes comedy/transport shows etc) - growth of circa 1.0% per annum. This is in contrast to the evidence from 2014 to 2018 which showed the other category have contracted by circa 6.8% per annum due to the major impact of the cancelled UK wide Peter Kay tour in 2018 – 49 events across 5 arena in the UK including 16 in Manchester (he also had a further 51 events

planned to take place in 2019). There is growth in this category due to the potential for new formats to generate new events and ticket sales notably awards such as BBC Sports Personality of the Year and miscellaneous events such as motivational speakers and conventions, taking account of more private and corporate events for international companies using arenas.

The growth forecasts not only consider the UK music market, but changes in the dynamics and trends of the market (short and long term) in order to capture growth areas such as family entertainment and sports events. UK growth is expected to be 2.5% and while music ticket sales is expected to exceed 10 million per annum by 2040, this would account for less than 50% of all ticket sales at large arenas.

The applicants approach is to calculate the volume of UK arena growth and to then distribute this spatially - first to northern England and then secondly to Manchester. The distribution method involves allocating 40% of overall UK growth to the northern England and then 50% of that growth to Manchester – meaning that Manchester absorbs approximately 20% of all UK growth.

The City Councils independent review considers that these growth rates, and the conclusions drawn, are reasonable.

In addition to the realistic growth forecast, there are also market development opportunities within a 90 minute travel time catchment area of Manchester which is currently being lost to other venues.

These factors combined could result in more optimistic potential of 2.05 million additional ticket sales, well in excess of the growth forecast of 1.27 million.

In order to further test whether the realistic growth forecast of 1.27 million ticket sales could reasonably be supported by the market, additional demand analysis, has been prepared by the applicant during the course of the application. This analysis is based on an independent consumer survey with a representative sample of the population 2,164 adults aged over 16 living within a 90 minute drive of the site of the proposed new arena. The survey was undertaken by a specialist research agency working in live entertainment, theatre and culture.

This demand analysis was also based on two Manchester arenas operating sustainably in the Manchester catchment and Liverpool, Leeds and Sheffield all putting on a programme of events comparable to those at the Manchester Arena and the proposed arena (and the population travelling to their closest venue).

Increasing the frequency of visits from those who currently attend arenas would yield an additional 0.9 million ticket sales per year (the approach assumes an increase from 9 visits every 5 years to 11.5 visits every 5 years). An additional 0.73 million sales per year would be yielded by appealing to new or lapsed audiences within the catchment (i.e. persuading people who don't currently attend arena events to attend).

Clawing back current attendance by residents within the catchment from facilities outside the catchment would result in an additional 0.42 million ticket sales.

Each of these elements would result in a 2.05 million visits, which provides headroom on the realistic growth projections of 1.27 million.

In addition, population growth in the catchment between now and 2035, based on ONS forecasting, would lead to demand for at least a further 0.24 million and 0.38 million ticket sales per year. Also, it is considered that the proposed new venue also has the potential to attract new audiences, including tourists, from outside the 90 minute catchment who do not currently attend arenas.

On this basis, 1.27 million ticket sales appears to be a realistic estimate of the likely scale of additional demand in the Manchester catchment to 2035.

The growth rate that underpins the realistic growth scenario is greater than the historic rate over the last 4 years but it should be noted that the historic growth rate covers a short period and was impacted by one-off events, including the cancellation of Peter Kay's tour. Once the historic growth rate is adjusted for these one-off events it is closer to the applicant's future growth rates and the sub sector uplifts that applicants have applied are reasonable.

The distribution method which sees 20% of all UK growth absorbed by Manchester is also considered reasonable. Whilst it is in excess of the current market share that Manchester captures, it is important to note that almost half of the overall UK growth is predicted in sports markets.

In addition, it appears reasonable to assume that an entirely new facility should drive a slight uplift in frequency of existing arena visitors and attract new/lapsed audiences. The methodology applied in both these respects is robust and based upon a sizeable population survey.

Data on the ratio of the arena seats per head of population shows that at 6.0 seats per 1,000 population Manchester currently lags behind Birmingham (10.0) and London (10.5) and with the ratio set to rise further in both these other locations in view of Birmingham's plans to expand the capacity of Resorts World and submitted plans to construct a new London arena (MDG Sphere). The proposed arena at the Etihad Campus would bring Manchester to circa 12.5 with both Birmingham and London due to increase further as well through their planned expansions.

The historical overlooking of major sporting events in Manchester is a realistic and compelling part of the applicant's justification. A bespoke world class facility, which takes advantage of the existing sporting profile of the city, and the profile of the Etihad Campus and the existing sporting facilities in this location, would allow Manchester to increasingly put itself on a global stage for indoor sporting events.

It is also reasonable to assume that the rapidly growing conurbation is likely to also secure additional awards events and headline music events that it has missed out on in more recent times.

Other UK cities have developed, and continue to develop, viable and complementary offers where two arenas exist in the same catchment areas either through market

competition (for example Leeds/Sheffield) or through a common promoter (for example Birmingham). London also has the O2 Arena and SSE Wembley Arena.

A planning application has been granted to refurbish and expand the Resorts World Birmingham together with plans submitted to develop a new 21,500 capacity MSG Sphere in London. Other UK cities with more than one large arena are therefore likely to expand their offer in the coming years, subject to planning approval, impacting further upon Manchester's market share.

Birmingham's arena saw a significant increase in events to 170 events last year and revenues have similarly increased. Over the last 36 months, the combined events in Birmingham averaged 151 with revenue of £46 million per annum, bettering Manchester on both event numbers and revenues.

Not only has Manchester a smaller event base than Birmingham, but given the different market size and the established cultural heritage of Manchester, this further demonstrates the opportunity to expand its even base and therefore increase revenues coming into the city.

The applicant's analysis shows that the total sales/attendance of the Birmingham arenas combined is lower than the proposed growth scenario in Manchester. Whilst the two arenas are under common control, they argue it does serve as an example of two arenas operating within a similar catchment area.

It is accepted that the Birmingham scenario provides a reasonably helpful comparator on how two arenas can operate harmoniously. The combined revenues of the two arenas was close to Manchester in 2018 but was substantially greater the year before (circa £65 million versus circa £49 million) and the Birmingham venues have grown considerably in the last decade.

Whilst the common ownership is certainly a factor in enabling synergistic schedules it is not the only factor. This is evident from the way in which both London and numerous other international cities operate dual arenas and achieve a degree of complementarity across their programming schedules. Economic realities dictate that dual arenas operating in close proximity typically find ways to develop different specialisms, different niches and complementary programming.

Sheffield and Leeds also operate within largely similar catchments but with different operators. Total revenue has grown markedly since the opening of the arena in Leeds and an overall growth in the number of events again demonstrating two arenas can operate in a diverse market.

This latest round of investment suggests the twin arena model is working in these locations. Outside of the UK, the concept of dual arena cities is relatively widespread, albeit sometimes with different market drivers to the UK.

There is no UK arena anywhere which, in recent times, has been forced to close because of competition. In addition, the idea of a twin arena city is not new nor novel which is evident from the numerous precedents which are not confined to the very largest global cities.

The objections received to the application dismiss Manchester's potential to secure "London centric" events. This appears to disconnect between the Manchester Arena's ambition to invest circa £9 million in the existing arena and their desire to attract a more diverse set of larger events.

There is also no evidence to suggest that the proposed arena would affect any other, smaller, venue in Manchester. Manchester has a diverse range of venues which co-exist together and represent the broad range and strength music offer in the city. Indeed, there may very well be some advantages of having a diverse range of venues within the City appealing to different parts of the likely market.

With regards to the impact of the Covid-19 pandemic, it is fully acknowledged the unprecedented negative impact the pandemic has had on the economy generally. The proposal would provide help stimulate the economy through a significant single private sector investment which would help, in part, reduce the short term negative employment impacts on the local and regional economy. Jobs would be created during construction, which would also support supply chains, which would otherwise be lost in the region. There would also be jobs created when the development becomes operational.

There is a need to grow city centre visitor spend in the medium term and the benefits of the arena would extend to increasing spend and visitor activity not only in the local area and but also the city centre.

Whilst the recovery period is expected to be slower than first forecast, the estimate for the economy is to get back to pre-Covid levels by the end of 2021. The proposed arena would not be fully operational until 2023 when the Bank of England forecasts that growth and recovery would be firmly established to at least pre-Covid levels. As such, in all likelihood by 2023 the propensity to attend live entertainment events would have returned to prevailing levels and that the presence of Covid-19 would not fundamentally alter the market demand conclusions of the applicant. Whilst the effects of the global pandemic has been unprecedented, the analysis presented by the applicant has covered one off events which have disrupted the local market, and has sought to present an assessment when the impact of the new arena would have become mature (i.e. by the end of the decade).

There are no significant changes reported in investment plans as a result of Covid-19 elsewhere. Proposals in Gateshead, London and Cardiff are all still in the planning process.

In addition, Manchester Arena have also continued to bring forward their proposals for the existing arena as evidenced by the recent submission of their planning application, pending validation.

It is considered that the proposed arena would deliver short and long term boosts to the economic recovery of the City Centre and the wider City Region, making this one of the most transformational investments by the private sector in the UK at this time.

Consideration has specifically been given to the impact on the city centre and the economy of Manchester.

The applicant's analysis shows that whilst there may be some localised impact within the city, a new arena in Manchester would, however, bring a significant boost to the city centre, taken as a whole, through additional visitors and spending. Any localised impacts would be limited given there is already a cluster of uses in and around the Etihad Campus which would complement each other. In addition, the campus is well connected by public transport to the city centre and beyond. As such, there is no significant evidence to suggest that the local area would not benefit like it does now when large scale events take place at the Etihad Stadium.

The Manchester Arena no longer maximises its economic contribution to the city centre. As detailed above, attendances have more or less remained stable for some time and whilst there has been growth in the wider entertainment market, this has not been captured by existing arena which in turn impacts upon the city centre growth and opportunities. The arena would produce practical and deliverable investment proposals, and therefore, this situation should undoubtedly improve.

The proposed arena would not affect the visitor expenditure in the city centre, derived from visits to the existing arena. The proposal would create net additional economic impact from visitors and a conservative forecast predicts a 58% increase in city centre jobs and GVA from arena visitor expenditure, compared with the present situation. This increases to 80% in city centre employment and GVA from arena visitor expenditure under the ambitious scenario.

The analysis is underpinned by the previously referenced consumer survey which shows that respondents interested in the proposed new venue would spend money in city centre hotels, bars and restaurants in portions broadly similar to attendees of the existing Manchester Arena.

The area around the existing arena is one of a number of cluster of visitor facilities in the City, with a range of restaurants and bars, and there is no evidence to demonstrate that this area would suffer disproportionately as a consequence of the arena. There is no reason why it would not continue to secure more than its fair share of increased trade as a result of the additional spend opportunities, as currently occurs for European Football matches and other events which take place at both the Etihad Stadium and Old Trafford. This is due to the range of facilities provided in this area as well as the vicinity to Victoria Station, which as approximately 8 million users per year, and the existence of Metrolink stops facilitating ready access to both the Etihad Campus and Old Trafford.

Objections to this application argue that whilst the applicant has attempted to consider the potential expansion of the events market over the long term (based on scenarios which model a level of growth substantially above that which has been historically achieved) they argue that there has been no direct assessment on city centre operators, in line with the Town Centres PPG paragraph 018. In particular, it is argued that the information submitted by the applicant seeks to consider how the events market may expand over the long term (to 2035) rather than establishing that the relevant test year in respect of impact would be the second full calendar year of trading.

It is considered that applicant has extensively and robustly demonstrated, through its detailed market assessment, that Manchester can readily and viably sustain two arenas without undermining either. This is considered central to the requirements of paragraph 89b of the NPPF.

The significant level of additional benefit to the city centre would substantially outweigh any losses to City Centre trade from events that might otherwise have taken place at the existing arena which is primarily those customers who will arrive more than 30 minutes in advance of an event starting. Although great emphasis is placed upon such losses by the objectors, there is no meaningful assessment to evidence what these losses might be.

In any event, any losses must be weighed against the substantial benefits to the city centre as a whole (the test within Paragraph 89 of the NPPF) from the increased overall trade arising from the second arena.

With regards to test years, the weight applied to the PPG in decision making is not the same as the weight which should be applied to the development plan or the NPPF both of which have been subject to the required consultation and adoption process and is a guidance document and not adopted planning policy.

The PPGs reference to test years (2 years after opening or when trading patterns mature) is intended for out of centre retail schemes e.g. supermarkets or retail warehouses. It is not intended to apply to leisure proposals of national and international significance. In any event, the time frame for trading patterns reaching maturity in this case would be over a longer period, which is consistent with the market analysis that has been provided by the applicant. This includes needing to adapt and embrace the total market opportunity.

It is estimated that the arena would generate an additional £36 million per year in direct local spending in shops, restaurants, cafes, bars, hotel accommodation and transport within the city which would create indirect jobs of approximately 1,400.

Over a 20 year period, with the two arenas in operation and between 1.85 million and 2.2 million ticket sale per annum in Manchester by 2030, this would create between £1.34 billion and £1.5 billion of additional economic activity (GVA) in the UK economy. If 2.3 million ticket sales per year were achieved by 2035, the two arenas would support almost £57 million of food and beverage expenditure per annum, with 50% of this in or close to the city centre. 838,000 bed nights for hotels and serviced accommodation would be generated, 85% of which would be provided by city centre operators. It is predicted that City centre expenditure would be increased by £95.2 million per annum.

The arena would include ancillary retail/commercial floor space (17,451 sqm) comprising retail, restaurant/café and bars. However, these uses are proposed to be an integral part an arena experience and would increase dwell time at the arena, before and after an event. With the exception of the canal side kiosks, they would not operate on days where the stadium or arena were no operating.

The arena would not be a freestanding retail destination. There would be no sit down bars or restaurant and the retail offer would be specific to the arena and merchandise linked to performers. The food and beverage (3,032 sqm) offer would only be available to those who were attending an event. These areas would not be open outside of event days unless for sponsor or for local community use on non-event days.

Hospitality accounts for a significant proportion of this space (6,652 sqm) with the remainder being circulation space, for ingress and egress to the auditorium, or back of house functions (7,767 sqm).

The hospitality space and VIP provision is only accessible on a pre-booked concessions basis. These spaces offer an experience not found in old style arenas which are often characterised by corporate suites within a separate tier and private concourse. Having the hospitality suites integrated as part of the auditorium and public concourse area allows access to all levels of the arena providing a complete arena experience with other spectators.

The only publicly accessible areas that would be available each day, whether events take place or not, are three kiosks on the southern canal side of the building which amounts to 223 sqm. These kiosks would contribute positively to the campus and the natural surveillance of the canal. The creation of ancillary retail and commercial offer is fully in accordance with policies EC7 and C4 of the Core Strategy and is not expected to impact on the city centre.

The other social and environmental regeneration benefits would be significant. The proposal would create 3,344 full time equivalent jobs during the 3 year construction period and additional growth in the supply chain would increase the number of jobs to 3,787. Jobs would be targeted directly at Manchester residents. At least 100 jobs would be apprenticeships with work experience placements for long term unemployed people, ex-offenders, homeless people and veterans.

When in operation the arena would directly provide 47 full time and 1,038 part time positions equating to 585 full time equivalent jobs. The applicant would ensure that as many of these jobs as possible are made available to local residents. Those within walking distance would be prioritised and paid at least the Manchester Living Wage. The construction and operational employment opportunities would form part of a legal agreement.

The proposal would develop an iconic building at the campus, deliver environmental and biodiversity improvements in the form of new landscaping and tree planting and use the most advanced technologies to create a highly efficient building in terms of energy and water management. It would deliver significant benefits and provide a further catalyst for the ongoing regeneration of East Manchester.

The arena would provide Manchester, and the wider region, with a facility which matches the capacity, facilities and profile of the O2 arena London in the music entertainment and sports market. It would help rebalance the UK's leisure and visitor market which is heavily weighted in favour of the south of England.

The proposal has satisfied the tests of the NPPF and the Core Strategy regarding its out of centre location for a major leisure use. The city centre is a focus of tourism, leisure and retail development, but policy EC7 establishes the site as providing an opportunity for a leisure, recreation and entertainment visitor attraction of national significance and therefore this must be given significant weight in the determination of this application. The importance of Eastlands as a destination is also reflected in policies EC1 and EC3 together with saved policy EM11 of the UDP.

Compelling evidence demonstrates that Manchester can support two arenas and, without another arena, Manchester would continue to lose its market share which would only serve to strength markets such as London. The city centre would continue to thrive with visitor numbers increasing demand, and spending, within the city centre retail and hospitality sectors.

Climate change, sustainability and energy efficiency

The arena would be a low carbon, energy efficient building in a highly sustainable location with excellent access to public transport for spectators, staff and visitors. The aim to deliver the most sustainable arena in the UK and in Europe in line with the wider transformation taking place at the Etihad Campus to make all buildings net zero carbon by 2038 and to pioneer a new model of progressive and sustainable growth for the rest of the city, and others around the world to follow, based on the Etihad Campus Sustainability Framework.

The proposal would develop a contaminated brownfield site. Sustainability would be embedded into the design, construction and operation of the building to create an iconic and sustainable development.

The construction process would use good practice to: source materials and labour locally where possible; reduce vehicle emissions and dust; manage water; improve biodiversity and social value, to minimise impacts on climate change. The arena building would be energy efficient, minimise its impact on air quality and include water management measures.

The building would have a high performance fabric and air tightness (with average U values over 40% better than part L 2013) and highly efficient building services. These would operate on a predominately electric system to ensure the building, and its operations, benefit from long term grid decarbonisation. There would be a small amount of gas fired boilers, for hot water, stair core heating and kitchens, but as the technology becomes more viable, and carbon efficient, there is a commitment to retrofit these elements. As a result, the arena would be able to successfully transition to net zero carbon by 2038.

The building services would be demand led and recover heat. There would be LED lighting, intelligent control systems and air source heat pumps for heating and cooling. Photovoltaic installations would be maximised on the roof and there is potential for future connection to a local district heating network should this become available. The building would be evaluated within a minimum of 3 years of occupancy, to review its energy and carbon achievements and where possible improve upon this.

It is anticipated that the arena would use 40% less water than comparable buildings through water efficient sanitary ware and catering specifications. Rainwater harvesting would be used for toilet flushing. Surface water run off rates would achieve over a 50% betterment over existing conditions.

The arena would have an operational target to achieve zero single use plastic and zero waste to landfill. This would be achieved through a highly efficient ordering and waste management system which integrates with the wider Campus. 100% of single use packaging would be from recyclables, compostable or credible certifications. Free drinking water would encourage refill and minimise the use of single life plastic. Waste management audits would ensure continuous improvements with suppliers and sorting of materials.

Enhancements to the public realm around the building with trees, planting and wildflowers to the canal side would improve biodiversity. This would attract wildlife and create new habitats.

The social value potential of the arena is significant. It is estimated that 3,344 full time equivalent jobs (including 100 apprenticeships) would be created during the construction phase. The operational phase would create 47 full time and 1,038 part time positions which equates to 585 full time equivalent jobs within a range of roles. £36 million per year would be created in direct annual local spending. The arena would be fully inclusive and meet all relevant standards in relation to accessibility including provision for wheel chair users and those who require sight and hearing enhancements. There would also be community access to the arena facilities on non-event days.

There would be no additional on-site parking and an existing 500 space car park would be lost. Whilst it is acknowledged that the development has the potential to contribute to greenhouse gas emissions, the transport strategy for the arena is principally focused on reducing car journeys to the site by the promotion of tram, cycle, bus and walking routes which connect to a number of the city's rail stations. These measures would be promoted and communicated through a travel plan and operational management strategy which would be monitored and reviewed annually. A further 240 covered cycle spaces would be created at the campus in addition to 284 existing spaces. An enhanced residents parking zone would be introduced to minimise impacts on local communities and discourage car journeys to the site.

Policy EN6 of the Core Strategy requires developments to achieve a minimum 15% reduction in CO2 emissions (i.e. a 15% increase on Part L 2010). Since the Core Strategy was adopted, Part L 2010 has been superseded by Part L 2013 which has more stringent energy requirements. The 15% requirements translates as a 6% improvement over Part L 2013.

An Environment standards statement states that the CO2 emissions from the arena is targeting to surpass 34% improvement over Part L 2013. This improvement could be further enhanced once the final specification of the photovoltaic panels has been resolved. The proposal is also targeting BREEAM excellent in line with policy DM1 of the Core Strategy.

This compares favourably with arenas which have recently been granted planning permission, such as in Bristol, and proposed arena in London which is currently being consideration. The YTL Arena at Bristol has a capacity of 17,080, achieved 32.9% above Part L (2013), provides 10,000 sqm of photovoltaic panels and a BREEAM rating of excellent. The MSG Sphere London has a capacity of 21,500, achieved 13.4% above Part L (2013), provides 36 sqm of photovoltaic panels and a BREEAM rating of Very Good. Comparisons with other UK and international arenas show that the proposed arena outperforms all UK arenas and is comparable with the other international venues.

Arena design and visual amenity

The concept for the arena is to deliver an iconic Manchester building that surpasses UK and international arenas in terms size, performance and spectator experience. The auditorium would be compact and adaptable to achieve the flexibility required to host a broad range of music, sports and entertainment events.

Extensive retractable seating in the auditorium would allow efficient changes between modes and offer the optimum viewing experience. The retractable seats allow standing capacity larger than any other UK venue. The compact seating bowl would enable spectators to be closer to the act on the stage.

There would be spaces around the arena for ancillary facilities including food and beverage. There would five levels connected by stairs, escalators and lifts. Hospitality facilities at level 2 include an Atrium Lounge and private suites and clubs which open up over the concourse area. These would be connected by a circulation lounge with bars, seating area and support facilities. These facilities would enhance the visitor experience, encourage longer dwell time, create atmosphere throughout the arena and allow crowd flow to be managed.

The arena would have state of the art artists rooms and backstage spaces which include dressing rooms, green room, games room and management support spaces.

The architectural response to these requirements would be a distinctive building form which responds to its position within the Etihad Campus.

The siting responds to its position adjacent to Joe Mercer Way, Alan Turing Way, Sportcity Way and the Ashton Canal. This takes advantage of pedestrian approaches allowing smooth access into and out of the building to avoid queues. It also provides efficient vehicular access for production vehicles.

Entrance lobbies would be positioned along the western elevation facing Joe Mercer Way to allow direct access from the main pedestrian walking area at the campus into the arena.



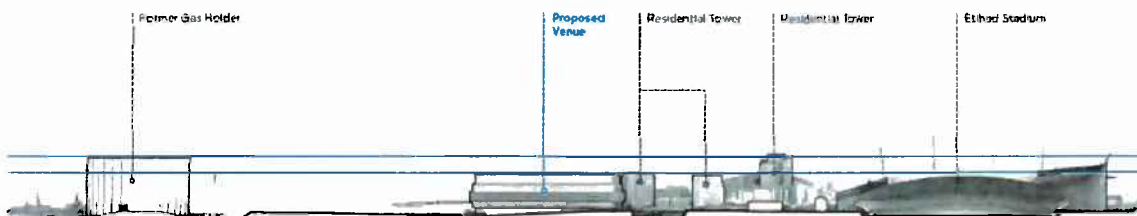
View of Joe Mercer Way (looking back towards the Etihad Stadium) with one of the entrance lobby's and green screen

Another entrance lobby to the south would be accessed off the podium facing the Ashton canal. The entrances would allow controlled access to the concourse spaces. Kiosks would open up onto the podium area and provide an active space on non event and event days utilising an external area overlooking the Ashton canal.



View of the podium and kiosks areas to the south of the building

This would be a big building but at 40 metres high it would be significantly lower than the stadium which is 70 metres high. The O2 London is approximately 50m high.

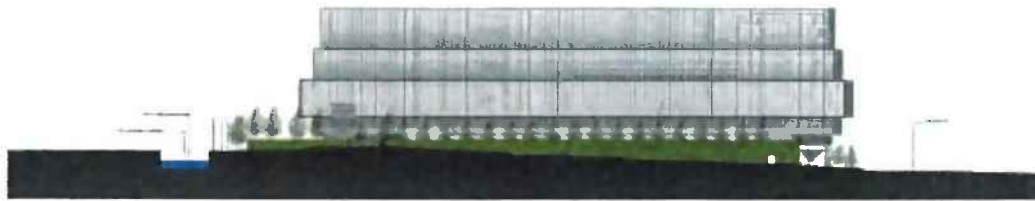


Section across the site showing the Etihad Stadium and the surrounding residential developments and gas cylinder

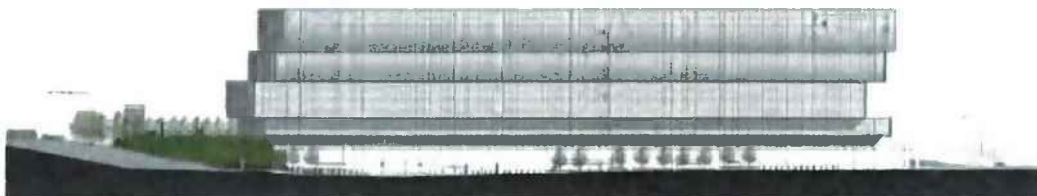
This scale is an appropriate response to the site and its surroundings. It does not exceed the height of the nearby residential apartments or the Etihad Stadium and provides a complementary addition to the sporting buildings at the campus.

The massing is formed through the horizontal layering of a series of stacked boxes which creates visual interest. Two principal elements form the façade - a grounded lower masonry plinth and an upper lightweight stepped box. The lower plinth connects to Sportcity Way and Alan Turing Way and forms a series of podiums along Joe Mercer Way and the Ashton Canal edge. At ground level the elevations would be more solid to prevent daylight from entering the internal spaces.

Alan Turing Way Elevation



Sportcity Way Elevation



Elevations from Alan Turing Way and Sportcity Way

Ashton Canal Elevation



Joe Mercer Way Elevation



Elevations from the Ashton Canal and Joe Mercer Way

The building would have a simple form but the stacked effect and the use of a restrained number of materials would provide a strong iconic identity. The form

creates a highly efficient thermal structure which reduces energy consumption required for heating and cooling.

The facade treatment expresses the massing of the building. The dominant colour would be black, providing a seamless appearance to the facades and unifying all four elevations. The upper facades would be clad in perforated high gloss black metal panels. This would emphasise the stacked boxes and overhangs which would appear to float above the solid base of the building. The base would be ribbed pre-cast concrete panelling. The soffit of the lowest box would have a reflective material which would further enhance the arenas appearance.

Architectural lighting would be installed to all four sides of the upper box. LED lighting screens are proposed only in key locations (south west and south east corners on the southern elevation and south west corner on the western elevation) corresponding with the main pedestrian approaches and would be used for branding and sponsorship.

The palette of materials would ensure that that the architecture would be high quality with or without illumination with the LED displays blending into the facade.

Light coloured, textured and smooth concrete panelling would frame the main entrances at the base of the building contrasting with the dark paving to the public realm on the venue approaches. Green screens are proposed to the vertical concrete plinth facing Joe Mercer Way and to the landscaped site perimeter wall to Alan Turing Way to soften the building to Phillips Park and the canal edge.



Aerial view of the arena with its high gloss black facade, lighting and LED screens together with soft landscaping

The arena would be a simple and iconic building within the Etihad Campus. The NPPF directs that great weight should be given to outstanding innovative design which promotes high levels of sustainability (paragraph 131). This development achieves that objective.

The stacked box and restrained palette of material provides visual interest along with the lighting and LED screens to the upper block, soffits and base. The back façade would be purposefully striking and provide a complementary addition to the campus and its ongoing regeneration. Conditions would be used to ensure that the materials, landscaping and green screens are acceptable to ensure the architecture and setting of the arena is delivered to the required standard.

Townscape Assessment

A computer modelling process has provided accurate images that illustrate the impact on the townscape from agreed views on a 360 degree basis. This allows the full impact of the scheme to be understood.

A Visual Impact Assessment (VIA), which forms part of the Environmental Statement, has assessed where the proposal could be visible from, its potential visual impact on the streetscape and the setting of designated listed buildings. The assessment utilises the guidance and evaluation criteria set out in the *Guidelines for Landscape and Visual Impact Assessment (3rd Edition) 2013*.

Key viewpoints have been identified and 11 were assessed in detail. These are as follows:

- View 1 – south from pedestrian crossing on Alan Turing Way A6010 at the junction with Briscoe Lane;
- View 2 – southwest from Grade II listed Philips Park;
- View 3 – from eastern end of pedestrian footbridge leading to Commonwealth Way, Etihad Stadium;
- View 4 – north east from A662 Ashton New Road;
- View 5 - East from CityLink – a key pedestrian and cycle route from Piccadilly Station to the Etihad Stadium;
- View 6 - West along towpath/National Cycle Network route 60/Bee Network;
- View 7 - Northeast from Joe Mercer Way;
- View 8 - North along Grey Mare Lane;
- View 9 - East from Saxon Saint Park;
- View 10 - West along Stuart Street East;
- View 11 - South east along Hulme Hall Lane.

The Assessment provides a comparison of the impact of the scheme against the current situation, including the setting of listed buildings.

Consideration has also been given to the impact of the construction works on the views, however, the impacts are considered to be negligible overall given the construction phase is temporary and for the duration of the build period.

View 1 looks south from the pedestrian crossing on Alan Turing at the junction with Briscoe Lane and opposite the pedestrian entrance to Phillips Park Cemetery. The routes are heavily trafficked by both vehicles and pedestrians, particularly on match days. The view is dominated by highway infrastructure together with the grade II entrance lodge with its associated gates and railings which forms a prominent feature within the view. The Etihad Stadium is highly visible and forms a landmark feature due to its form and scale. The gas cylinder is to the right and the stadium and gas cylinder form contrasting features to the historic cemetery and lodge.



