ALLIED LONDON

Stables – Wolfgang & Maria's

Operational Management Plan

Property: The Stables, Manchester
Date: February 2024
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Stables – Wolfgang & Maria's: Operational Management Plan

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1.Introduction

This Operational Management Plan has been prepared by All Work & Social in consultation with the project design team. All Work & Social are a leading workspace and hospitality operator, with a portfolio of inspiring destinations to eat, drink, meet and work.

Wolfgang and Maria's is the latest hospitality offering from All Work & Social, bringing a new pizza restaurant and bar set within a listed stable in Manchester St Johns' district. This new offering will serve the St Johns work force, visitors to the city and the local community.

This document is set out in the following sections;

Site Layout and Entrance Routes - overview of the site layout and outlines the designated entrance routes for each key unit within the building.

F&B Operational Management Strategy – detailing the operational management strategy to be adopted within the site.

Servicing Strategy - information on the site wide strategies that are to be employed for waste management, deliveries and transport.

Site Safety and Security - procedures to be implemented to ensure a sufficient level of site safety and security.

Append

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2. Site Layout & Entrance Routes

Wolfgang & Maria's is located on Grape Street with its main entrance/ exit being at street level through large iron gates leading into the central courtyard. The courtyard links Maria's with Wolfgang's, with a dining area and landscaping. Wolfgang's bar is to the left of the courtyard with bench seating positioned around a fixed bar which sits centrally to the main wall with exposed brick and structural beams. Maria's restaurant sits to the right of the courtyard. This space has a distinct Italian look and feel with a wood fired pizza oven positioned to the rear of the restaurant.

2.1 Location & Access

The site location in relation to its surroundings is shown in Figure 1.

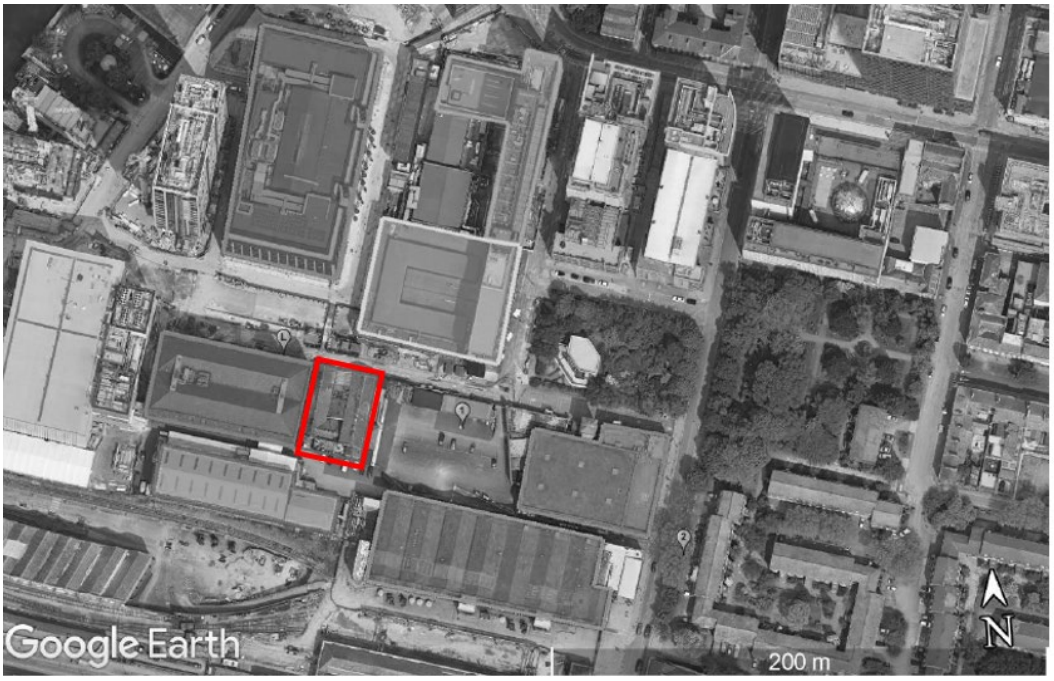

Figure 1 Site location plan

The site is bounded by a private road to the south, an in-construction road to the north, Bonded Warehouse to the west and a carpark to the east.

