



Licensing & Out of Hours Compliance Team - Representation

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Premise Details

Application Ref No	260545
Name of Premises	First Street Estate
Address	First Street, Manchester, M15 4FN

Representation

Outline your representation regarding the above application below. This representation should describe the likely effect of the grant of the licence/certificate on the licensing objectives and on the vicinity of the premises.

Licensing and out of hours (LOOH), have assessed the likely impact of granting the licence variation taking into account a number of factors, including, the nature of the area in which the premises is located, the hours applied for and any potential risk that the granting of this application could undermine the licensing objectives Prevention of Crime and Disorder, Public Safety, The Prevention of Public Nuisance and the Protection of Children From harm.

The premises have applied for a number of variations including off sales and an increase in capacity to 10,500 this has the potential to cause public nuisance and create issues of public safety.

LOOH have noted that the plan does not reflect current lay out and will need updating.

There are currently 3 large vacant plots of land that are currently numbered 6,7 and 8 on the plan of the licence. Plot 6 and 7 are currently being used for an event named Homeground. The event plots are within very close proximity, with some of the apartments directly abutting the event licensed areas. Apartment blocks directly neat to the sites are Vita House student accommodation, Macintosh Mills apartments, Cambridge Mill apartments, The Foundary, Lumiere Building and City Road East apartments.



LOOH currently have eleven noise complaints received for the Homeground event reported by residents who live in close proximity to the event spaces. The capacity was given as 6000 but unlikely to have reached that.

Breaches of licence during Homeground:

- 1- No noise to give nuisance

Given the recent complaints the Premises Licence Holder (PLH) has failed to uphold the public nuisance licensing objective.

The applicant has requested to vary the licence to increase the capacity up to 10,500 to accommodate Manchester Pride 2021.

Manchester Pride had a crowd of up to 50k people a day during the Big Weekend in August 2018, with 250k gate interactions over the weekend.

LOOH have assessed the application and found the following to be relevant:

Licensing Policy

7.26 Where premises are in the direct vicinity of local residential properties, and where its discretion is engaged, the authority will give particular consideration to measures proposed in the application in relation to prevent nuisance such as:

- Prevention of noise or vibration escaping from the premises due to volume of music or plant and machinery noise.
- Prevention of noise disturbance from people entering and leaving the premises (e.g. queue management, dispersal policy)
- Prevention of disturbance by people outside the premises (e.g. smoking areas)
- Litter from the premises (This issue is considered particularly relevant in respect of late-night takeaways and smoking related litter outside licenced premises.
- Disturbance caused by delivered associated with licensable activities, including waste collection.

12- Premises Licenses for large-scale public events
12.1-12.6

Guidance on noise control for open air concerts and events.

- Event Information Questionnaire must be prepared and submitted to the councils' event unit.
- It is important that bands booked to appear are aware of the need to be sensitive to potential noise problems and should accept restrictions that may be imposed. Verbal assurances have been known to be ineffective and organisers are strongly advised to include suitable clauses in contacts so as to ensure that they retain effective control over sound levels.
- The complaint hotline should be manned at all times during the event, from before the sound propagation test and until all attendees have left the site. Any complaints should be passed on to the responsible person as appointed by the event organiser (usually the noise consultant). All reasonable complaints will need investigating and where appropriate, action taken to resolve the problem (which usually means reducing the volume of music).
- It has been found through past events that if there have been good public relations at the planning stage between the Event Organiser and those living nearby, residents are more tolerable of the situation.
- You will need to let local residents and businesses know in advance that events are going to take place so that they can make alternative arrangements for themselves and their pets should they wish to do so.
- The contents of any such letter/consultation will need final approval by all members of the multi-agency meeting group, particularly the Environmental Protection Team, before public distribution.

LOOH would like to see the following:

An updated plan.

Current licence to remain however Annex 3, Conditions 4,5, 6,7,8 to be replaced with more robust conditions covered below.

Suggested conditions:

A wide range of events are authorised under this licence and the demographic of audiences and attendees will be varied. Therefore, the Event Management Plans, Venue Operational Plans and Risk Assessments for all events shall ensure these issues are individually addressed to ensure the promotion of the Licensing Objectives

- For all events a Venue Operational Plan shall be in place and will be implemented. For larger events, or where required by the Licensing Authority or Multi Agency Group, an Event Specific Event Safety Management Plan shall be prepared and implemented.
- Events shall be categorised as follows:

Category A Events:

- (1) These Events shall have an audience/customer capacity above 5,000 but not exceeding 9,999 persons.
- (2) There shall be no more than 1 Category A Events per calendar year.

Category B Events:

(1) These Events shall have an audience/customer capacity not exceeding 5,000.

(2) There shall be no more than 4 Category B live music events (including performances by DJs) where amplified music is played per calendar year.

Category A Events and Category B Events shall not take place simultaneously –

Category C Events:

(1) These Events shall have an audience/customer capacity below 1,000 persons and are not to be used on plots 6,7 and 8.