View 1 - View south from pedestrian crossing on Alan Turing Way A6010 at the junction with Briscoe Lane

The proposal would be a major new feature obscuring the view of the Etihad Stadium and creating a new visual focal point. The pyramid hip roof of the gatehouse retains some visual prominence above the arena roof line, however, there would be an adverse impact on the setting of heritage assets. The use of modern materials and the high architectural design of the arena, with its stacked box effect, suitably mitigates the impact of development particularly the loss of the view of the stadium, and the setting of the heritage assets.

View 2 is taken within the grounds of the listed Phillip Park and is dominated by its features such as the listed entrance lodge and war memorial and the listed entrance gates and railings, grass areas, trees, fencing and playground.



View 2 – View southwest from Grade II listed Philips Park

The view is highly sensitive and would be subject to significant change. The arena would become a major new feature within the view and change the current open outlook from within the park towards Alan Turing Way. The setting of the heritage assets, including the setting of the park, would be affected. However, the significance of the park and the listed assets would remain understood and legible. The impact of the arena has been minimised through its high quality distinctive architecture. There would be no LED screens on the Alan Turing Way elevation of the arena reducing the lighting glare to the listed park.

View 3 is an elevated position providing a panoramic view of the Etihad Campus looking towards the arena from the eastern end of the pedestrian footbridge over Alan Turing Way towards Commonwealth Way. The current open flat characteristics of the site are evident and demonstrates the potential of the site within the Etihad Campus. The footbridge is visible but the Etihad Stadium dominates the view. There is a distant view of the redundant gas cylinder.



View 3 – View from eastern end of pedestrian footbridge leading to Commonwealth Way, Etihad Stadium (daytime)

The arena would form a new addition. The Etihad Stadium would remain the dominant building with the scale, massing and appearance of the arena complementing it and forming a cohesive character and built form to the campus and Alan Turing Way. The arena would screen the view of the gas cylinder and other features such as surface level car parking. This view demonstrates the arena would form a positive addition to the street scene through its high quality architecture. The LED scheme would be visible adding to the distinctiveness of the building.

This view has also been assessed at night-time and the impact of the arena would remain a positive addition to the street scene. The lighting scheme would be clearly visible and would give the building presence. This would also complement the lighting arrangements at the stadium.



View 3 – View from eastern end of pedestrian footbridge leading to Commonwealth Way, Etihad Stadium (night-time)

View 4 is from the footpath along Ashton New Road leading from Darley Street. It is dominated by the road network and fencing associated with the car sales showroom. The site is located centrally and is clustered amongst the car showroom and building at the Etihad Campus.



View 4 - View from north east from A662 Ashton New Road

The arena would nestle within the cluster of buildings at the Etihad Camps and car showroom and form a subtle addition from this vantage point. Its scale and massing would not be out of character and the stadium would still be dominant, particularly in the cumulative scenario with the expansion of the north stand. The view would largely remain unchanged with the road infrastructure dominating the view.

View 5 is from the City Link walking and cycling route where it meets a key Etihad Campus pedestrian gateway. The route is used heavily on match days being a main pedestrian walking route to the Etihad Campus from the city centre. The view provides sense of arrival at the campus nestled in with trees and soft landscaping which contrasts with the large urban surroundings. The walkway and surrounding boundary treatments form the central aspect of the view.



View 5 - East from CityLink – a key pedestrian and cycle route from Piccadilly Station to the Etihad Stadium

The arena would provide a new focal point and would enhance the sense of arrival at the campus for pedestrians arriving from the city centre. The arena building is softened by landscaping, however, the architectural language of the building would be evident allowing appreciation of the stacking effects and LED screen.

View 6 provides a view along the Ashton canal towpath and the national cycle route. It is set within the Ashton canal Lock Keepers Cottage (Grade II) which is to the left, and lock 7 (Grade II) and bridge number 9 in the centre. A modern apartment building is to the right. There are distant views of tall building in the background which mark the centre of Manchester. The heritage features within this view contribute significantly to the enjoyment of the canal and the local environment.



View 6 - west along towpath/National Cycle Network route 60/Bee Network

The arena would significantly alter the view adding a major contemporary feature. This would impinge on the setting of the listed buildings and on the overall setting of the canal network and result in an adverse impact. The listed buildings and structure would remain legible and understood notwithstanding the addition of the arena in the background. The harm to this view and the heritage assets is minimised through the quality of the architecture, and the change in massing and materiality of the building is evident from this view.

View 7 is a wide, open and elevated view from the southern end of Joe Mercer Way, a key pedestrian route within the Etihad Campus leading to the stadium which experiences a high volume of spectators on match days. The walkway dominates the view alongside other street furniture associated with the tram stop. The gas cylinder is in the background and forms a low quality focal point. The tops of trees can be seen across the site as is the view of the spire of the listed lodge to Philips Park cemetery.



View 7 - Northeast from Joe Mercer Way (daytime)

The arena would be a dominant feature removing the surface car park. The view of the spire would be lost, however, the view of the arena, and its high quality architecture, is considered to be a positive addition for the users of the walkway and the campus. The stacked nature of the arena would be evident from this view as would the LED screens which wrap around this part of the building.

The impact of the building at night has been considered from this view point which demonstrates that its presence would be positive along Joe Mercer Way with the lighting scheme providing a cohesive addition to the campus.



View 7 - Northeast from Joe Mercer Way (night time)

View 8 is a framed view looking north along Grey Mare Lane. Two storey buildings flank either side of the street and frame the southern end of the Etihad Stadium which terminates the view.



View 8 - north along Grey Mare Lane

There would be glimpsed views of the arena with the stadium remaining the dominant structure. The residential character of the street scene is retained.

View 9 the park provides an open area in a dense residential part of the city which provides a view across to the Etihad Campus. The homes in the view are modern properties along with a gas cylinder. The views across to the campus and the stadium are more evident in the winter months.



View 9 - East from Saxon Saint Park

The view would remain largely unchanged. There would be a subtle view of the top of the arena above the roof line of the housing. The arena would not be readily understood and would largely blend in with the existing urban grain.

View 10 looks west along Stuart Street East with buildings on both sides of the street framing the site. It is dominated by the road infrastructure and the housing which flanks the view.

***View 10 - West along Stuart Street East***

The characteristics of the view would remain largely unchanged, however, the arena would now terminate the view where once it was open. The high quality architecture of the building would be legible with the scale of the building in line with the height of the dwellings.

View 11 is dominated by road infrastructure, including lighting columns, bollards and signage. There is a prominent tree line on both sides of the road and distant views of the Etihad Stadium.



View 11 - South east along Hulme Hall Lane

There would be a glimpsed view of the arena which would form a cluster with stadium. The LED screen would be visible which would add to the character of the view. The view of the stadium would remain unchanged and would become marginally more prominent with the expansion of the north stand.

The development would form a large and significant building within the viewpoints identified. The assessment has shown that the arena would, in most cases, provide a beneficial improvement to the townscape in terms of character and urban grain by redeveloping a low grade surface level car park.

The assessment has highlighted that there are three instances where there is likely to be an adverse impact (views 1, 2 and 6). These impacts are considered to be modest and are principally as a result of the heritage assets within these views. Whilst it is acknowledged that the setting of these assets would change, this is as a result of the current open nature of the site.

The significance and setting of these heritage assets would remain clearly evident within the context and legible. This is considered in detail elsewhere within the report. Any harm would be modest and outweighed by the substantial regeneration benefits that the development of such a high quality scheme would bring to this area.

Viewpoints 3, 5, 7 and 11 are considered to be moderately or significantly beneficial as a result of removing the surface car parking and developing a high quality building that complements and reinforces the character of the Etihad Campus and Stadium. The Stadium remains the dominant building with the architectural language, scale,

materiality and lighting of the arena enhancing the campus and its position adjacent to the stadium.

Views 3 and 7, when modelled during the night-time, confirm the beneficial impacts by highlighting the dynamic character of the arena building with the campus and wider context.

Impact of the historic environment and cultural heritage

The site is not within a Conservation Area but there are a number of Listed Buildings nearby that could be affected by the development.

The urban grain around the site is a mixture of low quality surface level car parking and cleared sites with numerous large scale buildings such as the Etihad Stadium, the regional arena, 10 storey apartment buildings and other sporting venues.

The site has historically been mined for coal. The Bradford Colliery was built in the late 18th Century and remained operational until the mid-1960s. The Ashton Canal was an integral part of the transportation of coal, and other goods into and out of the city.

An assessment of the impact of the development has considered a 1 km zone around the site. This has identified 13 listed buildings and 2 registered parks. These assets are as follows: Public Laundry (Grade II), Brunswick Mill (Grade II), Former Cotton Mill Immediately West of Brunswick Mill (Grade II), Ashton Canal Lock Number 8 (Grade II), Ashton Canal Lock Keepers Cottage on Southside of Lock Number 7 of Ashton Canal (Grade II), Ashton Canal Lock Number 7 with Roving Bridge Immediately East of Mill Street Bridge (Grade II), Ashton Canal Lock Number 6 Immediately East of Forge Lane (Grade II), Victoria Mill (Grade II*), Entrance Lodge to Main Entrances of Phillips Park Cemetery (Grade II), Phillips Park (Grade II) and Phillips Park Cemetery (Grade II).

A Heritage Report has identified and assessed the heritage assets listed above and considers that 7 of these assets could be affected by the proposal as required by paragraph 128 of the NPPF. The impact on the setting of the identified heritage assets has also been evaluated within the townscape assessment above.

Phillips Park (Grade II) is a registered park and garden. Its significance is derived from being one of the first municipal public parks in Manchester. Many of the original features of the park remain including the serpentine paths and the amphitheatre (also known as tulip valley) although the bandstand, the glasshouses and two of the ponds are no longer in place. The setting of the park has evolved over time. Given the inward nature of the park's design, its wider setting makes a minimal contribution to its significance. Notwithstanding this, there are points where the park is close to the site. The current vacant nature of the site has a neutral contribution to the setting of the park.

Phillips Park Cemetery (Grade II) is a registered park and garden. Its significance derives from being the first municipal cemetery in Manchester. As with Phillips Park, the area around the cemetery has changed over the years. However, the mature

setting of trees and boundary walls, minimises the impact of the wider urban setting on the cemetery area and the current vacant status of the site has a neutral impact on the cemetery.

Entrance Lodge to Main Entrance of Philips Park Cemetery (Grade II) the significance of the Lodge principally relates to its connection to Philips Park Cemetery along with being of architectural merit. The lodges position on the junction of Alan Turing Way and Briscoe Lane results in the setting of the building being seen in the same context as the heavily trafficked Alan Turing Way, the buildings at the Etihad Stadium and the application site. The relevant distances of these features allows the listed building to remain fully legible in the street scene with only marginal impact on its overall setting.

Ashton Canal Lock Number 6 (Immediately East of Forge Lane) (Grade II) the significance of the asset relates to Ashton Canal which was built to supply coal from Oldham and Ashton under Lyne to Manchester and opened in 1796. Architecturally the use of pound locks were an example of the use of technologies employed at the time and which are still in use today. The Ashton Canal provides the main setting to the lock and from where the listed structure is best experienced. The wider setting has changed over time from the former industrial uses to the buildings and surface car parks associated with the Etihad Campus the latter of which, at best, has a neutral impact on the lock.

Ashton Canal Lock Number 7 with Roving Bridge Immediately East of Mill Street Bridge (Grade II) as with lock 6, the significance of asset is its relationship with the Ashton Canal and the mechanical operations of the lock. The urban environment around the lock has changed over time with high density residential accommodation now within its setting. The adjacent Lock Keepers Cottage (Grade II) is also seen within its setting and has group value. The site is situated within the background of the listed structure and its current vacant nature has a neutral impact on the setting of the lock.

Ashton Canal Lock Keepers Cottage on South Side of Lock Number 7 of Ashton Canal (Grade II) as with locks 6 and 7, the significance of the listed structure relates to its proximity and relationship with the Ashton Canal. The Lock Keepers Cottage was the home of the lock operator who was an integral part of lock safety. The principle facade of the cottage faces onto the canal which allows it to be appreciated when travelling in east/west directions. The cottage has been modified over the years which has diminished some of its architectural value. The setting has also been eroded with the development of the high density apartments which now form the backdrop to the cottage from within the canal corridor. The site has a neutral impact on the cottage from within the canal corridor due to its vacant nature.

Victoria Mill (Grade II)* a former cotton mill and now in use as residential and offices. Although the building has been modified, its distinctive chimney and exterior remains largely intact. The setting of the mill has been altered over time with other mill buildings and infrastructure being demolished with the mill now being set adjacent to a children's playground and low rise residential context. The assets relationship with the Ashton Canal remains intact. The site is situated in the far background of the setting of the listed asset and due to this distance, and vacant nature, has a minimal impact on its setting.

The heritage assessment has considered the impact on the historic environment particularly within the key viewpoints that were identified as part of the townscape visual impact assessment.

The scale of the impact, together with the impact on the significance of the heritage asset, has been judged to result in a low level of harm to the setting and significance of the identified heritage assets (with this low level of harm being considered against the relevant tests within the NPPF). However, it is also acknowledged that there would also be some heritage benefits as a result of the scheme which principally derived from the removal of this vacant site from the setting of these heritage assets together with enhancements in the form of landscaping and improved setting as a result of the new building

The key conclusions and impact on the significance of the heritage assets, within the relevant viewpoints, are summarised as follows:

Phillips Park (View 2) the proposal would be visible when looking outwards from within the park due to the arena being present where there is currently an open vista.

Any impact on the setting and significance of the park should, however, be balanced against the evolution of development in this part of the city. The view examined within the heritage assessment represents one view amongst many from within the park. The setting of the park has been continually evolving from its industrial past to the most recent regeneration activity at the campus and surrounding area. The park's significance is also derived from providing an open, inward looking space for visitors to escape urban life. This significance would be retained with the development in situ with visitors being able to enjoy the key features of the space together with the arena representing another part of development evolution of this part of the city.

This overall effect is a low level of harm to the setting and significance of the heritage asset.

Phillips Park Cemetery there would be glimpsed views of the development from various points within the Cemetery. However, these would be limited, due to the distance and topography of the cemetery relative to the site, and depend on the time of year and resulting tree coverage. The impacts of the arena on the cemetery would be considered to be low level of impact with the arena representing the continuation of regeneration activity in the area.

Entrance Lodge to Main Entrance of Phillips Park Cemetery (View 1) the setting of the lodge would be materially affected by the proposal. The arena would form a visually dominant and modern addition to the street scene which would form the backdrop to the lodge. The arena would form a contrasting feature to the architecture of the lodge, and the historic setting of the cemetery. The long ranging views of the north stand of the Etihad Stadium would also be lost (which currently forms of the backdrop to the lodge albeit at a greater distance). This would result in a low level of harm to the setting of the lodge and cemetery from this view point,

however, it is considered that the historical and architectural significance of the lodge would remain legible and understood.

Ashton Canal Lock Number 6 Immediately East of Forge Lane would be seen in the same context as the proposed arena when viewed from the canal environment. This would result in a low level of harm to the overall setting of the lock and canal. The significance of the lock would not be materially impacted upon given its significance is derived from its mechanics and role within the Ashton Canal network which would remain understood and legible within this setting. The proposal would bring some heritage benefits to the lock and canal environment through the increase in surveillance to the area from footfall along the towpath, which would allow for an appreciation of the lock and canal, together with landscaping improvements on the southern side of the area which overlook the canal towpath.

Ashton Canal Lock Number 7 with Roving Bridge Immediately East of Mill Street Bridge (View 6) the lock significance is as a result of its relationship with the Ashton Canal and the mechanics and engineering of the lock. The proposal would be seen in the same context as the lock and canal, forming a large dominant background feature. This would result in a low level of harm to the overall setting of the lock and canal. The significance of the lock would remain legible and clearly understood both individually and as part of the wider canal network. As with lock number 6, it is considered that there would be some heritage benefits with greater public use of the canal network which would allow them to be appreciated.

Ashton Canal Lock Keepers Cottage on South Side of Lock Number 7 of Ashton Canal (View 6) the proposal is clearly visible forming a dominant feature alongside the cottage which would result in a low level of harm to its setting. The significance of the cottage is, however, derived from its association with the Ashton Canal and listed locks all which remain legible and understood as a result of the development. The vacant nature of the site an open backdrop to the listed cottage, has not always been the case given the industrial past of the site. The arena represents the next stage of development activity for this site and the regeneration of the area.

Victoria Mill the proposal would be slightly visible from Lower Vickers Street within Victoria Park resulting in some visibility whilst experiencing the setting of Victoria Mill. The relative distances between the proposal and the mill would therefore not result in a material impact on the setting of the listed building with the arena forming part of the varied buildings and forms in this part of East Manchester.

This major development would be seen in the same context of a number of heritage assets. It would, in most instances, result in a low level of *less than substantial harm*, as defined by paragraph 196 of the NPPF, to the setting and significance of the identified heritage assets. However, in each instance the heritage assets would remain legible and understood and outweighed by the substantial regeneration benefits that this development would bring. It is considered that this would provide the public benefits required by the paragraph 196 of the NPPF which outweighs any harm which arises. These public benefits will be considered in detail below.

Assessment of Heritage Impact

The proposal would result in instances of low level of harm through changes to the setting of some listed buildings, listed locks and registered parks. These impacts are considered to result in a low level of harm to significance of some of the above assets and to fall within the category of less than substantial harm within the NPPF.

In these circumstances, it is necessary to assess whether the impact of the development suitably conserves the significance of the heritage assets, with great weight being given to the asset's conservation (and the important the asset, the greater the weight should be) (paragraph 193 NPPF). Any level of harm should be outweighed by the public benefits that would be delivered in accordance with the guidance provided in paragraph 196 of the NPPF.

The application site is a development site, as defined within policy EC7 of the Core Strategy and its current condition as a surface level car park at best has a neutral impact on the local area and the surrounding heritage assets as identified above. This proposal would regenerate this key site in line with Council policy and bring a new leisure and entrainment offer to the Etihad Campus. A high quality distinctive arena building would be developed and integrated into the existing infrastructure and public realm at the campus. It would be a complementary form alongside the other sporting buildings at the campus and would form a positive addition to the local area.

The development would result in £350 million of investment at the site and the creation of 3,350 full time equivalent jobs during the 3 year construction period. There would also be additional employment growth in the supply chain. Over 70 companies would be involved in the construction supply chain across Greater Manchester and the wider region together with approximately 700-800 companies across the North West and nationally. This would support up to 6,500 jobs as a result of the project.

Jobs would be targeted directly at Manchester residents. When the arena is operational there would be 47 full time and 1,038 part time positions created which equates to 585 full time equivalent jobs (directly) within a range of roles.

The building would also be designed with sustainability at its heart and would aim to be one of the best arena buildings in Europe and would comprise a high quality and innovative design.

Historic England have chosen to not comment on the development proposals for this site.

The visual and heritage assessments undertaken demonstrates that a low level of harm to the surrounding heritage assets would arise in most instances. This is as a result of the development being viewed in the same context as the listed buildings/structures and park/cemetery. The level of harm is considered to be low level as the significance of the heritage assets would remain legible and understood both individually and where there is group value. The development must also be understood in terms of evolution of the site and the change in built form which has

occurred over many years. Previous development would have had a similar relationship and impacts with these heritage assets.

Mitigation and public benefits are derived from the continued regeneration of East Manchester which would bring jobs and support supply chains both locally and regionally. The proposal would also be high quality in both its architecture and contribution to public realm, which would also bring its own heritage benefits. The building would also be one of the best arenas in Europe using the most up-to-date technologies to ensure it is highly sustainable and minimises its contribution to the climate in the form of carbon emission and the manner in which its energy usage is generated.

Whilst there would be some heritage impacts, this would be at the lower end of less than substantial harm with the significant public benefits associated with this development more than outweighing this low level of harm.

It is considered, therefore, that, notwithstanding the considerable weight that must be given to preserving the setting of the listed buildings as required by virtue of S66 of the Listed Buildings Act, and paragraph 193 of the NPPF, the harm caused would be less than substantial and would be outweighed by the public benefits of the scheme and meet the requirements set out in paragraph 196 of the NPPF.

Impact on Archaeology

There are no archaeological investigations required as part of this planning application as this has been dealt with by previous schemes. Accordingly, GMAAS advise that no archaeological mitigation is necessary.

Impact on the highway network/transport/car parking issues/sustainable travel

The site is highly accessible with tram and bus routes and walking and cycling routes that integrate the area and the Etihad Campus, to the city centre and beyond. The site is 200 metres from the Etihad Metrolink Station which provides tram services to the city centre. Manchester Piccadilly station is a 25 minute walk. There are bus stops on Alan Turing Way, Ashton New Road and Bradford Road/Briscoe Lane.

Newton Heath, Clayton, Openshaw, Ardwick, city centre and Miles Platting are all within 25 minutes walking distance. Cycle infrastructure on Alan Turing Way and the Ashton Canal towpath form part of the National Cycle Network. There are 272 cycle spaces at the Etihad Campus (in the form of Sheffield Stands) with further provision at the Tennis and Football centre entrance and Etihad Metrolink stop. The city centre is a 10 minute cycle ride with Ashton-Under-Lyne and Stockport being accessible within a 10-20 and 20-30 minute cycle ride respectively. Ashbury, Ardwick and Piccadilly Train Stations are all within a 10 minute cycle ride. The site would also benefit from any extension to the cycle and walking network through the bee network.

The arena would be the most sustainable in the UK and a travel plan would promote non car journeys. The location of the arena at the Etihad Campus, would comply with the NPPF which states that significant developments such as this should be

focused on locations which are sustainable, through limiting the need to travel and offering a genuine choice of transport modes (paragraph 103).

A transport assessment has been prepared as part of the Environment Statement which considers the transport implications of the development, which is to minimise the impacts of movements generated by development, and those at the campus, on the local area by promoting sustainable travel.

A typical arena event capacity would be between 16,000 and 20,000 (with maximum capacity of 23,500 on a limited number of occasions). This is significantly lower than a capacity event at the Etihad Stadium which currently has a capacity of 55,017 (rising to 62,170 with the expansion of the north stand). The arena would be operational all year round with approximately 120 events taking place with the potential to rise annually. Arena events would attract significantly lower crowds and movements than a football event at the stadium albeit on a more frequent basis.

There may be occasions where more than one event is held on a day, matinee and evening events (although these are expected to be lower capacity). In addition, there may be occasions where an arena event coincides with matches at the Etihad Campus. Where possible events would not be scheduled on the same day as stadium events in order to minimise impacts. In addition, should there be an event at both venues on the same day, it does not necessarily mean that arrivals or departures from the venues would be taking place concurrently. There are a range of potential event time combinations for the Stadium and the arena, the majority of which would result in little or no overlap between the arrival and departure of visitors to the two venues.

The worst case scenario represents around 10-15 events per year occurring at the same time. A third of coincided events are expected to take place on a weekday evening and thereby coinciding with rush hour traffic. The specific operational impacts of such events are considered in detail below.

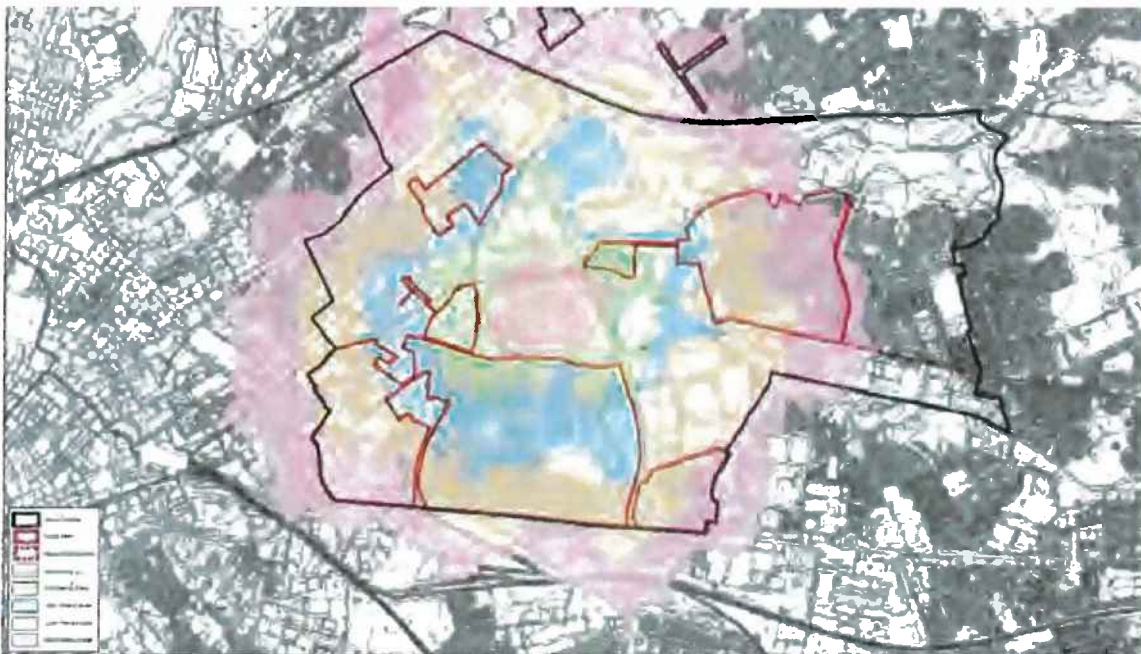
A variety of transport initiatives are in place which support movements to and from the Etihad Stadium. This proposal would build upon these measures by providing enhancements which would support the operation of the arena, the campus and connections to the city centre as part of minimising the impact on the local area.

There would be no additional onsite parking and the development would result in the loss of an 500 space surface car park. Surface car parks are available to the north of the Etihad Campus which are utilised on match days but would also be available for use by the arena. 3,000 spaces would be available when only an arena event is taking place. This would reduce to 500 spaces when an arena event runs in parallel with an event at the Etihad Stadium. The travel plan would, however, aim to reduce car journeys to the site.

These car parking spaces would only be available on a pre-booked basis and only shortly before an event to prioritise the football events. At the point of sale, messaging would encourage spectators to use sustainable modes of travel.

These car parks are part of the wider development strategy for the campus and fall within the strategic area identified by policy EC7 of the Core Strategy. It has been demonstrated that the arena can operate successfully without any on site car parking through a comprehensive package of measures that promote non car journeys to this highly accessible and well connected location.

There would be an increase in people at the area when an arena event takes place at the same time as a stadium event and it would be necessary to minimise the impact of this on surrounding communities. A Residents Parking Zone (RPZ) operates on stadium event days. In order to minimise the operational impacts of an arena and stadium coincided event, it is necessary to review and expand the RPZ. The enhanced RPZ would operate across a broader geographic area and seven days a week, at hours which include evening event times, to protect communities from on street parking.



Indicative Residents Parking expansion

A special event operational plan would be put in place. This would include a targeted communication strategy to encourage attendees to use sustainable transport. It would advise that there is a stadium and arena event on at the same day and provide details on the transport modes to the campus, that no onsite parking is available (unless pre-booked and would not be released for booking until shortly before an event to discourage use) and advising that an RPZ is in operation.

The operational management of such a scenario would minimise overlap between arrival and departures times and there would be flexibility to adjust arena event stage times to achieve this, with a strategy in place to advise attendees of these changes in advance in order to influence arrival times.

Where necessary and appropriate, there would be enhancements to the capacity of public transport from the city centre, delivered in collaboration with TfGM, including

ensuring that every possible Metrolink service was operated by a double unit together with shuttle buses between the city centre and park and ride sites (and potentially other public transport interchanges).

There is also potential to consider integrated ticket packages which promote sustainable travel. Enhanced marshalling would also take place on key walking and cycling routes.

The food and beverage offer at the site would also increase dwell time at the arena and manage crowd flows and staggering of arrival and departure times. Analysis predicts that on major event days, spectators are likely to start arriving 2-3 hours before the start of a concert in order to secure a position close to the stage. However, it is unlikely that all spectators would arrive early. For a 19:00 event, estimates predicts that 30% of arrivals would arrive between 17:00 -18:00, 30% 18:00 -19:00 and 40% 19:00-20:00 with assumed spectator departure times of 100% at 22:00 – 23:00.

This reflects the fact that there would be people who would want to arrive early to stand near the front and that there would be people who leave arrive nearer the start time after eating and drinking in the city centre. A similar effect occurs on match days at the stadium.

There are also be spectators who have made an arena event as part of day trip or weekend away, so are likely to arrive early and experience the city centre.

All these behaviours are already evident on match days and with the benefits being seen on city centre hotels, bars and restaurants. This in turn impacts on the travel peaks to and from the campus.

The proposals are also likely to increase usage of the nearby rail stations both as an interchange to tram services or to facilitate walking to the campus (for example from Ashbury Station). This increase footfall would have a positive impact on the stations through increase ticket sales allowing further investment in these stations where necessary and appropriate.

In conjunction with the RPZ and the operational management plan, there would also be a series of other transport mitigation measures to support sustainable travel to the arena with the sole aim of reducing car journeys to the site.

As different spectator demographics could affect the community in different ways, a community liaison team would be established to tailor operational responses. This would include monitoring, review and implementation of measures depending on outcome and experience once the arena becomes operational.

Technology and digital platforms would communicate travel options and inform spectators of their travel options and provide real time information about tram, rail, bus and shuttle bus services. This would advise spectators to arrive early and stay after events to reduce peak impacts on movements on the various mode networks.

Walking routes between the city centre (from Great Ancoats Street) to the Etihad Campus would be improved. This includes the Ashton New Road, City Link and Ashton Canal Towpath routes. 240 covered cycle spaces would be installed in close proximity to cycle routes to the campus.

