

Management Plan & Dispersal Policy Old Sessions House



Introduction

This statement has been prepared to support an application for a new premises licence in respect of Old Sessions House, situated at 22 Clerkenwell Green EC1R 0NA. The building will operate as the applicant's (Ennismore) head office. Ennismore's demise of the building comprises:

- Basement: pantry, function space, kitchen and back of house areas
- Ground Floor: lobby, staff breakout areas, cafeteria/coffee bar and meeting & function rooms
- First Floor: offices (staff only, except for toilets)
- Second Floor: meeting rooms, back of house areas and roof terrace

Licensable activities will only be provided on the ground and basement floors.

Ennismore is a London based owner and developer of unique properties and experiences around the world. The company owns and operates the Hoxton hotel group, the 5* Gleneagles resort in Scotland and several stand-alone restaurant concepts. Ennismore is already part of the Clerkenwell community, with its current head office located on St John Street.

Ennismore is currently crafting a global expansion of The Hoxton hotel group with its private function spaces, building on the legacy of the original private function space in The Hoxton Shoreditch. Old Sessions House private function spaces will operate like the Apartment concept at both London properties, the Hoxton Shoreditch and the Hoxton Holborn, servicing both day and evening private functions. The spaces will offer four meeting rooms on the ground floor and one meeting room and kitchen in the basement.

There is a cafeteria/coffee bar on the ground floor, which will service staff during the day, as well as the ground floor areas during meetings and functions. Old Sessions House will not be open to the general public. All private function spaces will be booked in advance by carefully vetted, high end corporate and private clients.

Code of Conduct & Staffing

Old Sessions House will operate with a Hospitality Manager and permanent team consisting of Food and Beverage, Housekeeping and Security staff. The staff will be extensively trained to ensure high levels of hospitality, cleanliness, friendliness and security. Ennismore is committed to using Old Sessions House sympathetically alongside local residents and becoming a valued member of the Clerkenwell Green community.

Behaviour of staff and guests on and off the property will have minimum impact or disruption to local residents. Old Sessions House will have the appropriate level of security with approved SIA supervisors on duty during busier evening functions to supervise guests, both within and vacating the building at night.

The designated community contact will always be the Hospitality Manager. Any issues affecting local residents should be notified to this person, who will deal with them accordingly. There will always be management presence during the hours of operation and overnight security should local residents wish to raise any issues which arise as a result of the operation at any time at all.

Should a complaint be submitted, it will be dealt with promptly by the Hospitality Manager. Once a complaint is received, the Hospitality Manager will carry out a full and thorough investigation. They will aim to resolve the complaint within 24 hours.

Disability Awareness & Accessibility

Ennismore intends to enable the widest range of people to enjoy the private function spaces at Old Sessions House, regardless of age or disability. Accessibility design has been prepared with reference to the following good practice:

- Accessible London: Achieving an Accessible Environment, Appendix 9.
- BS8300: 2010.

The implications of the Equality Act (2010) have also been considered. Accessibility will be kept under constant review, particularly bearing in mind any future feedback from staff and guests.

Old Sessions House staff training will include a section dealing with disability equality and assisting disabled people. This will be included within courses for both new members of staff and as part of the ongoing refresher courses for existing staff.

A member of staff will be nominated as Accessibility Coordinator at Old Sessions House who will monitor customer feedback and be tasked with improving operational procedures to assist disabled people using the private function space and updating the accessibility policy.

Policies and procedures will be established for a number of key issues, including the following:

- Enquiries and booking procedures will be established to ensure an inclusive approach.
- The charging policy will be reviewed to ensure equality for disabled people.
- The emergency egress procedures for evacuating Old Sessions House will consider the procedures necessary to assist disabled people to escape from all areas of the private function space.
- A Personal Emergency Evacuation Plan (PEEP)

Information

The information available to potential guests on the accessibility prior to arriving at Old Sessions House will be important to many people, and particularly disabled and older people. Information will be available on how to reach the private function space, via bus, underground, car and taxi, as well as the features of the private function spaces.

Information regarding onward travel after functions, particularly in the evening, is also vitally important. This will help guests to plan their journey home and therefore facilitate a quick and quiet departure from Old Sessions House in accordance with the dispersal policy below.

The access information available on Old Sessions House will include a description of the accessibility of the function spaces. Information on local transport links and vehicle access to the site will also be included.

Taxi access to Old Sessions House has been considered. There is no on-site parking at Old Sessions House, there is on street parking around Clerkenwell Green. This will be outlined on the website and listed in the information provided to guests alongside parking and Blue Badge locations in the vicinity.

Servicing & Deliveries

Meeting rooms, kitchen and ground floor space will be serviced daily. The cafeteria/coffee bar will operate throughout the day for staff and persons attending functions.

Deliveries, whether day-to-day supplies or one off deliveries for special functions, will be minimal and carefully organised within specific times and guidelines to reduce the potential risk of disturbance caused to local residents. The proposed delivery and servicing times are:

Servicing & Delivery Schedule							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Waste	9am	9am	9am	9am	9am	9am	
Glass	11am	11am	11am	11am	11am	11am	
Recycle	10am	10am	10am	10am	10am	10am	
Food	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	
Beverage	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	
General Supplies	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	8-5pm	

The fire exits; all used solely for the purpose of emergency exit, will be covered by CCTV and frequent patrols.

