

Operational Management Plan

The Sir Richard Steele Public House, 97 Haverstock Hill, London, NW3 4RL

Hotel (Class C1) conversion
PP-02911006

Iceni Projects Limited on behalf of
Faucet Inn Ltd

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1. INTRODUCTION

- 1.1 This Management Plan is submitted in support of a planning application for the conversion of the first and second floors of the Sir Richard Steele Public House, 97 Haverstock Hill, London, NW3 4RL from a public house (Class A4) to 10 x hotel accommodation rooms (Class C1).
- 1.2 The granting and implementation of the planning permission would change the character of the building from a single use building (the building is currently used solely as a public house) to a mixed use building with public house (Class A4) use retained on the ground floor and hotel (Class C1) use on the first and second floors.
- 1.3 The purpose of this Management Plan is to address the operational and management issues associated with the public house (Class A4) and the proposed hotel (Class C1) rooms to ensure that the 2 uses are able to exist harmoniously with no adverse impacts being caused to the respective amenity of each.
- 1.4 This Management Plan is based on a detailed consideration of the day to day operation of the site to understand where conflicts may arise and to ensure these are mitigated.
- 1.5 Should planning permission be granted, it would be proposed to have a planning condition on the decision notice to ensure the implementation and operation of the development proceeds in accordance with the mechanisms set out in this plan.

2. THE APPLICATION SITE

- 2.1 The application site is the Sir Richard Steele Public House, 97 Haverstock Hill, London, NW3 4RL. The site is located on the east side of Haverstock Hill close to the junction with Steele's Road. The building is not listed but is located within the Eton Conservation Area.
- 2.2 The building is a traditional public house (Class A4). All of the building is currently used as a public house (Class A4) and ancillary space. The main entrance to the public house is from Haverstock Hill. The ground floor contains the main bar areas and toilets at the rear, along with a small pub kitchen and access to the basement cellar. The first floor is accessed via the ground floor bar and consists of a further upstairs bar, toilets and rooms used for ancillary purposes, including an office and storage.
- 2.3 The second floor of the building is a flat. This is used as living accommodation for the existing Pub Manager. It is not a separate planning unit and can only be accessed through the pub at first floor level. In this respect, the flat is considered to be ancillary to the public house and therefore within Class A4 use and not a separate residential (Class C3) use.
- 2.4 This ancillary flat, while being considered Class A4 in land use terms, does demonstrate that the residential conversion and occupation of the building is possible and that both public house and residential uses are able to co-exist harmoniously. It also clearly illustrates how the building is able to provide high quality and generous hotel room accommodation with high levels of amenity, accessibility and natural daylight.

3. OWNERSHIP

- 3.1 The freehold of the proposed hotel rooms would be held by the applicant (Faucet Inns Limited) who also owns the public house (Class A4) below. The applicant therefore has a financial and operational interest in the harmonious existence and operation of both uses and in protecting the respective amenity of each. Given the above, the mechanisms within this Management Plan are logical, appropriate and self-policing.

4. HOURS OF OPERATION

- 4.1 The hours of operation are controlled by the Licensing Act.
- 4.2 There are currently no planning controls on the hours of operation.
- 4.3 The licenced hours of operation of the public house are Monday to Sunday 11:00am to 00:30.
- 4.4 However, the actual operating hours that public house uses are 11:00am to 00:30 Monday to Saturday and 12 noon to 23:30 on Sunday.
- 4.5 It is not proposed to change the hours of operation or the granted licencing hours as part of this planning application.
- 4.6 The hours of operation of the public house are strictly managed and controlled by the premises licence (Please see Section 5). The premises licence contains a number of conditions, which ensure the amenity of the surrounding residential area is protected. These conditions would remain in force should planning permission be granted for the conversion of the upper floors to hotel (Class C1) rooms.
- 4.7 The hours of operation are considered appropriate for the public house given its location within a predominantly residential area. The hours of operation therefore already consider and protect residential amenity.
- 4.8 The amenity of the proposed hotel rooms would be safeguarded.