Modifications are also required to the junction of Gate 1 and Alan Turing Way to allow left in left out traffic movements, improved cycle way, widening of the footway for crowd control thereby reducing Sportcity Way to 3 lanes and creation of a managed service vehicle route. There would also be a new emergency vehicle access from Alan Turing Way and provision of bollards (fixed and retractable) to protect crowds. The modifications would improve accessibility at the arena, and Campus, for servicing vehicles together with enhancing the pedestrian and cycling environment. These arrangements are acceptable to Highway Services.

Pick up and drop off arrangements would utilise the existing arrangements on Rowsey Street and extend the area the full width of this road and along Phillips Park Road together with enhanced marshalling. The promotion of the pickup and drop off arrangements would also form part of the communication strategy, particularly for events which are targeted at younger audiences.

Modelling of the local highway network has been undertaken including in the worst case scenario (i.e. a full capacity arena event coincided with a full capacity stadium event). This has demonstrated, to the satisfaction of Highway Services, that there are no unduly harmful impacts on the network and all junctions continue to function.

The implementation of the enhanced RPZ, and other sustainable transport mitigation measures, would reduce car journeys. The modelling demonstrates that car journeys for arena events could be some 12-15% lower (depending on whether these are weekday or weekend events) than those recorded for the Etihad Stadium. It is also anticipated that this would be a downward change as further improvements are made to public transport, walking and cycling infrastructure in the city and the downward trends in car ownership and use.

Servicing would take place off Sportcity Way and directly into a servicing yard to the east of the arena. It would be large enough for storage and for eight vehicles to load directly onto the event floor and is suitable from a highways perspective.

Accessibility

The arena would be inclusively designed to ensure it is an accessible environment for all users in line with the Equality Act. All internal and external areas have been designed with suitable gradients and ramps for level access. There would be escalators and lifts alongside the main staircases together with assistance dog recreational areas, multi-faith room, signage and wayfinding, sound reinforcement and hearing enhancement systems and accessible parking arrangements.

There would be 118 permanent wheelchair positions at level 1 of the auditorium and a further 8 at level 3 which are distributed throughout the arena. This follows relevant guidance for an arena capacity of 15,000.

For a maximum capacity event of 23,500 the number of wheelchair positions would increase to 154 would be accommodated within the event floor area. Additionally, each suite would be able to accommodate at least one wheelchair user and each of the 'lounge Clubs' would be able to accommodate at least two wheelchair users for each of the four clubs.

The arena would have 52 demarcated spaces for disabled people in the north car park close to the principal arena entrances. There would be 83 accessible parking spaces and 91 spaces for ambulant disabled people within the orange car park with direct access to the south side of the arena via Forge Lane Bridge. A portion of these space would be beyond 50 metres. All parking for the arena would be managed and on a pre-booked basis which would ensure that those which require assistance can be prioritised for those with the greatest need.

It is acknowledged that future development activity at the campus may result in the loss of these surface level car parking spaces. In order to ensure that parking provision for disabled people is not reduced, a condition would require ongoing review to ensure it is available for arena events.

Ecology

An ecological mitigation report concludes that the development would not result in any significant or unduly harmful impacts to local ecology given the current condition of the site as car park. Greater Manchester Ecology Unit concurs with the findings.

Scrub vegetation and trees would be removed. No protected species or nesting birds were identified at the site and therefore provided the vegetation is not removed in bird nesting season there is no particular risks in this regard.

The report acknowledges the close proximity of the development to the Ashton Canal. Mitigation must ensure that there are no leaks or debris into the canal during the works or drainage or surface water run-off into the canal. Impact of lighting on the canal also requires consideration.

The loss of green infrastructure is mitigated by the landscaping which includes tree and shrub planting, with wildflower planting to the canal and green screens to Alan Turing Way. This would enhance the green infrastructure and biodiversity at the site in line with policy EN9 of the Core Strategy.

The canal would be protected from the effects of construction activities through a construction management plan which would be secured by planning condition. In addition, the drainage strategy would ensure that there is no run off or drainage into the canal area.

Trees

There are 22 individual trees, 9 group trees and shrubs at the site. 16 trees would be removed (14 category B and 2 Category C) and 6 group of shrubs/small trees (category C). This would include the lime trees to Alan Turing Way.

This loss of green infrastructure can be mitigated through the enhanced landscaping proposals which include 1208 sqm of wildflower planting to the Ashton Canal, 681 sqm of shrub (ornamental and native) planting beneath the tree planting, 1916 sqm of green screen to the eastern, southern and western boundaries and 67 trees of native and non-native species and bird and bat boxes along the canal edges. These measure would increase biodiversity and would be agreed by planning condition.

Contribution to Improving Permeability, Public Spaces and Facilities and Provision of a Well Designed Environment

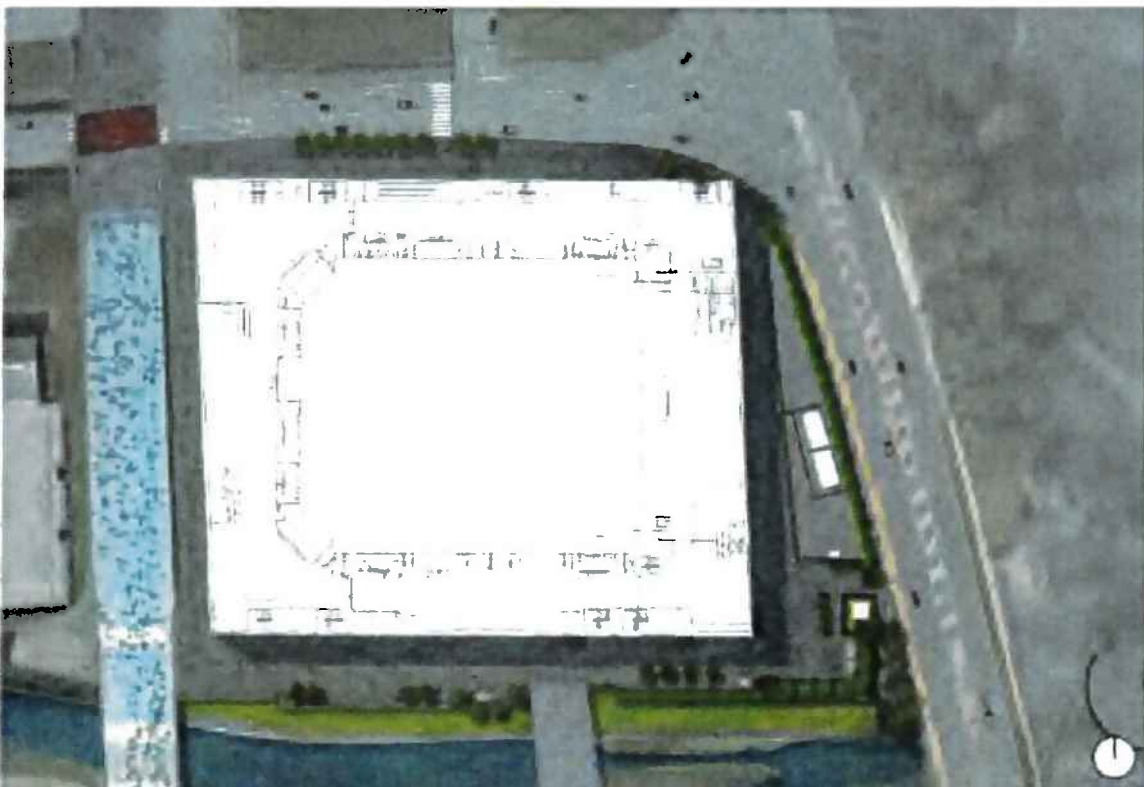
The public realm and landscape strategy would provide spaces and the setting for the building and provide space for crowd management. It would improve connections with the wider Etihad Campus.

The main access to the arena would be from Joe Mercer Way. A podium would be created to the south and east of the arena, alongside Joe Mercer Way and the Ashton canal, which would provide level access. New hard standing, soft landscaping, seating and wayfinding would be included.

Wildflower planting would be incorporated into the embankment of the Ashton Canal and green screens and decking would enhance the interface with the canal and improve biodiversity. Seating would overlook the canal and this area would also provide an attractive space on non-event days as a result of a double sided food and beverage facilities along the south side of the arena which would open up and activate the canal and public realm. Two stream litter bins within the public realm podium would encourage recycling.



South side of the arena with the new landscaping and wildflower planting to the canal and food and beverage kiosks



Proposed landscaping scheme

There would be a 'green ring' of infrastructure around the arena to improve the landscape and biodiversity. 67 trees would be planted and all boundaries would be softened by landscaping and green screens. The Joe Mercer Way boundary is treated with a green screen to provide soft landscape and address the level change.

Green screens on Alan Turing Way would provide a buffer to the podium and the heavily traffic road. This would improve the pedestrian footpath along Alan Turing Way and provide a screen to the compound behind.

The number of vehicle lanes on Sportcity Way would be reduced to create a widened footway adjacent to the arena. This would support crowd flow, create a VIP drop off area and provide a barrier between vehicles and pedestrians. It would be possible to close Sportcity Way to traffic when required. Raised planters and trees would complete the green ring around the building.



East Elevation A - Alan Turing Way

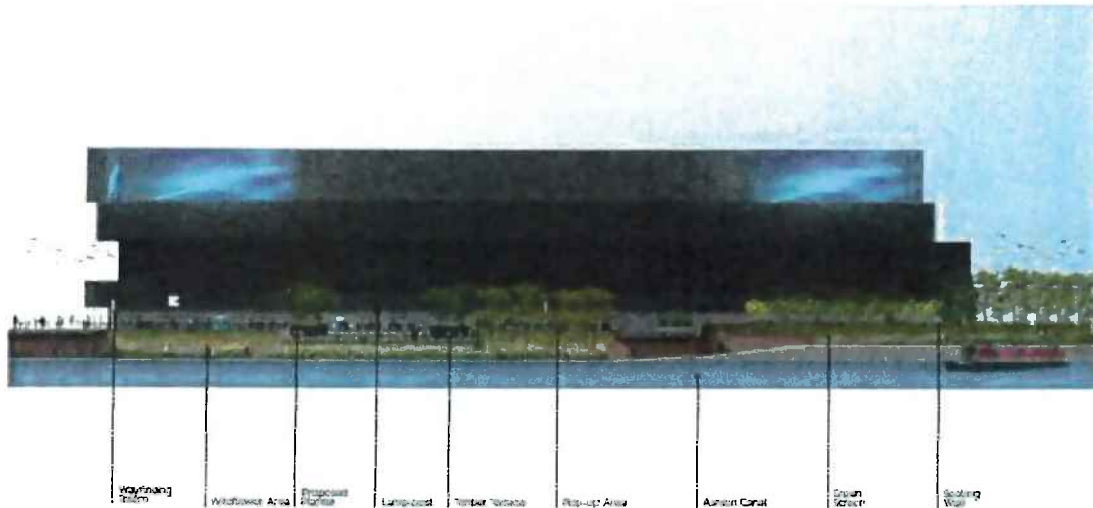
Green screen



West Elevation B - Joe Mercer Way

Green screen

Landscaping and green screens to Alan Turing Way and Joe Mercer Way



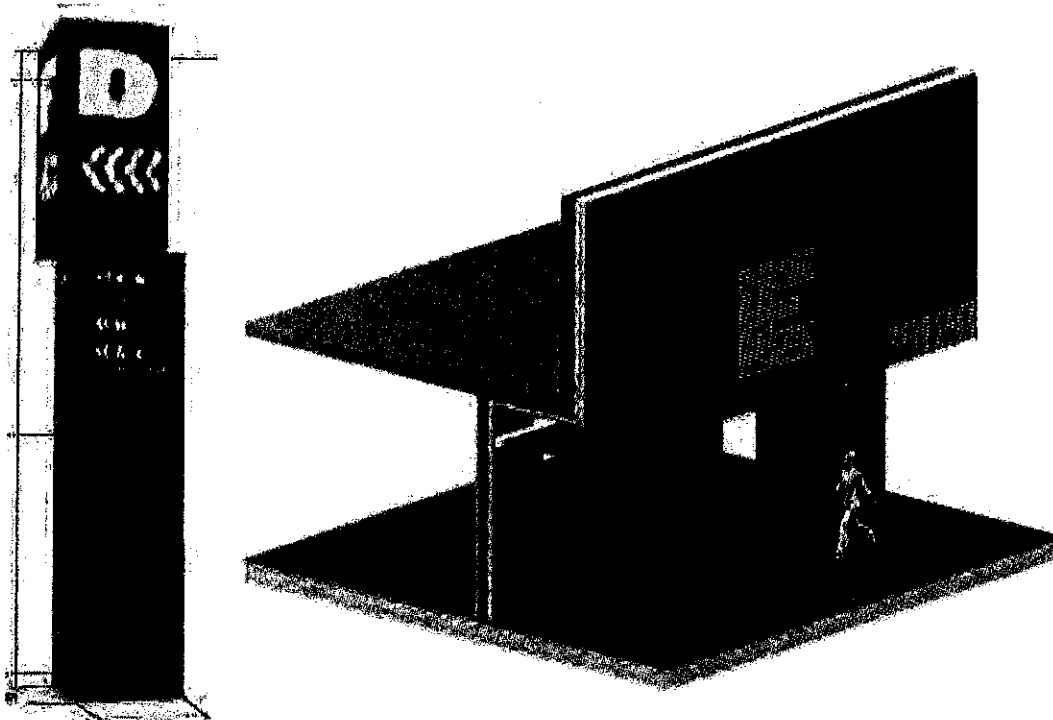
Landscaping and planting to Sportcity Way

Signage and wayfinding

The arena building would be supported by a variety of wayfinding and building signage to help support crowd and pedestrian movements within the public realm.

All building entrances would be highlighted using high level signage which can be seen from a distance to help with navigation. These entrance signs would utilise the same technology as the upper levels of the building which provide continuity and allows the signs to be switched off when not in use. The entrances would also be supported with internally illuminated static door signage which would provide additional information on arrival. 6 totem signs that complement the architecture of the arena would be located within the public realm to guide visitors around the development.

Five of the totem signs would be digital with a screen located within the upper section and would measure approximately 4.5 metres in height. These screens would provide information about accessing the arena, and the Etihad Campus, as well as displaying information in an emergency. The illumination of the totems would be no greater than 600 cd/sqm. The totem would be four sided with a steel frame and powder coated black. These would be position on the junction of Joe Mercer Way and Sportcity Way with the remainder located within the podium area to the south the arena.



Example of a digital totem sign and building entrance signage

There would also be one static totem (approximately 3 metres in height) and this would be located on Sportcity Way. This would be similar in appearance to the digital totems and would provide wayfinding information.

There would also be some feature 3D lettering introduced to the podium area adjacent to the canal. This features also forms part of the wind mitigation measures. The lettering would be constructed of mirrored glass and polished steel and at night they would be lit with LED lighting.

It is also intended that the roof would feature some branding in the form of naming of a selected branding partner. It is anticipated that this would be flush to the roof and would not be visible from the ground level.

The operations of the arena would also take advantage of technology through smart wayfinding through the use of bespoke mobile applications. This would provide information on accessible wayfinding support, live queue information, together with live egress and transport information.

Effect of the development on the local environment and existing residents

(a) Sunlight, daylight, overshadowing and overlooking

A daylight and sunlight report considers the impact of the arena on the daylight and sunlight availability to the Stuart Street apartment building, which is located on the opposite side of Alan Turing Way, and the impact on light on Philips Park and the outdoor playing surfaces of the Manchester Regional Tennis Centre.

The assessment shows that there would be no adverse effect on either light from the sky or direct sunlight at the Stuart Street apartments. There would be no shading on the south west corners Philips Park or the outdoor playing surfaces at the tennis centre and would therefore meet the recommended 2 hours of sunlight on at least 50% of their area.

There would be no overlooking from the arena to nearby residential accommodation.

(b) TV reception

A TV reception survey has concluded that there is likely to be minimal impact on digital television services or digital satellite television services but should any arise it could be mitigated through antenna upgrade or realignment of the transmitter. A condition would require of a post completion survey to be undertaken to verify that this is the case and that no additional mitigation is required.

(c) Air quality

The site is located adjacent to an Air Quality Management Area (AQMA), due to the proximity to Alan Turing Way, where air quality conditions are known to be poor as a result of vehicular emissions. An air quality report, which forms part of the Environmental Statement, considers the impact of the construction and operational phases of the development on local air quality conditions.

During the construction phases there could be impact from dust, earth works/construction and vehicle emissions which would be minimised through good practice which should remain in place for the duration of the works and should be a condition of the planning approval through a robust construction management plan.

The proposal would result in the loss of a 500 space car park from the Etihad Campus and the arena would have no dedicated on site car parking. The arena would be supported by a travel planning strategy and operational management plan which would discourage car journeys and promote walking, cycling, tram or rail. A package of measures has been agreed to enhance the attractiveness of these alternative travel modes which build upon the measures already in place to support alternative travel for football spectators. 240 covered cycle spaces would be created across the Etihad Campus.

Environmental Health concur with the conclusions and recommendations within the air quality report that the proposal would have a negligible impact on local air quality conditions as a result of the loss of the existing car park together with the mitigation measures would be secured by planning condition. The proposal would comply with policy EN1 6 of the Core Strategy, paragraph 8 of the PPG and paragraph 124 of the NPPF in that there will be no detrimental impact on existing air quality conditions as a result of the development.

(d) Wind environment

A wind assessment has assessed the potential effects of the arena on the wind environment and mitigation measures which would be required to minimise the impact on the wind microclimate.

The assessment shows that generally the development would result in the areas around the arena being suitable for sitting and standing with all the entrances being located in suitable positions. The surrounding roads would remain safe for their intended use as would the walk ways around Philips Park and Cemetery and the car parks to the north of the site.

During the winter months, some of these areas are more exposed to adverse weather conditions, particularly the podium areas, the areas at the southeast and southwestern corners of the podium (particularly near to the canal towpath) and on the opposite side of Alan Turing Way near to the Stuart Street apartments.

In order to improve the conditions within these areas landscaping is proposed within the southern edge and eastern side of the podium. The assessment demonstrates that with mitigation in place, the wind conditions at the site, and within the immediate area, improve considerably with the podium now suitable for use all year round.

The report concludes that there are no detrimental or harmful impacts and the wind conditions at all thoroughfares, entrances and amenity locations are all considered to be within acceptable limits for their required use.

(e) Lighting

A lighting assessment forms part of the Environmental Statement. This identifies a number of sensitive receptors which are within 500 metres of the site and could be affected by the lighting scheme for the development. These are, Philips Park Cemetery, Philips Park, the residential properties along Alan Turing Way, the Ashton Canal, Alan Turing Way and the immediate environs around the site.

The urban nature of the application site means the area is already well lit from existing street lighting and high intensity building lighting from existing buildings within the Etihad Campus.

There would be some low illuminance lighting to support the construction activities at the site with the effect being temporary for the duration of the construction activities.

The proposal would introduce lighting to the public realm together with façade lighting in the form of three media LED screens (south west and south east corners on the southern elevation and south west corner on the western elevation) with an illuminance level of 4000 cd/sqm and architectural lighting to the building facades.

The signs would be located to the top box façade only taking advantage too the key pedestrian walkways to the site. These signs would have multiple purposes displaying naming rights, commercial advertising and information of performances

and events. This signage is also the subject of a separate advertisement application (ref.126432/AO/2020).

The screens would be contain static and moving images and would be visible from Alan Turing Way and the surrounding area.

Phillips Park Cemetery and Park are both areas of low illuminance and high sensitivity. The lighting assessment demonstrates that there would a negligible impact on the park as a result of the lighting proposals for the arena.

The impact on Alan Turing Way would be negligible given it is a well-lit environment in order to be safe for traffic use.

The low rise residential properties off Stuart Street would have direct views of the site and may notice the lighting system functioning, but should not be unduly effected by light spill and glare. The Stuart Street residential apartment building, due to its more prominent position along Alan Turing Way, would be more sensitive to the new lighting installations. The wildlife corridor along the Ashton Canal would also be sensitive to any new lighting installations.

The lighting system may also be noticeable to the nearby tram network and in the interest of the safe working of the tram, it would be paramount that the functioning of the lighting system would not cause a distraction to the tram driver.

The lighting scheme is an integral part of the building design. When the lighting scheme is in operation, it's functioning, changing of images and level of illumination would be noticeable to those who live, work and pass through this area. The extent of this would vary depending on the time of day, weather conditions and time of year.

In order to minimise the effects of the lighting scheme, this would be the subject of a control system which would allow the lighting to be dimmed depending on the level of daylight together with the frequency of the movement of the images. This would minimise the overall effects of the illumination and control the amount of light spill and glare in the local environment in order to ensure that there would be no unduly harmful impacts in this regard. The lighting control system should be agreed by planning condition.

Fume extraction

Fume extraction would be required for the commercial operations within the arena. It is considered that a suitable scheme can be put in place and integrated into the scheme. In this regard, it is recommended that a condition of the planning approval is that the fume extraction details are agreed.

Noise and disturbance

A noise assessment formed part of the Environmental Statement. This identifies that the main sources of noise would be from construction activities and associated traffic during the construction phase of the development together with operational impacts from entertainment noise out break from the arena and external crowd noise

together with noise from plant. The noise assessment has considered the impact from these noise sources on the nearest residential properties which are located on Stuart Street, Gibbon Street, Broxton Street and Briscoe Lane

Noise levels from the construction phase would be acceptable provided that the strict operating and delivery hours are adhered to along with the provision of an acoustic site hoarding, equipment silencers and regular communication with nearby residents. This should be secured by a planning condition.

When the arena is operational, the impact of the entertainment noise from within the arena auditorium has been considered. The arena design means that the auditorium would enclose the main stage and performance areas. This structure would significantly reduce noise transmission into the internal concourse areas, which surround the auditorium, which in turn would prevent any noise outbreak and unduly harmful impacts on the residential streets identified.

Noise from within the concourse areas themselves has also been assessed and this also concluded that the acoustic performance of these areas prevents any harmful noise outbreak from the concourse to the nearby residential properties.

The impact of crowd noise, from the external walkways and podiums on the south and eastern boundaries of the arena, has also been considered. Modelling of raised voices from a 23,500 capacity event demonstrated that there would be a negligible impact on the nearby residential streets which are separate by Alan Turing Way and other road infrastructure.

The plant specification for the arena has not yet been selected, however, it is considered that suitable mitigation can be put in place to ensure that there is no unduly harmful impacts in this regard. The mitigation should be secured by planning condition.

Provided that construction activities are carefully controlled and the plant equipment and arena is appropriately insulated to prevent noise outbreak, the proposal would be in accordance with policy DM1 of the Core Strategy, extant policy DC26 of the UDP and the NPPF.

Waste strategy and management

The waste generated by the development would be separated at source into waste streams. A large proportion of the arena's waste would be generated in the concourses. Litter bins would be regularly emptied in order to prevent them from overflowing with the waste being transferred to larger bin store areas.

Waste generated within the food and beverage concessions would be sorted within the units themselves. The hospitality areas waste would be stored within the kitchen areas on each level. Waste would be moved around the building using the service lifts.

For a maximum capacity event, approximately 7,300kg of waste would be generated (4502kg residual, 1307kg recyclable, 726kg organics and 726kg glass).

A fully enclosed service yard is proposed to the east of the arena and would be accessed from Sportcity Way and would include the waste storage area.

Waste removal would integrate as much as possible with the strategy already in place at the Etihad Campus thereby utilising existing infrastructure. However, there would be provision for 17 x 660 litre Eurobins for recyclable waste, 15 x 240 litre Eurobins for organics and 15 x 240 litre Eurobins for glass within the arena compound area.

A proportion of waste would be moved directly to the Etihad Campus waste compound for collection via the bin compound on level 1 podium. The remainder of the waste would be compacted on site within two skip compactors each with a capacity of 11m³ and collected from the service yard by private contractor vehicles accessing and exiting the service yard via Sportcity Way to the north. Access to the service yard would be controlled and secure, with vehicles stopped at a point external to the building to allow them to be identified and checked before entering.

Mixed recyclables, glass and organics would be removed from the bin compound using 3.5t box vans.

There would also be a requirement for waste collections/street cleaning on the surrounding streets after events. A similar arrangement currently exists for stadium events.

The waste strategy would meet Council standards and will form part of the conditions of the planning approval together with the securing the street cleaning after events as part of the legal agreement.

Water quality, drainage and flood risk

The site is located in flood zone 1 'low probability of flooding' and within a critical drainage area where there are complex surface water flooding problems from ordinary watercourses, culverts and from the sewer network. An increase in surface water run-off and/or volume from new developments may exacerbate local flooding problems.

A flood risk assessment and drainage strategy have been prepared as part of the Environmental Statement and considered by the Environment Agency and the Flood Risk Management Team. This demonstrates that the proposal would not create any unacceptable flood risk or create flooding elsewhere subject to the implementation of a surface water drainage strategy (which reduces flow rates) and waterproofing of the basement attenuation tank and plant roof to prevent ingress.

It would also be necessary to ensure that during the construction phase of the development there are no spillages or leaks into the Ashton Canal or ground water from piling activities. In addition, there shall be no inflation or run off into this area during the operational phases. This is to ensure that the water quality is not affected during these phases.

In order to satisfy the provisions of policy EN14 of the Core Strategy, it is recommended that the approval, verification and monitoring of the drainage forms part of the conditions of the planning approval together with measures agreed in respect of piling and construction management to prevent harm to ground and canal water quality.

Designing out crime

A Crime Impact Statement (CIS), prepared by Design for Security at Greater Manchester Police, recognises that the development would bring vitality to this area whilst also recognising that there needs to be a robust building facade and security strategy to minimise risks and threats to the building and its users. Counter Terrorist Advisors have also been involved in developing the security strategy for the building.

The site would be covered by an extensive CCTV and lighting system for the building and external areas which would remain operational on non-event days. The Etihad Campus also benefits from existing on site security arrangements which the arena would benefit from including on site security presence.

The public realm and the number of entrances and exits to the arena have been carefully designed in order to manage crowd flows and pedestrian movement together with mass entrance and exit to the building. Search and screening would be in operation at the arena together with the use of walk through metal detectors. The arena would operate a no bag policy with the exception of a small bag which would be the subject of a search. Crowd management and safety would be a key part of any future event management at the site.

Physical measures in the form of a separate and secure servicing yard in the north eastern part of the site together with careful consideration of the quality of the building facades/windows, landscaping and position of cycle provision would be designed to respond to safety and security considerations.

It is recommended that a condition of the planning approval is that the CIS is implemented in full as part of the development in order to achieve Secured by Design Accreditation.

Ground conditions

There is known contamination at the application site, from previous industrial uses, together with recorded and unrecorded shallow coal workings from previous mining activity.

A ground conditions report and a coal mining risk assessment have been submitted. It is also noted that a separate planning permission has been sought for the site investigations and remediation works including trial piling, grouting of coal seams and mineshaft capping and other associated works under 127534/FO/2020 which is still under consideration.

The works to the coal seams and mineshaft should be carried out and verified in accordance with planning permission 127534, where possible, before any works are carried out for the proposed area.

Further details are required in respect of gas monitoring together with a remediation strategy in order to ensure that the site is appropriately remediated of the contamination. A verification report should be provided once the remediation works have been completed.

The approach for the contamination and coal mining should form a condition of the planning approval in order to comply with policy EN18 of the Core Strategy.

Construction Management

Measures would be put in place to help minimise the impact of the development on local residents such as dust suppression, machinery silencers and use of screenings to cover materials. Plant would also be turned off when not needed and no waste or material would be burned on site.

There is unlikely to be any cumulative impact from the construction elements of the development. There is a limited amount of construction activity within this part of the city and due to the close proximity to major roads, this would ensure such vehicular movements are able to quickly access the strategic road network.

Provided appropriate measures are put in place the construction activities are in accordance with policies SP1 and DM1 of the Core Strategy and extant policy DC26 of the Unitary Development Plan. However, it is recommended that a condition of the planning approval is that the final construction management plan is agreed in order to ensuring the process has the minimal impact on surrounding residents and the highway network.

Public opinion

A variety of public opinion has been received in respect of this application. This opinion has expressed both support for the proposal, in terms of the social, economic and environmental benefits of the scheme, as well as objections in respect of the localised impacts on communities which live in close proximity to the site together with wider impacts on the Manchester Arena and the vitality of the city centre. Such opinion is only material where it raises land use and planning concerns which are detailed at the start of this report.

This report provides a detailed analysis of those comments and concerns. Whilst it acknowledged that there may be some localised impacts from comings and goings in the area when the arena is in operation, these would largely be confined to the campus itself and key routes to the site. An extended RPZ would protect surrounding roads together with other mitigation measures to encourage non car travel to the site.

The impacts on the Manchester Arena and the city centre are well documented in this report. The Manchester Arena is an important asset within the city's tourism

sector. There is a compelling and robust case for a second arena in Manchester, a model successfully adopted by other major cities both in the UK and globally. The regeneration benefits to East Manchester as a result are significant, particularly for local employment. Increased footfall and spend would occur in the city centre, particularly within the hospitality sector.

Aerodrome safeguarding

Given the scale of the development, the proposal has been considered with regards to any potential impacts on aerodrome safeguarding. There are no safeguarding objections to the proposal subject to informative with regards to use of cranes.

Legal Agreement

The proposal shall be subject to a legal agreement under section 106 of the Planning Act to secure the funding and delivery for a review and extension to the existing residents parking zone, an operational event management strategy, walking route improvement works, local labour commitments and waste management arrangements in mitigation of the various impacts outlined with the chapters of this report.

Conclusion

The proposal conforms to the development plan taken as a whole as directed by section 38 (6) of the Planning and Compulsory Purchase Act 2004 and there are no material considerations which would indicate otherwise.