Due to the prominent city centre location, it is expected that most customers will arrive via public transport or on foot. No facilities for car parking will be provided. It is expected that customers will access the unit via the entrance doors positioned off Grape Street, meaning that pedestrian activity will be focused on the St John's estate (Goods Yard Street) and Atherton Street.

2.2 Internal Layout

The venue is located at the ground floor level of the existing building, with all customer access from the Grape Street elevation. Means of escape access (only) is provided to the rear of the venue, with escape up the existing stairs to Victoria Street. The internal layout is shown in Figure 2.

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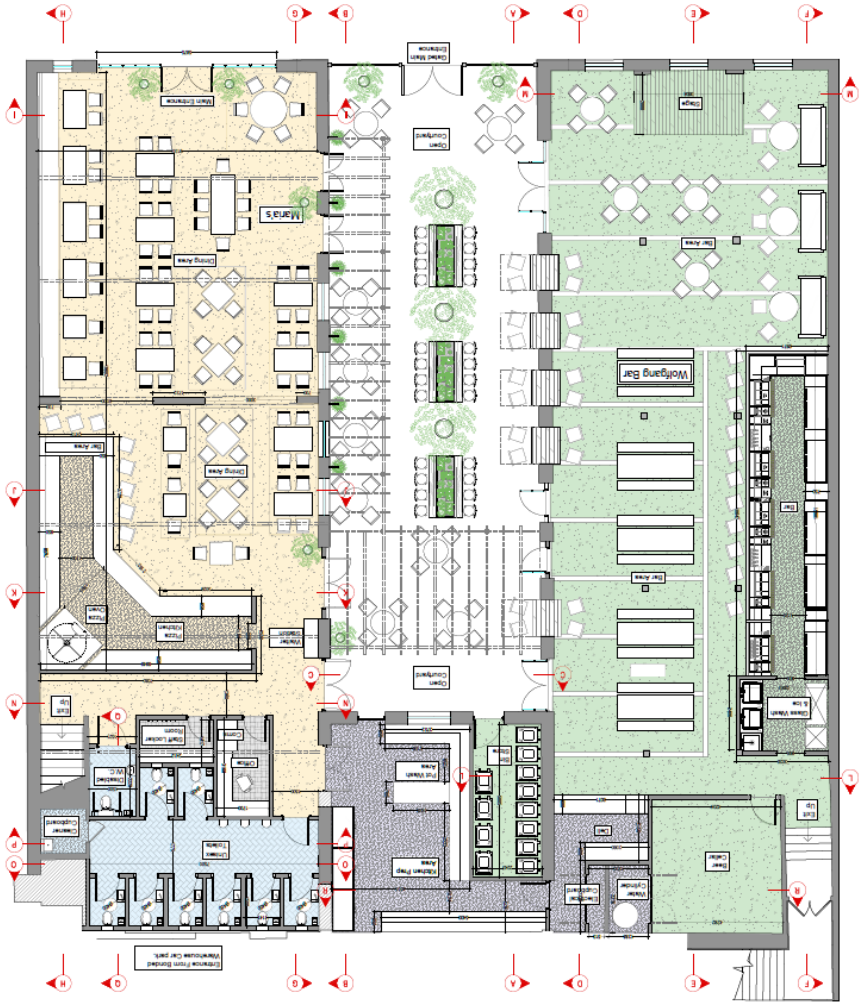

Figure 2 Internal layout plan

The proposed layout of the spaces have been formulated by retaining key spaces that hold specific architectural value. The original form and plan of the building has largely been retained in order to preserve the existing fabric and configuration of the stables structures.