5. LICENCING

5.1 The principal purpose of the Licensing Act is to ensure that premises serving alcohol do not unduly affect the amenity of residents.

5.2 The current premises licence was granted on 25th August 2005. It licences the following activities:

- Sale by retail of alcohol, Monday – Sunday 10.00 - 00.00;
- Recorded music, Monday – Sunday 10.00 – 00.00;
- Live music, Monday – Sunday 10.00 – 23.00;
- Provision of facilities for dancing, Monday – Sunday 10.00 – 00.00; and
- Late night refreshment, Monday – Sunday 23.00 - 00.00

5.3 In addition, the licencing opening hours are Monday –Sunday 11.00 – 00.30.

5.4 The License contains a number of conditions to safeguard the amenity of surrounding residential neighbours. The following conditions are set out in the licence.

- No regulated entertainment, other than by way of music and singing only which is provided solely by the reproduction of recorded sound, shall take place within the premises with the exception of pre-booked private events limited to the provision of music and dancing for pre-invited guests;
- Customers shall not be permitted to drink on the pavement outside the premises;
- Customers shall be asked to leave the premises in an orderly and quiet fashion;
- The applicant will make arrangements to liaise with local residents on a regular basis to discuss issues of concern;
- The applicant will supply residents with a contact number to use in the event of any problems that occurred during the operating hours of the premises;
- Bottles must be disposed of at a reasonable time of day;
- The applicant will arrange for deliveries to be made at a time of day which will not disturb residents;
- No music shall be played on the outside patio at any time.
- No sound emanating from the establishment should be audible within any noise sensitive premises between 23.00 and 07.00;
- All customers shall arrive and leave via the front door of the venue except for means of escape;

- An SIA registered door supervisor shall be on duty at the premises Thursday to Saturday when the premises is open after 7pm.

5.5 These conditions would remain in effect and would still be applicable to the public house following the implementation of any planning permission for the hotel room (Class C1) conversion of the floors above.

5.6 In addition, the granting of planning permission would provide a further opportunity for the Council to control the activities of the public house if considered necessary; thereby further increasing the protection already given to the amenity of guests of the public house by virtue of the licence.

5.7 Based on the above, it is considered that the existing Licence provides sufficient protection for the amenity of existing residents in the surrounding area and therefore the proposed new guests within the hotel rooms above.

6. PUB ACTIVITIES AND EVENTS

- 6.1 It is normal for public houses to accommodate a wide range of activities. These could include disco and dancing, live and amplified music, gambling, theatre and comedy.
- 6.2 The current premises licence allows the public house to play live and recorded music as well as provide facilities for dancing.
- 6.3 In the interest of maintaining the amenity of the proposed hotel rooms above, the playing of live music would be prohibited along with dancing. This could be conditioned within the planning permission and the premises licence would be amended to reflect the change.

7. ENTRANCE AND EXIT

Entrance and Exit to Public House

- 7.1 The public house would continue to be accessed by patrons, staff and guests from the main entrance off Haverstock Hill. No change to this arrangement is proposed. The main entrance from Haverstock Hill would be the single and only point of entrance and exit into the public house for patrons and guests and would be the principal entrance for staff.
- 7.2 A self-closing door would be installed to the main entrance of the public house off Haverstock Hill. This would ensure that any background noise emanating from the public house would be contained.
- 7.3 The self-closing entrance door to the front of the pub would also be fitted with acoustic, sound mitigating glass.
- 7.4 SIA qualified doorman would supervise the entrance to the public house from Thursday to Saturday and between the hours of 7PM and 00:30am. The doorman would be responsible for ensuring that noise is kept to a minimum when patrons leave the pub to either go home or use the smoking area. This is a current requirement of the Licence and would continue to be implemented following the conversion of the upper floors to hotel rooms. As such, the entrance and exit to the public house for patrons is via a single door, which is acoustically insulated, self-closing and managed by staff.
- 7.5 The main entrance would also be used for deliveries to the pub. Further detail on deliveries and servicing is provided in Section 9.
- 7.6 There would be no internal conflict between the proposed hotel rooms (Class C1) units and the public house (Class A4). The hotel rooms (Class C1) access would be through a secondary entrance within the public house). The two uses would not be separated internally. It would be possible to access the hotel (Class C1) units from the public house (Class A4). Similarly, it would be possible to access the public house (Class A4) from the hotel rooms (Class C1).

