

Notification of developments to The Milk Float's takeaway queue system

In anticipation of the increased levels of custom immediately following the relaxation of lockdown on the 12th April, 2021, we introduced a new queuing system to ensure that the towpath remained clear for other users. Having successfully employed this system for over a fortnight and witnessed its benefits first-hand, we are now incorporating this as a permanent feature of our service from this premises going forwards.

Building on the soft visual barrier we had in place previously, this new system (pictured below, **fig. 1-3**) creates a physical barrier which shields the queue from the main flow of pedestrian traffic on the towpath. The effects of this are two-fold:

- 1) Takeaway customers have a prescribed route along which to queue for the takeaway hatch, removing any possible confusion about the existence of the queue and the direction from which it starts.
- 2) The queue is completely segregated from the main flow of towpath traffic, ensuring that there is no customer spill-over from the queue causing an obstruction to other towpath users.

Whilst we have rarely had any issues with our queue management during normal Summer trade, it can be a demanding job for our door staff to manage on especially busy days. Over the last week, with record numbers out enjoying the sunshine in Hackney Wick, this queue really improved our ability to control takeaway customers and keep the towpath clear.

We have also added signage to the keg-stacks within the queue cordon to direct the flow of custom and assist our takeaway customers in their efforts to remain socially distant as things start to open-up again.

We are sharing this now in advance of the Committee Meeting on the 27th April, 2021 as we feel it broadly relates to the Licensing Objective of **Public Safety**, which we understand to be the grounds upon which Cllr. Blake has raised her objection against our application.

We hope that this will be considered alongside the rest of our application as further evidence of our continual efforts to meet all licensing objectives in our trade from this site.

Fig.1



Fig. 2



Fig. 3