With Grape Street shown at the top of the plan in Figure 2, Wolfgang's bar (GREEN) is to the left of the courtyard as you enter and Maria's restaurant (YELLOW) sits to the right of the courtyard. Both venues share a combined catering kitchen to the rear, along with a communal toilet block and bin store all to the rear of the plan.

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3. Operational Management Strategy

3.1. Overview

The following subheadings set out level by level how each of the spaces will operate.

3.2 Hours of Use

The proposed hours of operation for the unit are to be as follows:

Mon	Tues	Wed	Thu	Fri	Sat	Sun
07:30	07:30	07:30	07:30	07:30	07:30	07:30
01:00	01:00	01:00	02:00	02:30	02:30	23:30

Sale by retail of alcohol

Mon	Tues	Wed	Thu	Fri	Sat	Sun
11:00	11:00	11:00	11:00	11:00	11:00	11:00
00:30	00:30	00:30	01:30	02:00	02:00	23:00

A copy of the premises license and DPS authorisation form will be present and on display for public viewing.

3.3 Staffing

The site will operate with a general manager and assistant manager on site. As such, local residents will be able to communicate with management staff during trading times should any issues arise.

Staff will be trained to provide high levels of hospitality, cleanliness, friendliness and security. Staff will receive the necessary health and safety training and will be regularly updated on the fire procedure for the building. Fire escape exits will be monitored by CCTV with associated recording equipment and will be subject to good building management checking procedures.

Below are several provisions that will be agreed with the operator in accordance with industry best practice:

- All staff will be trained to a high standard in procedures and customer service.
- There will be a site-specific Health and Safety policy in place compiled by the General Manager and Mercury Support, and external Health and Safety Compliance Company.
- Food Safety Management System with daily checks carried out; delivery checks, fridge and freezer temperature checks, cleaning check list and inspections etc. These are recorded on Trails, an auditing portal and scored daily based on completion.
- Staff will be trained to assist wheelchair users in the building.
- Staff will be regularly trained on the building fire procedure.
- No vehicle parking for staff will be provided on site. All staff members will be expected to arrive via public transport, on foot or on a bicycle.

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3.4 Noise Management Procedure

The operational noise limits are set out in the Acoustic Planning Report prepared by Sandy Brown. This report has been submitted as part of the 2019 planning application for the Bonded Warehouse but is representative of the site and background noise levels which we would not expect to have changed in the period. These limits set out the noise restrictions for units and once operational, the units will be required to adhere to these noise limits.

Amplified sound levels within the internal spaces will be controlled at source to be no more than the maximum noise limits.

The nearest noise sensitive premises (NSPs) are highlighted in the report. These are as follows:

- NSP5 - Museum of Science and Industry
- NSP2 - residential buildings along Lower Byrom Street and Atherton Street
- NSP1 - Marriott Hotel on Water Street

NSP1 and NSP2 are screened from the premises by the Manchester Studios and the Manchester Goods Yard buildings. NSP5 is at a distance of approximately 20m, with no openable windows or sensitive users close to the boundary façade.

Management will regularly communicate with the appropriate staff members at the surrounding premises to ensure that the residential community surrounding the site is not disturbed.

3.5 Management of Outside Seating

An external seating area will be provided to allow customers to drink and dine in a pleasant al fresco environment, the area will be in the central courtyard.

- Designated members of staff will be employed to monitor the outside area whilst it is in use.
- Waiter / waitress service will be provided. Members of staff will ensure that tables are cleared quickly, and all glass removed at regular intervals.
- No drinks will be allowed to be taken from the outside seating area onto Grape Street.
- All patrons to be clear of the courtyard by 23.00 Monday – Sunday.
- After 23.00, the furniture will be either stored inside the premises, or stacked and secured outside the premises.
- No music will be played externally within the courtyard.

3.6 Smoking

Smoking and vaping are not permitted in any area of the venue. The smoking area will be outside of the Grape Street entrance and to the right of the venue ensuring the entrance/ exit is always clear.

