

POPEYES MANCHESTER PICDILLY – OPERATIONAL MANAGEMENT PLAN

1 PICCADILLY GARDENS, MANCHESTER, M1 1RG

Introduction

This Operational Management Plan (OMP) has been prepared by Firstplan on behalf of our client, PLK Chicken Ltd (Trading as Popeyes). This application relates to the Popeyes occupied unit at 1 Piccadilly Gardens, Manchester, M1 1RG. The restaurant is located at ground floor situated on the northern most section of the building and adjacent to the listed statue of the Duke of Wellington and the public plaza which forms Piccadilly Gardens. Popeyes is a restaurant operator with sites throughout the UK, whose main focus is a sit-down restaurant, however, takeaway and click and collect orders form a secondary element.

Piccadilly Gardens is located in Central Manchester and there is a mix of uses within the surrounding area, including restaurants, takeaways, shops, drinking establishments and residential units.

The site is located within the Local Planning Authority of Manchester City Council.

This OMP outlines procedures relating to the application site in respect of takeaway and click and collect operations, in line with Popeyes' other restaurants.

The delivery and click and collect service will be operate as follows:

Typical delivery is completed in the following sequence:

1	An order is placed either through a web page or mobile application linked to the restaurant.
2	The restaurant accepts the order and prepares the food.
3	A rider is assigned to the order and once the food is ready the rider will receive a notification via the app. The rider then attends the restaurant at the specified time for collection of the food.
4	The rider takes the food to the specified customer location
5	The rider may then collect a new order from another restaurant or return and fulfil a new order from the same restaurant.

Proposed Collection Window

The proposed collection window will be installed within the north-eastern elevation facing towards Lever Street. It will consist of a secure sliding window or hatch that allows partners to hand over pre-packed orders directly to delivery riders without requiring them to enter the store. This is shown on the 23.0085-A-DR-PL-20-252 included in **Appendix A**.

The purpose of the window is to streamline and better manage the existing online collection process by providing a direct, external handover point for pre-packed orders. This operational improvement enhances efficiency for the restaurant and its partners, reducing the need for delivery riders to enter the store. It also offers a practical benefit to riders, who can maintain sight of their bicycles during collection, helping to reduce concerns over potential theft.

Delivery riders will continue to arrive by bicycle and use the existing short-stay cycle parking provision found at Piccadilly Gardens. From there, they will walk along the public square to the delivery window, collect their order, and return to their bicycles. No changes to servicing arrangements, parking provision, or unit operations are proposed.

Operational management of deliveries

- Riders will park and secure their cycles in the existing short stay parking spaces located around Piccadilly Gardens, as identified in Figure 1. The restaurant manager will be responsible for informing and implementing this requirement.
- Signage will be placed on the restaurant frontages to indicate the nearest parking opportunities and pickup point.
- Delivery riders will be directed to parking points via Rider Collection Pin directions on the appropriate app.
- All takeaway riders will park in line with existing highway network controls and restrictions, and staff will remind riders to do this.
- Deliveries will be undertaken by a mixture of bicycles and electric bicycles.
- When the delivery riders utilise any of the parking bays, they will be parked for a very short period of time, enough to park, lock their cycle, walk to the restaurant, collect an order and return, ensuring a minimal impact on the transport network.
- Any riders who do not follow these instructions will be warned by the restaurant manager.



The closest points are within 40m of the collection point and are accessible by the pedestrianised pavement. Accordingly, this is an entirely appropriate location to park and walk to the store, preventing cycling on the pedestrianised zone. These are in eyesight of the store, ensuring that riders will have oversight of their bicycles at all times, reducing fear of theft. Images of the two closest parking zones are provided in Figure 2.



