

Operation Management Plan

Eastcote Restaurant Holdings Ltd
95 – 99 Field End Road, Pinner, HA5 1QG

Prepared in accordance with Planning Condition 7 of permission 77933/APP/2023/1940

Date: April 2025

Prepared by: Tasty Tables

Revision A – 24 July 2025

1. Introduction

This Operation Management Plan (OMP) is submitted in compliance with the condition attached to the planning permission granted on 9th October 2024 for *Internal alterations to amalgamate No. 95 (Use Class E), No. 97 (Sui Generis) and No. 99 (Use Class E) into one multi-cuisine unit comprising restaurant/take-away/food delivery involving a change of use to Sui Generis together with minor alterations to the rear elevations of Nos. 95 and 97, erection of a new roof to the store at the rear of No. 99, replacement of existing dilapidated extension between the rear of Nos. 97 and 99, and installation of extraction ducting and flues with associated plant equipment on rooftop areas at the rear of the property (part retrospective).*

In accordance with the condition, this OMP sets out clear operational procedures to:

- Manage the number and behaviour of couriers on-site;
- Prevent and respond to anti-social behaviour;
- Maintain security at the rear of the premises; and
- Minimise disruption to neighbours and the highway network.

This OMP has been prepared to align with the following planning policies:

- Policies DMT 1 and DMT 2 of the *Hillingdon Local Plan: Part 2 (2020)*;
- Policy T4 of the *London Plan (2021)*;
- Policy EM8 of the *Hillingdon Local Plan: Part 1 (2012)*;
- Policy DMHB 11 of the *Hillingdon Local Plan: Part 2 (2020)*.

This Plan will remain in effect for the duration of the development's operation and will be monitored and updated as necessary.



Site Location

2. Courier Management

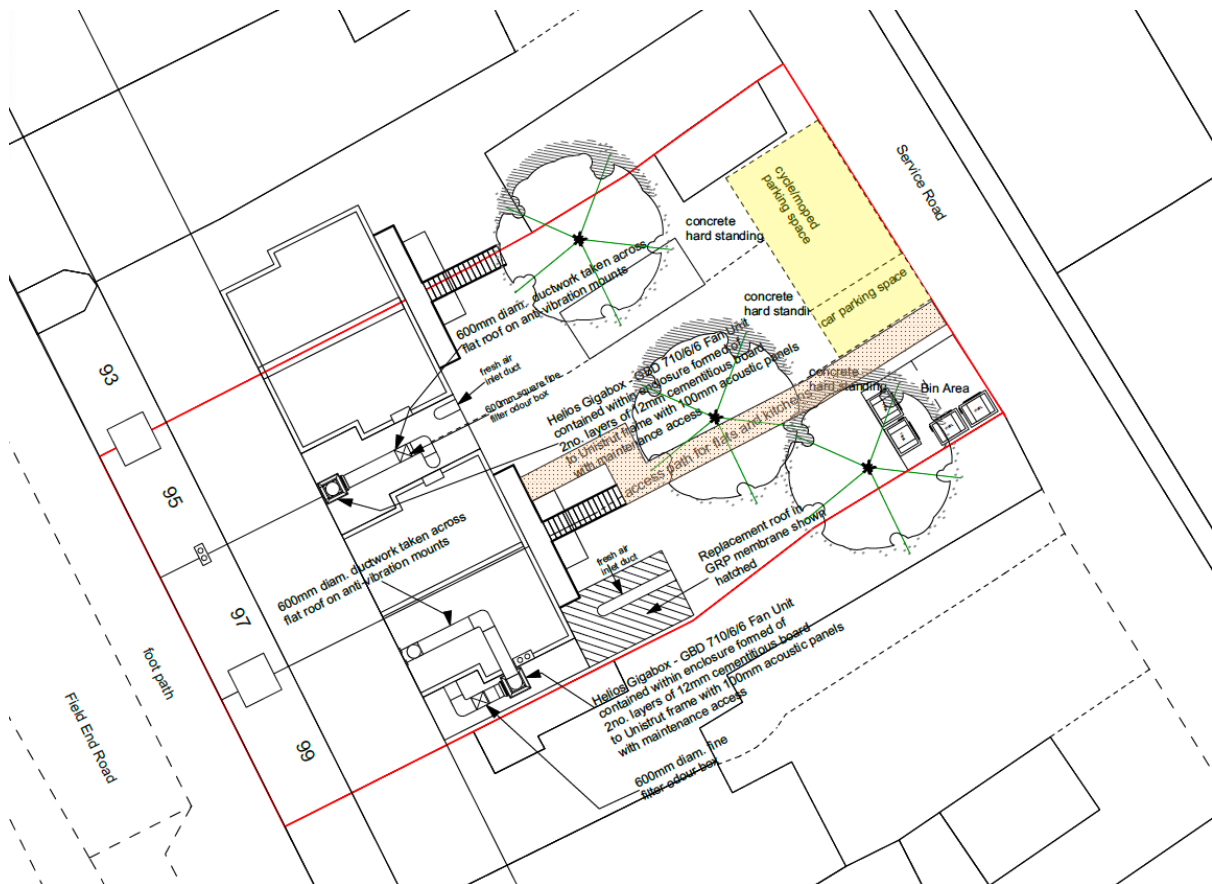
(Supports Policies DMT 1, DMT 2, T4)