Customers are not permitted to take drinks outside to the smoking area.

The smoking area will be monitored by the management team and will be subject to regular security and cleanliness patrols.

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4. Servicing Strategy

Deliveries to the site will come by van or small truck (3.5T Luton). Vehicle deliveries to Wolfgang & Maria's will be via Victoria Street and will be pre-booked by suppliers where possible.

All deliveries are to be restricted to between 08:00 hrs & 20:00 hrs Monday to Saturday and 08:30 hrs & 16:00 on Sundays & Bank Holidays.

A bin store is centrally located with access of the courtyard with waste management and maintenance to follow the operation currently in place for Bonded Warehouse via Grape Street. With Grape St being pedestrianised and emergency access only, management will take the bins to a pick-up point for collection on Atherton Street. All refuse vehicles will pick-up on Atherton St.

Waste will be double bagged and segregated among the specific 240L Eurobins within the internal bin store identified on Figure 3.

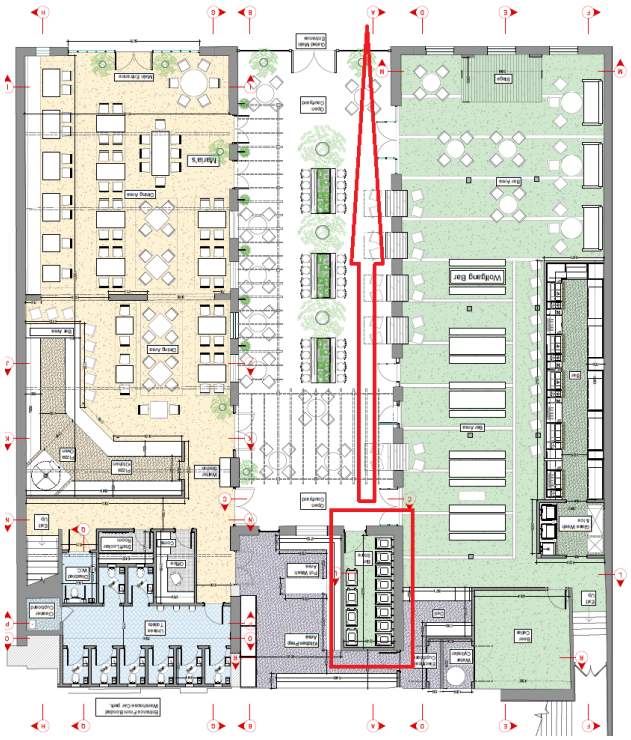

Figure 3 Bin store location and route to Grape Street

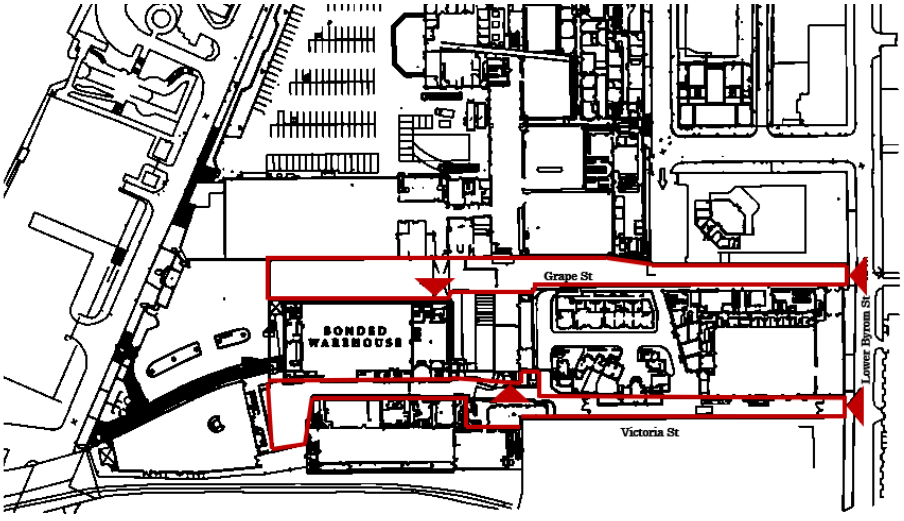

Figure 4 Access route to Victoria St (deliveries) and Grape Street (waste management)

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Refer to the enclosed Waste Management Strategy at Appendix 1. This document includes plans which demonstrate appropriate loading and turning areas in order to ensure that efficient servicing can operate via Atherton Street.

