

# Tollgate - Match day management plan.



**Estimated attendance** –The premises predicts that on a standard home fixture the attendance will be 800 persons (excluding staff) – 300 internal and 500 externally. For a high profile game the premises predicts that on an average home fixture the attendance will be 1,000 persons (excluding staff) – 300 internal and 700 externally.

**Operation of area** – Up to 3 hours prior to kick-off until 3 hours post final whistle of Manchester united home fixture. The Area will not trade after an evening match (kick off after 4:30pm).

Last orders at external bar(s) 20:00hrs.

## **Overview**

The Tollgate is situated approximately 0.7miles from the home ground of Manchester United, Old Trafford. The stadium has a capacity of 74,994.

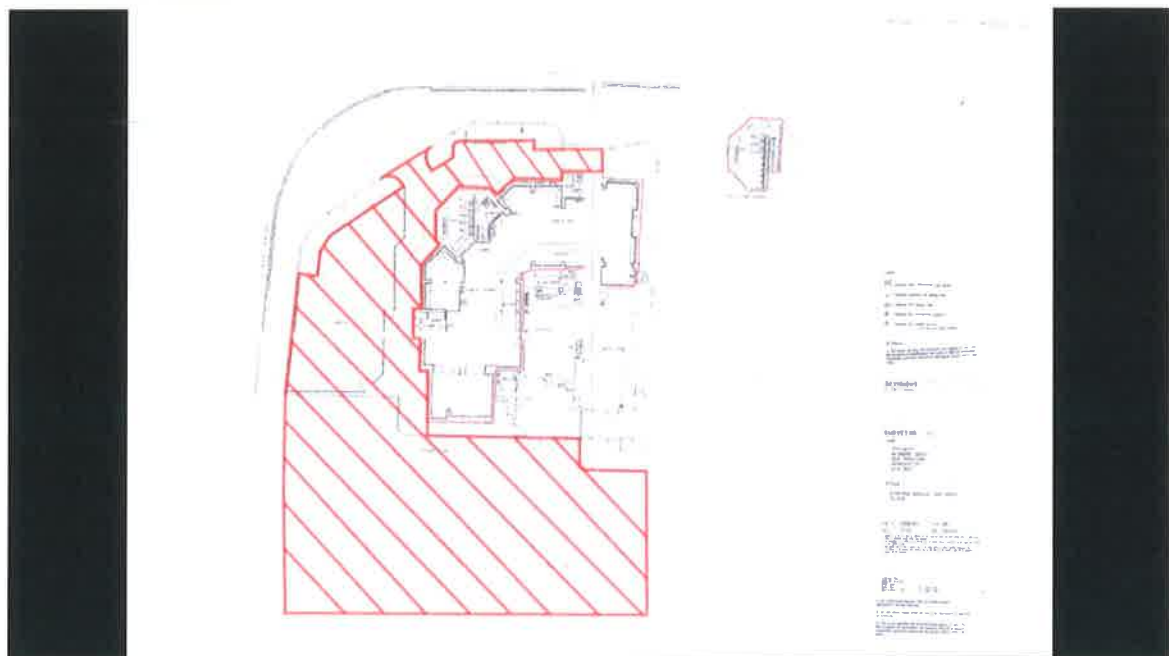
On days when the Manchester United male first team are playing at home large numbers of supporters congregate in the area and pubs around the ground prior to kick-off. Over recent times the Tollgate has become a popular location for home supporters and a large number attend the premises on match days. Those attending have expressed a preference to remain in the beer garden, irrespective of weather, and participate in singing and chanting in support of Manchester United.

Utilising Temporary Event Notices, the premises has historically catered for these visitors in the premises' beer garden and in temporary structures erected on the beer garden and the premises' car park.