The proposal aspires to bring the best arena in Europe to Manchester, attracting the world's top events within a building which sets new standards in terms of design and environmental sustainability. This represents a £350 million of investment into the city and East Manchester.

Significant market analysis underpins the case for a second arena in Manchester – a model which has been adopted, and thrived, in other UK and global cities. A second arena would capture a growing market in live entertainment within concerts/music, family entertainment and sport (including Esports) driving this demand.

A growing population and highly successful tourism and economy make Manchester, and the Etihad Campus, an ideal location for the arena. The campus has an international profile for sporting events, which the arena would capitalise on, which would further drive forward the regeneration of East Manchester bringing jobs and economic growth to the area. This is wholly consistent with strategic planning policies for the site and the long term regeneration objectives for the area as outlined within the Manchester Core Strategy (policies EC1, EC3 and EC7) and significant weight should be given to this (paragraph 80 of the NPPF).

The investment to Manchester as a result of the arena development would be central to the 'levelling up' agenda and prevent more market share being lost to London and other cities.

Sequential testing has demonstrated that no other site is available or suitable and the out of centre location of the Etihad Campus provides a highly sustainable and well connected site with an international profile for sporting excellence with a long held planning policy priority to deliver a major leisure facility at the campus. There is a compelling case for the second arena which is robust and would not significantly impact on the Manchester Arena or the city centre (paragraphs 86, 87 and 89 of the NPPF) and a refusal based upon paragraph 90 of the NPPF is not warranted. Whilst there could be localised impacts upon parts of the City, and some diversion of trade from the existing arena, the City Centre overall would benefit from the proposals and the test under paragraph 89 is the effect upon centres as a whole. No other centre would be significantly adversely affected.

A comprehensive travel plan and extension to the RPZ would support non car journeys to the site and fully exploit the significant level of infrastructure at the site which would encourage walking, cycle, tram, rail and bus journeys to the arena (paragraphs 103, 105 and 111 of the NPPF).

An outstanding and innovatively designed building would be developed at the site which sets new standards for sustainability for UK arenas (paragraph 131 of the NPPF).

Careful consideration has been given to the impact of the development on the local area and it has been demonstrated that there would be no unacceptable impacts as a result of the development on noise, air quality, water management or wind conditions. Waste can be managed and integrated into the Etihad Campus system.

There would be some localised impacts on the historic environment with the level of harm being considered low, less than substantial and significantly outweighed by the public benefits which would be delivered as a consequence of the development socially, economically and environmentally: S66 of the Listed Buildings Act (paragraphs 193 and 196 of the NPPF).

Human Rights Act 1998 considerations – This application needs to be considered against the provisions of the Human Rights Act 1998. Under Article 6, the applicants (and those third parties, including local residents, who have made representations) have the right to a fair hearing and to this end the Committee must give full consideration to their comments.

Protocol 1 Article 1, and Article 8 where appropriate, confer(s) a right of respect for a person's home, other land and business assets. In taking account of all material considerations, including Council policy as set out in the Core Strategy and saved policies of the Unitary Development Plan, the Director of Planning, Building Control & Licensing has concluded that some rights conferred by these articles on the applicant(s)/objector(s)/resident(s) and other occupiers and owners of nearby land that might be affected may be interfered with but that that interference is in accordance with the law and justified by being in the public interest and on the basis of the planning merits of the development proposal. She believes that any restriction on these rights posed by the of the application is proportionate to the wider benefits of and that such a decision falls within the margin of discretion afforded to the Council under the Town and Country Planning Acts.

Recommendation **Minded to Approve subject to the signing of a section 106 agreement with regards to the review and expansion of the existing Residents Parking Zone (RPZ), an operational event management strategy, walking route improvement works, local labour commitments and waste management arrangements**

Article 35 Declaration

Officers have worked with the applicant in a positive and proactive manner based on seeking solutions to problems arising in relation to dealing with the planning application. Pre application advice has been sought in respect of this matter where early discussions took place regarding the siting/layout, scale, design and appearance of the development along with matters such as the market case for two arenas in the City of Manchester, sustainability of the arena, noise and impact on the local highway network (including travel planning). The proposal is considered to be acceptable and therefore determined within a timely manner.

Reason for recommendation

Conditions to be attached to the decision

1) The development must be begun not later than the expiration of three years beginning with the date of this permission.

Reason - Required to be imposed pursuant to Section 91 of the Town and Country Planning Act 1990.

2) The development hereby approved shall be carried out in accordance with the following drawings and documents:

Drawings

BRA-POP-XX-XX-DR-A-0600 Rev 00, BRA-POP-XX-01-DR-A-0632 Rev 00, BRA-POP-XX-01-DR-A-0633 Rev 00, BRA-POP-XX-XX-DR-A-0605 Rev 00, BRA-POP-XX-XX-DR-A-0606 Rev 00, BRA-POP-XX-XX-DR-YW-0660 Rev 00, BRA-POP-XX-DR-A-0623 Rev 00, BRA-POP-XX-ZZ-A-0624 Rev 00, BRA-POP-XX-ZZ-DR-A-0625 Rev 00, BRA-POP-XX-ZZ-DR-A-0626 Rev 00, BRA-POP-XX-ZZ-DR-A-0627 Rev 00, BRA-POP-XX-ZZ-DR-A-0628 Rev 00, BRA-POP-XX-ZZ-DR-A-0630 Rev 00, BRA-POP-XX-ZZ-DR-A-0631 Rev 00, BRA-POP-ZZ-01-DR-A-0613 Rev 00, BRA-POP-ZZ-DR-L-0652 Rev 00, BRA-POP-ZZ-01-DR-L-0654 Rev 00, BRA-POP-ZZ-01-DR-L-0656 Rev 00, BRA-POP-ZZ-02-DR-A-0614 Rev 00, BRA-POP-03-DR-A-0615 Rev 00, BRA-POP-ZZ-04-DR-A-0617 Rev 00, BRA-POP-ZZ-05-DR-A-0619 Rev 00, BRA-POP-ZZ-GF-DR-A-0611 Rev 00, BRA-POP-ZZ-GF-DR-L-0651 Rev 00, BRA-POP-ZZ-GF-DR-L-0653 Rev 00, BRA-POP-ZZ-M0-DR-A-0612 Rev 00, BRA-POP-ZZ-RF-DR-A-0620 Rev 00, BRA-POP-ZZ-ZZ-DR-A-0629 Rev 00 and BRA-POP-ZZ-ZZ-DR-L-0650 Rev 00

All stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020

Supporting information

Response to representations Volumes 1 and 2 prepared by Deloitte stamped as received by the City Council, as Local Planning Authority, on the 30 July 2020

Environmental Statement – Chapter 10 (Supplementary Noise Note) and Chapter 12 (Supplementary Transport Note) stamped as received by the City Council, as Local Planning Authority, on the 17 June 2020

Environmental Statement (main report) – Construction management and phasing, Air Quality and Dust, Ground Conditions, Townscape and Visual Impact, Noise and Vibration, Socio-Economic, Traffic and Transport, Water Quality, Drainage and Flood Risk, Wind Microclimate and Climate Change) stamped as received by the City Council, as Local Planning Authority, on the 29 April 2020.

Stage 1 Road Safety Audit – design team response prepared by Curtins stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020

Design and Access Statement Ref. BRA-POP-ZZ-ZZ-RP-A-7061 Rev 000 prepared by Populous, Heritage statement prepared by Deloitte, Daylight and Sunlight report prepared by BuroHappold (ref. 0042841), Ventilation Strategy prepared by ME Engineers, Tv Reception Survey prepared by SCS (Ref: 157929), Sustainability Statement (Rev 007) plus appendices prepared by BuroHappold, Statement of Community Involvement, Sequential Test prepared by Deloitte, Planning Statement prepared by Deloitte, Operating Schedule and EMP prepared by Laudation, Crime Impact Statement Rev D (ref. 2019/0841/CIS/01) and Broadband Connectivity Report prepared by ME Engineers stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020

Appendices to Environmental Statement (including construction management plan (5.1), construction assessment methodology (6.1), traffic data (6.2) receptor locations (6.3), construction traffic modelling results (6.4), model verification (6.5), operational modelling results (6.6), geo-environmental and geo technical desk study (7.1), coal mining assessment (7.2), ground engineering interpretive report (7.3), market case volume 1 and 2 (8.1), economic impact of two arena in Manchester (8.2), exterior lighting assessment (9.1), highway safety report (9.2), noise and vibration (noise survey results) (10.1), noise and vibration (construction traffic noise) (10.3), townscape baseline effects (11.1), townscape baseline figures (11.3), TVIA viewpoints (11.4), transport assessment and transport assessment addendum (12.1), framework travel plan (12.2), flood risk assessment (13.1), drainage strategy (13.2) and GHG emissions assessment (date inputs and assumptions) (15.1) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020

Reason - To ensure that the development is carried out in accordance with the approved plans pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

3) Prior to the commencement, a detailed construction management plan outlining working practices and highway management shall be submitted to and approved in

writing by the local planning authority, which for the avoidance of doubt should include;

- Display of an emergency contact number;
- Details of Wheel Washing;
- Dust suppression measures;
- Consultation with local residents/businesses;
- Measures to prevent leakages into the Ashton Canal, groundwater and culvert;
- Noise and vibration monitoring;
- Hoarding location and design;
- Compound locations where relevant;
- Location, removal and recycling of waste;
- Routing strategy and swept path analysis;
- Parking of construction vehicles and staff;
- Sheeting over of construction vehicles;
- Details to prevent any impact on tram infrastructure;
- Loading and unloading of plant and materials;
- Construction and demolition methods, including use of cranes, (which must not oversail the tramway)

The development shall be carried out in accordance with the approved construction management plan.

Reason - To safeguard the amenities of nearby residents, highway safety, tram safety, air quality and water quality pursuant to policies SP1, EN17, EN16, EN19 and DM1 of the Manchester Core Strategy (2012).

4) Prior to the commencement of development, details of the method for piling, or any other foundation design using penetrative methods, shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall then be implemented during the construction of the development.

Reason - Piling or any other foundation using penetrative methods can result in risks to potable supplies (pollution/turbidity, risk of mobilising contamination) drilling through different aquifers and creating preferential pathways. It is therefore necessary to demonstrate that piling will not result in contamination of groundwater pursuant to policies EN17 and EN18 of the Manchester Core Strategy (2012).

5) The development shall be carried out in accordance with the flood risk assessment prepared by BuroHappold (ref. BRA-BHE-XX-XX-RP-CW-0131) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020.

Reason – In the interest of managing the flood risk at the development pursuant to policy EN14 of the Manchester Core Strategy (2012).

6) Notwithstanding the drainage strategy prepared by BuroHappold (ref. BRA-BHE-XX-XX-RP-CI-0132 Dr) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, (a) the development shall not commence until a

scheme for the drainage of surface water for the development has been submitted for approval in writing by the City Council as the Local Planning Authority. This shall include:

- Details of surface water attenuation that offers a reduction in surface water runoff rate in line with the Manchester Trafford and Salford Strategic Flood Risk Assessment, i.e. at least a 50% reduction in runoff rate compared to the existing rates, as the site is located within a Critical Drainage Area;
- No infiltration of surface water into the ground is permitted unless it can be demonstrated that there is no risk to ground water;
- Evidence that the drainage system has been designed (unless an area is designated to hold and/or convey water as part of the design) so that flooding does not occur during a 1 in 100 year rainfall event with allowance for climate change in any part of a building. Hydraulic calculation of the proposed drainage system;
- Assessment of overland flow routes for extreme events that is diverted away from buildings (including basements) wherever possible. Overland flow routes need to be designed to convey the flood water in a safe manner in the event of a blockage or exceedance of the proposed drainage system capacity including inlet structures. A layout with overland flow routes needs to be presented with appreciation of these overland flow routes with regards to the properties on site and adjacent properties off site, and details of any mitigation measures provided where overland flow routes are unable to flow away from the building;
- Hydraulic calculation of the proposed drainage system;
- Construction details of flow control and SuDS elements.

(b) The development shall then be constructed in accordance with the approved details, within an agreed timescale.

Reason - To promote sustainable development, secure proper drainage and to manage the risk of flooding and pollution pursuant to policies SP1, EN14 and DM1 of the Manchester Core Strategy (2012).

7) a) Notwithstanding the Geo Environmental and Geo Technical Desk Study stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, prior to the commencement of development hereby approved, the following details shall be submitted for approval in writing by the City Council, as Local Planning Authority:

- Provision of the calibration certificate(s) for the gas monitoring equipment to cover the entire monitoring period;
- Submission of a remediation strategy.

The development shall then be carried out in accordance with the approved remediation strategy.

b) A Completion/Verification Report shall be submitted to and approved in writing by the City Council as local planning authority, prior to the first use of the development.

In the event that ground contamination, groundwater contamination and/or ground gas, not previously identified, are found to be present on the site at any time before the development is occupied, then associated works shall cease and/or the development shall not be occupied until, a report outlining what measures, if any,

are required to remediate the land (the Revised Remediation Strategy) is submitted to and approved in writing by the City Council as local planning authority and the development shall be carried out in accordance with the Revised Remediation Strategy, which shall take precedence over any Remediation Strategy or earlier Revised Remediation Strategy.

Reason - To ensure that the presence of or the potential for any contaminated land and/or groundwater is detected and appropriate remedial action is taken in the interests of public safety, pursuant to policies DM1 and EN18 of the Manchester Core Strategy (2012).

8) Prior to the commencement of development, samples and specifications of all material to be used on all external elevations of the development shall be submitted for approval in writing by the City Council, as Local Planning Authority. The specification shall include the agreement of a materials panel which shall include samples and specifications of all materials to be used on all external elevations of the development along with reveals, jointing and fixing details, details of the drips to be used to prevent staining, soffits, ventilation/louvre details, air bricks and a strategy for quality control management.

The approved materials used shall then be implemented as part of the development.

Reason - To ensure that the appearance of the development is acceptable to the City Council as local planning authority in the interests of the visual amenity of the area within which the site is located, as specified in policies SP1 and DM1 of the Core Manchester Core Strategy (2012).

9) (a) Notwithstanding the Coal Mining Risk Assessment (31 January 2020) prepared by Buro Happold Engineering and Method Statement for Proposed Grouting Works (03 July 2020) stamped as received by the City Council, as Local Planning Authority, on the 22 July 2020, prior to the commencement of the development, further intrusive site investigations relating to previous coal mining activity shall be submitted for approval in writing by the City Council, as Local Planning Authority. This shall include a detailed remediation strategy should intrusive investigations identify that coal mining legacy on the site poses a risk to surface stability. These findings shall be supported by a plan which shows the location of all mine entries established as being present on the site and shall define the calculated zones of influence for these features.

The approved strategy shall be implemented in accordance with the approved details.

(b) prior to the first use of the development, a verification report shall be submitted for approval in writing by the City Council, as Local Planning Authority, in order to confirm completion of the remediation scheme in accordance with previously approved details.

Reason - To ensure that the coal mining legacy at the site is appropriately considered and remediation and mitigation is secured pursuant to policies EN18 and DM1 of the Manchester Core Strategy (2012).

10) No vegetation clearance shall take place during the optimum period for bird nesting (March - September inclusive) unless nesting birds have been shown to be absent, or, a method statement for the removal works including for the protection of any nesting birds is agreed in writing by the City Council, Local Planning Authority. Any method statement shall then be implemented for the duration of the demolition works.

Reason - In order to protect wildlife from works that may impact on their habitats pursuant to policy EN15 of the Manchester Core Strategy (2012).

11) All tree work should be carried out by a competent contractor in accordance with British Standard BS 3998 "Recommendations for Tree Work".

Reason - In order avoid damage to trees/shrubs adjacent to and within the site which are of important amenity value to the area and in order to protect the character of the area, in accordance with policies EN9 and EN15 of the Manchester Core Strategy (2012).

12) Notwithstanding the provisions of The Town and Country Planning (Use Classes) Order 1987 (or any order revoking and re-enacting that Order with or without modification) the premises shall only be used as a multi-use arena (Use Class D2) (61082 sqm) with ancillary use of its facilities (Use Classes A1, A3 and A4) as specified in a strategy to be submitted and approved in accordance with Condition 15, and for no other purposes.

Reason - To ensure that the arena is used solely for the intended purpose to safeguard the character of the area pursuant to policies SP1, EC7 and DM1 of the Manchester Core Strategy (2012).

13) The arena capacity hereby approved shall not be used by more than 23,500 spectators at any time and there shall be no more than 15 arena events per year which take place day at the same time as events at the Etihad Stadium (of which no more than 5 would coincide with the evening peak).

Reason - For the avoidance of doubt and to ensure no unacceptable impacts with regards to noise and operational impacts on the residential amenity pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

14) The arena shall be open for event and hospitality use in accordance with the days and hours as specified in the approved Operating Schedule and Event Management Plan v 1.3 prepared by Laudation stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020, which shall include normal operation for events and hospitality between the hours of 0900 and 0000 Monday to Sunday.

In the event that there is a requirement to operate the arena or hospitality facilities beyond these hours, the hours of operation shall be agreed in advance in writing with the City Council as Local Planning Authority. Extended hours for a full arena event will only be acceptable on a maximum of 25 occasions per annum.

Reason - In the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

15) Prior to the first use of the arena hereby approved, a strategy for use of the ancillary retail and commercial spaces on non-arena event days shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt, this shall include details of which facilities would be available and operating hours. The use of the ancillary retail and commercial spaces on non-arena event days shall be carried out in accordance with this strategy for as long as the arena is in use.

Reason – To facilitate the use of the ancillary spaces on non-arena event days in the interest of natural surveillance and activity at the arena and Etihad Campus as part of supporting the vitality of the campus pursuant to policies SP1, EC7 and DM1 of the Manchester Core Strategy (2012).

16) Prior to the first use of the development, details of the implementation, maintenance and management of the sustainable drainage scheme shall be submitted for approval in writing by the City Council, as Local Planning Authority.

For the avoidance of doubt this shall include:

- Verification reporting providing photographic evidence of construction;
- Management and maintenance plan for the lifetime of the development which shall include the arrangements adoption by any public body or statutory undertaker, or any other arrangements to secure the operation of the sustainable drainage scheme throughout its lifetime.

The management and maintenance plan shall be implemented upon first use of the development and thereafter retained and maintained.

Reason – To manage flooding and pollution and to ensure that a managing body is in place for the sustainable drainage system and there is funding and maintenance mechanism for the lifetime of the development pursuant to policies SP1, EN14 and DM1 of the Manchester Core Strategy (2012).

17) (a) Notwithstanding drawings BRA-POP-ZZ-ZZ-DR-L-0650 Rev 00, BRA-POP-ZZ-GF-DR-L-0651 Rev 00, BRA-POP-ZZ-GF-DR-L-0653 Rev 00 and BRA-POP-ZZ-01-DR-L-0656 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, prior to the first use of the development hereby approved, details of hard and soft landscaping treatments (including tree planting, street tree planting, boundary treatments and appropriate samples of materials of hard landscaping) shall be submitted to and approved in writing by the City Council as local planning authority.

(b) The approved scheme shall be implemented prior to the first use of the development. If within a period of 5 years from the date of the planting of any tree or shrub, that tree or shrub or any tree or shrub planted in replacement for it, is removed, uprooted or destroyed or dies, or becomes, in the opinion of the local

planning authority, seriously damaged or defective, another tree or shrub of the same species and size as that originally planted shall be planted at the same place.

Reason - To ensure that a satisfactory landscaping scheme for the development and to secure appropriate wind mitigation pursuant to policies SP1, EN9 and DM1 of the Manchester Core Strategy (2012).

18) Prior to the first use of the development hereby approved, a detailed landscaped management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include details of how the hard and soft landscaping areas will be maintained including maintenance schedules and repairs. The management plan shall then be implemented as part of the development and remain in place for as long as the development remains in use.

Reason - To ensure that the satisfactory landscaping scheme for the development is maintained in the interest of the character and visual amenities of the area, in accordance with policies SP1, EN9 and DM1 of the Manchester Core Strategy (2012).

19) Prior to the first use of the development hereby approved, full details of the specification and locations of bat and bird boxes, shall be submitted for approval in writing by the City Council, as Local Planning Authority. The bat and bird boxes shall be installed prior to the first use of the development and therefore be retained and remain in situ.

Reason - To ensure the creation of new habitats and biodiversity in order to comply with policy EN15 of the Manchester Core Strategy (2012).

20) The development hereby approved shall be carried out in accordance with the Sustainability statement and appendices stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020. For the avoidance of doubt the arena shall achieve a minimum of 34% improvement over Part L 2013

A post construction review certificate/statement shall be submitted for approval, within a timescale that has been previously agreed in writing, to the City Council as Local Planning Authority.

Reason - In order to minimise the environmental impact of the development pursuant to policies SP1, T1-T3, EN4-EN7 and DM1 of the Manchester Core Strategy (2012) and the National Planning Policy Framework.

21) The development hereby approved shall achieve a post-construction Building Research Establishment Environmental Assessment Method (BREEAM) rating of at least an 'Very Good' rating. A post construction review certificate/statement shall be submitted for approval, within a timescale that has been previously agreed in writing, to the City Council as Local Planning Authority.

Reason - In order to minimise the environmental impact of the development, pursuant to policies SP1, T1-T3, EN4-EN7 and DM1 of the Manchester Core Strategy (2012) and the National Planning Policy Framework.

22) (a) Prior to the first use of the development hereby approved, details of any externally mounted ancillary plant, equipment and servicing shall be submitted for approval. For the avoidance of doubt, externally mounted plant, equipment and servicing shall be selected and/or acoustically treated in accordance with a scheme designed so as to achieve a rating level of 5 db (Laeq) below the typical background (La90) level at the nearest noise sensitive location.

(b) The approved scheme shall be implemented and prior to the first use of the development, a verification report will be required to validate that the work undertaken conforms to the recommendations and requirements approved under part (a) of this planning condition. The verification report shall include post completion testing to confirm the noise criteria has been met. In instances of non conformity, these shall be detailed along with mitigation measures required to ensure compliance with the noise criteria. Any mitigation measures shall be implemented in accordance with a timescale to be agreed with the City Council, as Local Planning Authority, and thereafter retained and maintained in situ.

Reason - To minimise the impact of plant noise on the local area pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

23) (a) The acoustic insulation of the arena building hereby approved shall be implemented in accordance with the following documents:

- Appendix 10 of the Environmental Statement (Noise survey results) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020;
- Acoustic response prepared by BuroHappold stamped as received by the City Council, as Local Planning Authority, on the 17 June 2020; and
- Technical Note 'Noise and Vibrations' stamped as received by the City Council, as Local Planning Authority, on the 3 July 2020

(b) Prior to the first use of the development, a verification report will be required to validate that the work undertaken conforms to the recommendations and requirements approved within part (a) of this planning condition. The verification report shall include post completion testing to confirm the noise criteria has been met. In instances of non conformity, these shall be detailed along with mitigation measures required to ensure compliance with the noise criteria. Any mitigation measures shall be implemented in accordance with a timescale to be agreed with the City Council, as Local Planning Authority, and thereafter retained and maintained in situ.

Reason - To ensure no unacceptable noise outbreak from the development in the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

24) The development hereby approved shall be carried out in accordance with Operational Waste Management Strategy (within the Sustainability Statement) and drawing BRA-POP-ZZ-GF-DR-A-0611 Rev 00 stamped as received by the City

Council, as Local Planning Authority, on the 30 March 2020. The details shall be implemented prior to the first event at the development and thereafter retained and maintained in situ.

Reason - To ensure adequate refuse arrangement are put in place for the development pursuant to policies EN19 and DM1 of the Manchester Core Strategy (2012).

25) Prior to the first use of the development, details of a scheme to extract fumes, vapours and odours from the premises shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved scheme shall then be implemented prior to the first use of the development and thereafter retained and maintained in situ.

Reason – To ensure appropriate fume extraction is provided for the development pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

26) The development hereby approved shall include a building and site lighting scheme including details of illumination of external areas, potential impact on the tram line during the period between dusk and dawn and details of lighting being turned off when not in use. Full details of such a scheme shall be submitted for approval in writing by the City Council, as Local Planning Authority before the first use of the development hereby approved.

The approved scheme shall be implemented in full prior to the first use of development and shall remain in operation for so long as the development is occupied.

Reason - In the interests of amenity, crime reduction, personal safety and the safety of the tram lines in order to comply with the requirements of policies SP1 and DM1 of the Manchester Core Strategy (2012).

27) If any lighting at the development hereby approved, when illuminated, causes glare or light spillage which in the opinion of the Council as local planning authority causes detriment to adjoining and nearby residential properties, within 14 days of a written request, a scheme for the elimination of such glare or light spillage shall be submitted to the Council as local planning authority and once approved shall thereafter be retained in accordance with details which have received prior written approval of the City Council as Local Planning Authority.

Reason - In order to minimise the impact of the illumination of the lights on the occupiers of nearby residential accommodation, pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

28) The development shall be carried out in accordance with the Crime Impact Statement (Rev D ref. 2019/0841/CIS/01) (within the Sustainability Statement) prepared by Design for Security at Greater Manchester Police stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020. The development shall only be carried out in accordance with these approved details. The development hereby approved shall not be occupied or used until the Council as local planning authority has acknowledged in writing that it has received written confirmation of a Secured by Design accreditation.

Reason - To reduce the risk of crime pursuant to policies SP1 and DM1 of the Core Manchester Strategy (2012) and to reflect the guidance contained in the National Planning Policy Framework.

29) The arena hereby approved shall be carried out in accordance with the Framework Travel Plan (Appendix 12.2 of the Environmental Statement) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020.

In this condition a Travel Plan means a document which includes:

- i) the measures proposed to be taken to reduce dependency on the private car by those visiting and working at the development;
- ii) a commitment to surveying the travel patterns of spectators and staff during the first three months of the first use of the building and thereafter from time to time
- iii) mechanisms for the implementation of the measures to reduce dependency on the private car
- iv) measures for the delivery of specified travel plan services
- v) measures to monitor and review the effectiveness of the Travel Plan in achieving the objective of reducing dependency on the private car

Within six months of the first use of the building, a Travel Plan which takes into account the information about travel patterns gathered pursuant to item (ii) above shall be submitted for approval in writing by the City Council as Local Planning Authority. Any Travel Plan which has been approved by the City Council as Local Planning Authority shall be implemented in full at all times when the development hereby approved is in use.

Reason - To assist promoting the use of sustainable forms of travel for spectators, staff and visitors, pursuant to policies T1, T2 and DM1 of the Manchester Core Strategy (2012).

30) Prior to the first use of the arena hereby approved, details of the location and specification of 240 covered cycle spaces within the Etihad Campus shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ for as long as the development remains in use.

Reason – To ensure there is sufficient cycles stand provision at the development and the occupants in order to support modal shift measures pursuant to policies SP1, T1, T2 and DM1 of the Manchester Core Strategy (2012).

31) Prior to the first use of the arena hereby approved, details of a coach parking strategy shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ for as long as the development remains in use.

Reason – To ensure there adequate provision for coach parking at the development pursuant to policies SP1, T1, T2 and DM1 of the Manchester Core Strategy (2012).

32) Prior to the first use of the development hereby approved, a scheme of highway works, as outlined within the Transport Assessment prepared by BuroHappold Engineering stamped as received by the City Council, as Local Planning Authority, 30 March 2020, shall be submitted for approval in writing by the City Council, as Local Planning Authority.

For the avoidance of doubt this shall include the following:

- Modifications to the junction of Gate 1/Alan Turing Way including creation of left in/left out traffic movements, improved cycle facility, widened pedestrian provision, creation of servicing entrance and vehicle access/egress (Drawing BRA-BHE-XX-XX-DR-C-0230);
- Emergency vehicle access from Alan Turing Way including modification to pedestrian footway and access to the canal (Drawing BRA-BHE-XX-XX-DR-C-0240);
- Widening of footways along Sportcity Way including narrowing of carriage from 4 to 3 lanes (Drawing BRA-BHE-XX-XX-DR-C-0210);
- Installation of fixed bollards, retractable bollards and planters to Sportcity Way);
- Introduction of VIP drop off and U Turn facility;
- Extension of the existing taxi rank along the full length of Rowsley Street and Philips Park Road (including creation of a one-way system);
- Dropped kerbs and tactile paving to vehicle access points;
- Provision of additional Variable Message Boards (VMS) including agreed locations and timescale for implementation;

The approved scheme shall be implemented and be in place prior to the first use of the arena hereby approved and thereafter retained and maintained in situ.

Reason - To ensure safe access to the development site in the interest of pedestrian and highway safety pursuant to policies SP1, EN1 and DM1 of the Manchester Core Strategy (2012).

33) Prior to the first event at the development hereby approved, details of a servicing and operational management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include how servicing arrangements will be managed at the development including ensuring the access road remains unrestricted. The approved plan shall be implemented upon the first use of the development and thereafter retained and maintained.

Reason – In the interest of highway and pedestrian safety pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

34) Prior to the first event the development hereby approved, details of a car park management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include how the surface level car parks at the Etihad Campus would be made available to support the arena development and its operations, particularly on match days, together with how disabled parking would be made available, managed, monitored and reviewed to

ensure disabled parking is always available at the development (including suitable levels of match days).

The approved plan shall be implemented upon the first event at the development and thereafter retained and maintained.

A review of the car parking management plan shall be submitted to the City Council, as Local Planning Authority, on an annual basis (on a date to be agreed) which details the ongoing management arrangements and any appropriate modifications should they be necessary.

Reason – In the interest of highway and pedestrian safety pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

35) Prior to the first event at the arena hereby approved, an Event Operations Management Plan for arena events and coincided arena and stadium events shall be submitted for approval in writing by the City Council, as Local Planning Authority. The strategy shall demonstrate how arena events will be managed particularly on stadium event days.