5. Safety and Security

5.1 The prevention of Crime and Disorder

The following measures are compliant to the Crime Impact Statement that has been produced by Greater Manchester Police.

- A full CCTV system shall be maintained and operated at the premises with cameras positioned both internally and externally around the site.
- Recorded site CCTV images will be maintained and stored for a period of twenty-eight days and shall be produced to the police or Licensing Authority upon request.
- Plans indicating the position of CCTV cameras are to be made available if required to Greater Manchester Police prior to the premises opening.
- Any person who appears to be intoxicated or who is behaving in a disorderly manner will not be allowed entry to the premises or event spaces. Any person within the premises who appears to be intoxicated or who is behaving in a disorderly manner will be given care and consideration when being asked to leave the site.
- Staff will be trained to adopt a zero-tolerance policy towards illegal drugs within the premises.
- Staff will be trained to reduce the risk of glasses and bottles being used as weapons and causing accidents. Management will ensure that glasses and bottles are collected on an on-going and frequent basis, make regular inspections for broken glass and clear up glass and any spillages immediately.
- A zero-tolerance policy to the use of illegal drugs and 'legal highs' will be maintained at all times. Building and tenant management will ensure staff are trained in drug awareness issues to make the identification and handling of incidents practicable.
- Management will ban known offenders from the site and share information with the police and licensed premises in the area.
- Management will regularly consult with the local police crime reduction adviser, if required.

5.2 Public Safety

- A first aid box will be contained within each of the site event spaces and throughout the site. All staff are to be trained to know the location of the relevant first aid box.
- Regular safety checks to the site shall be carried out. Staff shall maintain an Incidents Log.

5.3 The Prevention of Public Nuisance

- Amplified music will be restricted to certain volume levels within each of the spaces.

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- At the end of the evening, management and security personnel will be employed to assist with the orderly and gradual dispersal of patrons. All patrons will be directed towards Water Street, with active management to avoid dispersal to Atherton St or Lower Byrom St.
- Notices will be displayed requesting customers to leave quietly and in an orderly manner out of consideration to neighbours.
- The site shall be cleared of litter during non-operational hours prior to opening and whilst spaces are in use.
- Taxi pick-up would be via Water Street. Patrons will be advised of this on the venue website and via staff of the venue.