Figure 2. Images of nearby parking opportunities

Rider Collection Point

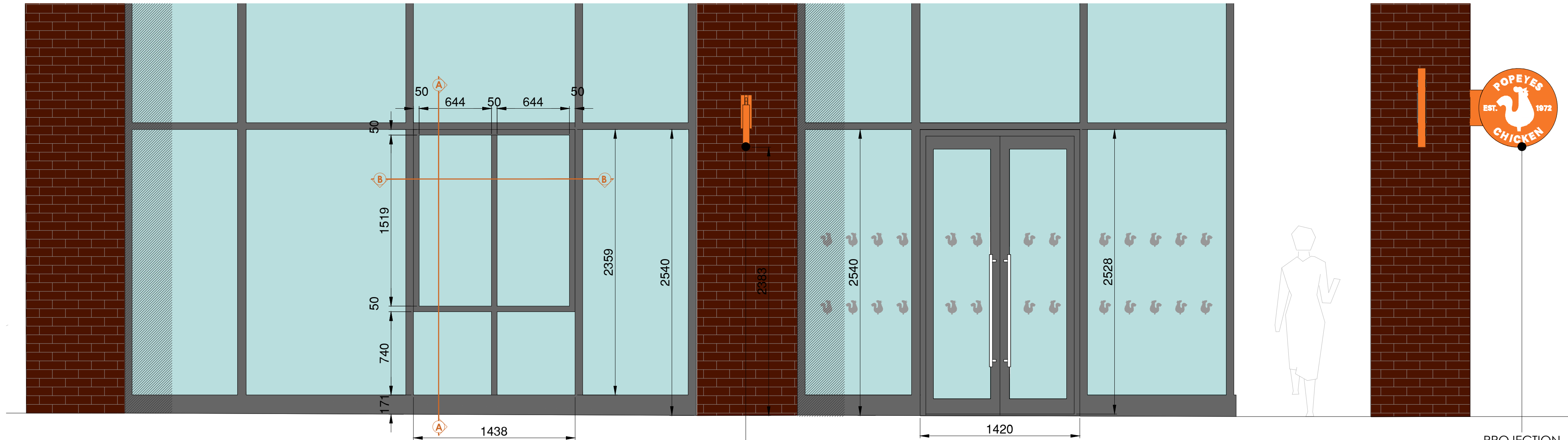
- Riders will be instructed not to queue at the unit until their order is ready and wait for a member of staff to pass the order through the proposed window.
- Riders will also be informed that they cannot obstruct the pedestrian or vehicular highway within the vicinity of the site.
- Once the riders collect the orders, they will make their way back to the cycle parking area. Staff will be informed to remind riders to head back to their vehicles quickly and swiftly.

Rider Behaviour

- Many of the partners involved with delivery utilise advanced software platforms for all riders, allowing them to be tracked and in order to provide advice, procedures and tips specific to individual premises. The restaurants are also now able to limit catchment areas, throttle the incoming orders and turn the system off and on very easily. This advancement in technology will ensure that there is not too much demand to the restaurant at any one time. This will enable the restaurant to control the number of orders and cap them to ensure that the restaurant can safely manage the collections. This limits the potential for congregations.
- Both the restaurant and riders are incentivised to follow the above protocol based on app ratings and customer reviews. As such, riders have a limited dwell time, meaning orders leave the restaurant in a prompt manner.
- Drivers who are not compliant with the OMP protocols will be warned and subsequently excluded from collecting from the site if repeat breaches occur.

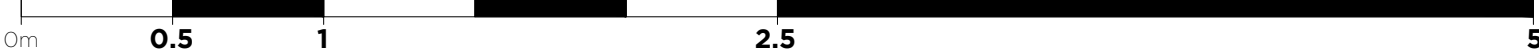
Conclusions

- The operating hours of the collection window will be in line with the restaurant hours.
- A log of complaints/issues will be kept over a 12-month period, commencing from the first occupation of the restaurant following consent of the delivery window. The OMP will be revised and resubmitted if necessary.
- Popeyes would also be willing to provide contact details to the Authority.
- Delivery will remain secondary to the sit-down restaurant function.
- Routine litter patrols will also be undertaken by staff, with a dedicated restaurant employee instructed to monitor delivery driver compliance with the enclosed OMP protocols.



