



# The Imperial London Hotels Limited

Imperial Hotel, Russell Square

Operational Management Plan

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# 1 INTRODUCTION

- 1.1 Vectos has been appointed by The Imperial London Hotels Limited to provide traffic and transport advice in relation to proposals at Imperial Hotel, Russell Square, which is located within the administrative boundary of the London Borough of Camden (LBC).
- 1.2 At present the site comprises a 382-bed hotel and is located on Russell Square, bounded by President Hotel to the north, St Giles International College to the south, Russell Square to the west and residential/office buildings to the east. The site is located in a highly accessible location with a number of underground stations in close vicinity including Russell Square, Holborn, Euston Square and Kings Cross. In addition, the site is well served by buses, pedestrian and cycling facilities.
- 1.3 Proposals include a rooftop extension, which will see the relocation of the existing dining, bar and meeting rooms to the 9<sup>th</sup> and 10<sup>th</sup> floor levels. It is noted that the rooftop area will be open to the public as well as guests. The proposals will not increase the number of bedrooms at the hotel and will not result in a change in the access, parking or servicing arrangements.
- 1.4 This Operational Management Plan (OMP) is designed to encourage delivery and servicing activity associated with the site to be undertaken in a safe and efficient manner and that the impact of this activity is kept to a minimum. This document has been drafted with regard to TfL guidance and will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.
- 1.5 The remainder of this document comprises:
- Section 2 – Baseline Conditions;
  - Section 3 – Servicing Arrangements;
  - Section 4 – Frequency of Deliveries and Waste Collection;
  - Section 5 – Servicing Management
  - Section 6 – Monitoring and Review; and,
  - Section 7 – Summary.

## 2 BASELINE CONDITIONS

### Site Location and Surrounding area

- 2.1 At present the site comprises a 382-bed hotel and is located on Russell Square in close vicinity to Russell Square Gardens. The site is bound by President Hotel to the north, St Giles International College to the south, Russell Square to the west and residential/office buildings to the east. The surrounding buildings are primarily of hotels, restaurants and retail uses.
- 2.2 The site is located in a highly accessible Central London location with a number of underground stations in close vicinity including Russell Square, Holborn and Euston Square. In addition, the site is well served by buses, pedestrian and cycling facilities.
- 2.3 The location of the site is illustrated in **Figure 1**.

### Local Highway Network

- 2.4 The site is located to the east of Russell Square, which borders Russell Square Gardens. Russell Square predominately comprises two-way single lane carriageways with parking opportunities on both sides of the road. In the immediate vicinity of the site Russell Square comprises a two lane, two-way carriageway to the north and comprises a two-way single carriageway providing access onto Southampton Row to the south.
- 2.5 In the vicinity of the site to the north and south, Russell Square is subject to double yellow lines which prohibits parking at all times and double yellow lines on the kerb which prohibits loading at any time.
- 2.6 Russell Square is also located within parking permit zone CA-D, which is in operation Monday to Friday between 08:30 and 18:30 hours and on Saturday between 08:30 and 13:30 hours.
- 2.7 Southampton Row provides a route towards Holborn Underground Station and has a bus lane on the eastern side of the road, which is in operation between Monday and Saturday between the hours of 07:00-10:00 and 16:00-19:00. Southampton Row also provides a route towards the A40 to the south, which is a major trunk road that passes through seven London boroughs including the City of London, Camden, Westminster, Kensington & Chelsea, Hammersmith & Fulham, Ealing and Hillingdon.

- 2.8 Queen Square is located to the east of the site and provides access to the rear of the site. Queen Square is a one way road in a clockwise direction around Queen Square Gardens and falls within parking permit zone CA-D.

### 3 SERVICING ARRANGEMENTS

#### Development Proposals

- 3.1 Proposals include a rooftop extension, which will see the relocation of the existing dining, bar and meeting rooms to the 9<sup>th</sup> and 10<sup>th</sup> floor levels. It is noted that the rooftop area will be open to the public as well as guests.
- 3.2 The number of restaurant covers, which currently is 120 covers and the 9 existing meeting rooms are not anticipated to change as part of the proposals.
- 3.3 It is also important to note that the proposals will not increase the number of bedrooms or change the number of car parking spaces on-site and will not significantly increase the number of staff on site.

#### Access and Parking Arrangements

- 3.4 Access to the site will remain as per the existing situation and as such, vehicles will access to the site will remain from Russell Square.
- 3.5 At present there is a drop off/pick up area in the private courtyard located at the frontage of Reception and a basement car park located on site. As part of the development proposals the drop off/pick up and parking arrangements will remain unchanged. This is considered appropriate given the changes as part of the proposals.

