

# **St. Martins House 65-75 Monmouth Street, London, WC2H**

## **Operational Service Management Plan**

July 2015

## 1.0 Introduction

1.1.1 This Operational Service Management Plan (OSMP) has been prepared on behalf of Shaftesbury Covent Garden Limited in respect of the future use of the part basement, part ground and part first floors of St. Martins House, 65-75 Monmouth Street, as a restaurant (Class A3 Use).

1.1.2 This OSMP has been submitted as part of the following application to secure planning permission for the following works:

*“Change of use of part second, part third and fourth floors from office (Class B1) to 4 self-contained flats (3 x 1-bed, 1 x 2-bed) (Class C3); change of use of part basement, part ground and part first floors from retail (Class A1) and office (Class B1) use to a flexible use for either retail (Class A1) or restaurant (Class A3); change of use from office entrance (Class B1) at ground floor (No.69 Monmouth Street) to create new retail (Class A1) unit and frontage; external alterations to Shelton Street to create new residential and office entrance; alterations at roof level to create a new rooftop plant and maintenance sunken pit and associated internal alterations to include repositioning of existing lift and stairs and refurbishment works and ventilation duct (as approved under listed building consent 2014/5224/L)”.*

1.1.3 This document sets out the management controls and procedures which will ensure the future restaurant operator has no adverse impact upon neighbouring amenity. The information pertained within this document will therefore form part of the approved planning permission for part use of the premises as a restaurant. We wish to confirm that this plan has been prepared on behalf of the applicant and landlord Shaftesbury Covent Garden Limited noting their strict operational requirements which any future tenants will have to abide by unless, approved by the Council and Shaftesbury. This OSMP therefore outlines the positive initiatives all future restaurant tenants will put in place to ensure the future operations work in harmony with the surrounding area.

## 2.0 Restaurant Operator

2.1.1 The proposed restaurant operator will be carefully chosen by Shaftesbury to ensure that a suitable and complementary restaurateur is located within this prominent destination of Seven Dials.

2.1.2 Shaftesbury are a large estate and landlord across much of Seven Dials for both commercial operators and residential tenants. Shaftesbury therefore have a fundamental interest in the type of operators secured for each premises to ensure that future operations will not conflict with surrounding tenants; both commercial and residential.

2.1.3 All new restaurant operators for the premises at St. Martins House will be required by Shaftesbury (under their leases) to ensure the responsible operational management of the whole restaurant including both internal and external environments, to ensure compliance with statutory regulations and ensure pedestrian safety. All future restaurateurs must manage the premises in accordance with the commitments set out in this document and in agreement with Shaftesbury.

- 2.1.4 Management personnel will be present throughout the permitted servicing hours during the morning which will ensure that the servicing will occur in an orderly, responsible and safe manner.

## **3.0 Operational Service Management Plan**

- 3.1.1 The following sections of this report outline the restaurants strict operation policy which must be conformed with:

### **3.2 Opening Hours**

- 3.2.1 The restaurant will be open to customers and operating under Camdens Core Hours:

- Monday to Thursday: 07.00am to 11.00pm
- Friday and Saturday: 07.00am to 11.30pm
- Sunday: 12 noon to 10.30pm.

- 3.2.2 A separate alcohol license will be sought for the restaurant which replicates these hours of use.

### **3.3 Numbers of Covers**

- 3.3.1 The proposed restaurant (part basement, part ground and part first floors) has been design to accommodate 90 covers as demonstrated on drawings 1501 (00) \_121 and 1501 (00) \_122. The design and fit out of the restaurant has dictated the number of covers available within the restaurant. The number of covers is in-keeping with surrounding central London restaurants and anticipated demand by future tenants. The proposed design does not reflect that of a fast food format or late night establishment.

### **3.4 Servicing Strategy**

- 3.4.1 All deliveries and collections for the restaurant will take place along Monmouth Street where a designated loading and parking bays are located. Should this area be busy, further loading areas are located a short distance south of St. Martins House along Upper St. Martins Lane (Westminster City Council). No servicing will be allowed to take place along Shelton Street so not to restrict the single flow of traffic.

- 3.4.2 Typically, the majority of servicing activity for the restaurant will occur during the morning between 07.00am to 11.00am. Therefore, to enforce and safeguard the pedestrian environment along Monmouth Street, delivery and servicing vehicles will be restricted to these times only. Shaftesbury will encourage future restaurateurs that no deliveries shall take place outside of these hours. Once a prospective tenant has been found, new leases shall incorporate a requirement to observe these servicing arrangements, which over time will help enhance the quality of the surrounding streets for pedestrians.

**3.4.3** Consideration will be given to encouraging future tenants to spread their deliveries across the four hour period to reduce peak demands for loading and ensure as far as possible that service vehicles do not all arrive at the same time. A member of staff will be present throughout the servicing times to supervise servicing activity and ensure that it is undertaken in an swift and responsible manner.

**3.4.4** It is anticipated that the majority of servicing will be undertaken by Light Goods Vehicles, ie Transit vans. These deliveries are favoured in Central London due to their improved manoeuvrability and ease of parking. They are commonly used for companies that multi-drop to a number of businesses. Goods vehicle dwell time is anticipated to be of 15 minutes per goods delivery, although from Shaftesbury's management experience, most frequent deliveries would be for a duration of 5 minutes or less.

### **3.5 Refuse and Recyclables Strategy**

**3.5.1** Separate refuse and recycling space is provided at basement level and will be collected daily from the street in accordance with Camden's Street Servicing Collection Times. These times include all weekdays;

- 9.00am – 11.00am
- 17.00pm – 19.00pm
- 01.00am – 3.00am (no-glass)

**3.5.2** Waste and Recycling will be carefully deposited on the street pavement for collection no earlier than 30 minutes before the expected time of collection and arranged in a manner ensures that pedestrian safety is maintained and would not block access.

**3.5.3** The restaurant managers will be responsible for waste collection to ensure correct recycling and waste collection procedures are complied with. Shaftesbury's own onsite management team will ensure that waste is not left within the streets of long periods of time and take action where necessary when such rules are breached.

### **3.6 Customer Control**

**3.6.1** The future restaurant manager will be responsible to ensure customers enter and exit the restaurant in a responsible and respectful manner so not to cause undue noise and disturbances to the surrounding amenity of residents living in Seven Dials, most notably Ching Court.

**3.6.2** Shaftesbury's own onsite management and security team will be on hand to assist residents with complaints or disturbances which may occur within Seven Dials. A 24 hour telephone contact number (020 7240 4741) is actively provided to both commercial and residential tenants within Seven Dials to ensure any issues can be dealt with efficiently whatever the time of day or night.

### **3.7 Customer and Staff Transport Provision**

- 3.7.1** No parking is provided for customers visiting the restaurant. Customers and staff will arrive and depart the restaurant by foot or public transport, making use of the abundance of public transport options within walking distance of the property.