Access to the Hotel Rooms

- 7.7 Access to the hotel rooms would be gained through an internal door from the public house. Guests of the hotel would therefore access the public house through the same entrance used by patrons and then walk through the pub to the hotel entrance.

Entrance and Exit to Cycle Storage and Refuse Area

- 7.8 The hotel accommodation is provided with an external refuse and recycling storage area and a dedicated and secure cycle parking area.
- 7.9 The cycle parking areas would be accessed by the guests via the beer garden, under the supervision of staff.
- 7.10 The area would be accessed via a locked door and would not be accessible to guests without staff supervision.
- 7.11 The space would then provide access to the locked cage for the storage of bikes and the locked storage containers for waste and recycling.
- 7.12 This area would also be used as a means of emergency escape from the public house kitchen and for delivery access for large deliveries into the cellar. However, such deliver access would only be possible by the release of the access door internally from within the public house via the kitchen. Please see Section 9 for further information regarding servicing and deliveries.
- 7.13 Plan 20220-PL-022 at **Appendix 1** shows the layout of the two land use entrances and how they are separated.

8. BEER GARDEN AND AMENITY SPACE

- 8.1 The public house currently benefits from a large beer garden which is located to the north side of the pub.
- 8.2 The beer garden is of benefit to the public house, however it could compromise the amenity of the proposed hotel rooms above due to the potential for noise and smoking that could be generated by patrons using the facility.
- 8.3 In order to safeguard the amenity of both the public house and the proposed residential units above, a separate smoking area would be created in the most northern part of the site for use by patrons of the pub. The management and operation of the external smoking area is described in Section 14.

9. SERVICING AND DELIVERIES

- 9.1 The public house requires a number of deliveries in terms of its day to day operation. These include daily deliveries of food and drink as well as monthly deliveries of linen.
- 9.2 The majority of deliveries take place through the rear entrance door off Haverstock Hill.
- 9.3 All deliveries when they arrive are first reported to the bar staff for signature and supervision. As such, every delivery driver must first report via the front entrance. The bar staff can then provide access to the relevant part of the public house e.g. kitchen and cellar.
- 9.4 Beer deliveries are required to access the beer garden at the side of the public house owing to the location of the cellar hatch. Given this area would not be accessible from Haverstock Hill without coming through the entrance gate it would be necessary for staff to provide access. The process for beer deliveries is therefore as follows:
- 9.5 Beer delivery arrives and parks on Haverstock Hill.
- 9.6 Driver of vehicle enters the public house via the main Haverstock Hill entrance and report the delivery to the pub manager / relevant bar staff.
- 9.7 Pub manager then exits the pub via the side door into the beer garden.
- 9.8 The Pub manager then proceeds to the access gate and unlocks this from the inside.
- 9.9 Pub manager opens cellar hatch.
- 9.10 Beer delivery is made.
- 9.11 Pub manager reinstates cellar hatch and signs delivery paper work.
- 9.12 Delivery drivers exit the area via the same way they entered and depart.
- 9.13 Some deliveries will be required to access the rear of the premises. The process for such deliveries would be as follows:
- 9.14 Delivery driver arrives and parks on Haverstock Hill.