In this condition an Event Operations Management Plan means a document which includes:

- The measures proposed to be taken to discourage dependency on the private car by those visiting the arena;
- Evidence of a events coordination strategy with the Etihad Stadium and public transport providers;
- A minimum of 2 hours between matinee and evening arena events and maximum of no more than 15 coincided arena and stadium events (of which no more than 5 would coincide with the evening peak);
- A car parking strategy for managing existing car parking at the Etihad Campus including monitoring and a review mechanism;
- Pick up and drop off management arrangements along Rowsley Street including use of 'Geofence';
- A scheme for the management and dispersal of spectators to, and following events, from the Etihad Campus including the management/marshalling of key areas and routes including use of signage and adjustments of signal timings at key junctions;
- Measures to ensure the effective operational management of the Gibson Street/Asda junction;
- Monitoring of the use of public transport (including tram and buses);
- A messaging and communication strategy to promote public transport and other measures to the site (including walking and cycling routes, park and ride, tram, shuttle bus);
- A scheme for the collection, storage and disposal of litter on the surrounding road network; and
- Measures to monitor and review the effectiveness of the Event Operations Management Plan in achieving the objective of minimising the impact of an arena and an arena and stadium event including reducing dependency on the private car and promoting alternative travel options at the site.

Event Operations Management Plan which has been approved by the City Council, as Local Planning Authority, shall be implemented in full at all times when the arena hereby approved is in use.

Every 12 months from the first use arena event, an Event Operations Management Monitoring Review Document shall be submitted for approval in writing by the City Council, as Local Planning Authority. This review shall take account of the information gathered during events and coincided events and any changes/additional measures should this be necessary. Any amendments to the event management plan shall be thereafter implemented in full.

If any event when operating, causes any pedestrian or highway safety concerns which in the opinion of the City Council, as Local Planning Authority, are detrimental to adjoining and nearby residential properties or highway and/or pedestrian safety, within 1 month of a written request, a scheme for the mitigation against the impacts shall be submitted for approval in writing by the City Council, as Local Planning Authority and once approved, such mitigation measures shall be implemented, with a timescale previously agreed in writing with the City Council, as Local Planning Authority, and thereafter maintained.

Reason - In order to minimise the impact on the local highway network, promotion of public transport, the safe movement of pedestrians along with ensuring adequate arrangements are in place for the collection of litter and waste following events at the development pursuant to policies SP1, T1, T2 and DM1 of the Manchester Core Strategy (2012).

36) Prior to the first event at the arena hereby approved, a crowd management strategy for the Etihad Tram stop shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved strategy shall be implemented upon first use of the development and remain in use at all times when the development is operational (including with coincided events at the Etihad Stadium).

Reason – In the interest of public safety for users of the tram stop pursuant to policy DM1 of the Manchester Core Strategy (2012).

37) Excluding vehicle activity associated with the operation of events at the development, and movement of waste within the Etihad Campus between the development and the existing Etihad Waste Compound, deliveries, servicing and collections including waste collections shall not take place outside the following hours:

Monday to Sunday 07:30 to 20:00

Reason – In the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

38) Notwithstanding the TV reception survey prepared by ME Engineers stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, within one month of the practical completion or at any other time during the

construction of the development if requested in writing by the City Council as local planning authority in response to identified television signal reception problems within the potential impact area a study shall identify such measures necessary to maintain at least the pre-existing level and quality of signal reception identified in the survey carried out above. The measures identified must be carried out either before the building is first used or within one month of the study being submitted to the City Council as local planning authority, whichever is the earlier.

Reason - To provide an indication of the area of television signal reception likely to be affected by the development to provide a basis on which to assess the extent to which the development during construction and once built, will affect television reception and to ensure that the development at least maintains the existing level and quality of television signal reception - In the interest of residential amenity, as specified in policy DM1 of Core Strategy.

39) Prior to the first use of the development, details of any external roller shutters to the ground floor of the arena shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ.

Reason – To ensure that the roller shutters are appropriate in visual amenity terms pursuant to policies SP1, EN1 and DM1 of the Manchester Core Strategy (2012).

40) Prior to the first use of the development, details of the siting, scale and appearance (including samples of materials) of the boundary treatments (and green screens) shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved scheme shall then be implemented and be in place prior to the first use of the development. The boundary treatment shall be retained and maintained in situ thereafter and notwithstanding the provisions of the Town and Country Planning (General Permitted Development) Order 2015 (or any order revoking or re-enacting that Order with or without modification) no boundary treatment shall be erected on site, other than that shown on the approved plans.

Reason – To ensure that appropriate boundary treatment is put in place in the interest of visual amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

41) Notwithstanding drawing BRA-POP-ZZ-RF-DR-A-0620 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, prior to the first use of the arena hereby approved, details of the specification, siting, scale and appearance of the solar panels to the roof (including cross sections). The approved details shall then be implemented prior to the first use of the arena and thereafter retained and maintained in situ.

Reason – In the interest of ensuring the solar panels are of the appropriate specification and appearance in the interest of the overall sustainability of the building and visual amenity pursuant to policies SP1, EN1, EN6 and DM1 of the Manchester Core Strategy (2012).

42) Notwithstanding the information shown on drawing reference BRA-POP-ZZ-RF-DR-A-0620 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020, prior to the first event at the arena, final details of a signage strategy for the roof signage shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be used to inform future signage for the roof.

Reason – In the interest of achieving a suitable signage solution for the roof of the arena pursuant to policy DM1 of the Manchester Core Strategy (2012).

43) Prior to the first use of the development hereby approved, a scheme of improvements to the Aston Canal, as indicated within the planning statement prepared by Deloitte stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020 shall be submitted for approval to the City Council as local planning authority, together with a programme for the implementation of the works. The approved details shall be implemented in accordance with the agreed programme.

Reason – In order to make necessary improvements to the Ashton Canal with the aim of improving the accessibility and attractiveness of this route as a key walking route pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

44) Prior to the first use of the development hereby approved, details of the 3D public art installation shall be submitted for approval in writing by the City Council, as Local Planning Authority. This shall include details of siting, scale and appearance. The approved details shall then be implemented prior to the first use of the development hereby approved.

Reason – In the interest of visual amenity and to secure appropriate wind mitigation measures pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

Informatives

- Cranes, whilst they are temporary, can be a hazard to air safety. The developer or crane operator must therefore contact Manchester Airport's Control of Works Office using the details provided below, at least 21 days in advance of intending to erect a crane or other tall construction equipment on the site. This is to obtain a Tall Equipment Permit and to ascertain if any operating restrictions would be required. Any operating restrictions that are subsequently imposed by Manchester Airport must be fully complied with. Email: control-of-works@magairports.com Tel: 0161 489 6114
- There is a high pressure pipe line in close proximity of the site. No works should be undertaken in the vicinity of the gas pipelines and that no heavy plant, machinery or vehicles cross the route of the pipeline until detailed consultation has taken place.
- Contact the landowner and ensure any proposed works in private land do not infringe Cadent and/or National Grid's legal rights (i.e. easements or

wayleaves). If the works are in the road or footpath the relevant local authority should be contacted. Ensure that all persons, including direct labour and contractors, working for you on or near Cadent and/or National Grid's apparatus follow the requirements of the HSE Guidance Notes HSG47 - 'Avoiding Danger from Underground Services' and GS6 – 'Avoidance of danger from overhead electric power lines'. This guidance can be downloaded free of charge at <http://www.hse.gov.uk> In line with the above guidance, verify and establish the actual position of mains, pipes, cables, services and other apparatus on site before any activities are undertaken.

- Works in close proximity to the Ashton Canal - The applicant/developer is advised to contact the Infrastructure Services Team on ((01782 779909)) in order to ensure that any necessary consents are obtained and that the works comply with the Canal & I & River Trust. 2) The Applicant should contact the Canal & River Trust directly to establish the position regarding the need the canal and carry out works along the Ashton Canal, including lighting, vegetation clearance and signage. The applicant is advised to contact the Trusts Estate Management Team on 0303 040 4040 or email Matthew.Hart@canalrivertrust.org.uk.
- All gates should open inwards and not impact on the adopted highway.

Local Government (Access to Information) Act 1985

The documents referred to in the course of this report are either contained in the file(s) relating to application ref: 126431/FO/2020 held by planning or are City Council planning policies, the Unitary Development Plan for the City of Manchester, national planning guidance documents, or relevant decisions on other applications or appeals, copies of which are held by the Planning Division.

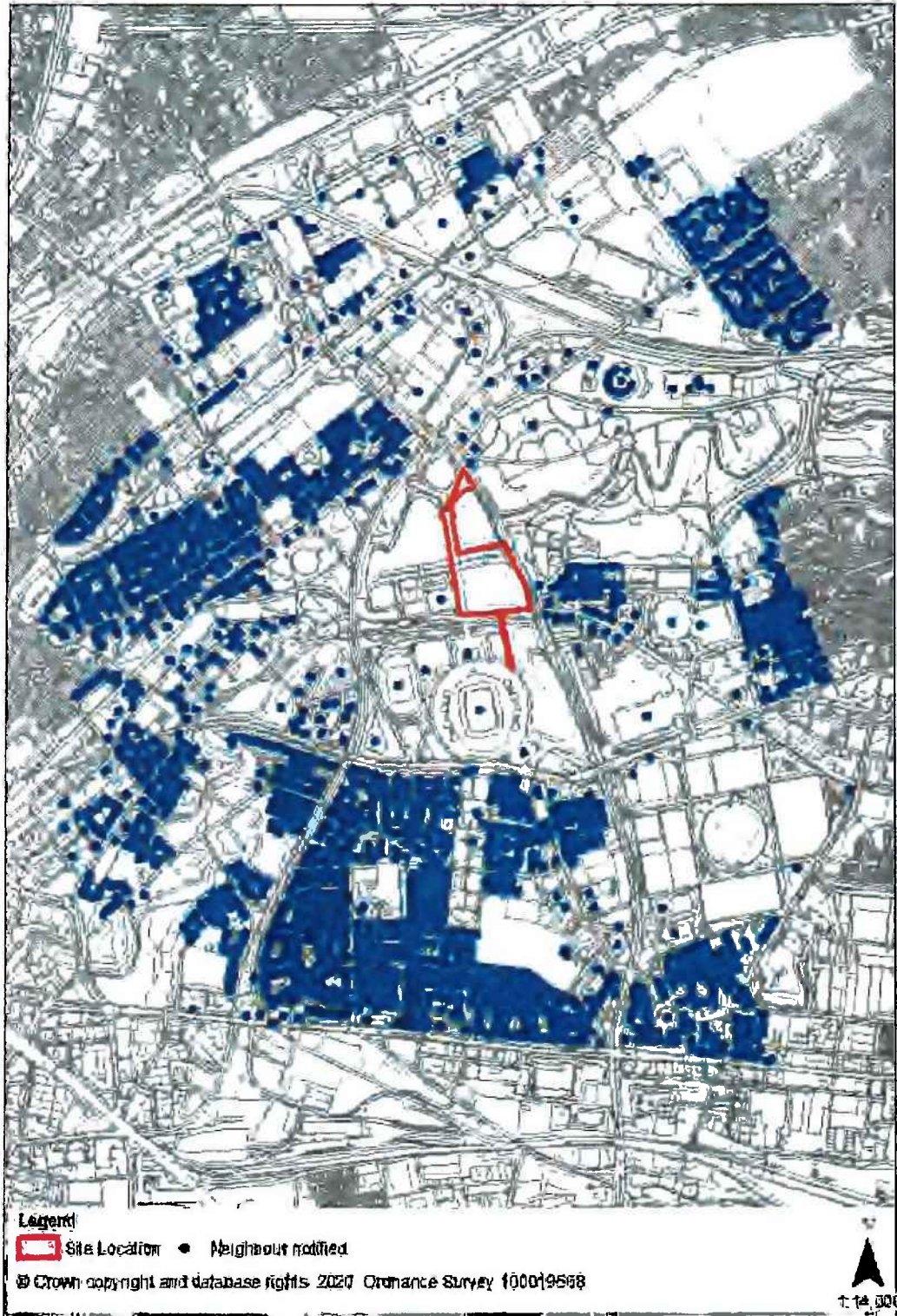
The following residents, businesses and other third parties in the area were consulted/notified on the application:

**Planning Casework Unit
 Network Rail
 Sport England
 Oldham Metropolitan Borough Council
 Tameside Metropolitan Borough Council
 Greater Manchester Ecology Unit
 The Coal Authority
 Environment Agency
 Greater Manchester Archaeological Advisory Service
 Greater Manchester Police
 Historic England (North West)
 Manchester Airport Safeguarding Officer
 National Amenity Societies
 Natural England
 Transport For Greater Manchester
 United Utilities Water PLC**

Canal & River Trust

A map showing the neighbours notified of the application is attached at the end of the report.

Relevant Contact Officer : Jennifer Atkinson
Telephone number : 0161 234 4517
Email : j.atkinson@manchester.gov.uk





Important – Planning permission & notices of consent

Compliance with conditions

- Your planning approval or consent is attached. It will contain conditions that you must comply with.
- Please read the conditions and understand their requirements and restrictions, for example submission and approval of details or measures to protect trees.
- Some conditions will require action before you start development and it is imperative that you seek to have these discharged before any work commences.
- Whilst every effort has been made to group conditions logically, it is your responsibility to ensure that you are aware of the requirements and/or restrictions of all conditions.
- If you fail to comply with the conditions this may result in a breach of planning control and this may lead to enforcement action.
- Failure to comply with conditions may also result in the development not being lawful.
- It is in your interests to demonstrate that conditions have been complied with. Failure to do so may cause difficulties if the property is sold or transferred.
- A fee is payable for each request to discharge conditions.
- For advice on any of these matters, please contact Planning, Manchester City Council, PO Box 532, Town Hall, Manchester M60 2LA or email planning@manchester.gov.uk



**MANCHESTER
CITY COUNCIL**

Town & Country Planning Act 1990 (as amended)

Planning Permission

Applicant

OVG Manchester Limited
C/o Agent

Agent (if used)

Miss Eve Grant
Deloitte LLP
2 Hardman Street
Manchester
M3 3HF

Part 1 – Particulars of the application/development

Proposal: Erection of a multi-use arena (Use Class D2) with a partially illuminated external facade together with ancillary retail/commercial uses (Classes A1, A3 and A4), with highways, access, servicing, landscaping, public realm and other associated works

Location: Site South Of Sportcity Way, East Of Joe Mercer Way, West Of Alan Turing Way And North Of The Ashton Canal At The Etihad Campus, Manchester

Date of application: 31 March 2020

Application number: 126431/FO/2020

Part 2 – Particulars of decision

Manchester City Council gives notice that the development referred to in Part 1 has been **Approved** in accordance with the application and plans submitted subject to the condition(s) listed below (if any).

Article 35 Declaration

Officers have worked with the applicant in a positive and proactive manner based on seeking solutions to problems arising in relation to dealing with the planning application. Pre application advice has been sought in respect of this matter where early discussions took place regarding the siting/layout, scale, design and appearance of the development along with matters such as the market case for two arenas in the City of Manchester, sustainability of the arena, noise and impact on the local highway network (including travel planning). The proposal is considered to be acceptable and therefore determined within a timely manner.

Condition(s) attached to this decision

1) The development must be begun not later than the expiration of three years beginning with the date of this permission.

Reason - Required to be imposed pursuant to Section 91 of the Town and Country Planning Act 1990.

2) The development hereby approved shall be carried out in accordance with the following drawings and documents:

Drawings

BRA-POP-XX-XX-DR-A-0600 Rev 00, BRA-POP-XX-01-DR-A-0632 Rev 00, BRA-POP-XX-01-DR-A-0633 Rev 00, BRA-POP-XX-XX-DR-A-0605 Rev 00, BRA-POP-XX-XX-DR-A-0606 Rev 00, BRA-POP-XX-XX-DR-YW-0660 Rev 00, BRA-POP-XX-DR-A-0623 Rev 00, BRA-POP-XX-ZZ-A-0624 Rev 00, BRA-POP-XX-ZZ-DR-A-0625 Rev 00, BRA-POP-XX-ZZ-DR-A-0626 Rev 00, BRA-POP-XX-ZZ-DR-A-0627 Rev 00, BRA-POP-XX-ZZ-DR-A-0628 Rev 00, BRA-POP-XX-ZZ-DR-A-0630 Rev 00, BRA-POP-XX-ZZ-DR-A-0631 Rev 00, BRA-POP-ZZ-01-DR-A-0613 Rev 00, BRA-POP-ZZ-DR-L-0652 Rev 00, BRA-POP-ZZ-01-DR-L-0654 Rev 00, BRA-POP-ZZ-01-DR-L-0656 Rev 00, BRA-POP-ZZ-02-DR-A-0614 Rev 00, BRA-POP-03-DR-A-0615 Rev 00, BRA-POP-ZZ-04-DR-A-0617 Rev 00, BRA-POP-ZZ-05-DR-A-0619 Rev 00, BRA-POP-ZZ-GF-DR-A-0611 Rev 00, BRA-POP-ZZ-GF-DR-L-0651 Rev 00, BRA-POP-ZZ-GF-DR-L-0653 Rev 00, BRA-POP-ZZ-M0-DR-A-0612 Rev 00, BRA-POP-ZZ-RF-DR-A-0620 Rev 00, BRA-POP-ZZ-ZZ-DR-A-0629 Rev 00 and BRA-POP-ZZ-ZZ-DR-L-0650 Rev 00

All stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020

Supporting information

Documents approved as part of planning permission 127534/FO/2020: The Coal Mining Risk Assessment (31 January 2020) prepared by Buro Happold Engineering and Method Statement for Proposed Grouting Works (03 July 2020) stamped as received by the City Council, as Local Planning Authority, on the 22 July 2020; Grouting Works: Groundwater Risk Assessment Ref. BRA-BHE-XX-XX-DN-CG-0001, prepared by Buro Happold and dated 7 October 2020; and OVG Remediation Strategy Ref. BRA-BHE-XX-XX-RP-CG-0006 Revision P02, prepared by Buro Happold stamped as received by the City Council, as Local Planning Authority, on the 7 October 2020.

Gas Calibration Certificates stamped as received by the City Council, as Local Planning Authority, on the 11 September 2020

Response to representations Volumes 1 and 2 prepared by Deloitte stamped as received by the City Council, as Local Planning Authority, on the 30 July 2020

Environmental Statement - Chapter 10 (Supplementary Noise Note) and Chapter 12 (Supplementary Transport Note) stamped as received by the City Council, as Local Planning Authority, on the 17 June 2020

Environmental Statement (main report) - Construction management and phasing, Air Quality and Dust, Ground Conditions, Townscape and Visual Impact, Noise and Vibration, Socio-Economic, Traffic and Transport, Water Quality, Drainage and Flood Risk, Wind Microclimate and Climate Change) stamped as received by the City Council, as Local Planning Authority, on the 29 April 2020.

Stage 1 Road Safety Audit - design team response prepared by Curtins stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020

Design and Access Statement Ref. BRA-POP-ZZ-ZZ-RP-A-7061 Rev 000 prepared by Populous, Heritage statement prepared by Deloitte, Daylight and Sunlight report prepared by BuroHappold (ref. 0042841), Ventilation Strategy prepared by ME Engineers, Tv Reception Survey prepared by SCS (Ref: 157929), Sustainability Statement (Rev 007) plus appendices prepared by BuroHappold, Statement of Community Involvement, Sequential Test prepared by Deloitte, Planning Statement prepared by Deloitte, Operating Schedule and EMP prepared by Laudation, Crime Impact Statement Rev D (ref. 2019/0841/CIS/01) and Broadband Connectivity Report prepared by ME Engineers stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020

Appendices to Environmental Statement (including construction management plan (5.1), construction assessment methodology (6.1), traffic data (6.2) receptor locations (6.3), construction traffic modelling results (6.4), model verification (6.5), operational modelling results (6.6), geo-environmental and geo technical desk study (7.1), coal mining assessment (7.2), ground engineering interpretive report (7.3), market case volume 1 and 2 (8.1), economic impact of two arena in Manchester (8.2), exterior lighting assessment (9.1), highway safety report (9.2), noise and vibration (noise survey results) (10.1), noise and vibration (construction traffic noise) (10.3), townscape baseline effects (11.1), townscape baseline figures (11.3), TVIA viewpoints (11.4), transport assessment and transport assessment addendum (12.1), framework travel plan (12.2), flood risk assessment (13.1), drainage strategy (13.2) and GHG emissions assessment (date inputs and assumptions) (15.1) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020

Reason - To ensure that the development is carried out in accordance with the approved plans pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

3) Prior to the commencement of development, a detailed construction management plan outlining working practices and highway management shall be submitted to and approved in writing by the local planning authority, which for the avoidance of doubt should include;

- o Display of an emergency contact number;
- o Details of Wheel Washing;
- o Dust suppression measures;
- o Consultation with local residents/businesses;
- o Measures to prevent leakages into the Ashton Canal, groundwater and culvert;
- o Noise and vibration monitoring;
- o Hoarding location and design;
- o Compound locations where relevant;
- o Location, removal and recycling of waste;
- o Routing strategy and swept path analysis;
- o Parking of construction vehicles and staff;
- o Sheeting over of construction vehicles;
- o Details to prevent any impact on tram infrastructure;
- o Loading and unloading of plant and materials;
- o Construction and demolition methods, including use of cranes, (which must not oversail the tramway)

The development shall be carried out in accordance with the approved construction management plan.

Reason - To safeguard the amenities of nearby residents, highway safety, tram safety, air quality and water quality pursuant to policies SP1, EN17, EN16, EN19 and DM1 of the Manchester Core Strategy (2012).

4) Prior to the commencement of development, details of the method for piling, or any other foundation design using penetrative methods, shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall then be implemented during the construction of the development.

Reason - Piling or any other foundation using penetrative methods can result in risks to potable supplies (pollution/turbidity, risk of mobilising contamination) drilling through different aquifers and creating preferential pathways. It is therefore necessary to demonstrate that piling will not result in contamination of groundwater pursuant to policies EN17 and EN18 of the Manchester Core Strategy (2012).

5) The development shall be carried out in accordance with the flood risk assessment prepared by BuroHappold (ref. BRA-BHE-XX-XX-RP-CW-0131) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020.

Reason - In the interest of managing the flood risk at the development pursuant to policy EN14 of the Manchester Core Strategy (2012).

6) Notwithstanding the drainage strategy prepared by BuroHappold (ref. BRA-BHE-XX-XX-RP-CI-0132 Dr) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, (a) the development shall not commence until a scheme for the drainage of surface water for the development has been submitted for approval in writing by the City Council as the Local Planning Authority. This shall include:

- Details of surface water attenuation that offers a reduction in surface water runoff rate in line with the Manchester Trafford and Salford Strategic Flood Risk Assessment, i.e. at least a 50% reduction in runoff rate compared to the existing rates, as the site is located within a Critical Drainage Area;
- No infiltration of surface water into the ground is permitted unless it can be demonstrated that there is no risk to ground water;
- Evidence that the drainage system has been designed (unless an area is designated to hold and/or convey water as part of the design) so that flooding does not occur during a 1 in 100 year rainfall event with allowance for climate change in any part of a building. Hydraulic calculation of the proposed drainage system;
- Assessment of overland flow routes for extreme events that is diverted away from buildings (including basements) wherever possible. Overland flow routes need to be designed to convey the flood water in a safe manner in the event of a blockage or exceedance of the proposed drainage system capacity including inlet structures. A layout with overland flow routes needs to be presented with appreciation of these overland flow routes with regards to the properties on site and adjacent properties off site, and details of any mitigation measures provided where overland flow routes are unable to flow away from the building;
- Hydraulic calculation of the proposed drainage system;
- Construction details of flow control and SuDS elements.

(b) The development shall then be constructed in accordance with the approved details, within an agreed timescale.

Reason - To promote sustainable development, secure proper drainage and to manage the risk of flooding and pollution pursuant to policies SP1, EN14 and DM1 of the Manchester Core Strategy (2012).

7) a) Notwithstanding the Geo Environmental and Geo Technical Desk Study and gas calibration certificates stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020 and 11 September 2020 respectively, prior to the commencement of development hereby approved, the following details shall be submitted for approval in writing by the City Council, as Local Planning Authority:

- Submission of a remediation strategy.

The development shall then be carried out in accordance with the approved remediation strategy.

b) A Completion/Verification Report shall be submitted to and approved in writing by the City Council as local planning authority, prior to the first use of the development.

In the event that ground contamination, groundwater contamination and/or ground gas, not previously identified, are found to be present on the site at any time before the development is occupied, then associated works shall cease and/or the development shall not be occupied until, a report outlining what measures, if any, are required to remediate the land (the Revised Remediation Strategy) is submitted to and approved in writing by the City Council as local planning authority and the development shall be carried out in accordance with the Revised Remediation Strategy, which shall take precedence over any Remediation Strategy or earlier Revised Remediation Strategy.

Reason - To ensure that the presence of or the potential for any contaminated land and/or groundwater is detected and appropriate remedial action is taken in the interests of public safety, pursuant to policies DM1 and EN18 of the Manchester Core Strategy (2012).

8) Prior to the commencement of development, samples and specifications of all material to be used on all external elevations of the development shall be submitted for approval in writing by the City Council, as Local Planning Authority. The specification shall include the agreement of a materials panel which shall include samples and specifications of all materials to be used on all external elevations of the development along with reveals, jointing and fixing details, details of the drips to be used to prevent staining, soffits, ventilation/louvre details, air bricks and a strategy for quality control management.

The approved materials used shall then be implemented as part of the development.

Reason - To ensure that the appearance of the development is acceptable to the City Council as local planning authority in the interests of the visual amenity of the area within which the site is located, as specified in policies SP1 and DM1 of the Core Manchester Core Strategy (2012).

9) (a) The Site investigation and remediation works including trial piling, grouting of coal seams and mineshaft capping and other associated works shall be carried out in accordance with the following documents submitted and approved pursuant to planning permission 127534/FO/2020: The Coal Mining Risk Assessment (31 January 2020) prepared by Buro Happold Engineering and Method Statement for Proposed Grouting Works (03 July 2020) stamped as received by the City Council, as Local Planning

Authority, on the 22 July 2020; Grouting Works: Groundwater Risk Assessment Ref. BRA-BHE-XX-XX-DN-CG-0001, prepared by Buro Happold and dated 7 October 2020; and OVG Remediation Strategy Ref. BRA-BHE-XX-XX-RP-CG-0006 Revision P02, prepared by Buro Happold stamped as received by the City Council, as Local Planning Authority, on the 7 October 2020.

(b) Upon completion of the approved intrusive site investigations and remedial works to mitigate the risk of coal mining legacy at this site, a verification report, or equivalent statement prepared by a competent person, shall be submitted for approval in writing by the City Council, as Local Planning Authority. This document shall confirm the methods and findings of the additional intrusive site investigations (including sampling and monitoring carried out) and the completed remedial works and/or mitigation necessary to demonstrate that the site has been made, safe and stable for any future development at this site.

Reason - In the interest of ensuring the works are undertaken to a suitable standard and do not pose any further risk to the water environment by demonstrating that the requirements of the approved verification plan have been met and that this phase of remediation for the site is complete pursuant to policies EN17 and EN18 of the Manchester Core Strategy (2012).

10) No vegetation clearance shall take place during the optimum period for bird nesting (March - September inclusive) unless nesting birds have been shown to be absent, or, a method statement for the removal works including for the protection of any nesting birds is agreed in writing by the City Council, Local Planning Authority. Any method statement shall then be implemented for the duration of the demolition works.

Reason - In order to protect wildlife from works that may impact on their habitats pursuant to policy EN15 of the Manchester Core Strategy (2012).

11) All tree work should be carried out by a competent contractor in accordance with British Standard BS 3998 "Recommendations for Tree Work".

Reason - In order avoid damage to trees/shrubs adjacent to and within the site which are of important amenity value to the area and in order to protect the character of the area, in accordance with policies EN9 and EN15 of the Manchester Core Strategy (2012).

12) Notwithstanding the provisions of The Town and Country Planning (Use Classes) Order 1987 (or any order revoking and re-enacting that Order with or without modification) the premises shall only be used as a multi-use arena (Use Class D2) (61082 sqm) with ancillary use of its facilities (Use Classes A1, A3 and A4) as specified in a strategy to be submitted and approved in accordance with Condition 15, and for no other purposes.

Reason - To ensure that the arena is used solely for the intended purpose to safeguard the character of the area pursuant to policies SP1, EC7 and DM1 of the Manchester Core Strategy (2012).

13) The arena capacity hereby approved shall not be used by more than 23,500 spectators at any time and there shall be no more than 15 arena events per year which take place at the same time as events at the Etihad Stadium (of which no more than 5 would coincide with the evening peak).

Reason - For the avoidance of doubt and to ensure no unacceptable impacts with regards to noise and operational impacts on the residential amenity pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

14) The arena shall be open for event and hospitality use in accordance with the days and hours as specified in the approved Operating Schedule and Event Management Plan v 1.3 prepared by Laudation stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020, which shall include normal operation for events and hospitality between the hours of 0900 and 0000 Monday to Sunday.

In the event that there is a requirement to operate the arena or hospitality facilities beyond these hours, the hours of operation shall be agreed in advance in writing with the City Council as Local Planning Authority. Extended hours for a full arena event will only be acceptable on a maximum of 25 occasions per annum.

Reason - In the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

15) Prior to the first use of the arena hereby approved, a strategy for use of the ancillary spaces throughout the arena building, including kiosks to the canal (as shown on drawing BRA-POP-ZZ-01-DR-A-0613 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020), on non-arena event days shall be submitted for approval in writing by the City Council, as Local Planning Authority.