- At each Event there will be a Nominated Venue Manager who will be the point of contact for the Licensing Authority and Responsible Authorities throughout the Event.
- The Premises Licence Holder ("PLH") shall provide to the Licensing Authority and the Multi Agency Group at least 3 months' (or such lesser period as may be agreed by the Licensing Authority) prior notification of Category A Events, at least 2 months' (or such lesser period as may be agreed by the Licensing Authority) prior notification of Category B Events and at least 1 months' (or such lesser period as may be agreed by the Licensing Authority) prior notification of Category C Events.
- The Venue Operational Plan (including a risk assessment and general operating procedures) shall be in place for all Events. This plan shall be submitted to the Multi-Agency Group 28 days prior to the first Event taking place. The Venue Operational Plan shall be reviewed and updated as appropriate.
- The PLH shall prepare specific Event Safety Management Plans ("ESMP") for Category A and Category B Events which shall supplement the Venue Operational Plan and which shall include (but not be limited to) the following:
 - Event Overview,
 - Organisational Structure Roles and Responsibilities,
 - Fire Risk Assessment and Safety Plan,
 - Noise Management Plan,
 - Crime Reduction Plan,
 - Search Policy,
 - Drugs Policy,
 - Crowd Management Plan,
 - Security and Stewarding Plan,
 - Alcohol Management Plan,
 - Safeguarding Children and Vulnerable Persons Policy,
 - An Accessibility Policy,
 - Medical and Welfare Policy,
 - CCTV Plan,
 - Evacuation Plan,
 - Dispersal Policy,
 - Site Safety Plan,
 - Waste Management Plan,
 - Traffic and Transport Management Plan

- The ESMP shall be submitted to the Multi-Agency Group at least 28 days prior to the Event taking place.
- The PLH shall convene a community liaison meeting to discuss Events with local residents prior to the first Event taking place at the Venue and thereafter at regular intervals as agreed with the Licensing Authority. This meeting shall be documented.
- A Security and Stewarding Plan shall be agreed with the Multi Agency Group prior to Events taking place.
- All security staff and stewards will be easily identifiable and have appropriate training for their duties.
- A register will be maintained of all stewards and security staff employed before, during and after the Event containing:
 - Their full names, date of birth, home addresses.
 - Employers
 - Event specific identification and, where appropriate, their SIA registration details (SIA registered staff will be in position at entrances, bars and stages). These details will be made available to Greater Manchester Police and the Licensing Authority.
- All stewards will be fully briefed on the relevant particulars of each Event. A two-way radio system will be used to maintain communication between Event organisers and steward/security management.
- A Crime Reduction Plan shall be agreed with the Multi Agency Group prior to Events taking place.
- A comprehensive Drugs Policy will be agreed with the Multi Agency Group prior to Events taking place.
- A Search Policy will be agreed with Greater Manchester Police. As a condition of entry, all patrons may be subject to a search and discrete search area will be provided. The conditions of entry will be advertised on the website and sent to ticket holders. The search policy will be prominently displayed at each entry. Anyone refusing a search will be denied entry to the Licensed Premises.
- There will be a dedicated phone number for local residents and businesses to contact the Organisers in the case of any concern during business hours and during any Event.
- A dedicated Traffic Management and Transport Plan shall be prepared 28 days prior to the first Event. Details of available car parking/public transport/local taxi services will be displayed on the Event Organiser's website. The PLH will inform local taxi firms of events, giving them the relevant audience sizes.
- A Dispersal Policy that is to the satisfaction of the Multi Agency Group shall be written and implemented at each Event. Notices will be displayed at exits of the building requesting customers to leave the area quietly and as directed by SIA and front of house staff. Door staff will ensure that customers do not leave the building with alcohol.

- A Waste and Litter Management Plan will be prepared and implemented for each Event, which will include the collection of litter dropped by patrons leaving the premises.
- At all times that the premises are open to the public for licensable activities, all staff on-duty at the premises, including all door supervisors, and all on-duty managers must have completed ACT: Awareness training. In addition, a minimum of 1 on-duty manager and any security supervisor/manager must also have completed the ACT: Operational or ACT: Strategic training.
- Within 28 days of the grant or variation of the licence, the premises must have a documented counter-terrorism plan, which sets out counter measures to be implemented in response to a terrorist attack, through the principles of 'Guide', 'Shelter' and 'Communicate'-
 - Guide – Direct people towards the most appropriate location (in vacuation, evacuation, hide)
 - Shelter – Understand how your place or space might be able to lock-down and shelter people within it for several hours
 - Communicate – Have a means of communicating effectively and promptly with users of your place and have staff capable of giving clear instructions. Also have the capability of integrating with any response or rescue operation by providing things like building plans
- An incident log (which may be electronically recorded) shall be kept at the premises for at least six months, and made available on request to the police or an authorised officer of the licensing authority, which will record the following incidents including pertinent details (delete as appropriate):
 - (i) All alleged crimes reported to the venue or by the venue to the police
 - (ii) All ejections of patrons
 - (iii) Any complaints received
 - (iv) Any incidents of disorder
 - (v) Seizures of drugs, offensive weapons, fraudulent ID or other items
 - (vi) Any faults in the CCTV system, searching equipment or scanning equipment
 - (vii) Any refusal of the sale of alcohol
 - (viii) Any faults in the CCTV system, searching equipment or scanning equipment

(ix) Any visit by a responsible authority or emergency service

(x) The times on duty, names and the licence numbers of all licensed door supervisors employed by the premises.

