

Licensing Sub Committee

Supplementary Agenda

Date: Monday, 4th August, 2025
Time: 10.30 am
Venue: Council Chamber, Municipal Buildings, Earle Street, Crewe
CW1 2BJ

4. **Additional Information from the Applicant (Pages 3 - 6)**

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BOSPHORUS DINING DISPERSAL POLICY

1. The music volume will be lowered within the last 20 minutes prior to closing.
2. There will be an announcement asking guests to leave quickly, quietly and to respect the venue's neighbours.
3. Staff will endeavour to control a slow stream of customers and guests leaving the venue.
4. Staff will be proactive about dispersal of groups of people outside the venue.
5. Guests will be encouraged to leave the area quickly and quietly.
6. Staff will patrol the street outside the venue to ensure customers and guests leave the area quietly. Any customers and guests causing noise or disturbance will be asked to be quiet. Those that do not will be refused entry in the future.
7. As customers leave and the venue empties, staff from inside the venue will be posted outside to assist with dispersal, as appropriate.
8. Guests will not be allowed to take drinks with them as they leave. Staff will be deployed to prevent this happening.
9. A taxi service will be available to guests.
10. The tempo of music will be slowed down and the volume will be lowered gradually at the end of the night to encourage guests exit in a calm manner.
11. The brightness of the lighting inside will be increased gradually as part of a 'cooling off' period.
12. Notices will be prominently displayed at exits requesting the guests to respect the needs of local residents and to leave the venue and the area quietly
13. It is considered the main route for dispersal will again be away from residential areas and so it is expected that noise nuisance from the dispersal will be kept to a minimum.

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BOSPHORUS DINING NOISE MANAGEMENT PLAN

Purpose

There are 4 licensing objectives of equal importance:

1. The prevention of crime and disorder
2. Public safety
3. The prevention of public nuisance
4. The protection of children from harm

This policy focuses on ensuring we meet our legal obligation to prevent public nuisance.

Responsibility

All staff have a responsibility to work together to ensure the venue does not cause a nuisance to members of the public and surrounding businesses.

Internal Noise

Internal noise is noise can seep from inside a premises to outside, this can come from a variety of sources such as:

- People: When many people gather, particularly when drinking or having a good time they can make a lot of noise intentionally and unintentionally. It is our job to make sure that it can't seep out of the premises and disrupt our neighbours.
- Speakers and sound making equipment.
- Building work.
- How we mitigate internal noise
- Keeping external windows and doors closed.
- Utilising calmer playlists after 11pm.
- Staff to use prescribed playlists by Duty Managers.
- Noisy building and repair work to be done outside office hours where possible, but not if it will disturb residents.

External Noise

Noise outside our premises caused by us or our customers can come from a variety of sources such as:

- Leaving
- Smokers outside the front
- Deliveries
- Receiving
- Delivery drivers
- Glass bin emptying

How we mitigate external noise:

- Clear external areas in accordance with conditions on premises licence (no later than midnight)
- Implement soft-close dispersal policy, to allow for a more staggered dispersal of the venue and reduced noise.

- Smoking area management from staff – reminding patrons of acceptable noise levels.
- Smoking area checks from floor staff and management where door supervisors are not in place.
- Ensure deliveries take place after 7am.
- Ensure the bottle bin is not emptied between 11pm and 7am.
- After this time use black bags inside bottle bins and place waste quietly into General Waste bin.
- Prominent signage asking patrons to leave quietly above main door.

Dealing with Noise and ASB Complaints

It is important to build and maintain close relationships with residents, businesses and the statutory authorities. If we receive complaints from any of the above sources they should be treated seriously and with respect. Be polite and pass the person to the most senior person in the building. All complaints should be logged in the incident book and as soon as is practicable, or if causing a major disruption/inconvenience, immediately.

What is the noise risk from cars/taxis visiting the premises?

There is no car park at the premises.

It is likely that people will want to arrive and leave the premises by taxi. It is considered that taxis are however likely to pull up at the front of the premises which.

Staff on duty will be encouraged to remind taxi drivers not to use horns to summon customers.

Patrols

Patrols are to take place after 11pm. These patrols are to take place hourly and will require a member of staff to stand outside residential premises that can be affected by regulated entertainment to see if the noise is audible.

A patrol sheet is to be completed together with details of any actions taken (in the form attached).

It is considered the main route for dispersal will again be away from residential areas and so it is hoped that noise nuisance from the dispersal will be kept to a minimum.

General

Signs have been displayed requesting patrons to disperse quietly.

Doors and windows are to be kept closed during entertainment save for access and egress.