For the avoidance of doubt, this shall include details of the nature of the uses which would take place within the ancillary spaces including which facilities/spaces would be made available, the amount of floorspace to be utilised, operating hours and any management arrangements to ensure authorised access to the arena building only.

The use of the ancillary spaces on non-arena event days shall be carried out in accordance with this strategy for as long as the arena is in use.

Reason - To facilitate the use of the ancillary spaces on non-arena event days for community use and other appropriate purposes including kiosks to the canal which would support natural surveillance and activity at the arena and Etihad Campus as part of supporting the vitality of the campus and community access to the building pursuant to policies SP1, EC7 and DM1 of the Manchester Core Strategy (2012).

16) Prior to the first use of the development, details of the implementation, maintenance and management of the sustainable drainage scheme shall be submitted for approval in writing by the City Council, as Local Planning Authority.

For the avoidance of doubt this shall include:

- Verification reporting providing photographic evidence of construction;
- Management and maintenance plan for the lifetime of the development which shall include the arrangements adoption by any public body or statutory undertaker, or any other arrangements to secure the operation of the sustainable drainage scheme throughout its lifetime.

The management and maintenance plan shall be implemented upon first use of the development and thereafter retained and maintained.

Reason - To manage flooding and pollution and to ensure that a managing body is in place for the sustainable drainage system and there is funding and maintenance mechanism for the lifetime of the development pursuant to policies SP1, EN14 and DM1 of the Manchester Core Strategy (2012).

17) (a) Notwithstanding drawings BRA-POP-ZZ-ZZ-DR-L-0650 Rev 00, BRA-POP-ZZ-GF-DR-L-0651 Rev 00, BRA-POP-ZZ-GF-DR-L-0653 Rev 00 and BRA-POP-ZZ-01-DR-L-0656 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, prior to the first use of the development hereby approved, details of hard and soft landscaping treatments (including tree planting, street tree planting, boundary treatments and appropriate samples of materials of hard landscaping) shall be submitted to and approved in writing by the City Council as local planning authority.

(b) The approved scheme shall be implemented prior to the first use of the development. If within a period of 5 years from the date of the planting of any tree or shrub, that tree or shrub or any tree or shrub planted in replacement for it, is removed, uprooted or destroyed or dies, or becomes, in the opinion of the local planning authority, seriously damaged or defective, another tree or shrub of the same species and size as that originally planted shall be planted at the same place.

Reason - To ensure that a satisfactory landscaping scheme for the development and to secure appropriate wind mitigation pursuant to policies SP1, EN9 and DM1 of the Manchester Core Strategy (2012).

18) Prior to the first use of the development hereby approved, a detailed landscaped management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include details of how the hard and soft landscaping areas will be maintained including maintenance schedules and repairs. The management plan shall then be implemented as part of the development and remain in place for as long as the development remains in use.

Reason - To ensure that the satisfactory landscaping scheme for the development is maintained in the interest of the character and visual amenities of the area, in accordance with policies SP1, EN9 and DM1 of the Manchester Core Strategy (2012).

19) Prior to the first use of the development hereby approved, full details of the specification and locations of bat and bird boxes, shall be submitted for approval in writing by the City Council, as Local Planning Authority. The bat and bird boxes shall be installed prior to the first use of the development and therefore be retained and remain in situ.

Reason - To ensure the creation of new habitats and biodiversity in order to comply with policy EN15 of the Manchester Core Strategy (2012).

20) The development hereby approved shall be carried out in accordance with the Sustainability statement and appendices stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020.

A post construction review certificate/statement shall be submitted for approval, within a timescale that has been previously agreed in writing, to the City Council as Local Planning Authority.

Reason - In order to minimise the environmental impact of the development pursuant to policies SP1, T1-T3, EN4-EN7 and DM1 of the Manchester Core Strategy (2012) and the National Planning Policy Framework.

21) The development hereby approved shall achieve a post-construction Building Research Establishment Environmental Assessment Method (BREEAM) rating of at least 'Very Good' rating. A post construction review certificate/statement shall be submitted for approval, within a timescale that has been previously agreed in writing, to the City Council as Local Planning Authority.

Reason - In order to minimise the environmental impact of the development, pursuant to policies SP1, T1-T3, EN4-EN7 and DM1 of the Manchester Core Strategy (2012) and the National Planning Policy Framework.

22) (a) Prior to the first use of the development hereby approved, details of any externally mounted ancillary plant, equipment and servicing shall be submitted for approval. For the avoidance of doubt, externally mounted plant, equipment and servicing shall be selected and/or acoustically treated in accordance with a scheme designed so as to achieve a rating level of 5 db (L_{aeq}) below the typical background (L_{a90}) level at the nearest noise sensitive location.

(b) The approved scheme shall be implemented and prior to the first use of the development, a verification report will be required to validate that the work undertaken conforms to the recommendations and requirements approved under part (a) of this planning condition. The verification report shall include post completion testing to confirm the noise criteria has been met. In instances of non conformity, these shall be detailed along with mitigation measures required to ensure compliance with the noise criteria. Any mitigation measures shall be implemented in accordance with a timescale to be agreed with the City Council, as Local Planning Authority, and thereafter retained and maintained in situ.

Reason - To minimise the impact of plant noise on the local area pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

23) (a) The acoustic insulation of the arena building hereby approved shall be implemented in accordance with the following documents:

- Appendix 10 of the Environmental Statement (Noise survey results) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020;
- Acoustic response prepared by BuroHappold stamped as received by the City Council, as Local Planning Authority, on the 17 June 2020; and
- Technical Note 'Noise and Vibrations' stamped as received by the City Council, as Local Planning Authority, on the 3 July 2020

(b) Prior to the first use of the development, a verification report will be required to validate that the work undertaken conforms to the recommendations and requirements approved within part (a) of this planning condition. The verification report shall include post completion testing to confirm the noise criteria has been met. In instances of non conformity, these shall be detailed along with mitigation measures required to ensure compliance with the noise criteria. Any mitigation measures shall be implemented in accordance with a timescale to be agreed with the City Council, as Local Planning Authority, and thereafter retained and maintained in situ.

Reason - To ensure no unacceptable noise outbreak from the development in the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012) and saved policy DC26 of the Unitary Development Plan for the City of Manchester (1995).

24) The development hereby approved shall be carried out in accordance with Operational Waste Management Strategy (within the Sustainability Statement) and drawing BRA-POP-ZZ-GF-DR-A-0611 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020. The details shall be implemented prior to the first event at the development and thereafter retained and maintained in situ.

Reason - To ensure adequate refuse arrangement are put in place for the development pursuant to policies EN19 and DM1 of the Manchester Core Strategy (2012).

25) Prior to the first use of the development, details of a scheme to extract fumes, vapours and odours from the premises shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved scheme shall then be implemented prior to the first use of the development and thereafter retained and maintained in situ.

Reason - To ensure appropriate fume extraction is provided for the development pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

26) The development hereby approved shall include a building and site lighting scheme including details of illumination of external areas, potential impact on the tram line during the period between dusk and dawn and details of lighting being turned off when not in use. Full details of such a scheme shall be submitted for approval in writing by the City Council, as Local Planning Authority before the first use of the development hereby approved.

The approved scheme shall be implemented in full prior to the first use of development and shall remain in operation for so long as the development is occupied.

Reason - In the interests of amenity, crime reduction, personal safety and the safety of the tram lines in order to comply with the requirements of policies SP1 and DM1 of the Manchester Core Strategy (2012).

27) If any lighting at the development hereby approved, when illuminated, causes glare or light spillage which in the opinion of the Council as local planning authority causes detriment to adjoining and nearby residential properties, within 14 days of a written request, a scheme for the elimination of such glare or light spillage shall be submitted to the Council as local planning authority and once approved shall thereafter be retained in accordance with details which have received prior written approval of the City Council as Local Planning Authority.

Reason - In order to minimise the impact of the illumination of the lights on the occupiers of nearby residential accommodation, pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

28) The development shall be carried out in accordance with the Crime Impact Statement (Rev D ref. 2019/0841/CIS/01) (within the Sustainability Statement) prepared by Design for Security at Greater Manchester Police stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020. The development shall only be carried out in accordance with these approved details. The development hereby

approved shall not be occupied or used until the Council as local planning authority has acknowledged in writing that it has received written confirmation of a Secured by Design accreditation.

Reason - To reduce the risk of crime pursuant to policies SP1 and DM1 of the Core Manchester Strategy (2012) and to reflect the guidance contained in the National Planning Policy Framework.

29) The arena hereby approved shall be carried out in accordance with the Framework Travel Plan (Appendix 12.2 of the Environmental Statement) stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020.

In this condition a Travel Plan means a document which includes:

- i) the measures proposed to be taken to reduce dependency on the private car by those visiting and working at the development;
- ii) a commitment to surveying the travel patterns of spectators and staff during the first three months of the first use of the building and thereafter from time to time
- iii) mechanisms for the implementation of the measures to reduce dependency on the private car
- iv) measures for the delivery of specified travel plan services
- v) measures to monitor and review the effectiveness of the Travel Plan in achieving the objective of reducing dependency on the private car

Within six months of the first use of the building, a Travel Plan which takes into account the information about travel patterns gathered pursuant to item (ii) above shall be submitted for approval in writing by the City Council as Local Planning Authority. Any Travel Plan which has been approved by the City Council as Local Planning Authority shall be implemented in full at all times when the development hereby approved is in use.

Reason - To assist promoting the use of sustainable forms of travel for spectators, staff and visitors, pursuant to policies T1, T2 and DM1 of the Manchester Core Strategy (2012).

30) Prior to the first use of the arena hereby approved, details of the location and specification of 240 covered cycle spaces within the Etihad Campus shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ for as long as the development remains in use.

Reason - To ensure there is sufficient cycles stand provision at the development and the occupants in order to support modal shift measures pursuant to policies SP1, T1, T2 and DM1 of the Manchester Core Strategy (2012).

31) Prior to the first use of the arena hereby approved, details of a coach parking strategy shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ for as long as the development remains in use.

Reason - To ensure there adequate provision for coach parking at the development pursuant to policies SP1, T1, T2 and DM1 of the Manchester Core Strategy (2012).

32) Prior to the first use of the development hereby approved, a scheme of highway works, as outlined within the Transport Assessment prepared by BuroHappold Engineering stamped as received by the City Council, as Local Planning Authority, 30 March 2020, shall be submitted for approval in writing by the City Council, as Local Planning Authority.

For the avoidance of doubt this shall include the following:

- Modifications to the junction of Gate 1/Alan Turing Way including creation of left in/left out traffic movements, improved cycle facility, widened pedestrian provision, creation of servicing entrance and vehicle access/egress (Drawing BRA-BHE-XX-XX-DR-C-0230);
- Emergency vehicle access from Alan Turing Way including modification to pedestrian footway and access to the canal (Drawing BRA-BHE-XX-XX-DR-C-0240);
- Widening of footways along Sportcity Way including narrowing of carriage from 4 to 3 lanes (Drawing BRA-BHE-XX-XX-DR-C-0210);
- Installation of fixed bollards, retractable bollards and planters to Sportcity Way);
- Introduction of VIP drop off and U Turn facility;
- Extension of the existing taxi rank along the full length of Rowsley Street and Philips Park Road (including creation of a one-way system);
- Dropped kerbs and tactile paving to vehicle access points;
- Provision of additional Variable Message Boards (VMS) including agreed locations and timescale for implementation;

The approved scheme shall be implemented and be in place prior to the first use of the arena hereby approved and thereafter retained and maintained in situ.

Reason - To ensure safe access to the development site in the interest of pedestrian and highway safety pursuant to policies SP1, EN1 and DM1 of the Manchester Core Strategy (2012).

33) Prior to the first event at the development hereby approved, details of a servicing and operational management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include how servicing arrangements will be managed at the development including ensuring the access road remains unrestricted. The approved plan shall be implemented upon the first use of the development and thereafter retained and maintained.

Reason - In the interest of highway and pedestrian safety pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

34) Prior to the first event the development hereby approved, details of a car park management plan shall be submitted for approval in writing by the City Council, as Local Planning Authority. For the avoidance of doubt this shall include how the surface level car parks at the Etihad Campus would be made available to support the arena development and its operations, particularly on match days, together with how disabled parking would be made available, managed, monitored and reviewed to ensure disabled parking is always available at the development (including suitable levels of match days).

The approved plan shall be implemented upon the first event at the development and thereafter retained and maintained.

A review of the car parking management plan shall be submitted to the City Council, as Local Planning Authority, on an annual basis (on a date to be agreed) which details the

ongoing management arrangements and any appropriate modifications should they be necessary.

Reason - In the interest of highway and pedestrian safety pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

35) Prior to the first event at the arena hereby approved, a crowd management strategy for the Etihad Tram stop shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved strategy shall be implemented upon first use of the development and remain in use at all times when the development is operational (including with coincided events at the Etihad Stadium).

Reason - In the interest of public safety for users of the tram stop pursuant to policy DM1 of the Manchester Core Strategy (2012).

36) Excluding vehicle activity associated with the operation of events at the development, and movement of waste within the Etihad Campus between the development and the existing Etihad Waste Compound, deliveries, servicing and collections including waste collections shall not take place outside the following hours:

Monday to Sunday 07:30 to 20:00

Reason - In the interest of residential amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

37) Notwithstanding the TV reception survey prepared by ME Engineers stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, within one month of the practical completion or at any other time during the construction of the development if requested in writing by the City Council as local planning authority in response to identified television signal reception problems within the potential impact area a study shall identify such measures necessary to maintain at least the pre-existing level and quality of signal reception identified in the survey carried out above. The measures identified must be carried out either before the building is first used or within one month of the study being submitted to the City Council as local planning authority, whichever is the earlier.

Reason - To provide an indication of the area of television signal reception likely to be affected by the development to provide a basis on which to assess the extent to which the development during construction and once built, will affect television reception and to ensure that the development at least maintains the existing level and quality of television signal reception - In the interest of residential amenity, as specified in policy DM1 of Core Strategy.

38) Prior to the first use of the development, details of any external roller shutters to the ground floor of the arena shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be implemented prior to the first use of the arena and thereafter retained and maintained in situ.

Reason - To ensure that the roller shutters are appropriate in visual amenity terms pursuant to policies SP1, EN1 and DM1 of the Manchester Core Strategy (2012).

39) Prior to the first use of the development, details of the siting, scale and appearance (including samples of materials) of the boundary treatments (and green screens) shall

be submitted for approval in writing by the City Council, as Local Planning Authority. The approved scheme shall then be implemented and be in place prior to the first use of the development. The boundary treatment shall be retained and maintained in situ thereafter and notwithstanding the provisions of the Town and Country Planning (General Permitted Development) Order 2015 (or any order revoking or re-enacting that Order with or without modification) no boundary treatment shall be erected on site, other than that shown on the approved plans.

Reason - To ensure that appropriate boundary treatment is put in place in the interest of visual amenity pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

40) Notwithstanding drawing BRA-POP-ZZ-RF-DR-A-0620 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 30 March 2020, prior to the first use of the arena hereby approved, details of the specification, siting, scale and appearance of the solar panels to the roof (including cross sections). The approved details shall then be implemented prior to the first use of the arena and thereafter retained and maintained in situ.

Reason - In the interest of ensuring the solar panels are of the appropriate specification and appearance in the interest of the overall sustainability of the building and visual amenity pursuant to policies SP1, EN1, EN6 and DM1 of the Manchester Core Strategy (2012).

41) Notwithstanding the information shown on drawing reference BRA-POP-ZZ-RF-DR-A-0620 Rev 00 stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020, prior to the first event at the arena, final details of a signage strategy for the roof signage shall be submitted for approval in writing by the City Council, as Local Planning Authority. The approved details shall be used to inform future signage for the roof.

Reason - In the interest of achieving a suitable signage solution for the roof of the arena pursuant to policy DM1 of the Manchester Core Strategy (2012).

42) Prior to the first use of the development hereby approved, a scheme of improvements to the Ashton Canal, as indicated within the planning statement prepared by Deloitte stamped as received by the City Council, as Local Planning Authority, on the 6 March 2020 shall be submitted for approval to the City Council as local planning authority, together with a programme for the implementation of the works. The approved details shall be implemented in accordance with the agreed programme.

Reason - In order to make necessary improvements to the Ashton Canal with the aim of improving the accessibility and attractiveness of this route as a key walking route pursuant to policies SP1, T2 and DM1 of the Manchester Core Strategy (2012).

43) Prior to the first use of the development hereby approved, details of the 3D public art installation shall be submitted for approval in writing by the City Council, as Local Planning Authority. This shall include details of siting, scale and appearance. The approved details shall then be implemented prior to the first use of the development hereby approved.

Reason - In the interest of visual amenity and to secure appropriate wind mitigation measures pursuant to policies SP1 and DM1 of the Manchester Core Strategy (2012).

Informatives

Building Regulations 2010

This permission does not grant approval under Building Regulations.

Street Naming & Numbering Requirements

Manchester City Council is responsible for allocating street naming and numbering within Manchester for new developments or property conversions. Individuals or businesses are not permitted to allocate their own property numbers, building or street names.

If your development includes the creation of new dwellings (either new build or conversion of existing buildings), creation of new commercial properties or the subdivision of existing properties you must ensure that you request new or changes to addresses through us so they can be officially allocated and registered in accordance with the Public Health Act 1925 Sections 17-19 & Greater Manchester Act 1981 Section 22.

Failure to do this may result in difficulties for the developer/occupier when requiring services such as connections to utilities, phone lines and postal services and may delay your development.

You can apply online at the following address:

http://www.manchester.gov.uk/info/100011/roads_parking_and_transport/1988/naming_and_numbering_of_houses_buildings_streets_and_roads/2

Mining Information

The proposed development lies within an area which could be subject to current coal mining or hazards resulting from past coal mining. Please read the Standing Advice from the Coal Authority in Appendix A.

Cranes

Cranes, whilst they are temporary, can be a hazard to air safety. The developer or crane operator must therefore contact Manchester Airport's Control of Works Office using the details provided below, at least 21 days in advance of intending to erect a crane or other tall construction equipment on the site. This is to obtain a Tall Equipment Permit and to ascertain if any operating restrictions would be required. Any operating restrictions that are subsequently imposed by Manchester Airport must be fully complied with. Email: control-of-works@magairports.com Tel: 0161 489 6114

Gas

There is a high pressure pipe line in close proximity of the site. No works should be undertaken in the vicinity of the gas pipelines and that no heavy plant, machinery or vehicles cross the route of the pipeline until detailed consultation has taken place.

Landowner Legal Rights

Contact the landowner and ensure any proposed works in private land do not infringe Cadent and/or National Grid's legal rights (i.e. easements or wayleaves). If the works are in the road or footpath the relevant local authority should be contacted. Ensure that all persons, including direct labour and contractors, working for you on or near Cadent and/or National Grid's apparatus follow the requirements of the HSE Guidance Notes

HSG47 -'Avoiding Danger from Underground Services' and GS6 - 'Avoidance of danger from overhead electric power lines'. This guidance can be downloaded free of charge at <http://www.hse.gov.uk> In line with the above guidance, verify and establish the actual position of mains, pipes, cables, services and other apparatus on site before any activities are undertaken.

Ashton Canal

Works in close proximity to the Ashton Canal - The applicant/developer is advised to contact the Infrastructure Services Team on ((01782 779909)) in order to ensure that any necessary consents are obtained and that the works comply with the Canal & River Trust. 2) The Applicant should contact the Canal & River Trust directly to establish the position regarding the need to carry out works along the Ashton Canal, including lighting, vegetation clearance and signage. The applicant is advised to contact the Trusts Estate Management Team on 0303 040 4040 or email Matthew.Hart@canalrivertrust.org.uk.

Gate openings

All gates should open inwards and not impact on the adopted highway.

Date: 23 October 2020

Signed:



Julie Roscoe
Director of Planning, Building Control & Licensing

Manchester City Council, P O Box 532, Town Hall, Manchester M60 2LA

Notes

1. This permission refers only to that required under the Town and Country Planning Act 1990 does not include any consent or approval under any other enactment, byelaw, order or regulation.

2 If the applicant is aggrieved by the decision of the local planning authority to refuse permission or approval for the proposed development, or to grant permission or approval subject to conditions, they may appeal to the Secretary of State in accordance with Section 78(1) of the Town and Country Planning Act 1990 within six months of the date of the notice of the decision.

The Planning Inspectorate have introduced an online appeals service that can be used to make appeals online. This service is available through the gov.uk website – www.gov.uk/planning-inspectorate. The Inspectorate will publish details of your appeal on the internet. Alternatively If you are unable to access the online appeal form, please contact the Planning Inspectorate to obtain a paper copy of the appeal form on tel: 0303 444 5000.

The Secretary of State has power to allow a longer period for the giving of a notice of appeal but they will not normally be prepared to exercise this power unless there are special circumstances that excuse the delay in giving notice of appeal.

If you intend to submit an appeal that you would like examined by inquiry then you must notify the City Council (planning@manchester.gov.uk) and the Planning Inspectorate (inquiryappeals@planninginspectorate.gov.uk) at least 10 days before submitting the appeal. Further details are on GOV.UK.

3. The statutory requirements are those set out in Section 79(6) of the Town and Country Planning Act 1990, namely Sections 70(1) and 72(1) of the Act.

4. If either the local planning authority or the Secretary of State refuses permission to develop land or grants it subject to conditions, the owner may claim that they can neither put the land to a reasonably beneficial use in its existing state nor render the land capable of a reasonably beneficial use by the carrying out of any development which has been or would be permitted.

In these circumstances, the owner may serve a purchase notice on the Council in whose area the land is situated. This notice will require the Council to purchase his interest in the land in accordance with the provisions of Part VI of the Town and Country Planning Act 1990

5. In certain circumstances, a claim may be made against the local planning authority for compensation, where permission is refused or granted subject to conditions by the Secretary of State on appeal or on a reference of the application to them. The circumstances in which such compensation is payable are set out in Section 114 of the Town and Country Planning Act 1990.

Right of challenge on planning application decision

A third party does not have a right of appeal against a decision on a planning application. Instead there is a right of challenge (a Judicial Review) which is limited to lawfulness of the procedure that we have taken in coming to that decision.

Any challenge must be based on the following and not the merit of the decision:

- Procedural irregularity
- Irrationality
- Illegality

Any application for permission to bring such a challenge (which is through the High Court) must be made within 6 weeks of the date of the decision being issued.

Appendix A



**The Coal
Authority**

Any Planning Enquiries should be directed to:

Planning and Local Authority Liaison

Telephone: 01623 637 119

Email: planningconsultation@coal.gov.uk

Website: www.gov.uk/government/organisations/the-coal-authority

INFORMATIVE NOTE

The proposed development lies within an area that has been defined by the Coal Authority as containing potential hazards arising from former coal mining activity. These hazards can include: mine entries (shafts and adits); shallow coal workings; geological features (fissures and break lines); mine gas and previous surface mining sites. Although such hazards are seldom readily visible, they can often be present and problems can occur in the future, particularly as a result of development taking place.

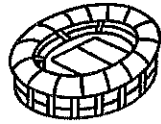
It is recommended that information outlining how the former mining activities affect the proposed development, along with any mitigation measures required (for example the need for gas protection measures within the foundations), be submitted alongside any subsequent application for Building Regulations approval (if relevant). Any form of development over or within the influencing distance of a mine entry can be dangerous and raises significant safety and engineering risks and exposes all parties to potential financial liabilities. As a general precautionary principle, the Coal Authority considers that the building over or within the influencing distance of a mine entry should wherever possible be avoided. In exceptional circumstance where this is unavoidable, expert advice must be sought to ensure that a suitable engineering design is developed and agreed with regulatory bodies which takes into account of all the relevant safety and environmental risk factors, including gas and mine-water. Your attention is drawn to the Coal Authority Policy in relation to new development and mine entries available at: <https://www.gov.uk/government/publications/building-on-or-within-the-influencing-distance-of-mine-entries>

Any intrusive activities which disturb or enter any coal seams, coal mine workings or coal mine entries (shafts and adits) requires a Coal Authority Permit. Such activities could include site investigation boreholes, digging of foundations, piling activities, other ground works and any subsequent treatment of coal mine workings and coal mine entries for ground stability purposes. Failure to obtain a Coal Authority Permit for such activities is trespass, with the potential for court action.

Property specific summary information on past, current and future coal mining activity can be obtained from: www.groundstability.com or a similar service provider.

If any of the coal mining features are unexpectedly encountered during development, this should be reported immediately to the Coal Authority on 0345 762 6848. Further information is available on the Coal Authority website at: www.gov.uk/government/organisations/the-coal-authority

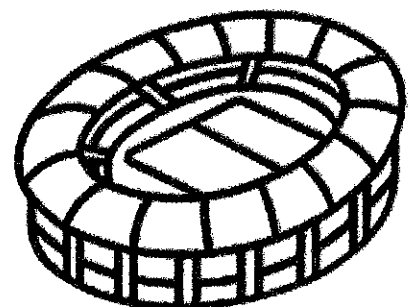
This Informative Note is valid from 1st January 2019 until 31st December 2020



LAUDATION

VENUE MANAGEMENT - ARENA DESIGN - COMPLIANCE

OVG Manchester Operating Schedule and Event Management Plan



Document Control

Version	Date	Author	Signed
1.0	04.11.2019	S Gotkine	<i>S Gotkine</i>
1.1	12.12.2019	S Gotkine	<i>S Gotkine</i>
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1.0 Introduction

This Operating Schedule and EMP demonstrates Oak View Group's (OVG) commitment, as owners and operators of OVG Manchester, to design and operate this arena in accordance with the appropriate legislation and using industry best practise and guidance to ensure the arena provides a safe, secure and enjoyable environment for all visitors, clients and performers.

Although there is no specific guidance for arena's, OVG will adopt the following documents as a benchmark, where appropriate, as well as using their knowledge from decades of experience in operating similar venues and from their international venue portfolio:

- SGSA Safety at Sports Grounds; 6th Edition
- The Purple Guide to Health, Safety and Welfare at Music and Other Events
- The Event Safety Guide: A Guide to Health, Safety & Welfare at Music & Similar Events (HSE – 1999)
- Technical Standards for Place of Entertainment (The Institute of Licensing, The District Surveyors Association and The Association of British Theatre Technicians) Yellow Book
- The A Guide (published by the National Arena's Association)
- BS 8300:2018 Design of an accessible and inclusive built environment - Code of practice

As well as industry guidance, OVG will ensure that the following legislation is adhered to, recognising that there will be other regulations followed on a department by department basis:

- Health and Safety at Work etc. Act 1974
- Occupiers Liability Act 1957 and 1984
- The Regulatory Reform (Fire Safety) Order 2005
- The Management of Health and Safety at Work Regulations 1999
- Civil Contingencies Act 2004
- Construction (Design and Management) Regulations 2015
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Equality Act 2010
- The Food Safety Act 1990

This Operating Schedule and EMP establishes the methodology of operation and integration with the wider Etihad Campus that will develop over time in the lead up to the go live date.

The primary objective of OVG will be to uphold the key licensing objectives. Those being;

- the prevention of crime and disorder,
- public safety,
- the prevention of public nuisance and;
- the protection of children from harm

These have been a key focus within the planning and design of the arena and that will continue to be the case throughout the operational life of the venue.



OVG will set out its strategy for this within an Operations Manual. This manual will form the basis for the operation of the arena and will have buy in from all levels of the business. It will detail how the license conditions will be upheld, how they will integrate with the wider and developing campus operations and how the plan to communicate with all of the responsible authorities on a regular basis.

2.0 Integration with Etihad Campus

Integration with the wider Etihad Campus, especially the Stadium, is key to the successful operation of the arena. From the start of the design process, OVG have accepted that the arena will be part of a wider community of venues and events, and not in a green field site on its own. Therefore, the approach from the outset has been that of integration and collaboration.

OVG regularly work with the Operations, Safety and Infrastructure departments at the football club, have observed a number of matches and attend regular meetings and workshops where all external elements of the arena operation, and its interoperability with the stadium and wider campus are discussed. This will continue throughout the rest of the design and construction periods and in the lead up to the operational phase. OVG will also devise a series of desktop and live sessions to test and refine procedures and build good working relationships between all stakeholders. The key elements of joint planning will centre around arrival, queue management, circulation, transport, departure and incident planning.

Campus wide coordination meetings are already in place, which the arena operations team will join as they ramp up for the opening of the venue. OVG will also feed into the campus wide diary to ensure that a holistic picture can be maintained within the independent venues. The arena will issue an Event Management Plan to all stakeholders in advance of each event which can be discussed at the regular operations and coordination meetings.

It is likely that a series of Operating Modes will be agreed in advance to establish the parameters of operations dependant on the activities within the wider campus. The overriding approach will be to not schedule an arena event at the same time as a match. However, if that can't be avoided, it is only likely to occur a handful of times a year.

As an example, the Operating Modes are likely to be set out as follows:

- **Operating Mode A: Arena event only, no stadium bowl event;**
 - The Arena will have use of the common areas within the campus and surrounding car parks. There may be other events on the campus, but these should be of limited impact to the arena event taking place
- **Operating Mode B: Arena Bar/Concourse open on MCFC Matchday;**
 - The majority of arena attendees will be those already attending the event in the stadium and therefore it is assumed that there is no, or only limited, uplift in the total footfall on the campus. The arena will be responsible for the operation of the concessions as well as the access, egress and security management within the arena demise. Liaison with the Stadium safety management will be in place.
- **Operating Mode C: Arena Evening Event + MCFC Lunchtime kick off;**
 - This mode will be used for stadium kick offs ranging from 12:00 to 14:00. Therefore, the latest peak egress time is 16:15. For this operating mode, there is little impact on the stadium but coordination is key to ensure

transport management and cleaning and waste removal is in place to present the campus to the arena that evening.