- The premises shall have a documented Duty of Care policy for managing intoxicated and vulnerable customers and dealing with incidents of harassment at the premises. The policy shall also include provision for persons refused entry to the premises who are also considered vulnerable by staff.
- All sales of alcohol for consumption off the premises shall be in sealed containers only and shall not be consumed on the premises.
- Off sales of alcohol are only permitted from Market type events and not on the larger scale events of category A and B plots 6,7,8 events.

Recommendation:

Approve with Conditions (Outlined Above)

[REDACTED]

[REDACTED]

[REDACTED]

Good evening

Application Type: Premises Licence variation

Reference: 260545/MC3

Premises: First Street Estate, First Street, Manchester, M15 4FN

Applicant: First Street Management Company Limited

I wish to make a representation regarding this application.

I need to make it clear that my representation is entirely about the written content of the application, which I believe contains insufficient limitations, restrictions, and submissions.

This licence variation, if granted as applied for, would permit the premises to run large events on 365 days a year. I am certain this is not what is intended, but I must respond to what is written. I have had a conversation with [REDACTED] who reassures me that sufficient conditions will be in place, and a brief conversation with [REDACTED] who manages the First Street Estate.

I am reassured about the intentions and planned controls, but I do need to submit this representation as it is now less than 2 hours before the deadline, and I have not seen written confirmation of the necessary conditions.

I also wish to make it clear that this representation is not a response to the two-day Pride event which is proposed for the site. This event is not named in the application. In submitting this representation, I have no intention of preventing this event from taking place and I believe that these issues will be resolved and agreed in time for the event to be planned. Pride have communicated with local residents in a manner which is welcome, impressive, and reassuring.

My concerns re the First Street variation application, as written, are as follows:

1. There is no written recognition of an assessment of the area. While the main part of First Street is cultural and commercial, parts of the site and the surrounding area include student housing, where conditions conducive to study are required, and city centre apartments, some of which overlook the current Homeground site, which is to be used for events prior to future development. The needs and rights of these residents must be factored in.
2. While city centre residents are in the main more tolerant of noise than residents elsewhere, they are entitled to 'peaceful enjoyment' of their own homes. The recent use of part of the site as Homeground will have been accepted by many as a temporary disturbance vital to the recovery of a much-valued cultural institution. Even so, I understand there have been some

complaints, both at night and during the day when residents are working or studying from home.

3. I can find no limit on the number of 'events' or number of days on which the licence will operate. In theory large scale events could be held every day, 365 days a year, right outside people's homes. This is not acceptable.
4. There is a reference to expanding the capacity of the development site, but I cannot find any figures relating to this. The figure of 10,000 has been mentioned, unofficially. The size of 10,000, assuming this is correct, is huge. Even the purpose-built Castlefield arena has a capacity of approx. 8,000. This is operated under the ultimate control of MCC's experienced Events team and only organisers who meet certain requirements are permitted to use the arena. There is a limit on the numbers of events at this capacity and regular consultation with the local community group and other residents. Nevertheless, these events have a huge impact on residents, some of whom deliberately go out, stay with friends, or take a short holiday when the largest events are running. I would wish to see a very low limit to the number of events of this size, and an assurance that they would only take place if run by organisations with considerable experience of running outdoor events in areas which include residential apartments.
5. There are no permanent bar facilities at Castlefield Arena and, while alcohol sales take place, alcohol profit levels are rarely the driving force of events. Where alcohol has a strong focus, then capacity is reduced. Can a restriction to this effect be included?
6. The ground surface at Homeground is very rough, presenting risks when the area is very busy, and when dark. This has not been a problem for Homeground, operating during the summer months and at low capacity. I note that extra tarmacked pathways have been added to the site. I still have concerns about the suitability of the surface for large crowds in winter light.
7. What controls will there be over who is permitted to run a large event?
8. What controls will there be over noise levels in and around the site?
9. What arrangements will be made to deal with litter and ASB in the surrounding areas, and on waking routes to the area?
10. Controls are offered to protect children within the site. Some of the homes near and overlooking the site will be family homes. This has not been considered.

Should appropriate conditions be included in the licence, then I would be prepared to withdraw my representation.

Could you please keep me informed of any developments in regard to this application?

I have copied in [REDACTED]

Should you wish to share this email with anyone else outside of this process please do let me know. I will be forwarding a copy to Councillor colleagues who might be asked questions about licensing for Pride.

Regards