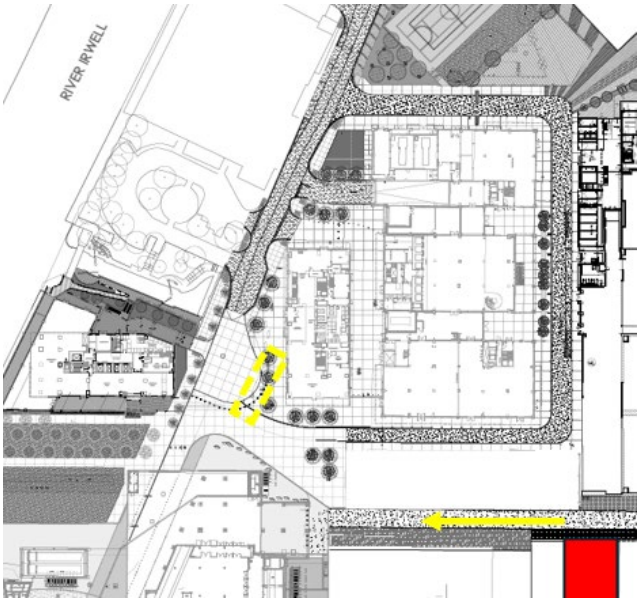

Figure 5 Taxi pick-up location plan

- Drop-off and pick-up scenario for this venue has a broader profile than Aviva Studios so the number of taxis per minute is less. The key aspect is where those taxis are picking up passengers. There are two areas, north and south of Aviva Studios, where taxis can arrive for collection which effectively splits the demand and is not expected to bear any impact on the operation of Aviva Studios.
- It is likely that a proportion of passenger and taxi drivers would choose to pick-up elsewhere on the wider highway network. Those locations are likely to include Liverpool Road where there is considerable highway space and the traffic orders permit such pickups, the Loading Bay on Water Street (north) by the NCP car park.

Conclusion

The proposed operation has been carefully considered to ensure there is a positive impact upon the surrounding locality, and any disruption to neighboring residents and tenants is well managed and kept to a minimum. Staff will remain available for regular contact with local residents to ensure their views are considered. Both the building management and the operators will remain open to further suggestions to ensure the site is managed appropriately.

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6. Appendices

Appendix 1 – Waste Management Strategy

Appendix E Proforma for Planning Applications

MANCHESTER CITY COUNCIL

Planning Application – Waste Management Strategy

Planning Application Number:
Date Submitted:

Estimated volumes/ m^2 required by the development

Low Rise Domestic

Waste Types	Capacity Required (litres)	Number of bins required per household	Confirm what is to be provided
General refuse	140 / 240	1 x wheeled bin	NOT APPLICABLE FOR THIS APPLICATION
Pulpable Recycling	140 / 240	1 x wheeled bin	"
Mixed Recycling	140 / 240	1 x wheeled bin	"
Garden Waste	140 / 240	1 x wheeled bin	"
Food Waste	23	1 x 23 litre caddy	"

High Rise Apartment Developments

	Yes/No - how much space has been provided?
$0.43m^2$ has been provided per apartment for the container space. Space to manoeuvre and access containers individually has also been provided so that each container can be accessed and removed for collection individually.	NOT APPLICABLE FOR THIS APPLICATION.

Commercial Developments

Please state number of bins you propose, showing calculations where appropriate.

General Waste - 2200L – 2X 1100L EUROBIN	
Pulpable Recycling - 2200L – 2X 1100L EUROBIN	
Mixed Recycling - 720L – 3X 240L WHEELIE BIN	
Food Waste - 240L – 1X 240L WHEELIE BIN	
Industrial Waste - N/A	

Has / will a contract be obtained with a licenced waste carrier?	☑

Mixed Use Developments

Are the stores for residential and commercial separate from each other? N/A	☐

Internal Stores (Residential and Commercial)

Please provide details of internal stores / segregation of waste and recycling.

DEDICATED INTERNAL COURT YARD STORE. WITH WASTE SEGREGATED AS PER THE TABLE ATTACHED. BINS LABLED AND COLOUR CODED FOR STAFF. WASTE TO BE SEGREGATED IN INTERNAL BINS SHOWN ON PLAN, TAKEN FOR ROADSIDE COLLECTION BY MANAGEMENT COMPANY FOR DAILY COLLECTION.

Storage Areas for Waste Containers (Residential and Commercial)

Please provide details of container stores, attaching plans if appropriate.

SEE ATTACHED PLANS.

Ensure all bins in the store are accessible	YES	☑
Ensure recycling facilities are as easy to access as general refuse	YES	☑

Please confirm details of waste store ventilation and hygiene / cleaning proposals

Ventilation - TO BE PROVIDED BOTH MECHANICALLY & VIA LOUVRED GRILL IN STORE DOOR.

Hygiene - AREA IS MANAGED AND CLEANED BY COMMERCIAL MANAGEMENT TEAM TWICE A WEEK.