- A plan is attached showing the external areas of the premises occupied by customers/supporters on match days.
- Temporary bars are erected within the marked area serving refreshments to the supporters, this is to relieve pressure on bars within the premises and to reduce the number of people needing to enter the premises at any one time.
- Gazebo and Tent structures are erected for match day events. The construction of these structures is subject to their own appropriate risk assessment.
- The tented structures provide limited cover form the elements for the bar servery, staff and customers; only part of the area is covered.
- Heras fencing is installed in order to delineate the consumption area to allow the control of numbers.
- The consumption of alcohol is restricted to the beer garden.
- Non-glass drinking vessels only are permitted in external areas during the match day events.
- SIA door supervisors are employed to:
  - Manage the capacity of the area and avoid overcrowding within the premises.
  - To prevent glassware entering the external area.
  - To prevent alcoholic drinks being removed from the external areas.
  - To maintain order and promote public safety.
  - To liaise with GMP on issues of public order and to support the match day operation as is applies to the Tollgate premises.

**Proposed External Licensed Area:**

Hatched red below



**Staff deployment, including available personal licence holders:**

**Tollgate Staff Standard Fixture -**

Internal	External
<p><b>Management:</b></p> <ul style="list-style-type: none"> <li>• Senior – 1, roaming internally and externally.</li> </ul> <p><b>At bar servery: 10</b></p>	<p><b>Management:</b></p> <ul style="list-style-type: none"> <li>• Senior - Senior – 1, roaming internally and externally.</li> </ul> <p><b>At bar servery: 3</b></p> <p><b>Kitchen Staff, operating BBQ: 2</b></p>

**Security Staff Standard Fixture –**

**All security staff are linked by a two-way radio system. Site management are also included within the radio network.**

**Total number of SIA employed at site – 5**

Internal	External
<p><b>Mobile throughout the premises: 1</b></p> <p><b>At key locations:</b></p> <p><b>(a) 1 at entrance to beer garden, with mechanical counter.</b></p> <p><b>(b) 1 at exit to Seymour Road, with mechanical counter.</b></p>	<p><b>Mobile throughout the area: 2 (during high profile game)</b></p> <p><b>At key locations:</b></p> <p><b>(a) At entrance to external area from car park, Seymour Road and Talbot Road – 1 x SIA with mechanical counter.</b></p>

**SIA door staff shall be on duty from the commencement of the event until 30 minutes following the conclusion of the event in accordance with the Management assessment of risk. Numbers described above will be scaled down during the post event period as management deem safe and appropriate.**

All bars will be assigned SIA licensed door supervisor.

- Age check policy to ensure we do not serve alcohol to underage persons – challenge 21
- Responsible drinking and awareness of intoxication of customers, with service being refused if appropriate – refusal books for this at each bar.
- Each bar has a designated manager and staff are briefed to escalate any issue to the manager
- Communication to senior team via radio throughout the event.

### **Liaising with the Authorities**

The premises shall be represented at any safety advisory group meeting to which they are invited.

Details of match day event operations, including but not limited to security staff deployment, shall be disclosed to the Authorities upon request.

Authorities, including by not limited to GMP and Trafford Council, will be consulted upon any material changes to this match day plan.

Prior to each event the name of the site manager and contact details will be provided to GMP upon request.

### **Licensing Objectives.**

#### **Preventing crime and disorder**

It is the responsibility of the Operator or any trained responsible person in relation to relevant premises to ensure that crime or public disorder is not endorsed on their licensed premises. It is the duty of the site manager to ensure measures are in place to help prevent any criminal act or public disorder.

#### **Securing public safety**

It is the responsibility of the premises manager and any trained responsible person in relation to relevant premises to ensure that all areas both inside and outside of the premises are safe for public use. It is the duty of the premises manager to ensure health & safety risk assessments are carried out in respect to relevant premises.

#### **Preventing public nuisance**

It is the responsibility of the premises manager and any trained responsible person in relation to relevant premises to ensure any form of nuisance arising from the premises is deterred or dealt with, such as noise nuisance, anti-social behaviour or any form of nuisance arising from the relevant premises.

#### **Protecting Children from Harm**

Alcohol is an age restricted product that can never be sold to children or young persons under the age of 18.

It is the responsibility of the premises manager and any trained responsible person in relation to relevant premises to ensure that all areas both inside and outside of the premises are safe for public use. The use of the premises by children during events requires particular attention to ensure a safe environment is maintained at all time.