

APPENDIX D

ZAYTOONA RESTAURANT - PREVENTION OF PUBLIC NUISANCE POLICY

Updated June 2024

17 Marmion Rd is located in a community of retail outlets, pubs, restaurants and residential properties. The aim is to operate a successful business without causing nuisance to the local neighbourhood. In addition to CCTV monitoring and staff training, actions which will be taken to reduce the risk of nuisance to the local neighbourhood are:

1. Signage will be in place asking customers and staff to consider local residents and noise levels when leaving the premises, and in the outside areas.
2. When music entertainment is provided for diners, checks will be carried out outside and in the local area around the premises to establish noise levels. Volumes of any music will be reduced if appropriate. Any entertainers will be briefed accordingly.
3. All background music will be switched **off** by 23:30 on Fridays & Saturdays and by closing time on the other nights. Lighting will be increased at the same time.
4. Although not a core area of the business - if waiting for take-aways, customers will be encouraged to wait inside the premises.
5. Customers who are eating and drinking will be requested to remain within the premises.
6. The staff will be able to provide taxi numbers of reputable companies when customers are leaving. Taxi companies will be requested not to sound horns outside the premises. Customers will be encouraged to stay inside the restaurant while waiting for their taxi to arrive. For safety and to minimise any noise.
7. Deliveries and rubbish disposal will take place at reasonable times between the hours of 08:00 and 20:00.
8. Premises waste will be collected regularly. Sufficient bins and storage for the premises will be in place and cleaned regularly to avoid unnecessary odour.
9. Drainage systems will be cleaned and maintained regularly to avoid unnecessary odour.
10. Rubbish bins for customer waste will be provided and regularly checked, and emptied, by staff during service. Locations of bins will be clear to customers. Customers will be encouraged to dispose of any rubbish prior to leaving the premises.
11. At the end of service, a check outside the premises will be made and any litter collected.
12. At other times during service, spot checks will be carried out to assess litter from smoking etc and other fouling around the premises and, as a result of findings any subsequent action required implemented.
13. Any incidents of fouling the area directly around the premises, witnessed by staff, will be recorded in the incident log. Action will be taken to try to clear fouling/ litter etc in line with H&S policies.
14. Toilets will be checked/cleaned/emptied regularly to avoid unnecessary odour.
15. Ventilation and extraction equipment will be regularly cleaned and maintained.
16. On closing, staff will leave from the front entrance, whenever possible and safe to do so. They will be instructed to minimise noise/ conversation and consider local residents.
17. Signage will also be placed at the rear service door to remind staff to consider local residents when outside the door. A maximum of 2 staff will be allowed outside the rear door at any one time. They will be instructed to remain in the outside 'lobby' area and not move into the main carpark. A suitable bin will be supplied for any smoking litter
18. Any complaints, regarding nuisance, will be recorded in a log book. All staff will be trained to complete the log and the Designated Premises Supervisor (DPS) will review, follow-up and record actions taken, and next steps if appropriate.

THIS POLICY WILL BE IMPLEMENTED BY THE DESIGNATED PREMISES SUPERVISOR