- 9.15 Delivery driver enters the public house through the main entrance on Haverstock Hill and reports the delivery to the pub manger / relevant bar staff.
- 9.16 If the delivery relates to an item which requires access from the rear then the relevant member of pub staff will open the rear service door internally via the pub kitchen.
- 9.17 They will then proceed to the front gate and open this to provide access.
- 9.18 Both the service yard gate and the beer garden gate would be opened by pub staff internally.
- 9.19 The delivery would then be made and supervised by pub staff.
- 9.20 When the delivery is finished the papers would be signed and the delivery driver would leave the same way as they entered.

Based on the above, the impact of public deliveries on shared residential / public house space would be kept to a minimum and the respective amenity of both hotel guests and the pub would be preserved.

10. COOKING AND FOOD PREPARATION

- 10.1 The Sir Richard Steele Public House serves simple traditional pub meals as part of its service. These include dishes such as hamburgers and fish & chips.
- 10.2 There is a small kitchen to the rear of the pub for the cooking and preparation of these meals.
- 10.3 The kitchen is separate but accessible from the public house.
- 10.4 The kitchen is separate from the proposed hotel rooms. As such, any cooking would not affect the amenity of the hotel rooms.
- 10.5 The existing extract flue discharges at first floor level near to a window which would form part of the hotel rooms. As such, the existing flue would be considered unacceptable as the discharge could affect the amenity of the proposed hotel rooms.
- 10.6 The current flue is also relatively large and considered an ugly addition to the building.
- 10.7 The existing arrangements for the discharge of cooking extract are being changed in order to ensure that the kitchen would cause no harm to the amenity of guests.
- 10.8 The cooking extract flue is being extended to ensure it discharges above the eaves level of the building. This is a standard Environmental Health requirement.
- 10.9 The proposed flue would be directed to discharge above eaves level and would use a fan to discharge fumes high above the building and away from the proposed hotel rooms, thereby safeguarding both the amenity of the pub and hotel rooms.
- 10.10 The new flue would be concealed behind a false chimney concealed with brick slips. The brick slips would ensure that the brickwork of the false chimney would match the existing building.
- 10.11 As such, the amenity of the proposed hotel rooms would be improved by the discharging the odours above the building. The design of the false chimney would maintain and improve the character of the building and the wider conservation area by concealing and camouflaging the flue.

11. REFUSE AND RECYCLING

- 11.1 The proposed hotel rooms would share the refuse and recycling with the pub. A waste and recycling storage area would be situated in the rear yard area for the proposed hotel rooms and pub to store their waste and recycling.
- 11.2 The waste and recycling area would be a secured area where euro bins and wheelie bins would store the waste and recycling.
- 11.3 Waste and recycling is collected from the area every Wednesday. As such, in order to facilitate the collection of the waste and recycling, refuse collectors would be given access to the main gate, in order to gain access to the waste and recycling storage area where the wheelie bins would be kept.
- 11.4 There would be no obstructions on the path between the waste and recycling storage area and the gate to Haverstock Hill. The amenity area would slope gently downwards towards the gate, therefore facilitating the movement of the wheelie bins and the heavier eurobins.
- 11.5 Plan 20220-PL-022 at **Appendix 1** shows the location and situation of the waste and recycling storage area.

12. BICYCLE STORAGE

- 12.1 A secure and covered bicycle storage area for the proposed hotel rooms and pub would be located at the rear of the building.
- 12.2 The bicycle storage area would be able to accommodate 4 bicycles.
- 12.3 The bicycle storage area would be accessible to staff and guests at all times and would be secure by virtue of its gated entrance, separate lockable cages and situation within the secured beer garden area.
- 12.4 The bicycle storage area would be sited to ensure the means of emergency escape from the pub kitchen is kept clear.
- 12.5 Plan 20220-PL-022 at **Appendix 1** shows the situation of the proposed bicycle store.

13. ACOUSTIC INSULATION

13.1 The windows of the proposed hotel rooms would be secondary glazed and the space between the floor and ceilings would be soundproofed using the British Gypsum Approved Systems for conversions. The soundproofing would be implemented in the following way:

- GypFloor Silent comprising 21mm chipboard with 19mm Gyproc Plank on Gypframe SIF Floor channels;
- Timber joists at 450mm or 600mm centres;
- 100mm Isover APR 1200 in the cavity;
- CasoLimeMF ceiling lining, incorporating Gypframe Acoustic Hangers, suspended beneath joists to give a 277mm cavity lined with a double layer of 15mm Gyproc Sound Bloc.