- **Operating Mode D: Arena Evening Event + MCFC 15:00 kick off;**
 - The likely egress commencement time in this mode is 16:45 with peak egress ceasing around 17:15. The arena premium doors are likely to open at 17:30. There will be limited impact to the stadium operation, but queue zones will be agreed and likely set up prior to the stadium egress. Car Parks should be unaffected. Cleaning and Waste Management will need coordination.
- **Operating Mode E: Arena Evening Event + MCFC 16:00 kick off;**
 - Arena parking limited to a maximum of 500 spaces and will be pre-booked to control. Communication regarding other methods of transport and walking routes will be strongly advertised. A small queuing area is likely to be in place on Joe Mercer Way but nothing significant. All other queues zones are away from the stadium circulation routes.
 - Ingress is likely to be unaffected with the arena ticket holders not expected to arrive until around 17:00, apart from some early arrivals for the standing floor, if applicable.
 - Stadium egress is likely to commence around 17:45 with peak egress ceasing around 18:15. At this time the Arena VIP Entrance will have opened and the main doors will be due to open at 18:30. The 500 spaces in the car park, reserved for arena customers, mainly VIPs, are likely to be taken before 18:00. Queues are likely outside of the majority of arena entrances at this time, however, apart from the queue zone on Joe Mercer Way, little impact to the stadium egress is expected.
 - For the arena egress, there is no stadium crowd on the campus.
- **Operating Mode F: Arena Evening Event + MCFC Evening kick off;**
 - This mode will be used for evening kick offs from 19:30. Therefore, the likely stadium finish time is 21:30 - 21:50 will peak egress reducing down at 22:00 - 22:20.
 - Arena parking will be limited to a maximum of 500 spaces and will be pre-booked to control cars arriving on site. Communication regarding other methods of transport and walking routes will be strongly advertised. A small queuing area is likely to be in place on Joe Mercer Way but nothing significant. All other queues zones are away from the stadium circulation routes.
 - Ingress is likely to be unaffected in general although the local routes and transport hubs are likely to be busier than normal. It is likely that the arrival profile will be similar, with the arena guests starting to arrive earlier than the stadium spectators, but peak arrivals for both will likely occur simultaneously. Even with that occurrence, the arena will have limited parking spaces all of which will be allocated in advance. It is therefore assumed that the impact on the campus is likely to be manageable during this phase of activity. It has been witnessed that there is plenty of circulation space for simultaneous arrival to both the arena and stadium within the current external spaces.
 - For egress, the arena will manage the show finish time to ensure that it doesn't finish earlier than 22:30 to ensure that the hard egress from the

stadium has finished prior to the hard egress from the arena. Where Stadium events have the potential to extend into Extra Time and or penalties, the arena will further delay the finish time to 23:00 in advance, to still provide a 20 minute buffer between both venues finishing.

- In this mode, the arena will promote post event entertainment and food and beverage promotions to further delay some of the guest departures.
- Operating Mode G: Arena Evening Event + Athletics Stadium, Velodrome, Squash & CFA Stadium in use;
 - There is unlikely to be a stadium event occurring at the same time. Stadium car parks will be available to use. Limited impact on the arena expected, however, coordination to take place with other venues on the campus to agree operating schedule and parameters.

NB: For Arena Matinee events, it is likely that Operating Mode F will be used. This will be worked through with relevant stakeholders during the operational planning phase.

On days where a concert is scheduled in the stadium, it is likely that the arena will not schedule events, at least in the early years of operating, until a pattern is established, and live data can be analysed. Should this occur in the future, detailed planning sessions with the football club, local authority, police and other stakeholders will take place to ensure suitable plans are in place and all parties are comfortable that the event can take place safely.

The arena will follow the Command and Control system as recommended within the Green Guide and as currently used by the Etihad Stadium and by the Emergency Services. Whilst it is likely that a Silver Commander will be in place independently for both the arena and the stadium, coordination of both venues as well as the Common Domain Area is critical and this will be discussed, tested and agreed with the relevant stakeholders in advance of the venue opening. The control rooms in both the stadium and area will have direct contact as well as shared CCTV capability for ease of communication and coordination. The operating plans will need to be created, tested and approved to find the most resilient approach in managing the campus with the arena, stadium and estate management feeding into the process and then presenting to the Stadium SAG group for approval.

3.0 Event Activities

3.1. Schedule and Operating Hours

It is anticipated that OVG Manchester will host in the region of 120 events a year with the majority taking place in the evening, although some matinee performance are also likely.

Matinee shows are likely to begin at 15:00 and end by 17:00. Evening shows are likely to begin at 19:30 and end between 22:00 and 23:00. The exact event timings may vary on a show by show basis. It is likely that the attendance for a matinee show will be reduced to 50% due to the configuration of the arena.

A typical event hire agreement gives the event owner, normally the promoter, access into the venue from 06:00 on the event day until 03:00 the day afterwards. The 'live' period within that window is normally from 17:30 until 23:00, although that could change for some events with matinee performances built into the agreement in advance.

The below schedule outlines the key timings on a typical event day.

• Production Vehicles Arrive on site:	04:00*
• Event Load In Commences:	06:00
• Sound checks Commence:	15:00
• Premium Entrances Open:	17:30
• Main Doors Open:	18:30
• Support Act Commences:	19:30
• Main Act Commences:	20:45
• Event Finishes:	22:30
• Egress Complete:	23:15
• Load Out Complete / Last Truck off site:	03:00

* Where possible, trucks will be directed into the covered service yard at this time

3.2. Event Configurations

OVG Manchester has been designed to deliver a number of different configurations from Concert to Sport and Family Entertainment to Award Shows. The maximum capacity for events will be up to 23,500, however, this is only likely to occur a small number of times per year, with the standard event attendance likely to be between 14,000 – 18,000 persons.

The table below shows the anticipated number of events per capacity range, to be held annually:

Capacity Range	Anticipated Events per year	Potential Growth Scenario
16,726 – 18,263	48	72
13,844 – 20,455	36	54
16,266 – 17,833	22	32
10,943 – 20,457	12	18
15,809 – 23,500	2	4
	120	180

3.3. Operations Manual

The method of how the arena will be operated, will be detailed within an Operations Manual that will be written and published by OVG in advance of the arena opening. This manual is likely to form the basis of the Premises License and will explain how the arena will operate both on event and non event days. The manual will be a comprehensive, live document that will include details on all elements of the arena's operation. Likely subjects that will be included are, but not limited to, the following;

- An overview of the arena including capacities and provisions within each of the different spaces;
- Method of Integration with the wider Etihad Campus
- Schedule and Conditions of the Premises License
- Arena Management Policies and Terms and Conditions of Entry
- Noise Management Policy
- Details around the day to day Management Structure as well as the Command and Control Structure of arena events
- Health and Safety Management including Fire Safety
- Incident Management and Contingency Planning
- Event Planning Process
- Medical Management Plan
- Event Configurations and Capacities
- Access, Egress and Circulation Planning
- Management of the Standing Floor
- Production Facilities including Rules and Regulations (including Electrical Safety and Rigging)
- Security and Counter Terror Plan and Procedures
- Facility Management including Planned Preventative Maintenance Regime
- IT and Broadcast Provision



- Cleaning, Waste Management and Environmental Plan
- Accessible Provision
- Transport Management Plan
- Food & Beverage Operation including Premium areas
- Ticketing Management Plan.

4.0 General Operations

4.1 Cleaning and Waste Management

The venue, either by directly employing staff or by contracting an experienced Service Partner, will be responsible for all cleaning and waste management within their red line boundary. There will be a regime in place for cleaning to take place prior to, during and after an event as well as planned deep cleaning on a regular basis through a Planned Preventative Maintenance programme. For cleaning further out from the venue boundary, it is likely that OVG will tie into the existing campus wide cleaning provision to ensure that it is kept to the current standard.

A comprehensive Waste Management Plan has been submitted as part of the planning application. Some key points are summarised below.

- Waste will be separated at source into a number of streams. Residual waste and Dry Mixed Recyclables (DMR) will be segregated venue-wide, with glass and organics also segregated in certain areas.
- A large proportion of the venue's waste will be generated in the arena concourse areas. To reduce the risk of litter bins in these areas overflowing, cleaners will regularly empty them and transfer waste to larger bins in intermediate stores.
- Waste generated within the bars and concession units will be stored within the units themselves, while waste produced in the hospitality areas will be backhauled to the kitchens on each level.
- A portion of the proposed arena's waste will be moved to the existing Etihad Campus waste compound for collection, via the bin compound on the L01 podium. To ensure that the waste strategy offers sufficient resilience, provision will also be made for a portion of the proposed arena's waste to be compacted on-site and collected from the L00 service yard.

At this stage, it is proposed that cleaners will move residual waste to the compactors in the L00 service yard and DMR, organics and glass bins to the L01 bin compound, before transferring them to the Campus waste compound for consolidation and collection.

The compactors in the L00 service yard will be collected by a private contractor post-event using a skip-lift truck. Collection vehicles will access and exit the service yard via Sportcity Way to the north. The compactors have been oriented to ensure that the trucks do not obstruct the main servicing circulation route when they are making collections.

To maximise the efficiency of operations, DMR, glass and organics bins will be moved from the L01 bin compound to the Etihad Campus waste compound using 3.5t box vans.

In order to avoid any adverse impacts on users of the Campus, waste will be moved in the early hours, when levels of pedestrian activity are at their lowest.

Organics and glass bins will be collected from the Campus waste compound by a rear-end loader refuse vehicle, while DMR will be compacted. To minimise the number of waste vehicle trips, it is proposed that DMR is stored in a large portable roll-on roll-off compactor and collected by a hook-lift truck.

4.2. Smoking

The venue will operate a strict no smoking policy and no re-admission will be permitted for those wishing to leave the venue to smoke. This being the case, we don't expect any impact from smoking, and this is benchmarked from similar policies being in place at most venues throughout the UK.

4.3. Event Management Plan (EMP)

The EMP will be the key event communication component, detailing the event requirements and how they will be delivered. The document will be available internally to all staff as well as to key external stakeholders. The EMP is likely to cover the following topics, with the more strategic elements being detailed within the Operations Manual and other strategic documents such as the Incident Strategy, Crisis Communications Strategy and Business Continuity Plan, to avoid repetitiveness where possible;

- Overview of the event,
- Risk Assessment,
- Expected Audience Profile,
- Arena Configuration,
- Capacity, ticket sales and expected attendance
- Areas in use,
- Schedule of activities,
- Details of contractors working on the event,
- Transport and logistics arrangements,
- F&B operation,
- Security and staffing requirements,
- Merchandise operation,
- Cleaning and waste operations,
- Technical and production requirements,
- Medical provision,
- Fire Safety provision.

The document will be available in advance of the event, likely 2 weeks out, and updated up until the event day. On the event day, information from this document will be used to form an Event Briefing Document, which will be available to each staff working on the event.

4.4. Accessibility

A key strategy for OVG is to deliver an arena that is truly world class for everyone who comes to visit. This fits in well with Manchester's Core Strategy, that there is an aspiration that by 2027 'Manchester will be a successful and accessible City in the front rank of cities in Europe and the world'. This scheme is an opportunity to meet and exceed that aspiration through the adoption of the following four principles, which incorporate CABE's 'Principles of Inclusive Design'. These principles are embedded as part of design deliberations and output to ensure that all parts of the built environment:

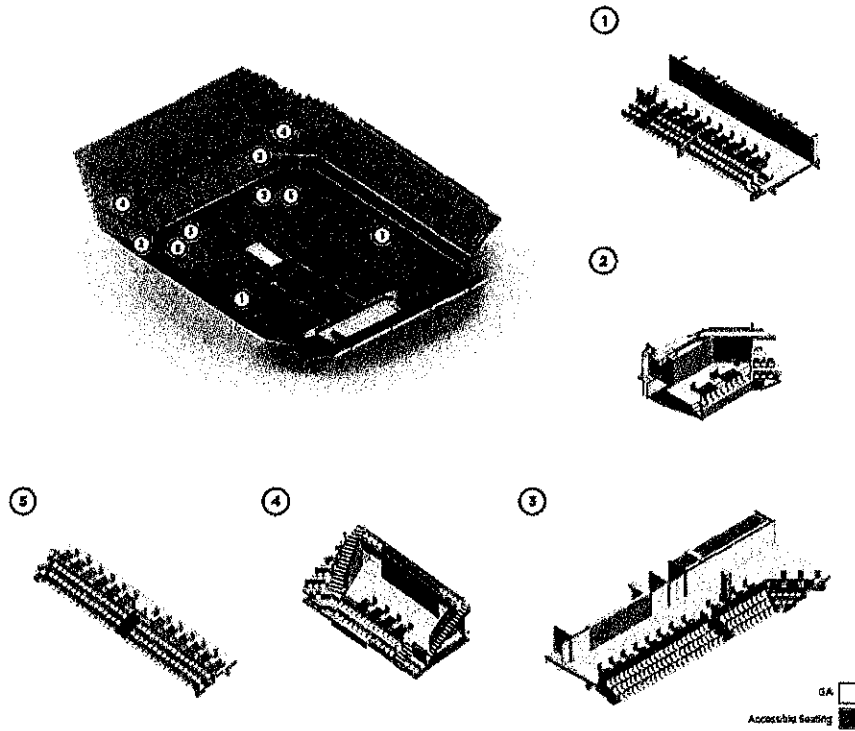
- Can be used safely, easily and with dignity by all regardless of disability, age, gender, ethnicity or economic circumstances.
- Are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort, separation or special treatment.
- Are flexible and responsive, taking account of what different people say they need and want, so people can use them in different ways.
- Are realistic, offering more than one solution to help balance everyone's needs, recognising that one solution may not work for all.

No matter how physically accessible a venue is, without clear operational policy mechanisms, the accessibility of the venue will be compromised and over time, diminish. Therefore, sufficiently robust provision, criterion and practices will be established by the building management and operators including the development of active management plans. For this reason, OVG are seeking to obtain Attitude is Everything's (AIE) Gold Charter status. AIE's Charter is a combination of physical provision, service offering, and operational practice designed to guide venue and event organisers through a wide range of topics. The Charter sets out 21 criteria such as the provision of information, booking disability equality training to provision within the physical site looking at viewing platforms, toilets (including Changing Places facilities) and emergency evacuation plans. There are also requirements for staff training, consultation and engagement.

There is also an aspiration that the venue becomes the touring communities' favourite venue. As the design develops, the development of back of house and performers' facilities will address disabled and non-disabled users, in order to ensure that every effort is made to allow the programming of deaf and disabled Performers to operate freely and to make as many act areas as possible accessible. As part of OVG's drive to achieve AIE Gold Charter Status the design team will look at removing obstacles in all areas. As the design develops, OVG will look at how operational and management policies, procedures and practices might create unintended barriers and work to remove them.

Wheelchair user viewing spaces and amenity seating is dispersed throughout the arena. Permanent wheelchair viewing positions will provide a C60 (minimum) viewing. These positions will be generally within 40m of unisex wheelchair accessible WCs; in some instances, distances may be nominally more than 40m; the routes to those WCs will be unimpeded by obstructions such as doors. Wheelchair user viewing positions will be 900mm wide by 1400mm deep plus space for a companion seat (overall dimension will therefore be 1400mm x 1400mm) with a clear circulation space of 1200mm minimum behind these positions.

Below is a diagram showing locations of accessible seating within the seating bowl.



5.0 Crowd Management

5.1. Introduction

Crowd Movement has been a key focus for the project team and the results have been used to inform and update the design of the seating bowl, concourses and external areas.

This is more important than usual given the location of the arena, within the Etihad Campus, and in proximity to the Etihad Stadium, and that there's likely to be a small number of occasions during the year, where coincident events are likely to occur.

All of the Crowd Modelling has taken a worst-case scenario which includes a fully expanded capacity of the football stadium (61,000) and the maximum attendance achievable in the arena (23,500).

5.2. Crowd Modelling

A full crowd modelling exercise was commissioned as part of the design brief. This has been undertaken by Buro Happold with some input regarding historic stadium performance via Professor Keith Still to ensure the arena is aligned with historic stadium trends.

Below is a summary of the key findings from the Crowd Modelling report.

- During Ingress, the total number of security lanes provided for the Arena is sufficient to cater the demand considered.
- During an Interval, there are sufficient concession and toilet provisions at most locations to cater the demand for the interval duration considered.
- During peak departure, there is sufficient capacity at most locations within OVG Manchester, with occasional high density at top of the open stairs / escalators, which is considered acceptable as people slow down on the approach to the stairs and escalators. High density levels are likely at the access to the new central pedestrian crossing at Sportcity Way and at the South West (SW) corner, during a multi-event egress due to limited width for flows to the South

Improvements to the crowd flow will continue throughout the planning stages and further modelling and tabletop exercises will take place to ensure there are operational solutions in place for all elements of crowd management.

5.3. Ingress

A key component to the success of the arena is to ensure a seamless journey from the city centre and transport hubs to the entry points of the venue. This will be achieved through coordination with the Football Club and local transport stakeholders.

Communication with ticket holders will be key to ensure we detail the available and best routes onto the campus for each specific event. This will especially be prevalent on days where there are events also taking place in the Etihad Stadium. OVG will work with City

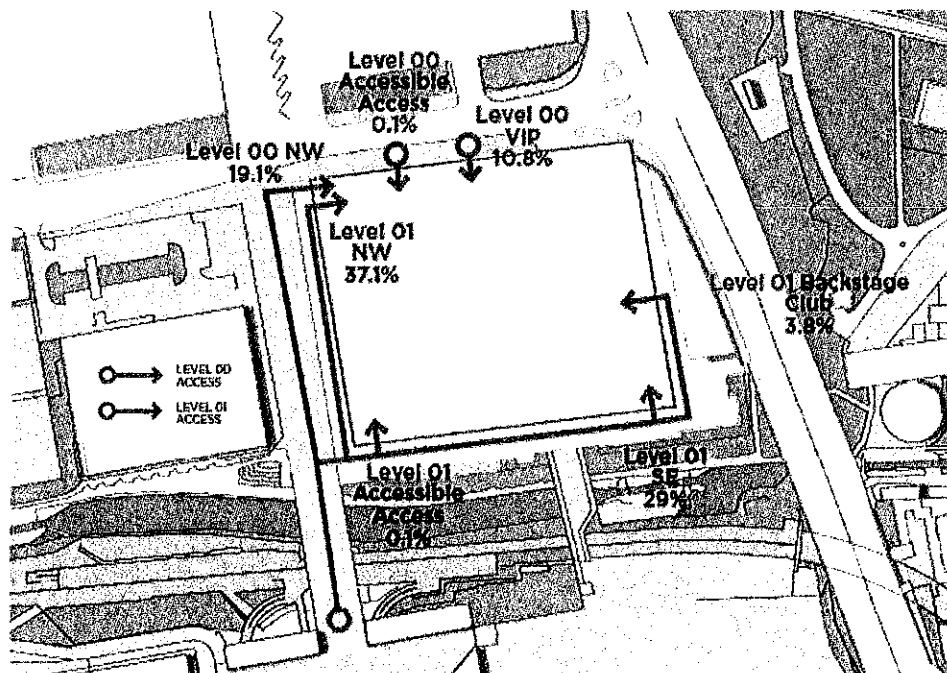
Football Group to agree operating and communication plans in advance to ensure that there is a functional plan in place for all likely eventualities.

In the main, guests are likely to approach the arena from the North if driving or from the south if walking, using the Metrolink, Busses or Taxi's. From both directions, guests will join Joe Mercer way;

- If sitting within a VIP or Premium Area, use the VIP Entrance accessed via Sports City Way
- If sitting or standing on the Event Floor, use the NW Entrance access via Sports City Way/Joe Mercer Way junction
- If sitting on Level 1 or Level 3 or has access to the Backstage Lounge, will be directed to the Podium Access Point at the Southern End of Joe Mercer Way to join the Podium and be directed to one of the other entrances accessed directly from that level
- All Entrances will be suitable for guests with Accessibility requirements, however there will also be 2 dedicated Entrances, one on Sports City Way and one in the SW Corner via the Podium, for use as well if required.

It is likely that a no bag policy will exist once the arena is operational. Soft checkpoints at the entrances to queues and as guests reach the entry points to the external podium will take place to ensure bags do not enter the arena footprint.

At the Arena Entrances, searching will take place, likely with the use of walk through magnetometers. Once through a security check, a ticket check will take place to validate the ticket and give the guest access into the event. The arena entrances have been designed to try and reduce queuing as far as possible. Slower flow rates than suggested in the Green Guide, have been used provide a worst case scenario, which is being designed against.



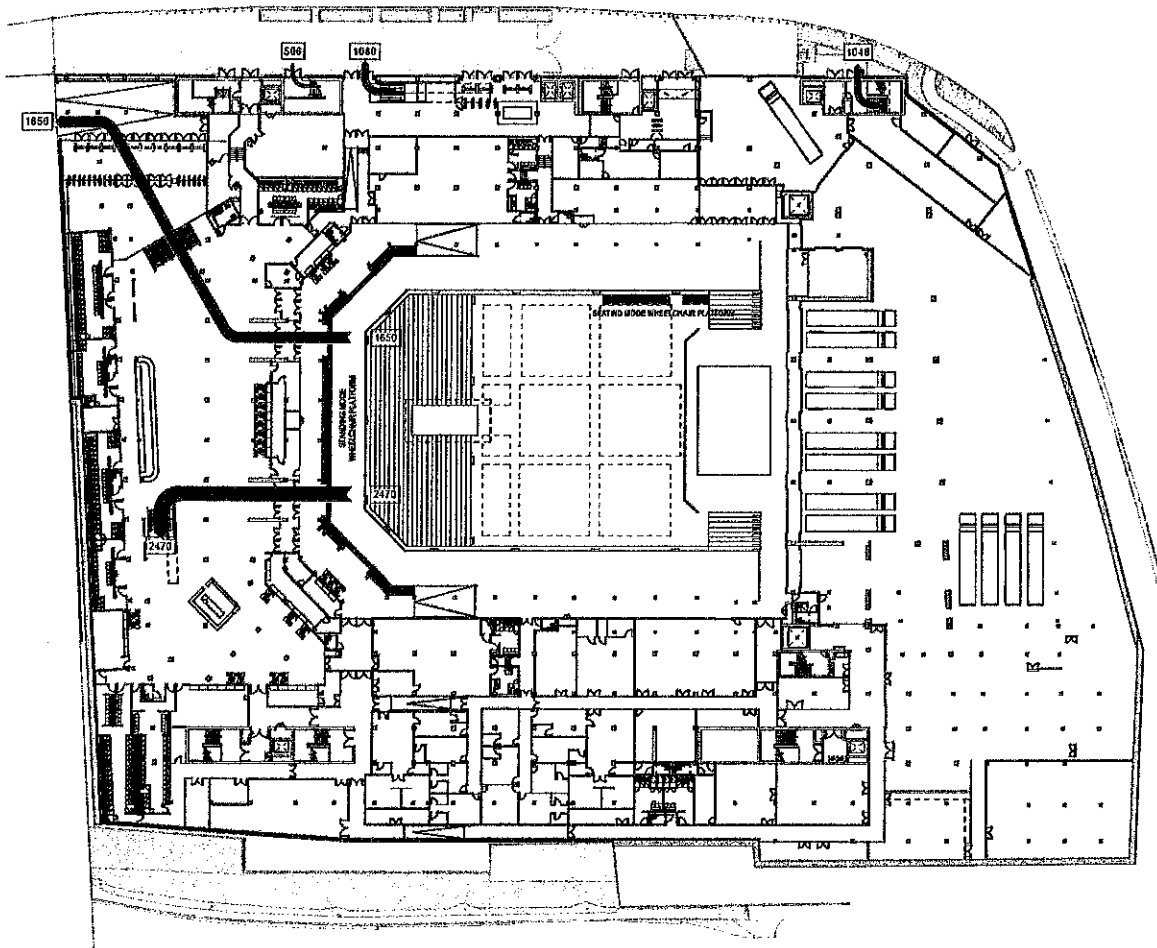
5.4. Egress

Egress from the arena is a complex operation, dealing with up to 23,500 spectators. On days when the stadium is in operation, there will be some remaining crowds leaving the stadium as well.

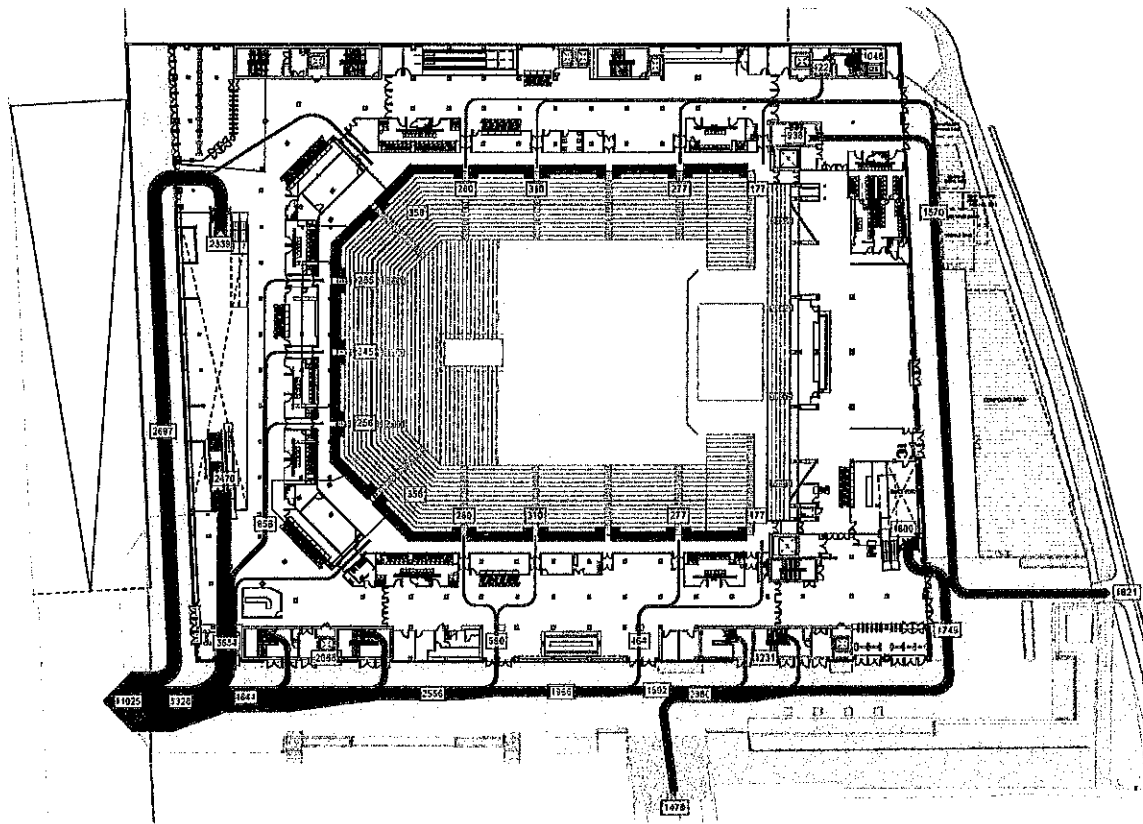
Because of this Crowd Flow models have been worked through to inform design decisions around exit widths, concourse layouts and seating bowl vomitories, to ensure there is enough space for a comfortable egress to take place.

This modelling will be used by OVG to assist with the creation of operating and contingency plans, as well as for wider coordination with the Etihad Campus stakeholders.

The plan below shows egress from Level 00.



The plan below shows egress from Level 01.



5.5. Evacuation

Detailed evacuation plans will be created closer to the opening of the venue and will be done in conjunction with the Responsible Authorities and the key Stakeholders at the Etihad Campus to ensure integration with the existing strategy.

When an evacuation of the arena is required, either as a stand-alone requirement or as part of a wider campus incident, the strategy will be in 3 phases:

- Evacuation of the Arena from Level 0 onto Sports City Way, on Level 1 onto the External Podium
- From the Podium they will access the Etihad Campus via Joe Mercer Way or Forge Lane Bridge or the public realm via Alan Turing Way.
- From the Campus they will leave via the Green Gates and join the public realm.

Dependant on the incident, a number of cordons may be put in the place. The spectators will be held away from the venue behind these cordon lines. Once the incident has been dealt with, the venue operator will decide whether the venue will re-open and the event recommence, or the venue will remain closed and a dispersal operation will commence.

6.0 Transport

6.1. Transport Assessment

A Transport Assessment (TA) has been prepared by Buro Happold on behalf of OVG, in support of the planning application.

The scope of the TA has been discussed with MCC and Transport for Greater Manchester (TfGM) during the pre-application period and included agreements on the transport assessment scope and trip generation methodology.

The TA covers the Policy Context, the existing baseline transport conditions with regard to the pedestrian and cycle networks, public transport facilities and the highway network. Accident analysis has also been undertaken within the vicinity of the Site, Trip Generation, Impacts, Mitigation Measures and Conclusions.

6.2. Proposed Modifications to existing Roads

Changes to the internal and external roads are proposed to provide safe and efficient access and egress from the Site for all modes. Roads will also be subject to temporary traffic management arrangements to allow vehicles and pedestrians to be safely directed on arena events. This allows the roads to function and be used as currently at other times, including for football matches. The following key changes are proposed:

6.2.1 External Roads – Permanent Changes

- Modifications to the existing junction to the far north of the site (Gate 1 junction with Alan Turing Way), to allow left-in left-out traffic movements, improved cycle facility and a dedicated widened pedestrian provision, together with dedicated route for service vehicle access and car access and egress;
- New emergency vehicle access from Alan Turing Way including localised modifications to existing pedestrian footway and access to the canal, to allow emergency vehicles to cross the footway and cycleway in the event of an emergency.

