

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. 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.

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.

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

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.

