

ATTACHMENT TO AGENDA ITEM

Ordinary Meeting

18 March 2014

Agenda Item 7.2 Smoke free Outdoor Dining Trial - Interim Report

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Smoke free outdoor dining trial Business Feedback form



Overview

The Greater Shepparton City Council is seeking your opinion regarding the smoke free outdoor dining trial. The trial commenced 1 July 2013 and will conclude 30 June 2014.

The purpose of this consultation is to record all comments from local business owners who have an outdoor dining licence with the Greater Shepparton City Council, to capture any impact of this trial.

Feedback will be received until **5pm on Monday, 30 June 2014.**

Please provide your feedback by completing this form or selecting an option detailed below:

- Fax** (03) 5831 1987
- Email** smokefree@greatershepparton.vic.gov.au
- Mail** Smoke free outdoor dining trial
Greater Shepparton City Council
Locked Bag 1000, Shepparton, Victoria, 3632
- Online** www.greatershepparton.com.au/smokefree
- Feedback Box:** Greater Shepparton City Council
Foyer

Questions

Please respond to the following questions or attach an additional page if more space is required

What benefits can you recognise for your customers and/or business during the smoke free outdoor dining trial?

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Are you experiencing any negative impact on your business or customers? *If so, please explain.*

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January 2014
M14/366



Smoke free outdoor dining trial Business Feedback form



Are you/and your staff able to meet the amended terms and conditions of your outdoor dining licence permit to provide a smoke free outdoor dining area during the trial period? *If not, please explain what has prevented this from happening.*

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Are there any further resources or support that would assist your business to provide a smoke free outdoor dining area?

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Contact

Please provide your name/Business Name and a preferred method of contact below:

Name/Business Name

Preferred method of contact:

Phone

Email

Mail

Privacy statement

Personal Information collected by Council is used for municipal purposes only as specified in the *Local Government Act 1989*.

The Personal Information will be used solely by Council for these purposes and/or directly related purposes. Council may disclose this information to other organisations if required by legislation.

The applicant understands that the Personal Information provided is for the above purpose and that he/she may apply to Council for access to and/or amendment of the information.

Requests for access and or correction should be made to Council's Privacy Officer.

Thank you for taking some time to provide feedback and inform future decisions regarding important public health policy.

January 2014
M14/366

Positive benefits recognised	Negative impact on business or customers	Able to meet terms and conditions of outdoor licence area?	Resources/support required	Table top signage delivered	Adhesive/other barrier screen signage replaced	Notes/Comments or further action detail
Less manpower required to empty ashtrays and clean outdoor area, benefits outweigh any negative impact		Yes, cleaning is easier	Butt out bin location helps to control litter			
Customers have got used to smoke free areas		Yes	Adhesive signs displayed but not using table top signs			
There are less cigarette butts to clean up, particularly as passer by pedestrians now cannot fill our ashtrays		Yes, easily as we offer both smoke free and smoking areas	More adhesive signs and table top signs required	5	2	Left two adhesive signs to be installed on front door/panel window as signage stolen from barrier was only fixed with double sided tape and has already been replaced twice.
Much cleaner, now we don't sell cigarettes and attract a wider range of customers, smoking can deter some customers if other loiter out the front of the shop and intimidate young students		Yes easily, we provide both a smoking and smoke free areas				
		Yes, when open				
	The bin placement is too close to our door and smoke drifts over the outdoor dining area, onto nearby clothes shop and blocks access to vehicles using loading bay	Mostly, difficult to manage and retain regular clientele	Not complying with terms & conditions - Can bin be transferred to other side of entry		2	
	Much harder to move kids out of smoke free area	Yes		3		
	Initially customers didn't like to have to move outside barrier screens to smoke	yes easily, as business had already chosen to be smoke free		7		
	Reduced business - refer written submission	Mostly		4		Manager has indicated a concern of the loss of business, particularly after hours. Refer submitted comments for further detail.
good environment		Yes				
	At start of trial period it was difficult to help regular clientele understand need to smoke out of area	Yes, however the careful approach to customers has been extremely important, particularly with regular clientele				
		Yes, when open				
		shop closed				
		Yes	Adhesive signs displayed, table top signs available			
		Yes				
		Mostly, however some younger children tend to ignore signage and requests to move (out of school hours)				
		Yes		4		
		Shop closed				

