



July 2022 | 22021 | 3T
Revision 00

OPERATIONAL MANAGEMENT PLAN
for
THE HOLIDAY INN BLOOMSBURY
CORaM STREET , LONDON, WC1N 1HT
To
Enclose existing refuse and service area

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1 INTRODUCTION

- 1.1 This Management Plan is formulated to accompany an application for the raising of the existing external walls surrounding the current refuse and service yard on the west side of the Holiday Inn Coram Street. The catalyst for the proposals to raise the external walls and install new gates and panels has been the introduction of new refuse handling equipment. The OM statement sets out the current servicing and deliveries regime at the hotel and the proposed changes to the refuse collection method and change in trip numbers associated with new equipment and operation methods at the hotel. The proposed changes to the refuse collection regime have been introduced to reduce trip numbers and improve efficiency and safety at the hotel.

2 SITE CONDITIONS

Site Location and Surrounding area

2.1 The site is located on the west side of the Coram Street Holiday Inn. The refuse and service yard is located on Herbrand Street. The properties on the opposite side of the road are a mix of commercial offices and residential flats.

The primary access routes to the site are Coram Street and Bernard Street B502 in tern connected to the Woburn Place A4200.

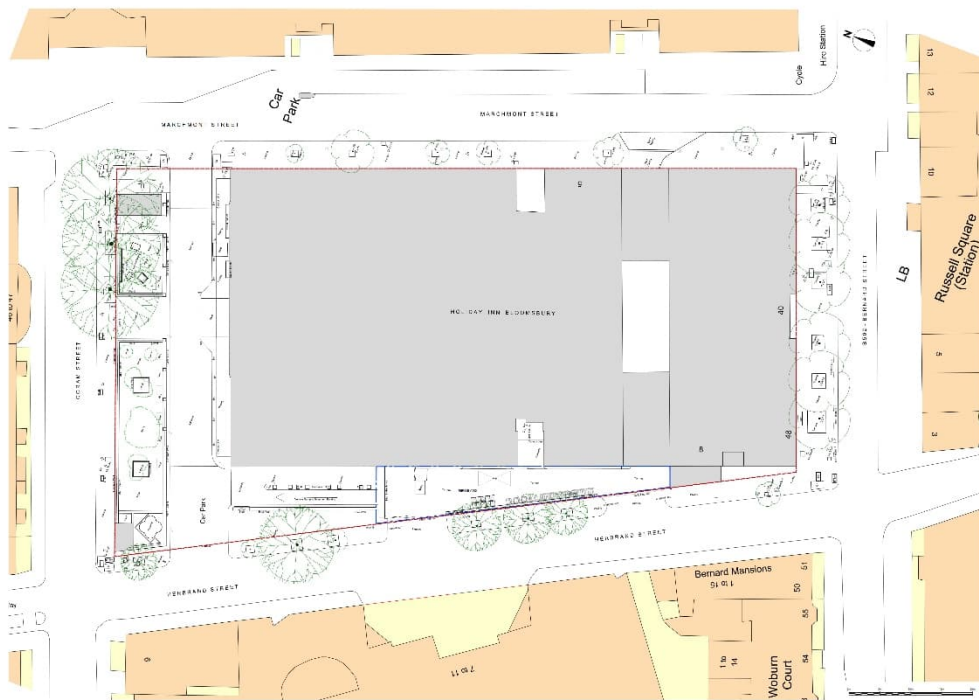


Figure 1- Site Location Plan

3 SERVICING

Development Proposals

- 3.1 Proposals are for the raising of the existing brick perimeter walls surrounding the service yard with the provision of security gates and metal insert panels.
- 3.2 The hotel waste management system is being introduced to the site. The current system of paladins and wheely bins will be replaced with new waste compactors.
- 3.3 An existing system of waster separation and recycling is already in place. The current system will be maintained under the proposed new handling regime.
- 3.4 The proposals will decrease the number of trips required for refuse collection.
- 3.5 The proposals to raise the perimeter walls will shield the service yard from public view. The current arrangement is unsightly with members of the public having to walk past lines of refuse bins, linen trolleys and palletted deliveries.

Servicing Arrangements

- 3.6 The current access routes to and from the hotel service yard will remain.
- 3.7 The proposals will lead to a reduction in service trips.

