

# **Dominos Pizza, 16/17 New Road, Chippenham, Wiltshire SN15 1HJ**

## **Operational Plan**

### **Introduction**

It is acknowledged that there may be a conflict between the legitimate right of Dominos to provide hot food and drink beyond 23:00 and other licensable activities and the equally legitimate right of neighbours to enjoy their homes and businesses without disturbance.

It is also acknowledged that takeaways are potential sources of nuisance, antisocial behaviour and crime which may create concern for the immediate neighbourhood, its residents and the authorities.

### **Definition**

This Plan is designed to make the maximum contribution (by using pro-active measures), to reduce disturbance or nuisance to neighbours, both residential and business, and to make the minimum impact upon the neighbourhood in relation to potential nuisance, antisocial behaviour and crime.

This plan is specific to Domino's Pizza, 16/17 New Road, Chippenham, Wiltshire and its locality, but it includes a number of measures which are common to other Dominos.

This Plan is subject to review and will address problems and concerns as they are identified in order to establish a permanent reduction or elimination of nuisance, antisocial behaviour and crime.

### **Measures**

1. Relevance of Licensing Conditions:

The store will ensure that the conditions of the Premises Licences are strictly adhered to. The store will be operated to encourage customers to leave as quietly as possible and deliveries to be made as quietly as possible.

2. Notices at Exit:

Highly visible notices are placed at the entrance asking customers to leave quietly and to respect neighbours and their property

3. Delivery vehicles:

- No delivery vehicles will be mopeds.
- After 23:00 delivery vehicles will park to the rear of the building to reduce any potential disturbance to residents;
- All drivers have a label in their car stating "Do not slam car doors, rev engines or play loud music;
- Any member of staff found to be contravening any of the above policies or otherwise creating a nuisance will be subject to the Company's disciplinary procedures;

4. Internal noise:

- No music is played in the store
- All doors and windows are kept shut except for access and egress.

5. The name and contact number of the Store Manager is displayed in a position where it can be seen by the public without having to enter the store.

6. Rubbish:

The store sends out a 'Rubbish Patrol' during trading and following closure. They pick up bottles and food wrappings in a designated area. (These are very likely to be from sources other than the store – but they will be collected and disposed of.)

On rare occasions this patrol may be faced with the result of antisocial behaviour such as vomiting and urination. This will be cleared by use with a mop and bucket containing a disinfectant solution.

7. Staff:

Consideration will be given to procedures for staff departures at the end of the evening.

8. Training:

Training at all levels will be conducted to ensure understanding and implementation of this plan.