

**Operational Management Plan**  
**Planning Application Reference. 2023/1265/P**

**Second Floor, County House, Conway Mews, London, W1T 6AA.**

**INTRODUCTION AND OVERVIEW**

This Operational Management Plan has been prepared by Zerum on behalf of the Applicant, First Intuition, in support of Full Planning Application (ref. 2023/1265/P) for Change of use of second floor of County House from offices (Class E (g)) to an educational facility (Use Class F1-a) at the aforementioned address.

It will accommodate the expansion of First Intuition who currently operate under Use Class F1-a in the basement and on the ground and first floors of County House. First Intuition sublet the second floor to Marie Stopes for a period of time between 2017 and 2022, as they did not need the space at the time.

Marie Stopes services fell under Use Class E (e)- provision of medical services and Marie Stopes vacated the second floor 24<sup>th</sup> June 2022 (evidenced by submitted copy of the license to sublet). Marie Stopes required a larger space that they could brand, therefore moved to a unit across the street in a separate building.

Our client now wishes to expand their training facility to the second floor, which is currently vacant and classified as Use Class E.

The purpose of this Operations Statement is to describe the proposed management of the site during the operational phase. It should be read in conjunction with the full package of plans and technical reports that accompany the application.

This Operations Statements provides information on the following:

- First Intuition
- Hours of operation
- Number of staff and students
- Assessing the impact of increased number of staff and students
- Assessing transport impact
- Health and safety standards and procedures
- Student welfare
- Waste on site

## FIRST INTUITION

The Applicant, First Institution, provide study services for aspiring accountants across the UK, facilitating individuals in obtaining accounting qualifications. First Intuition are an award-winning professional education provider with expert tutors and exceptional pass rates, offering online and classroom courses.

The Applicant opened its first study centre in 2007 and now operate 16 study centres across the UK, providing a variety of online study options to create a blend of programs to fit in with the most demanding of lives.

Over 10,000 students annually use First Intuition and achieve industry leading results.

## HOURS OF OPERATION

At present, the Applicant's hours of operation in the basement and on the ground and first floor are as follows:

Staff: 8am-5.30pm  
Students: 9am-5.30pm

These hours of operation will **not** change for the second floor.

## NUMBER OF STAFF AND STUDENTS

The proposals, if consented, would result in an additional 70no. students (maximum), and an additional 5no. members of staff. First Intuition currently already have approx. ~200-240 on site regularly).

It is intended that the second floor is used for 2 classrooms of approx. 35 students, with a breakout area. The submitted plans provide more detail on the proposed layout of the second floor.

## ASSESSING THE IMPACT OF INCREASED NUMBER OF STAFF AND STUDENTS ON SITE

The proposed Change of Use and subsequent number of additional student and staff users of the building will not have a detrimental impact on the operation structure of County House. The proposed operational arrangements will not largely differ from the existing operational structure in that:

- Staff and students will enter at the same entrance and through the same reception located on ground floor;
- The same hours of operation are proposed;

- Waste will be collected and stored in the same location as for G/ 1<sup>st</sup> floor – in the courtyard outside. There is plenty of space within current refuse arrangements;
- Staff members will arrive at different times to students to avoid too many individuals arriving at once;
- First Intuition will monitor arrival times and there will be an opportunity to stagger arrival times across each floor at County House;
- Similarly, First Intuition will monitor breakout times and there will be an opportunity to stagger breakout times across each floor in County House.

## ASSESSING THE TRANSPORT IMPACT

Currently, there are 4no. car parking spaces and 18no. cycling spaces provided on site. At present, the car park is underutilised, therefore some car parking spaces will be available for staff. The car parking arrangements will be managed internally between staff. The cycle spaces are also underutilised, notwithstanding, the Applicant is happy to provide more in the event extra spaces are needed

The site is highly accessible with a strong Public Transport Accessibility Rating (PTAL) rating of 6 and as such, prospective students will be expected to travel via public transport routes. This will be advised when students sign up to First Intuition training programmes and the following public transport routes will be highlighted in the pre-information pack:

### Underground Links

- Warren Street- 5-minute walk
- Great Portland Street- 6-minute walk
- Goodge Street- 7-minute walk
- Euston Square- 12-minute walk

### Nearby Train Stations

- Euston Station- 12-minute walk

### Nearby Bus Stations

- Great Portland Street Bus Station- 5-minute walk

- Marylebone Bus Station- 20-minute walk

#### Nearby Car Parks

- Citipark, Clipstone Street- 3-minute walk
- Parking on 73 Riding House St- 5-minute walk

Given that the site is located in a highly accessible location, where it would be expected that users travel via public transport, the proposals are not expected to have a detrimental impact on transport. The Applicant has confirmed that majority of students live in Zone 3 and 4, therefore most travel to the venue via public transport. The Applicant is happy to accept a condition requiring monitoring and assessment of highways impact, should consent be granted.

### **HEALTH AND SAFETY STANDARDS AND PROCEDURES**

First Intuition have a health and safety policy, with Health and Safety officers on site. First Intuition ensure all visitors are aware of the company's Health and Safety policies and procedures with particular regard to fire safety procedures. First Intuition maintain a visitors' book for all visitors not attending a scheduled course session, with all visitors signing in and out of the premises. It is ensured that all visitors are accompanied for the duration of their visit. First Intuition maintain marked attendance lists for scheduled course sessions.

### **STUDENT WELFARE**

First Intuition aims to provide a supportive environment and equality of opportunity for students facing difficulties and those who may have experienced problems or concerns. First Intuition have a Safeguarding & Present Policy, which is submitted with the Application as supported information.

### **WASTE ON SITE**

Waste will be collected and stored in the same location as for G/ 1st floor – in the courtyard outside. There is plenty of space within current refuse arrangements.