

Management Plan for Outdoor Dining Pods

(Supporting Planning Application – The Unicorn Inn, Cronton)

1. Roles, Responsibilities and Operation of the Pods

The outdoor pods will operate as an ancillary dining facility to The Unicorn Inn, under the direct control and supervision of the premises management.

- A Designated Premises Supervisor (DPS) and/or Site Manager will retain overall responsibility for the pods.
- The pods will be used exclusively by customers purchasing food from the premises, not as independent accommodation.
- Operation will be limited to kitchen trading hours (12:00–20:00).
- Customers may remain seated after dining; however, all pod use will cease by 22:30 hours.
- After 22:30, customers will be encouraged to relocate inside the main pub premises or leave the site in a controlled manner.
- Staff will oversee pod usage throughout the day and evening to ensure compliance with this Management Plan.
- Maximum occupancy per pod will be controlled to prevent overcrowding.

2. Dispersal Policy and Procedure

A structured dispersal strategy will be implemented to ensure minimal impact on nearby residents:

- From 21:45 onwards, staff will begin a gradual wind-down process, reminding customers of the 22:30 closure of pod areas.
- Clear signage and verbal communication will encourage:
 - Quiet behaviour
 - Respect for neighbours
 - Gradual movement indoors or off-site
- By 22:30, all customers will have vacated the pods.
- Customers remaining on-site will be directed indoors, reducing external noise.
- Staff will monitor exit points to ensure orderly and quiet dispersal.
- Where appropriate, staff will assist in arranging taxis to prevent loitering or raised noise levels outside the premises.
- Any individuals behaving in a disruptive manner will be managed in line with the premises licence and may be refused service.

3. Security and CCTV

The safety of customers and the wider community is a priority.

- A CCTV system will cover:
 - Pod seating areas
 - Access routes
 - Entrances and exits
- CCTV will be operated in accordance with data protection legislation (GDPR).
- The area will be subject to regular staff supervision, particularly during peak periods.
- Any incidents will be recorded in an incident/refusal log, in line with licensing objectives.
- The presence of CCTV will act as a deterrent to anti-social behaviour.

4. Control of Noise

Given the proximity of neighbouring residential properties, strict noise controls will be in place:

- The pods are intended for seated dining only, not vertical drinking.
- No external amplified music, speakers, or entertainment will be permitted in the pod area. Low ambient mood music may be played via Alexa or Spotify streaming device or football/racing shown on a TV from within the Pod.
- Background noise will be limited to normal conversation levels.
- A strict cut-off time of 22:30 will apply to all external use.
- Prominent signage will request customers to respect neighbours and keep noise to a minimum.
- Staff will actively monitor noise levels and intervene where necessary.
- Customers failing to comply will be warned and, if required, asked to leave.
- The operator will maintain a complaints log and respond promptly to any concerns raised.

5. Lighting

Lighting will be designed to ensure safety without causing nuisance:

- Low-level, warm, directional lighting will be installed to serve pod areas and pathways.
- Lighting will be carefully angled to prevent light spill into neighbouring properties.
- Where appropriate, timers or motion sensors will be used to minimise unnecessary illumination.
- Lighting levels will be appropriate for a quiet dining environment, not a late-night venue.

6. Enforcement Strategy

A clear and robust enforcement framework will underpin the operation:

- A Customer Code of Conduct will be communicated via:
 - Signage
 - Staff interaction
- Staff will be trained to:
 - Monitor behaviour
 - Address noise issues early
 - Manage dispersal effectively
- Breaches of the Management Plan will result in:
 - Verbal warnings
 - Refusal of service
 - Removal from the premises if necessary
- A written incident and complaints log will be maintained and reviewed regularly.
- Management will liaise with Environmental Health and the Local Authority where required.
- Contact details for the premises will be made available to residents to ensure open communication and rapid response to any concerns.