

Site Management Plan

McDonald's Restaurant, Cables Retail Park, Steley Way, Prescott, Knowsley, L34 5NQ

This Site Management Plan has been submitted in support of an application which seeks planning permission for the operation of drive-thru restaurant without compliance with Condition 1 of Permission 09/00639/FUL to allow 24-hour opening of the drive-thru lane alone.

The operator will use all reasonable endeavours to ensure that the provisions contained within this Management Plan are adhered to at all times.

The Customer Order Display (COD) Unit

During the extended hours, the COD unit has the ability to be set to the lower night time setting which automatically reduces the speaker volume during these hours from level 10 to level 7 after 23:00. This is already in place and will continue to be implemented if the extended hours are approved, in accordance with the recommended levels outlined in the Noise Impact Assessment (NIA).

Conflict Avoidance Training

All McDonald's managers are required to complete conflict management awareness courses, managed by Maybo, the leading UK trainer in Conflict Management and certified by the Security Industry Authority (SIA). The training ensures that managers can deal effectively with any problems faced with by customers. All new shift managers undertake an online module which ensures that staff are able to deal more efficiently with any potential anti-social behaviour.

Security Measures

An internal intercom system is already in existence within the store which can be used to deter anti-social behaviour. The internal and external CCTV cameras are monitored by a third party and they intervene via the intercom system by explaining that the offenders should leave the premises otherwise emergency services will be called. The cameras will help to monitor any issues which may arise in respect of anti-social behaviour or littering and they can record effectively any car registration plates which may be associated with any anti-social behaviour. The presence of CCTV discourages such behaviour taking place.

The fully comprehensive CCTV system, which operates 24 hours a day, can record effectively any car registration plates which may be associated with any anti-social behaviour. The presence of CCTV discourages such behaviour taking place

The CCTV system is in place and will be serviced by an accredited contractor, and will record 24 hours a day. The System will be operational at all times and cover entrances and exits to the restaurant. It will be adequately maintained and a log of this will be kept.

Staff Safe

The restaurant is in the process of installing the McDonald's specific StaffSafe system at the premises. This is an audio visual system which will be linked to the full CCTV system and to a remote monitoring station. It will assist in managing any incidents relating to anti-social behaviour and where necessary, it has the ability to contact the police. The system is designed to reduce anti-social behaviour and other crime and disorder issues affecting both staff and customers. The StaffSafe system usually reduces any anti-social behaviour issues in most restaurants by over 80%.

24 Hour Security

The security department provide a full on-call 24 hour service to ensure any related matters are dealt with as soon as possible. The restaurant management team work closely with the police on all crime and disorder, anti-social behaviour and premises licensing issues.

Lighting

The restaurant's external lighting fixtures are set on a timer which improve surveillance and safety around the Site during the evening to late-night hours. The store is also fitted with security lighting which is designed for the protection of health and safety for staff members, which will have no impact on surrounding residents.

Lighting hoods / shields are proposed for high level lighting as part of the development that would help to reduce further any potential risk of light spillage from the Site.

Signage

There is signage located around the car park, around the drive-thru and inside the restaurant, requesting that customers should be respectful of neighbours and keep noise to a minimum when leaving the premises.

Complaints Log Procedure

The General Manager or Assistant Manager will be available to respond to incidents of anti-social behaviour and will record any incidents of anti-social behaviour or other crime and disorder issues will



be recorded within an Incident Log Book which will be regularly monitored, reviewed and where necessary, action can take place.

A soft copy of the logbook will be shared with Council, upon request, in phases to provide updates on how anti-social behaviour is addressed, if it occurs.

Relationship with Local Police

The restaurant management team work closely with the police on all crime and disorder and anti-social behaviour issues. The store's telephone number will be provided to local residents as part of the management plan to establish a point of contact for community members to report any issues, letters will be sent out using recorded delivery to residents on Steley Way.

