

Operational Management Plan

26 Portway, Manchester, M22 1UB

Supplementary Planning Statement

A1618

25/11/2025

Supplementary Planning Statement: Operational Management Plan

Site Address: 26 Portway, Manchester, M22 1UB

Local Planning Authority: Manchester City Council

Planning Reference: 143565/FO/2025

Proposal: Change of use of ground floor to Restaurant (Class E).

Introduction

This statement is submitted in support of the planning application to operate the ground floor of 26 Portway as a restaurant (Class E(b)).

The purpose of this document is to clearly define the nature of the proposed usage, demonstrating that the premises will operate primarily as a sit-down dining establishment with table service, distinguishing it from a hot food takeaway (Sui Generis).

1. General Information

- **Name and Cuisine:** The restaurant will serve authentic Middle Eastern and Kurdish cuisine. The menu is characterised by fresh ingredients, including herbs, vegetables, and high-quality meats. Staple dishes include Dolma (stuffed vegetables), specialized kebabs, and various rice and flatbread dishes. Flavours are driven by traditional spices such as turmeric, sumac, and pomegranate molasses.
- **Concept:** The concept is a family-run, casual dining restaurant. It is designed to be a "neighbourhood hub" offering a quiet atmosphere for the consumption of authentic, slow-cooked meals. It is not a "fast food" concept.
- **Management:** The business is family-owned and will be owner-managed daily to ensure high standards of service and strict control over operations.

2. Hours of Operation

The proposed opening hours are designed to align with standard restaurant operations while respecting residential amenity:

- **Monday – Saturday:** 11:00 am – 11:30 pm
- **Sunday:** 12:00 pm – 11:00 pm

Note: Delivery of supplies and waste collection will be scheduled strictly within daytime hours to avoid early morning or late-night disturbance.

3. Staffing

To ensure a high level of table service and operational control, the restaurant will be well-staffed relative to its size:

- **Staff Numbers:** 3 Full-time staff and 2 Part-time staff.
- **Roles:** Staff will be dedicated to kitchen preparation, table service (waitstaff), and management.
- **Shift Management:** Staff will be on-site approximately 30–60 minutes prior to opening for prep, and 30 minutes post-closing for cleaning and securing the premises.

4. Customer Operations (Class E Justification)

This section outlines why the usage falls strictly under Class E:

- **Capacity:** The layout provides for an intimate dining experience with approximately 10 covers during off-peak times and a maximum of 20 covers at peak times.
- **Service Model:** This is a table-service establishment. Customers will be seated, and orders will be taken at the table via menus. While a counter exists, it is primarily for payment and service management, not for high-volume walk-in takeaway orders.
- **Nature of Dining:** The cuisine (plated rice dishes, stews, flatbreads) encourages dining in.

5. Deliveries and Waste Management

Logistic operations have been planned to minimise impact on the highway and neighbours:

- **Supply Deliveries:** Occur once a week via a small commercial van.
- **Loading/Unloading:** The premises benefits from a dedicated unloading space, ensuring no obstruction to the public highway or pavement.
- **Waste Management:**
 - Commercial waste and recycling will be stored in designated internal storage areas until collection day to prevent odour and pests.
 - Collection is scheduled once a week by a licensed commercial waste carrier.

6. Noise and Disturbance Control

The applicant is committed to being a "good neighbour":

- **Music:** There will be no amplified music or live entertainment. The premises will operate quietly.
- **Customer Management:** As a small, family-run venue with limited covers (20 max), customer noise levels will be naturally low. Staff will be trained to manage customer departure to ensure they leave the premises quietly, particularly after 10:00 pm.
- **Kitchen Noise:** Kitchen operations are contained indoors with modern equipment.

7. Odour and Ventilation

- **System Status:** The extraction and ventilation system has already been installed.
- **Odour Control:** The system is designed to effectively disperse cooking odours (specifically from grilling meats) and smoke, ensuring no nuisance to the flats above or adjacent properties. The system includes appropriate filtration to neutralise grease and particulates.

8. Traffic, Parking, and Access

- **Modal Split:** It is anticipated that the majority of customers will be local residents arriving on foot or by public transport.
- **Parking:** The premises includes dedicated parking spaces for staff and essential operational use.
- **Delivery Platforms:** While the business may offer delivery (e.g., via apps), this is ancillary to the main restaurant use. Drivers will be instructed to use the dedicated parking/loading area and not to idle engines or congregate on the pavement.

9. Safety and Compliance

- **Fire Safety:** Full fire safety measures, including alarms, extinguishers, and signage, have been installed in accordance with building regulations.
- **Hygiene:** The kitchen is designed to meet Food Standards Agency requirements, with separate preparation areas to prevent cross-contamination.
- **Licensing:** If alcohol is to be served, the premises will operate strictly in accordance with the Licensing Act 2003, promoting the four licensing objectives, including the prevention of public nuisance.