Please provide details of who will be responsible for placing the bins at the collection point and returning them to the store / property promptly e.g. resident / management company

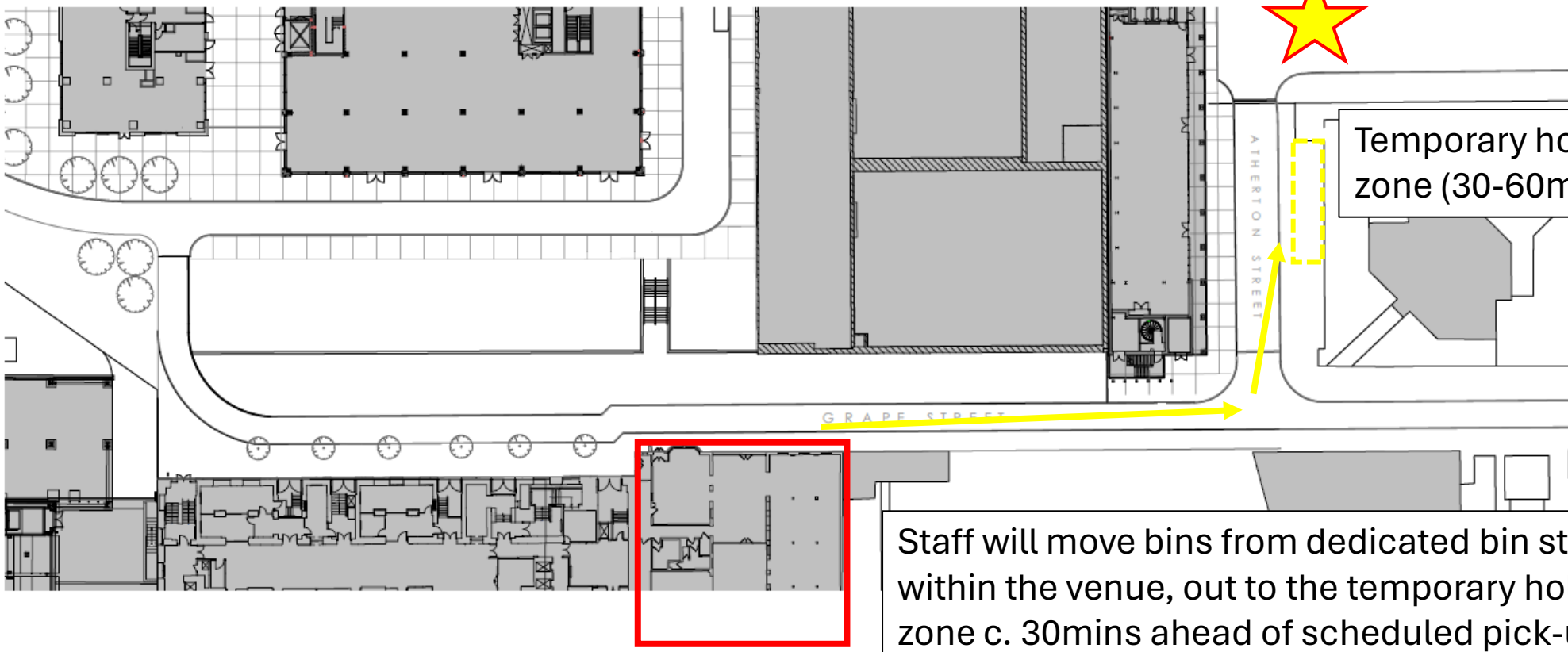
MANAGEMENT COMPANY.

Please ensure that you have attached:

Detailed plans of waste stores	☑
Location plans showing stores	☑
Location plans showing the proposed collection point and the route the collection vehicle will take	☑

Please ensure that you have completed this form in accordance with our GD04 Waste Storage and Collection Guidance for New Developments

WASTE STORAGE PLAN



Pick-up location

Temporary holding zone (30-60mins)

Staff will move bins from dedicated bin store within the venue, out to the temporary holding zone c. 30mins ahead of scheduled pick-up time.