Positive benefits recognised	Negative impact on business or customers	Able to meet terms and conditions of outdoor licence area?	Resources/support required	Table top signage delivered	Adhesive/other barrier screen signage replaced	Notes/Comments
	Significant decrease in business	Not really due to regular clientele being defiant	Table top signs stolen	4		Not complying with terms & conditions of o/d licence - would really benefit from both a smoke free and a smoking area due to corner location
	Would not support continuing smoke free outdoor dining areas	Yes	Table top signs damaged, more required	4		
We would support continuation of trial		Yes				Table top signs are stolen and cannot attach permanently as tables are stacked
	It appears that smoke free trial has caused reduction in trade, particularly early morning	Yes	Required more table top signs	4		
Cleaner and better for customers and me		Yes	Required more table top signs	3		
		Shop closed				
		Outdoor dining area was closed and chairs removed due to ongoing anti-social behaviour	Need to clean windows and replace adhesive sign		1	
		Shop closed				
	Business has reduced since opening (Sep 2013)	Yes				
		yes, when open				
	Harder to maintain smoke free area after hours	Mostly	Need some more table top signs, they are stolen when open longer hours	3		
		Yes, adhesive signs displayed but require more table top signs		6		
Cleaner	Some customers really don't like to move out of area	Yes, signs displayed	More table top signs required, mainly stolen during late night trading	3		
		Yes, when open				
Cleaner area and protecting regular clientele	Redevelopment of Vaughan Street caused disruption to business over 3 month period	Yes	Would be great if shoppers support us again			
Some customers have informed staff that they have enjoyed the change		Yes		3		
Some customers from out of our Municipality have commented on how much they have liked the smoke free trial		Yes				
	Regular clientele ask for ashtrays if not on tables	No	Council will need to re-visit and work thru issues at this location.	4	2	Follow up ash trays on table - Owner has agreed to remove ashtrays and not provide them during trial period. No ash trays on tables 10/1. Left two adhesive window signs for installation on front window.
		Yes	More table top signs required	4		
		yes, when open				
	Initially when the trial commenced customers didn't like the change	Mostly	Barrier screens were displayed, required more table top signs	6		

Positive benefits recognised	Negative impact on business or customers	Able to meet terms and conditions of outdoor licence area?	Resources/support required	Table top signage delivered	Adhesive/other barrier screen signage replaced	Notes/Comments
	Yes, however young boys are ignoring signage	Yes		4		
Yes, cleaner and better environment	Initially negative comments were received but customers have accepted it well	Yes	Shop owner asked if two bins located at door could be split, moving the bin with the butt out further west between alcove area between Dawes & Vary and NAB away from shop entries to avoid smoke drifting in	4		Discuss bin location with Waste Management/Rec & Parks
	Yes, customers order fish and chips and wait out front of shop smoking particularly at night. Young boys particularly are ignoring signage.	As much as possible - difficult to manage at night during peak business times	Shop owner has suggested a seat near existing green bin west of shop's outdoor dining barrier screen to encourage smokers to locate outside area when smoking			Discuss bin location with Waste Management/Rec & Parks
		Yes				
Cleaner	Customers don't like to be asked to move out of area	Yes	No			
Mixed	Loss of customers who want to smoke	Mostly, however location of ATM at front of shop causes smoke drift as users tend to smoke while waiting and using ATM	Shop owner has two shops and would welcome choice of providing a smoke free and smoking outdoor area			Would shop owner pay different rates if providing choice?
Yes		Yes	No			
Yes, fantastic - one of the best Council rules (we previously experienced community members sitting and smoking for long periods in provided area without purchasing from our shop and taking seating options for paying patrons		Yes				
Cleaner		Yes				
		Mostly, bin location right at side of barrier screen causes smoke to drift over customers in area	Check bin location options			Discuss bin location with Waste Management/Rec & Parks
			Total replaced	75	7	

Written submission received by local business participating in the smoke free outdoor dining trial

Q1 - Answer	Referred To	
	Copies To	

The only benefit of the no smoking is the smell for all us non smokers

Q2 - Answer
 We have experienced huge negative impact, losing business of up to \$1000 a week, lost clients
 The frustration of having to tell customers where they can smoke, having to stop them taking drinks past the line just so they can smoke - BIG ISSUE -
 I will not pay a staff member to stand out the front just to monitor smoking.

Q3 - Answer
 Again I feel it is not up to us to police the area, let alone pay staff to stand there and watch.
 You have no boundaries on the area.
 You have no staff policing the area.
 This idea may work for the small daytime cafes but when your business is open up to 14 hours a day its a huge impact.

Q4 - Answer
 Business is tough enough in Shepparton as you can see by just looking how many empty shops we have. Imposing this ban is only going to make it tougher for small business.
 The council have big problems!! Rates are ridiculous NOT encouraging for new business or existing.

A suggestion well worth looking at is a timed non smoking for example, physically seen in Melbourne cafes/restaurants NO SMOKING BETWEEN 12-2pm 6-8pm OR Just make it a day time thing, so there is less impact on the night time traders.