4 FREQUENCY OF DELIVERIES AND WASTE COLLECTION

4.1 There are several servicing and deliveries associated with the hotel. The proposals will result in a reduction in the number of trips to the site. Information regarding existing and 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
Dry Mixed Recyclables	Empty on site	Wheeled Containers	1100 litre	5	6 p/week
Cardboard	Taillift collection	Bale collection and Rebate - Monthly collection on moffet vehicle	400kg	1	1 p/week
Food Composting	Exchange	Wheeled Containers	120 litre	4	2 p/week
Fem Hygiene	Exchange	25 litre containers	25 litre	2	1 p/month
Glass	Empty on site	Wheeled Containers	240 litre	4	5 p/week
Non-Recycling	Empty on Site	Wheeled Containers	1100 litre	5	6 p/week
Bars and restaurants	Delivery	Beer	Kegs	25	2 p/week
Bars and restaurants	Delivery	Bottles	Crates	30	2 p/week
Kitchen	Delivery	Various food	Pallet	6-7	30

4.2 Based on the above, the CURRENT typical frequency on any given day is likely to be 8 trips per day (16 two-way movements). This is broken down as approximately 3 trips per day associated with servicing and approximately 5 a day associated with deliveries.

TABLE 4.2: PROPOSED 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 p/4-6 weeks
Cardboard	Tip and return	Bespoke Compaction	20 yard	1	1 p/4-6 weeks
Food Composting	Tip and return	Bespoke Compaction	20 yard	8	1 p/4-6 weeks
Fem Hygiene	Exchange	25 litre containers	25 litre	25	1 p/4 weeks
Glass	Exchange	Wheeled Containers	240 litre	4	5 p/week
Non-Recycling	Empty on Site	Wheeled Containers	1100 litre	5	6 p/week
Bars and restaurants	Delivery	Beer	Kegs	25	2 p/week
Bars and restaurants	Delivery	Bottles	Crates	30	2 p/week
Kitchen	Delivery	Various food	Pallet	6-7	30

- 4.3 Based on the above, the PROPOSED typical frequency on any given day is likely to be 6 trips per day (16 two-way movements). This is broken down as approximately 1 trip per day associated with servicing and approximately 5 a day associated with deliveries.
- 4.4 The proposals represent an approximate 25% reduction to the existing service and delivery patterns.

5 SERVICING MANAGEMENT

- 5.1 Facilities management will ensure that delivery and servicing activity can take place in a safe, efficient, and sustainable manner. Facilities Management staff at the hotel are responsible for the ongoing management of deliveries and servicing at the hotel.
- 5.2 Hotel Facilities Management staff are responsible for managing the arrival of deliveries. All deliveries and servicing take place via the gated service yard on the west side of the hotel. Goods are managed to ensure the maximum number of trips take place outside of peak periods.
- 5.3 Measures taken to minimise turn-around time:
- Inform suppliers of the precise delivery location;
 - Work within the existing delivery booking system;
 - Peak hour delivery restrictions;
 - Communicate local loading restrictions and constraints to reduce the time spent onsite by suppliers;
 - Reduce delivery, servicing and collection frequencies;
- 5.4 To minimise the occurrence of multiple delivery vehicles, the delivery schedule is set out so that vehicles arrive at known times and at predictable intervals. All new suppliers are required to sign up to the booking system prior to the commencement of their contract and are provided with a central contact with whom deliveries are scheduled.

6 OMP MONITORING AND REVIEW

6.1 Hotel Facilities Management staff are responsible for the ongoing monitoring of the existing hotel Operation Management Plan. The monitoring process generates information by which the Plan can be evaluated. Monitoring activity includes ongoing recording of deliveries and collections made to site, recording feedback and comments received from the site occupants or neighbouring residents/businesses. All incidents and problems with deliveries and servicing activity are recorded. This includes, but is not be limited to:

- Date and time of delivery;
- Delivery turnaround 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 enables the OMP to be modified as appropriate to respond to issues as they arise. A comprehensive review of the OMP is undertaken annually by senior management.

7 SUMMARY

- 7.1 The Holiday Inn ILH already has a well-managed OMP in place, designed to ensure that deliveries and servicing activity associated with the site are 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 remains a live document that ensures that operational management respond to changing circumstances in the most appropriate manner.