Daily Upkeep and Cleaning

The private function spaces, ground floor, basement and toilets will be cleaned throughout the day to ensure high levels of standard and appearance. These areas will be monitored by property management. Ennismore are conscious of energy consumption. Checklists and building management systems ensure that heating, air conditioning and lighting is switched off when not in use.

Entry Controls

There will be a reception area where all guests will be asked to register before entering the building. There will be no scope for uninvited general members of the public to enter the building. Only Ennismore staff and pre-invited guests will be able to access Old Sessions House.

The building will be fitted with access control on all doors and have CCTV cameras both internally and externally around the building. Recordings will be kept for the minimum 31 days. The main entrance is closed to the general public and can only be accessed with a key card or by the Host at Reception by the intercom system.

For larger private functions, security levels will be increased at the main entrance and exits in order to ensure guests are looked after in a safe environment. There will be members of the team located on Clerkenwell Green controlling the arrival and departure of clients and vehicles in an orderly fashion.

All staff will be trained to a very high standard in operating procedures and customer service, and will receive the required health and safety and fire procedure training with regular updates.

Smoking

There will be no on premises external smoking area. During functions, smokers will be directed by staff to Clerkenwell Road towards Farringdon station to smoke.

An appropriate number of smokers and designated smoking area will be agreed with the Licensing Authority in accordance with the premises licence conditions. The initial proposal is for a maximum number of 10 guests permitted to smoke outside at any one time.

Dispersal

The objective of the Old Sessions House dispersal policy is to ensure a quiet, controlled and swift dispersal of guests without having any adverse impact on the local area.

Ennismore is committed to working in partnership with the Responsible Authorities in respect of the dispersal of guests. In addition, Ennismore will always listen to any concerns or suggestions made by the local community in respect of all aspects of operation, particularly dispersal.

Despite the central London location of Old Sessions House, Ennismore will ensure employees are aware that local residents live in the area.

The use of Old Sessions House for functions requires all employees to commit to a professional and responsible management of the building – particularly when guests are dispersing at night.

Dispersal

The primary point of dispersal is the main Clerkenwell Green exit point. Staff and/or SIA supervisors will carefully supervise this exit during busy periods. The area will also be constantly monitored to ensure no uninvited general members of the public access the building.

From this exit, guests will be directed to disperse right as they leave the building directly towards Clerkenwell Road. Guests will be reminded to leave quietly and encouraged not to wander up Clerkenwell Green as local residents live in this area. This is particularly important later in the evening. Guests will be expected to leave by foot, taxi or the area's numerous transport links (see below).

The Role of SIA Supervisors

SIA supervisors will be employed based on an operational risk assessed basis. They play a vital role in effective dispersal. Additional SIA supervisors will be required during busier times.

SIA supervisors will be appropriately trained in the general operation of Old Sessions House. They will receive specific briefings at the start of a function. SIA supervisors will work to support Ennismore's management in the dispersal process. They will be familiar with the procedures set out in this Dispersal Policy.

London Borough of Islington Responsible Authorities

Ennismore's management is committed to partnership working with the Responsible Authorities. If necessary, the London Borough of Islington Licensing Authority, Noise Team and/or Police Licensing Team may be consulted in respect of any aspect of dispersal or changes to this dispersal policy.

Transport

Old Sessions House is well serviced by public transport links, as set out below. All staff will be familiar with the transport links so they can advise guests when required. Information regarding transport links will be made available to persons attending functions in advance.

Overground & Rail

Farringdon station is located within easy walking distance of Old Sessions House.

Other rail stations, for example Victoria, Paddington, Liverpool Street, Euston, Waterloo and Kings Cross St Pancras are easily reached by Overground train, bus or taxi.

Where necessary, guests will be given directions to the relevant station and reminded to reach the station as quietly and as quickly as possible when they leave.

Tube

Chancery Lane, Farringdon and Barbican tube stations are within walking distance of Old Sessions House. Chancery Lane can be used to access the Central Line and Night Tube. Farringdon and Barbican can be used to access the Central, Metropolitan and Hammersmith & City lines .

Where necessary, guests will be given directions to the relevant tube station and reminded to reach the station as quietly and as quickly as possible when they leave.

Buses

Old Sessions House is well serviced by public buses. TFL bus services, including 24-hour routes and night buses, are accessible by bus stops in the area. Buses travel to a variety of destinations throughout London.

Bus routes include: 55, N55, 243, 63, 172, N63 and the 153.

Staff will be familiar with the local bus services and will advise guests accordingly

Taxi

Local licensed taxi companies operate in the area. Guests are also expected to use Uber or similar licensed taxi services.

Guests will be encouraged to wait inside the building for their taxi to arrive. This will avoid any unnecessary loitering/waiting on the street and allow guests to go straight to their waiting car.

Black cabs are also readily available. Guests will be directed right out of the Clerkenwell Green exit straight to the Clerkenwell Road to call a black cab.

Conclusion

Ennismore aims to integrate within the local community and ensure all persons using the building work in consideration with the local area and its residents. Old Sessions House will keep in regular contact with local residents ensuring the management team recognise their views and keep residents updated regularly.