To manage transport-related impacts and prevent highway congestion:

- A maximum of 6 couriers shall be permitted on-site at any one time within the designated courier parking area, located at the rear accessed via the service road.
- Couriers will be instructed to use only the designated bays, with signage to direct and enforce this.
- Engine idling will be prohibited, with signage in place to reduce emissions and noise (in accordance with Policy EM8).
- A holding system (e.g. mobile notification/call-forwarding) will be employed during peak periods to prevent spillover onto the highway or neighbouring properties.
- Couriers riding a powered two-wheeler that does not have an MOT or is otherwise unroadworthy will not be assisted.
- Couriers riding without a driving licence will not be assisted.

- Couriers riding without a helmet will not be assisted.
- No orders will be handed out to couriers arriving at the main front entrance.

These measures ensure efficient on-site circulation and prevent obstruction, in accordance with DMT 1 and T4.



Location of access at the rear via the Service Road

3. Anti-Social Behaviour Mitigation

(Supports Policies DMHB 11, EM8)

To ensure a positive relationship with the surrounding community and mitigate any anti-social behaviour:

- CCTV will be installed at all entrances, public interfaces, and rear access points.

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- Staff will receive training to monitor and report anti-social conduct, and engage with local authorities where necessary.
 - A Code of Conduct for couriers and visitors will be displayed at the entrance and within the dispatch area, setting behavioural expectations.
 - A complaints log will be maintained, and any complaints from neighbours will be responded to within 48 hours.

These actions aim to protect the amenity of nearby residents in line with DMHB 11 and EM8.

4. Measures to Minimise Disruption

(Supports Policies DMT 2, EM8, DMHB 11)

- Delivery and dispatch operations will occur only during the operating hours of 11:00AM to 10:00PM Monday–Saturday including Bank Holidays to avoid noise during sensitive periods.
- Directional signage will ensure couriers do not loiter or create unnecessary movement.
- During high-volume times, staff will be assigned to oversee courier coordination, ensuring compliance with safety and amenity standards.

These measures prevent conflict with pedestrians, minimise disturbance, and reduce risk to highway users, in compliance with DMT 2 and Policy EM8.

5. Rear of Premises Security

(Supports Policies DMHB 11, EM8)

- The rear of the site will be protected by:
 - Motion-sensor lighting;
 - Reinforced and lockable access points, with secure staff access systems;
 - Daily inspections of locks, lighting, and access control systems.
- Waste storage areas will be enclosed to prevent misuse or illegal dumping.
- Any unauthorised access incidents will be recorded and reported to local authorities.

This enhances the security of the premises and deters nuisance behaviour, in accordance with DMHB 11 and EM8.

6. Monitoring and Review

(Supports Policy T4)

- This Plan will be reviewed every 6 months by the operations team.
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- Any operational changes or issues raised by the Local Planning Authority or local residents will be considered, and updates made where appropriate.
 - Updated versions will be submitted to the Local Planning Authority if requested.

This proactive review supports Policy T4 by encouraging continuous mitigation of transport and community impacts.

7. Contact and Complaints Procedure

(Supports Policies DMHB 11, EM8)

A dedicated site manager will be appointed as the first point of contact for any operational concerns:

Name: Mr Amar Sehgal

Phone: 07940 202 220

Email: as@tastytables.co.uk

Complaints will be logged and investigated within 48 hours, with resolution measures documented and reviewed during OMP updates.

8. Conclusion

This Operation Management Plan demonstrates a clear and enforceable strategy for responsible and policy-compliant operation of the premises. It satisfies the requirements of the planning condition and supports the objectives of:

- Hillingdon Local Plan Part 1 (2012) – Policy EM8;
 - Hillingdon Local Plan Part 2 (2020) – Policies DMT 1, DMT 2, DMHB 11;
 - London Plan (2021) – Policy T4.
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