All routes are level access and over new tarmac paths

Studio Hart Limited
7-8 Savile Row
London, W1S 3PG

SKETCH 23-032_SK-03
Grape Street Proposed Layout
27th Feb 2024 Rev A
1:500 at A3

PROJECT
Grape Street Containers

0 5 10 15 20 25M

7.0 WASTE STORAGE PLAN

Survey Details:

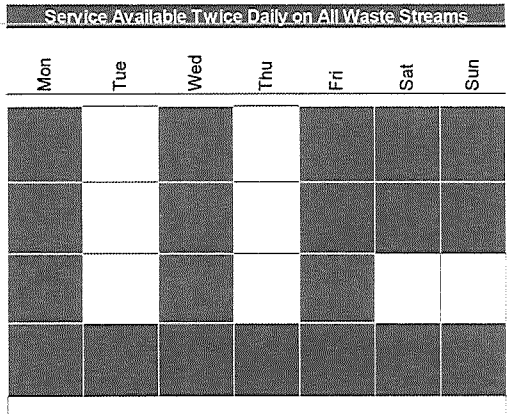
- New restaurant & bar concept situated in the Spinningifields, Central Manchester.
- Capacity is 100 Diners seated and 200 in the bar with a ratio of 60% wet sales vs 40% restaurant.
- Predominately serving pizzas with prominent crust bases, indicating food recycling bins will be required. Preparation is done on site, indicating there will be a substantial amount of packaging required Mixed Recycling containers.
- Additionally, as preparation is done on site I would anticipate surplus food wastage from daily preparation – we recommend signing up with our partner Too Good To Go to minimize waste and create additional revenue stream.
- There is an equal split between draughts, wine, cocktails and bottled beer. Daily opening until late indicating overall high wastage amounts due to the type of cuisine and portion sizes.

7.2 WASTE STORAGE PLAN

Schedule for Waste Management - New Restaurant

Please see below recommended schedule to start off with. In additional Fresh Start would provide free cardboard collections prior to opening to account for initial stock intakes prior to launch. Additionally, Fresh Start would link up with Hospitality Action to provide charitable donation upon launch PR.

	Waste stream	Container type	Details	Container size	Qty	Collections p/week
Collection Services	General waste	Eurobin	Collected on our Euro 6 Compliant vehicle. All waste picked at our facility just 5 milesaway in Salford 25% Recyled / 75% Energy from Waste Recovery	1100 litre	2	5
	Dry Mixed Recycling	Eurobin	We never collect our recycling at the same time as general waste - all waste collected separately. Processed separately from our general in our Swinton MRF just 5 miles away = 70% Recyled / 30% Energy from Waste Recovery	1100 litre	2	5
	Glass Recycling	Wheelie bin	Cutting Carbon Emissions by collecting in our Split Body Dual Vehicle. Glass sent for resmelting 100%. Inedible food and plate scrapings sent for Anaerobic Digestion 100%. Edible food to be placed on Too Good To Go food surplus app for discount resale to avoid wasteage.	240 litre	3	4
	Food Recycling	Wheelie bin		240 litre	1	7
	Sanitary Bins	Autobin	100% RDF Disposal	17.5 litre	4	monthly
	Nappy Bin	Autobin	100% RDF Disposal	60 litre	1	monthly
	Air Fresh Units	Unit	Replenishing service	n/a	1	monthly
Non-collected	Food Recycling	Caddies	For the segregation of food at preparation areas including back of bar for cocktail and coffee waste	23 litre	8	n/a
	Glass Recycling	Slim Jims	For the segregation of glass waste	60 litre	8	n/a
	Cardboard	Cage	For the segregation of paper, card, plastic packaging & tin.	Unit	1	n/a



Supporting:

Hospitality Action

Partnered with:

Too Good To Go