
The Hungry Cow

Noise Nuisance Manual

All-Staff Document



SEPTEMBER 2023

The Hungry Cow

Authored by: O Daly



Introduction

Staff Manual

This manual serves as a guide for all staff members of The Hungry Cow to effectively manage the premises and minimize noise disturbances caused by customers and delivery drivers.

Compliance with the Licensing Act 2003 and the following conditions is essential to ensure the responsible and lawful operation of the premises.

CCTV System

1. The premises shall install and maintain a comprehensive CCTV system that meets the minimum requirements of the Tower Hamlets Police Licensing Team.

- CCTV cameras must cover all entry and exit points for frontal identification in all lighting conditions.**

- Continuous recording of the CCTV system is mandatory during the opening hours and while customers are present on the premises.**

- Recordings must be stored for a minimum of 31 days, with date and time stamping.**

- Immediate viewing access to recordings must be provided upon request by Police or authorized officers throughout the 31-day period.**

2. A designated staff member proficient in operating the CCTV system must be present at all times when the premises are open.

- This staff member should be prepared to provide recent CCTV images or data promptly to Police or authorized council officers when requested.**

SIA Registered Door Supervisors

3. If SIA registered door supervisors are employed at the premises, maintain a record of their SIA registration number and their duty schedules.

Incident Log

4. Maintain an incident log at the premises, available upon request to the Police or authorized officers.

- The log should be completed within 24 hours of any incident.**

- Record the following in the log:**

- a) All reported crimes on the premises.**

-
- b) Patron ejections.**
 - c) Complaints received concerning crime and disorder.**
 - d) Incidents of disorder.**
 - e) Seizures of drugs or offensive weapons.**
 - f) Faults in the CCTV system, searching equipment, or scanning equipment.**
 - g) Refusals of the sale of alcohol.**
 - h) Visits by relevant authorities or emergency services.**

Waste Management

5. Between 23:00 hours and 07:00 hours on the following day, no waste or recyclable materials, including bottles, shall be moved, removed from, or placed in outside areas.

6. During operational hours, ensure measures to prevent litter or waste accumulation outside the premises.

- Sweep or wash the area as necessary.**
- Collect litter and sweepings.**
- Store collected waste in accordance with approved refuse storage arrangements by the close of business.**

7. No collections of waste or recycling materials (including bottles) from the premises shall occur between 23:00 and 07:00 on the following day.

Delivery Drivers

8. Provide clear, written instructions to delivery drivers:

- Use vehicles responsibly, avoiding nuisance to residents or the area.**
- Do not leave engines running when parked.**
- Do not obstruct the highway.**

9. Ensure that drivers have access to the premises when conducting deliveries to prevent loitering outside.

- Staff should also have access to toilet facilities at the premises.

10. Instruct drivers not to idle, whether near residential properties or not.

- If no deliveries are pending, drivers should either park and wait inside the premises or leave the area.

11. Direct drivers not to await orders while sitting in or standing near their vehicles.

- For bicycle delivery, dismount and await orders inside the premises with the premises remaining closed to the public.

Noise Nuisance Management Checklist

Use the following checklist to ensure noise nuisance management:

- [] CCTV system is operational and covering entry and exit points.
- [] Staff member proficient in CCTV operation is on duty.
- [] SIA registered door supervisors' records are up-to-date.
- [] Incident log is maintained and updated promptly.
- [] No waste or recyclable materials are moved between 23:00 and 07:00.
- [] Adequate measures for waste management and cleanliness are in place.
- [] Delivery drivers have clear instructions and access to the premises.
- [] Delivery drivers do not idle or loiter outside.
- [] Drivers dismount and await orders inside for bicycle deliveries.
- [] Premises are in compliance with the Licensing Act 2003.

By adhering to these guidelines, we ensure that The Hungry Cow operates responsibly, minimizes noise disturbances, and complies with all legal requirements.