6.2.2 External Roads – Temporary Traffic Management

- Nearside lane closure on Alan Turing Way for north-bound approach to Gate 1, to allow free flow of traffic from the Gate 1 left-out exit after an arena event. This is implemented for event egress only.

6.2.3 Internal Roads – Permanent Changes

- The widening of footways along Sportcity Way to the front of the venue by the existing Sportcity Way carriageway;
- Reduction of Sportcity Way from four lanes to three lanes to facilitate the above; and

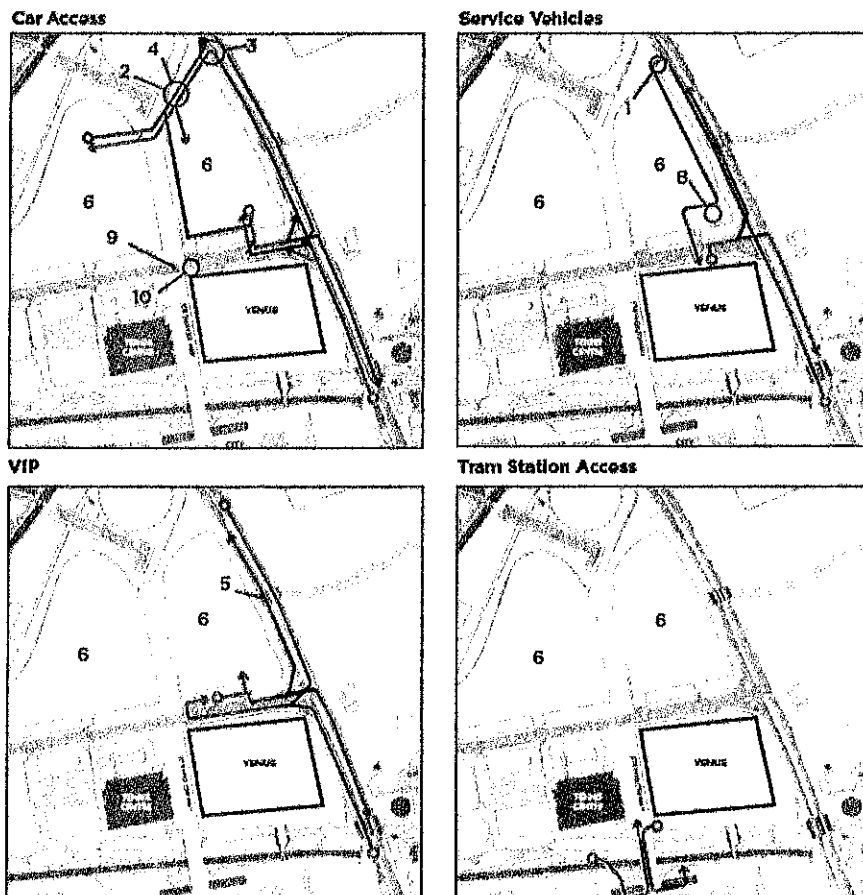
- Provision of HVM measures (fixed bollards, retractable bollards and planters) to protect crowds.

6.2.4 Internal Roads – Temporary Traffic Management

- Closure of Sportcity Way at the interface with Joe Mercer Way using retractable HVM bollards, to provide a safe route for pedestrians on entry and egress to the arena. This is implemented for event ingress and egress; and
- Provision of a new drop-off facility for VIPs to the front of the arena, through closure of lanes and provision of a temporary u-turn facility. This is implemented for event ingress and egress.

6.3. Vehicular Access

Vehicular access from the public highway will be via the existing site access junctions on Alan Turing Way to the north-east side of the proposed arena. The figure below shows the vehicular routes in/out of the Etihad Campus for the arena from Alan Turing Way junctions via Gate 1 and Gate 2 access points. Red line shows entry, Blue line shows departure.



The main vehicular access routes to the arena are proposed as follows:

- **Arena service yard traffic:**
 - Access for event logistics traffic from the north, via the re-configured junction at Gate 1 off Alan Turing Way; and
 - Access for other, day-to-day servicing traffic via Sportcity Way using the Gate 2 entry.
- **Emergency services:**
 - Access from Alan Turing Way via Gate 2 to Sportcity Way;
 - Access from Alan Turing Way via Gate 1 to the car parks; and
 - Podium access from the east via a new emergency access route provided across the existing footway and cycleway. This will be an informal access route for use in emergency only.
- **Waste collection:**
 - From L00 service yard from Alan Turing Way via Gate 2 to Sportcity Way; and
 - From the podium from the south west via Joe Mercer Way.
- **OB Compound:**
 - occasional vehicle access from the south via Forge Lane Bridge.

6.4. Deliveries & Servicing

The arena service yard will be located on the eastern side of the site, which will be wholly enclosed and accessed via a two-way internal access route from Sportcity Way. The service yard access will be traffic signal controlled, linked to the Sportcity Way junction with Alan Turing Way. Service yard traffic will only be permitted to cross Sportcity Way when the traffic approaching from the east is held at a red light as part of the existing junction signal phasing.

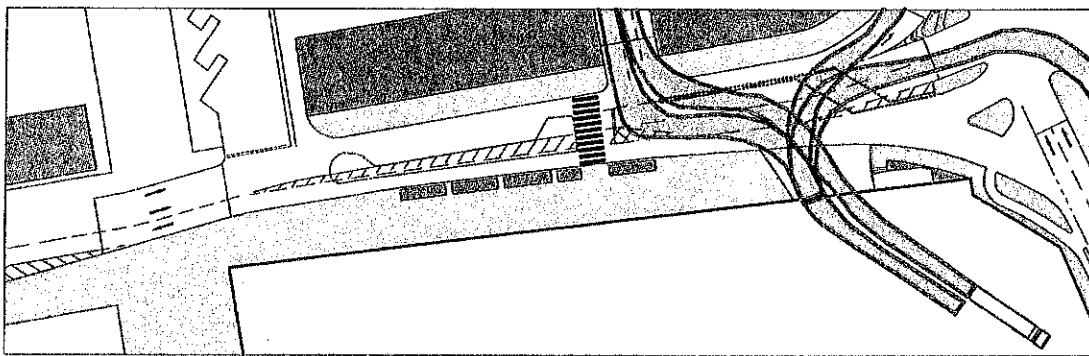
The service yard will provide space for loading and parking of production vehicles associated with an event. Eight vehicles will be able to load directly onto the event floor at any time, whilst parking for four further large vehicles will be available.

The service yard will also provide for more day-to-day delivery activities including catering deliveries and will provide the location for storage and collection of waste compactors.

Additional waste and vehicle compounds will be provided on the L01 podium. The waste compound will be provided for temporary storage of waste before it is transferred to the Etihad Campus-wide waste management facility. The waste will be stored in large wheeled bins, which will be loaded onto or towed by a vehicle to be transferred. These vehicles will access Joe Mercer Way via the podium.

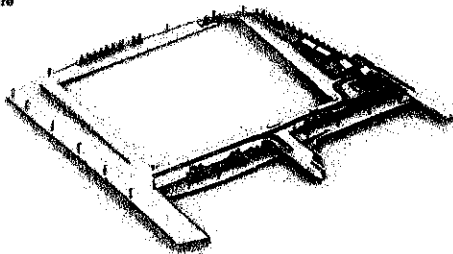
The vehicle compound will be provided as a facility to occasionally park OB trucks or other vehicles required for a special event, such as equipment for a temporary ice rink. The space has been designed to be flexible to respond to a variety of needs but will be able to accommodate a typical outside broadcast set up consisting; two large production trucks, two generators and a satellite uplink vehicle. These vehicles will access the area via Forge Lane Bridge from the south. Their entry will be carefully managed to avoid conflict with arena users and other pedestrians. Vehicles will be able to enter, turn and leave the podium area safely in a forward gear.

Vehicle swept path analysis has been undertaken to ensure that vehicles can adequately manoeuvre within the service area and manoeuvre on/off the highway in forward gear.

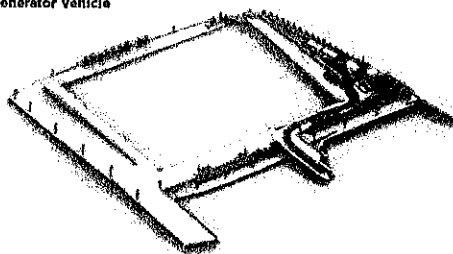


Servicing to Alan Turing Way/Sportcity Way Junction

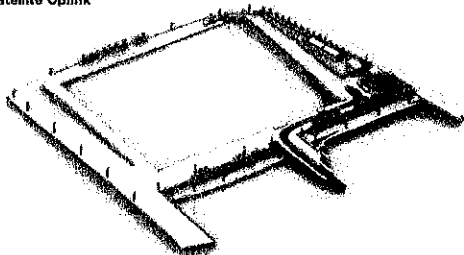
ATR Fire



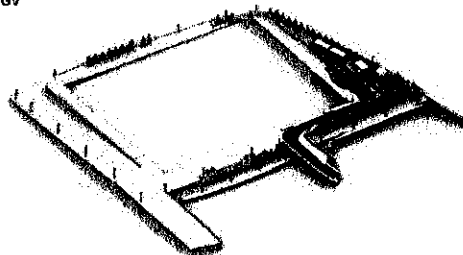
ATR Generator Vehicle



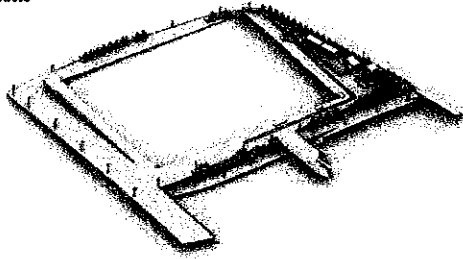
ATR Satellite Uplink



ATR HGV



ATR Waste



6.4.1 Event Day

On an event day, outside of the event production deliveries, servicing will be avoided as far as possible. Typical event day delivery patterns are described as follows:

- Up to 26 vehicles – Event trucks and coach / tour buses, arriving on site at around 04:00 and leaving early the following morning;
- Up to 6 vehicles – Artists, arriving in the afternoon for sound checks; and
- Up to 2 runner vehicles – Frequently coming on and off-site to pick up items from the local area.

The patterns described above show that deliveries would largely avoid the peak hour, with only demand from the runner vehicles potentially coinciding with the network peak hours. It is expected that no deliveries and servicing would occur during peak spectator arrival and departure hours.

The network peak hour servicing trip generation by vehicle type is shown in table below.

Mode	AM Peak (08:00-09:00)			PM Peak (17:00-18:00)			Daily		
	In	Out	Total	In	Out	Total	In	Out	Total
Light Servicing	1	1	2	0	0	0	18	18	36
Heavy Servicing	0	0	0	0	0	0	27	27	54
Total	1	1	2	0	0	0	45	45	89

6.4.2 Non-Event Day

On a non-event day, there would be up to 16 delivery and servicing vehicles broken down as follows:

- 5 vehicles – food and beverage;
- 2 vehicles – courier;
- 1 vehicle – office;
- 4 vehicles – waste collection; and
- 4 vehicles – maintenance.

Given the types of deliveries listed, a 50-50 split between light and heavy goods vehicles has been assumed. The peak hour servicing trip generation by vehicle type is shown in the following table.

Mode	AM Peak (08:00-09:00)			PM Peak (17:00-18:00)			Daily		
	In	Out	Total	In	Out	Total	In	Out	Total
Light Servicing	2	2	4	1	1	2	8	8	16
Heavy Servicing	2	2	4	1	1	2	8	8	16
Total	4	4	8	2	2	4	16	16	32

6.5. On Site Facilities

6.5.1 Car Parking

Car parking at the Etihad Campus and the management of it thereof considers the Campus operating as a whole rather than its individual components. This enables an efficient and flexible use of the space within the Campus for parking and other operational requirements.

Approximately 3,700 parking spaces will be available within the Etihad Campus once the arena is operational.

Parking provision for the proposed arena will be made within these car parks. The number of parking spaces available to visitors for the proposed arena will vary depending on the events taking place across the Campus at the time. The two scenarios that result in the maximum and minimum allocation of parking spaces for the arena are:

- When an arena event is the only event taking place at the Etihad Campus, up to 3,000 parking spaces will be available to the proposed arena; and
- When an arena event runs in parallel with an event at the Etihad Stadium, up to 500 spaces are expected to be made available to the proposed arena.

Car parking spaces for visitors associated with the proposed arena are expected to be made available primarily on a pre-booked basis. Inherent flexibility in the football calendar means that spaces will not usually be released for pre-booking until shortly before an event. Electronic messaging from point of ticket sale will promote other travel options, which should help to encourage people to travel by sustainable modes.

6.5.2 Coach Parking

Provision for coach parking is provided within the car parking areas on Campus. Spaces are provided on a flexible basis depending on the requirements of each event day.

6.5.3 Cycle Parking

The Etihad Campus currently, has a total of 284 cycle parking spaces (in the form of 142 Sheffield Stands) at various locations around the Campus.

It is proposed to provide 240 additional covered cycle parking spaces as part of the proposed development. In line with the Campus strategy, these cycle parking facilities are expected to be installed in locations where cycle routes enter the Campus. The use of the cycle parking will be monitored as part of the proposed arena Travel Plan to ensure that sufficient cycle parking is provided and should there be a demand for additional cycle parking, this will be provided where appropriate.

6.6. Staff

It is anticipated that up to 770 'arena staff' will be required on site for full capacity events, and these will be a mixture of full-time, part-time, temporary and contract staff covering all aspects of the arena operation. The tables below show the arrival and departure profiles respectively of arena staff during event days.

Staff Arrival Profile

Staff Type	Time Period						Total
	06:00 – 10:00	10:00 – 12:00	12:00 – 14:00	15:00	16:00	17:00	
Stewards/ Security	10	10	20	50	150	130	370
Cleaners	6	8	10	10	-	-	34
F&B	25	25	25	75	90	100	340
Other (Facilities, Tech, Ops, etc.)	10	10	5	-	-	-	25
Total	51	53	60	135	240	230	769

Staff Departure Profile

Staff type	Time Period						Total
	20:00 – 22:00	22:30	23:00	00:00	01:00	02:00 – 03:00	
Stewards/ Security	20	40	270	20	10	10	370
Cleaners	-	-	34	-	-	-	34
F&B	75	75	90	60	40	-	340
Other (Facilities, Tech, Ops, etc.)	-	-	15	5	-	5	25
Total	95	115	409	85	50	15	769

On non-event days at the arena, it is expected that there will be up to 70 staff on-site.

6.7. Guests / Visitors

A package of transport mitigation measures are proposed for the OVG Manchester arena and for the Campus. These measures are aimed at promoting sustainable travel and reducing the car mode share of visitors. In particular there is a firm commitment to deliver physical amendments to the resident parking scheme surrounding the Etihad Campus, such that it is able to operate on all days and across an expanded geographic area. It is proposed that the resident car parking scheme will operate seven days a week, at hours which will include evening event times, to ensure that residents are protected in terms of amenity. There is a commitment, independently of the Council or residents, to underwrite the initial cost of provision and the cost of ongoing operations.

It is felt that the implementation of the parking scheme and other sustainable transport mitigation measures can deliver a reduced car mode share for visitors to the arena. Thus, it is suggested that the car mode share for future arena visitors could be some 12-15% lower on opening than that which is currently recorded at the Etihad Stadium, assuming the parking scheme and travel planning measures are implemented. It is expected that the 12% mode share figure would be more likely observed on a weekday event, when more people travel from work prior to the event / have work the following day; whereas the 15% mode share would more likely be observed at the weekend, when people's time is less constrained. This reduction in mode share is seen as an initial change, but a further downward shift could also occur as improvements are made to public transport, walking and cycling infrastructure across the city and the downward trend in car ownership and use.

The derived baseline mode splits for weekday and weekend events are shown in the table below and have been used to represent the spectator mode split for the arena. In addition, a future arena mode split for spectators has been suggested based on the proposed mitigation measures as discussed previously in this section. A detailed description of the mitigation measures is described in Chapter 8 of the Transport Assessment.

Mode	Weekday		Weekend	
	Baseline	Future	Baseline	Future
Car (driver and passengers)	57.40%	45.50%	54.90%	40.00%
Drop off	2.00%	2.50%	3.10%	4.00%
Motorbike	0.10%	0.10%	0.00%	0.00%
Bicycle	0.10%	0.10%	0.10%	0.20%
Walk	1.40%	1.80%	0.80%	1.00%
Taxi	4.90%	6.50%	1.10%	1.50%
Train and Walk	5.10%	6.50%	7.60%	10.00%
Train and other mode	7.00%	9.00%	8.70%	11.50%
Bus	3.20%	4.00%	3.50%	5.00%
Metrolink	13.70%	17.50%	14.00%	18.50%
Coach	5.10%	6.50%	6.20%	8.30%
Total	100.00%	100.00%	100.00%	100.00%

6.8. Mitigation Measures

6.8.1 Walking & Cycling Route Improvements

The promotion of walking routes are a key strategy to ensure the reduction of parking at the arena. Walking routes will be improved as detailed below but staff will also be deployed along the way on certain events to help with safeguarding and provide customers with information as required. The need for and extent of stewarding and management along the route, will typically be evaluated on an event by event basis and will also be informed by experience obtained during an initial 3 month period, where stewarding will be in place for all events.

Improvements are proposed to existing walking route(s) between the City Centre (Great Ancoats Street) and the Etihad Campus (subject to relevant approvals) as outlined below:

Ashton New Road Route

- Use paint, graphics and lighting on lamp posts to create markers which clearly designate routes, give information about walking distances and incentivise active travel.
- Locally reconfigure pavement / lane relationship at current pavement 'pinch point' adjacent to the existing railway bridge.
- Reinforce walking route markings and declutter the area where the route crosses Metrolink tracks.
- Install signage at Great Ancoats Street to better signal walking and cycling routes between the city centre and the Etihad Campus.
- Enhance greenery and planting; trim back low branches on trees along route to improve visibility below tree canopies. Actively support future maintenance in conjunction with relevant stakeholders.

City Link Route

- Use paint, graphics and lighting on lamp posts to create markers which clearly designate routes, give information about walking distances and incentivise active travel.
- Install signage at Ashton New Road to better signal walking and cycling routes between the city centre and the Etihad Campus.
- Install localised fencing, as necessary, to close off hiding places adjacent to bridge abutments.
- Local repairs, as necessary, to existing side fences.
- Re-paint existing side fences.
- Art / Lighting improvements where route passes beneath railway bridges.
- Remove scrub / vegetation beneath existing trees to improve sightlines and attractiveness of route. Actively support future maintenance in conjunction with relevant stakeholders.
- Groundcover / wildflower planting beneath trees to improve ecology and attractiveness of route.
- In consultation with TfGM, agree and implement a scheme of modifications to the existing Metrolink barriers on edge of City Square in order to visually open up City Link entrance from Campus.

Ashton Canal Towpath Route

- Install cycle wheeling channel to side of existing steps between Joe Mercer Way and towpath in order to facilitate cycle accessibility.
- Use paint, graphics and lighting on lamp posts to create markers which clearly designate routes, give information about walking distances and incentivise active travel.
- Install signage at Great Ancoats Street to better signal walking and cycling routes between the city centre and the Etihad Campus.
- Cut back scrub / vegetation at strategic points to improve sightlines and attractiveness of route. Actively support future maintenance in conjunction with relevant stakeholders.
- Art / Lighting improvements where route passes beneath bridges.

6.8.2 Cycle Parking Improvements

In accordance with the overall Etihad Campus strategy, the installation of 240 covered cycle spaces, to supplement the existing spaces in the campus, in line with the campus strategy. The cycle parking facilities are expected to be installed in locations where cycle routes enter the campus.

6.8.3 Campus Access/ Egress Improvements

To assist with the relief of congestion before and after events, a series of measures will be installed on the Campus. These include the following:

- Managed access and egress arrangements for arena event day car parking which will support reduced congestion locally.
- Permanent physical changes to access and egress offering improved options for all Campus users (not just arena users).

The proposed measures are described on the following points:

- Modifications to the existing junction to the far north of the site (Gate 1 junction with Alan Turing Way), to allow left-in left-out traffic movements, improved cycle facility and a dedicated widened pedestrian provision, together with dedicated route for service vehicle access and car access and egress. (Drawing ref: BRA-BHE-XX-XX-DR-C-0230)
- New emergency vehicle access from Alan Turing Way including localised modifications to existing pedestrian footway and access to the canal, to allow emergency vehicle to cross the footway and cycleway in the event of an emergency. (Drawing ref: BRA-BHE-XX-XX-DR-C-0240)
- The widening of footways along Sportcity Way to the front of the venue by narrowing the existing Sportcity Way carriageway from 4 lanes to 3 lanes. (Drawing Ref: BRA-BHE-XX-XX-DR-C-0210)
- Provision of HVM measures (fixed bollards, retractable bollards and planters) to protect crowds.

These will allow the Campus access / egress / parking to operate as described above on arena event days. These are permanent interventions. They are designed to allow all existing

Campus operations to continue as they do at present, but their introduction will offer new operating 'tools' for the wider Campus.

6.9. Operational Transport Interventions

6.9.1 Arena Travel Plan

A range of supporting operational interventions have been identified which reflect best practice and will include the use of innovative technological and digital platforms. These will proactively promote advanced planning and direct intervention in travel behaviour for visitors and play a significant role in supporting and amplifying the benefits to be gained from the physical measures described previously. They would be targeted at event attendees, starting from the point of ticket-purchase to influence travel behaviour towards specific modes depending upon the specific event and the individual needs and circumstances of the visitor. This would include the provision of live transport information within the arena, which alongside the arena's potential pre and post event catering offer will encourage a more staggered egress. Where practical, this live travel information will also include the use of intelligent parking solutions where visitors are parked according to their direction of travel, in order to minimise congestion on entry and exit.

Travel Plans are an established way to promote and support sustainable travel at the site. The Arena Travel Plan submitted with the planning application as a standalone planning document provides an outline of sustainable travel measures tailored to the use of the Site along with a plan for implementing and monitoring these measures.

It includes targets to increase sustainable modes such as cycling and walking over the 5-year timeframe of the Travel Plan on event and non-event days respectively.

6.9.2 Walking and Cycling Promotion

Use of walking and cycling routes between the City Centre and the Etihad Campus will be facilitated through stewarding and management along the routes. The need for and extent of stewarding and management will typically be evaluated on an event by event basis and will also be informed by experience obtained during an initial 3-month period, where stewarding will be in place for all events.

6.9.3 Park & Ride Promotion

Park and ride options that are available locally and across Greater Manchester and are operating during the event hours will be promoted.

6.9.4 Metrolink Promotion

Collaboration with TfGM will be established to plan and promote enhanced Metrolink services on event days (subject to demand) before and after events, in the same way as currently operates on Stadium Event days.

6.9.5 Shuttle Bus Promotion

Shuttle bus services will be provided between the Etihad Campus and the City Centre. Working in consultation with TfGM, the intention is to provide shuttle-bus services between the Etihad Campus and the City Centre, in the same way as currently operates on Stadium Event days.

6.9.6 Marshalling

Marshalling dedicated coach, taxi/private hire and private car pick up and drop off facilities, will be facilitated to ensure that these operations can be managed effectively and efficiently without adverse effects on other modes. Marshalling would be provided, as appropriate, to ensure that these are well used and well managed.

6.9.7 Coincident Events

On occasions when arena events coincide with stadium events, or other significant events at the Campus the following operational measures are proposed to be implemented:

- Operate a comprehensive and targeted communication strategy to encourage attendees to use sustainable transport modes to access the Etihad Campus including:
 - advising that there is a match and an event on the same day and promoting a range of travel demand management options (i.e. 're-route', 're-mode' and 're-time' journeys);
 - encourage visitors to re-route', 're-mode' and 're-time' journeys (e.g. encourage early arrivals including the use of possible incentive offers);
 - advising that, unless pre-booked, no parking is available on-site or in the vicinity of the Etihad Campus and that there is a resident parking scheme in operation;
 - pre-booked parking (which will be limited to 500 spaces for coincident events) will not be released until shortly before event date – prior to release, visitors will be encouraged to book alternative sustainable travel arrangements in advance.
- Work with other Campus organisations, as part of an operational plan to minimise overlap between arrival and departure of events. There will be an opportunity to adjust stage times at the arena to achieve this and a strategy to advise attendees of these changes in advance to influence arrival times;
- A 'special event operational plan', when appropriate, to deliver enhanced levels of public transport capacity between the City Centre and the Etihad Campus. This would be delivered in collaboration with TfGM to ensure that every possible Metrolink service was operated by a double-unit with the frequency and the duration of shuttle-bus services arranged with operators to capture any remaining expected demand;
- When appropriate, arrange frequent demand-led bus-based park and ride/shuttle buses, to the City Centre and potentially to other public transport interchanges such as Central Park Metrolink stop (providing connectivity to the Oldham line and Park and Ride facility at Hollinwood) and Queens Road Metrolink stop (providing connectivity to the Bury line and further Park and Ride facilities);



Work with partners, including TfGM, to encourage integrated ticket packages that include sustainable and public transport travel.

6.10. Travel Plan

A Travel Plan has been prepared by Buro Happold on behalf of OVG as part of the planning application.

A Travel Plan is a long-term management strategy, which encourages sustainable travel for new and existing developments. The key aim is to inform employees and visitors at the Site of travel alternatives to that of the car, particularly Single Occupancy Vehicle (SOV) trips, by promoting active travel and other sustainable travel modes with a view to creating sustainable communities consistent with the overarching aims of the National Planning Policy Framework (NPPF).

A summary of the key elements of that plan are outlined below.

- A Travel Plan Coordinator (TPC) will be appointed who will be responsible for the management and maintenance of the Travel Plan
- The TPC will be responsible for:
 - Highlighting the objectives and philosophy of the Travel Plan to employees/spectators as well as obtaining and maintaining commitment and support from senior managers within the organisation;
 - Acting as a point of contact for all employees and spectators requiring information as well as for exchanging ideas and best practice with MCC/TfGM;
 - Designing and implementing effective site-wide measures and initiatives to encourage employees and visitors to use more sustainable means of transport;
 - Marketing and publicity of all travel information and Travel Plan initiatives at the Site in discussion with OVG and other key stakeholders;
 - The production of the Travel Information Pack that will be prepared three months prior to opening. The TPC will ensure that it is given to all employees prior to occupation at the Site;
 - A quarterly Travel Plan Newsletter will be prepared by the TPC for distribution to all employees providing information on updates and progress in relation to the Travel Plan, any sustainable travel events coming up or incentives being offered;
 - Agree a standardised Travel Survey questionnaire format with MCC/TfGM and devise possible incentives for employees/spectators to complete and return their questionnaires; and
 - Collation of all the Travel Survey information and discuss/agree any measures/initiatives/targets; and
 - Producing annual monitoring reports for submission to MCC/TfGM
- OVG will establish a Transport Management Group with key stakeholders including MCC, TfGM, the Police, local public transport operators and other TPCs in the area (including Manchester City Football Club) to help develop ideas, overcome barriers and share best practice with regard to sustainable travel at Etihad Campus and in relation to this Arena Travel Plan;

- Promote walking and cycling, as detailed in Section 6.9;
- OVG are committed to adopting a Local Labour Agreement aimed at employing a significant proportion of the workforce from within the local area and ensuring that local communities have first and priority access to employment opportunities. This initiative will seek to promote walking and cycling as a natural travel choice for employees from the local area;
- OVG will periodically offer incentives to employees to promote cycling such as loans, discounts and vouchers towards the cost of purchasing a bicycle and/or bicycle equipment;
- The TPC will also investigate discounts/special deals for employees with local cycle retailers for the purchase of bikes, equipment and clothing;
- Raise awareness of the sustainable travel initiatives being implemented through the Travel Plan;
- Measures to promote public transport, park and ride, car sharing and coach travel
- Travel Survey information will be included in a Monitoring Report (also known as a Progress Report), which will be prepared annually and submitted to the MCC/TfGM for consideration;
- Employee targets for event and non-event days are as follows, that are subject to review once the baseline travels surveys have been completed:

Employee (Interim) Mode Split Targets on Event Days (Circa 770 employees)

Target	Baseline (Interim) Year 0	Target Modal Split		
		Year 1	Year 3	Year 5
Reduce SOV car trips by 18% *	28% *	22%	16%	10%
Increase Walking by 10%	11%	14%	16%	21%
Increase Cycling by 13%	2%	6%	9%	15%
Reduce Public Transport use by 5%	38%	36%	35%	33%

* subject to baseline travel survey results (SOV car trips and car share trips will be obtained separately)

Table 6.1 Employee (Interim) Mode Split Targets on Non-Event Days (Up to 70 employees)

Target	Baseline (Interim) Year 0	Target Modal Split		
		Year 1	Year 3	Year 5
Reduce SOV car mode by 40% *	69% *	57%	46%	29%
Increase Walking by 20%	0%	10%	15%	20%
Increase Cycling by 20%	1%	5%	7%	21%

* subject to baseline travel survey results (SOV car trips and car share trips will be obtained separately)

7.0 Licensing Objectives

The arena operations team will prepare a library of Standard Operating Procedures (SOPs) that will deal with all elements of the operation and used as key training tools for the relevant members of staff. The SOPs will range from opening doors, managing the arena bowl and ejections to egress, to name a few. Upholding the licencing objectives is a key element to the arena operation and there will be detailed and tested plans in place for each of the following:

- The prevention of crime and disorder
- Public safety,
- The prevention of public nuisance
- The protection of children from harm



8.0 Communicating with the local community

On top of the All Access Group, OVG plans to maintain open communication with the local community throughout the construction and operational phases of the project. There will be open days, access to tickets and a direct phone and email address to make contact with.