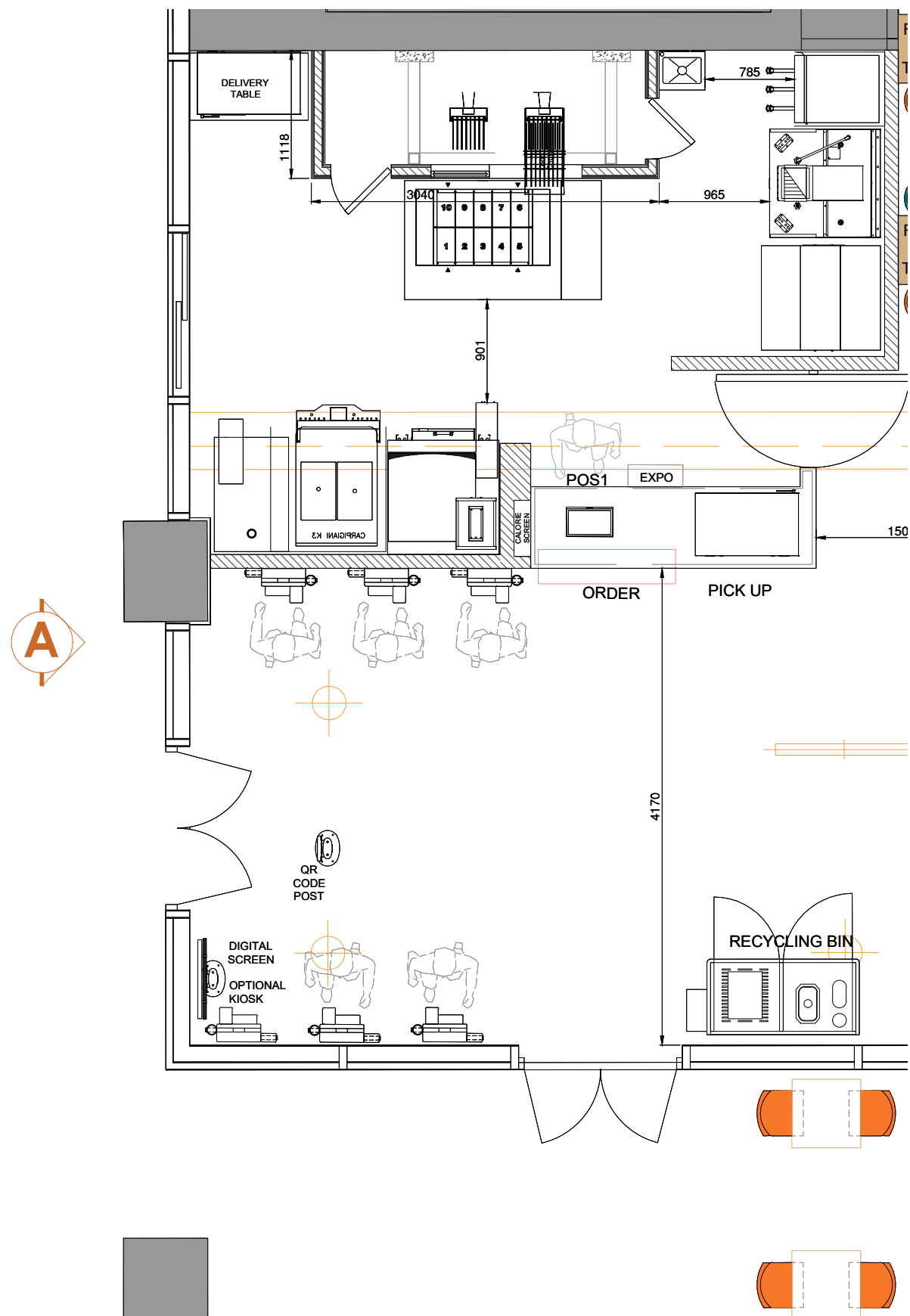
PROPOSED EXTERNAL FLANK ELEVATION A

SCALE 1:25



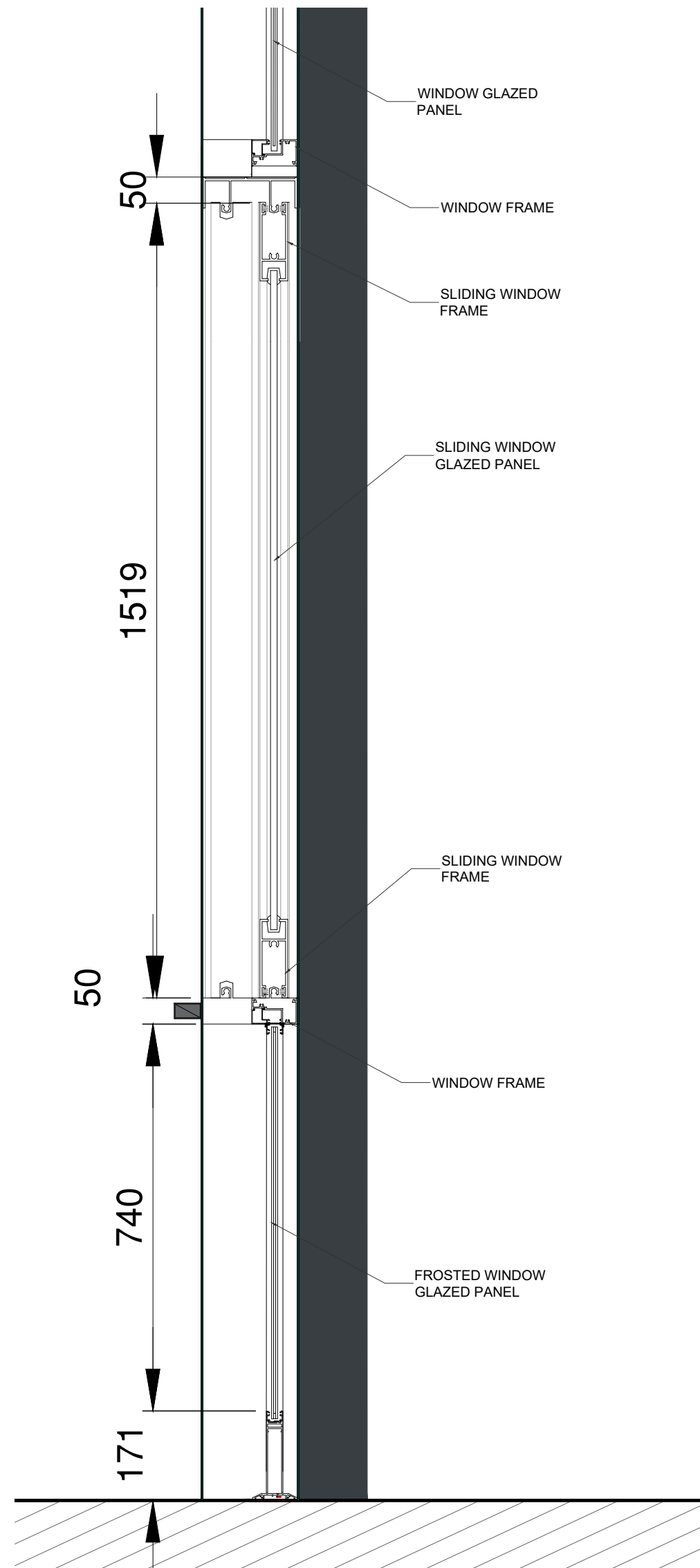
DELIVERY
PROJECTION
SIGN

PROJECTION
SIGN



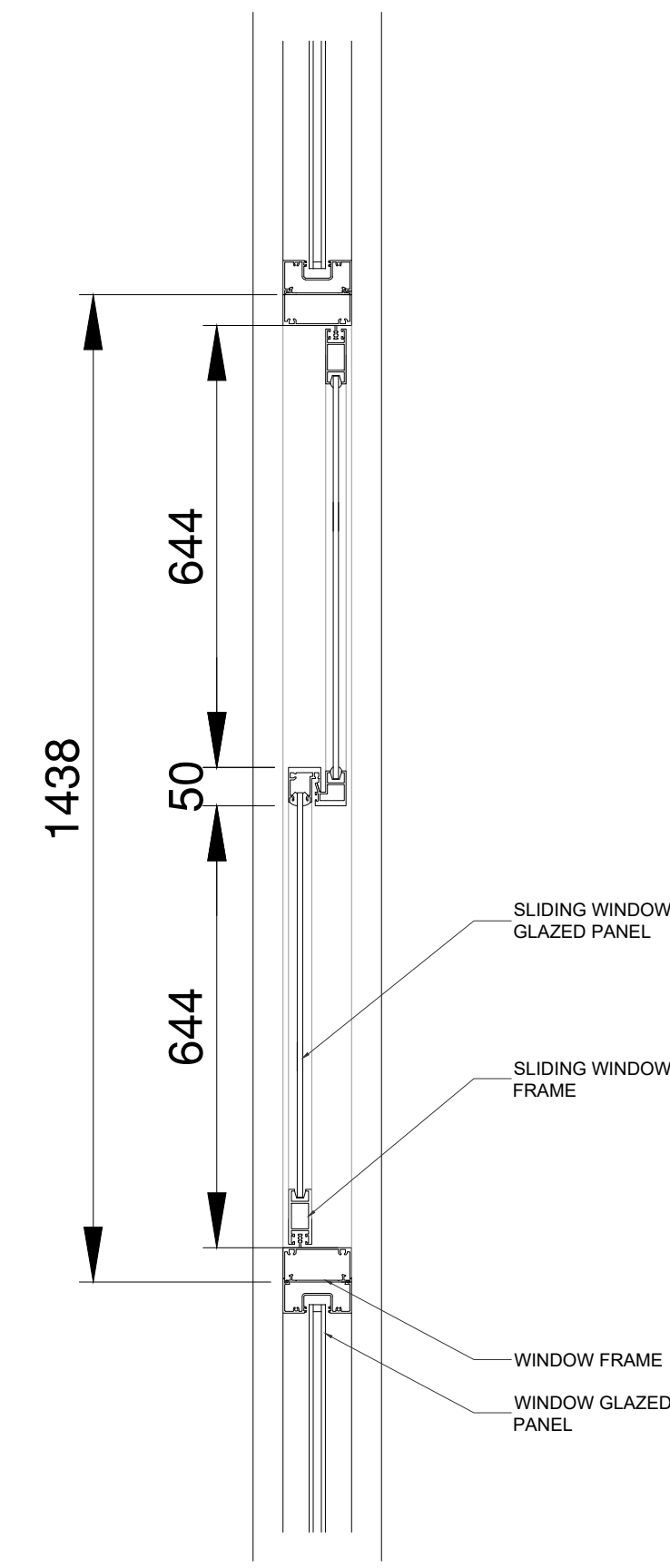
PROPOSED KEY PLAN

SCALE 1:50



PROPOSED SECTION DETAIL A

SCALE 1:10



PROPOSED PLAN VIEW DETAIL B

SCALE 1:10



NOTES

- ALL DIMENSIONS IN MILLIMETRES (mm) AND LEVELS IN METRES (m) ABOVE NATIONAL DATUM. ALL DIMENSIONS TO BE CHECKED ON SITE AND AGREED ON SITE WITH APPOINTED BUILDING CONTRACTOR/SHOPFITTER.
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CLIENT
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PROJECT
MANCHESTER
1 PICCADILLY GARDENS
MANCHESTER

DRAWING TITLE
PROPOSED
EXTERNAL ELEVATIONS

SCALE @ A1
1:10 / 1:25 / 1:50

DRAWN
ES

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PURPOSE OF ISSUE
STAGE PLANNING

STATUS
S3

DRAWING No
23.0085-A-DR-PL-20-252

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