#### Taxi Drop-offs/Pick-ups

- 3.6 As stated above, the access from Russell Square provides access to a drop off/pick up area off the public highway. As part of the proposals, this arrangement will remain unchanged and as such visitors of the hotel will continue to be dropped off/picked up by taxis off the public highway.

#### Servicing Arrangements

- 3.7 Servicing currently takes place to the rear of the site from Queen Square. As part of the proposals this arrangement is not proposed to change. Swept path analysis attached at **Appendix A** demonstrates that refuse vehicles can adequately access the site. **Appendix A**

also demonstrates that vehicles likely to service the site such as laundry vehicles can also adequately access the site.

- 3.8 It is anticipated that the proposals will lead to an immaterial change in servicing activity and as such the existing servicing arrangement is considered appropriate.



## 4 FREQUENCY OF DELIVERIES AND WASTE COLLECTION

4.1 There will be a number of servicing and deliveries associated with the hotel. Although the proposals will not significantly change the servicing activity associated with the site, information provided by the Applicant with regard to the proposed servicing and deliveries is set out in the table below.

**Table 4.1: Existing Servicing and Delivery Patterns**

Material	Task	Item Description	Size	Quantity	Collections per week
Dry Mixed Recyclables	Tip and return	Bespoke Compaction	24 yard	1	1
Cardboard	Tailift collection	Bale collection and Rebate - Monthly collection on moffet vehicle	400kg	1	1
Food Composting	Exchange	Wheeled Containers	120 litre	8	5
Fem Hygiene	Exchange	25 litre containers	25 litre	25	0
Glass	Exchange	Wheeled Containers	240 litre	6	3
Non-Recycling	Empty on Site	Wheeled Containers	1100 litre	8	4
Bars and restaurants	Delivery	Beer	Kegs	15	5
Bars and restaurants	Delivery	Bottles	Crates	25	5
Kitchen	Delivery	Various food	Pallet	3-5	25

4.2 On the basis of the above, the typical frequency on any given day is likely to be 8 trips per day (16 two-way movements). This is broken down as approximately 2 trips per day associated with servicing and approximately 6 a day associated with deliveries.

- 4.3 It is important to note that the proposals do not represent a significant change to the existing situation and as such the servicing and deliveries set out above is not materially different to what already happens on site.

## 5 SERVICING MANAGEMENT

- 5.1 The purpose of this Operational Management Plan is to ensure that delivery and servicing activity associated with the proposals can take place in a safe, efficient and sustainable manner. Facilities Management staff at the hotel will be responsible for the ongoing management of deliveries and servicing associated with that element of the development.
- 5.2 Facilities Management staff will be responsible for managing the arrival of deliveries and will seek to arrange deliveries outside peak periods and will be responsible for ensuring that goods are brought directly into the site and not left or stored on the public highway.
- 5.3 Measures taken to minimise the time the process takes include:
- Inform suppliers of the delivery location;
  - Implement a delivery booking system;
  - Peak hour delivery restrictions;
  - Communication of local loading restrictions and constraints to reduce the time spent onsite by suppliers;
  - Reduce delivery, servicing and collection frequencies;
  - Establish a centralised ordering system; and
  - Reduce or consolidate the number of suppliers.
- 5.4 To minimise the occurrence of multiple delivery vehicles, the schedule will be set out so that vehicles arrive at known times or set intervals. Suppliers will be informed of the booking system prior to the commencement of the contract and will be given details of a central contact with whom deliveries should be scheduled.

## 6 MONITORING AND REVIEW

- 6.1 Facilities Management staff will be responsible for the ongoing monitoring of the OMP. The monitoring process will generate information by which the Plan can be evaluated. Monitoring activity will include continual recording of deliveries and collections made to and from the site, recording feedback and comments received from the site occupants or neighbouring residents/businesses and noting any incidents and problems with deliveries and servicing activity. This will include, but not be limited to the following:
- Date and time of delivery;
  - Delivery dwell time and time of departure;
  - Type and size of vehicle;
  - Recipient; and,
  - Type of activity, e.g. courier, maintenance, stationary/goods delivery etc.
- 6.2 The monitoring process will enable the OMP to be modified as appropriate to respond to any issues as they arise. The management of the site will undertake a comprehensive review of the Plan annually.

## **7 SUMMARY**

- 7.1 Vectos has been appointed by The Imperial London Hotels Limited to provide traffic and transport advice in relation to proposals at Imperial Hotel, Russell Square, which is located within the administrative boundary of the London Borough of Camden (LBC).
- 7.2 This OMP is designed to ensure that deliveries and servicing activity associated with the site can be carried out in a safe and efficient manner and that the impact of this activity is kept to a minimum. The OMP has been drafted with regard to TfL guidance and will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.

## FIGURES

# **APPENDIX A**

## **Swept Path Analysis**