13.2 Plan 20220-PL-040, found at **Appendix 2** shows the detailing of the soundproofing.

13.3 As a result of the measures outlined above, sound penetration into the hotel rooms from the public house below and the smoking area outside would be greatly reduced.

13.4 In addition to the acoustic installation that would be undertaken with the proposed hotel rooms, acoustic, sound mitigating glass would be installed throughout the pub on the ground floor and entrance door to the public house.

14. SMOKING

- 14.1 There is a condition on the premises licence which states that patrons are not allowed to smoke outside the entrance to the public house on Haverstock Hill.
- 14.2 On this basis, patrons wishing to smoke did so within the beer garden.
- 14.3 Should planning permission be granted for the hotel rooms, then the beer garden would not be an appropriate place for patrons to smoke as the fumes and noise that may be produced would affect the amenity of the guests using the proposed hotel rooms.
- 14.4 As such, it is necessary to find an alternative solution to accommodate patrons wishing to smoke a) without conflicting with the licence and b) in a way which protects the amenity of the hotel guests.
- 14.5 On this basis, a dedicated smoking area would be installed.
- 14.6 The smoking area would be sited in the north eastern corner of the site. The smoking area consists of a semi enclosed space. The enclosure would have user controlled lighting. i.e. when customers wishing to smoke visited the shelter there would be a light switch which could be pressed. This would provide light for a five minute period before turning off automatically. The smoking area would not be heated.
- 14.7 The smoking area would be accessed from Haverstock Hill and would be completely separate from the beer garden. The smoking area would be open between the hours of 11am and midnight Monday to Saturday and 12 till 11:30pm on Sunday and Bank Holidays. These hours are less than the lawful licensing opening hours of the public house. The objective is to restrict the use of the smoking shelter to 11:30 to further protect the amenity of residents.
- 14.8 The dedicated smoking area would ensure that potential smoke and people smoking would be kept as far away from the hotel rooms as possible.

15. CLEANING AND MAINTAINANCE

- 15.1 The cleaning and maintenance of the building fabric externally (e.g. external walls, roof, doors) would be the responsibility of the freeholder (Faucet Inns Limited).
- 15.2 The cleaning and maintenance of the beer garden would also be the responsibility of the freeholder.
- 15.3 The flue would be cleaned on a regular basis.

16. STAFF CONTACT

- 16.1 A direct mobile telephone number to the Pub Manager would be made available to hotel guests. This direct line of contact would give guests the opportunity to bring any issues immediately to the attention of the Pub Manager. Therefore any potential issue arising would be dealt with swiftly.
- 16.2 The pub manager would be on-site and available between the hours when the public house and smoking area would be open to patrons (i.e. between 11:00 and 00:00 on Monday to Saturday and between the hours of 12:00 and 23:30 on Sunday). There would be additional staff available on the premises outside of these times.
- 16.3 As such, the residents of the proposed guests of the hotel units would have a number of options to be able to contact the Pub Manager ensuring that the amenity of both the public house and hotel rooms would be safeguarded. The measures suggested above would be in addition to the resident communications mechanisms set out in the premises licence and which would remain in force.

17. CONCLUSION

- 17.1 This Management Plan address the issues that would likely arises with the conversion of the upper floors of the building from public house (Class A4) use to hotel rooms (Class C1) use.
- 17.2 This Management Plan details how the interaction between the two land uses will be managed and controlled.
- 17.3 This management establishes that interaction between the two land uses can be achieved without adversely affecting the amenity of either land use.

A1. PLAN SHOWING ENTRANCE AND BICYCLE LAYOUT

A2. ACOUSTIC INSTALLATION SPECIFICATION