

FIVE KINGDOM STREET

OPERATIONAL MANAGEMENT
FRAMEWORK

JULY 2020

1. Background

5 Kingdom Street is a new building for Paddington Central comprising ground (Kingdom Street) + mezzanine + 18 office storeys + roof terrace plant space, with three levels below Kingdom Street level. At these levels 'Upper Box Level' and 'Lower Box Level' (track level)) the development footprint extends eastwards underneath 4 Kingdom Street, the Novotel and 1 Kingdom Street.

A publicly accessible Garden is proposed through the lower levels between Kingdom Street (Level 0) and Harrow Road (Level B1), creating a public pedestrian route, sheltered from the elements. This internal link enables a new east-west route through the building connecting Paddington Station to North Westminster.

An auditorium and floor space for flexible commercial, cultural and leisure uses are proposed on Upper Box and Lower Box Level. This area is referred to as 'the Box'.

Paddington Central is managed by British Land Property Management. The existing management approach will be extended and supplemented to incorporate the new building and public spaces.

2. Purpose

This high level framework will inform the preparation of more detailed management plans for the public areas inside and outside of the 5 Kingdom Street. It describes how Paddington Central occupiers, residents and neighbours have been considered during the design of the building.

Detailed management strategies will be prepared in consultation with incoming operators once these are identified and once the intended usage of the areas for which flexible planning permission is sought is confirmed.

3. Management Team

Paddington Central has a full-time management team and this team will be extended to cover management of 5 Kingdom Street and its public areas. The same high standards of delivery will be applied to the new building. The management team will oversee all activities at Paddington Central including:

- Security & cleaning
- Safety
- Landscape & fabric maintenance
- Visitor welcome and management
- Liaison with occupiers and residents
- Programming and managing community events
- Promoting enjoyment by occupiers and users
- Preventing nuisance

Every member of our security, cleaning, landscaping and other public facing team has received training to ensure that they have the knowledge base to assist community members and visitors, taking pride in their neighbourhood and helping to show the very best that the Paddington Central public spaces have to offer.

The Paddington Central management team has recently received dementia friendly training to become Dementia Friends in association with the Alzheimer's Society.

4. Security

The Paddington Central management team are always on hand and wish to deliver a great experience for occupiers, residents and visitors. They are supported by an active security presence to create an environment that discourages crime and anti-social behaviour. The security team offers a discrete presence in our public spaces but is clearly identifiable in high visibility branded attire to assist visitors and the community. This approach will be extended to 5 Kingdom Street. The experienced security team will manage:

- Welcome of visitors to the new public spaces and flexible use areas, including overseeing evening and night time people movement around Paddington Central.
- Management of vehicle movements, including cyclists and scooters.
- Control of anti-social behaviour in conjunction with the Metropolitan Police.
- Encouraging potential rough sleepers to connect with local outreach services.

5. CCTV

5 Kingdom Street will benefit from a dedicated CCTV system monitored from the Paddington Central control hub. Security guards will monitor all systems 24/7, responding to alerts generated.

6. Internal Link, Garden and Cycle Access

The Paddington Central management team will oversee the internal link connecting Kingdom Street to the Harrow Road and the Garden inside 5 Kingdom Street. They will also oversee cycle access to the building from the east and west at Harrow Road level. The internal link, Garden and cycle access points will be open to the public and building users seven days a week between 06:00 and 24:00 on Monday to Saturday and between 07:00 and 23:00 on Sunday. These spaces and access points will be closed at night to discourage anti-social behaviour. The security team will have discretion to alter the opening and closing times in response to events and security risks in consultation with Westminster City Council and the Metropolitan Police.

7. The Box

The box will contain affordable workspace across Lower Box and Upper Box Levels, totalling 3,900 sq. metres (GIA) of floorspace. The box will also include an auditorium (sui generis) which will total 738 sq. metres (GIA) and accommodate 250 seats.

The box will also include an area of flexible uses totalling 3,490 sq. metres (GIA). The maximum proportion of the total floorspace that could be provided by each use under the amended scheme is as follows:

- Restaurant / Market hall: combined, these uses will make up up to a maximum of 100% of the total area;
- Conference / exhibition space: this use will make up up to a maximum of 100% of the total area;
- Cinema: this use will make up no more than 50% of the total area; and
- Gym / sports: this use will make up no more than 50% of the total area.

The majority of visitors to the Box will arrive and leave using public transport, predominantly from Paddington overground, underground and Crossrail stations, and also from Warwick Avenue and Royal Oak tube stations. Many visitors will use local bus networks and arrive on foot or by bicycle. Royal Oak will be the closest tube station to the Box once the West Link is complete. Paddington Central staff will be available to guide visitors to and from the Box, and to prevent anti-social behaviour.

No queuing will be necessary or permitted outside of the Box. Where space is required to manage guest arrival, this will be provided inside the building.

Box operators will be required to coordinate event finishing times where feasible, to stagger guest departures.

The Box will employ an experienced management and security team. Management staff, along with security staff, will be on hand at all times during opening hours. The operators would reserve the right to refuse entry and to remove persons from the premises at any time.

Where required, Box retailers and operators will apply to Westminster City Council for individual event and premises licences.

Notices will be placed requesting that patrons leave quietly and staff will take active and courteous steps to ensure that guests exit the premises in an orderly and quiet manner.

A new taxi and private hire pick-up point will be created at service road level (railway track level) on the southern side of 5 Kingdom Street. This will allow visitors leaving the Box in the evenings to wait for their vehicle in a supervised space away from residents. See details below.

8. Noise

The Paddington Central management team take a pro-active approach to noise management in order to minimise disturbance to occupiers, residents and neighbours. This approach will be extended to cover 5 Kingdom Street.

A combination of noise threshold limits agreed with Westminster City Council and acoustic insulation will be used to ensure that activities in the Box do not disturb Paddington Central occupiers, residents or neighbours.

The Paddington Central management team will also work to prevent visitors causing disturbance while arriving and leaving. Refer to further details in this document.

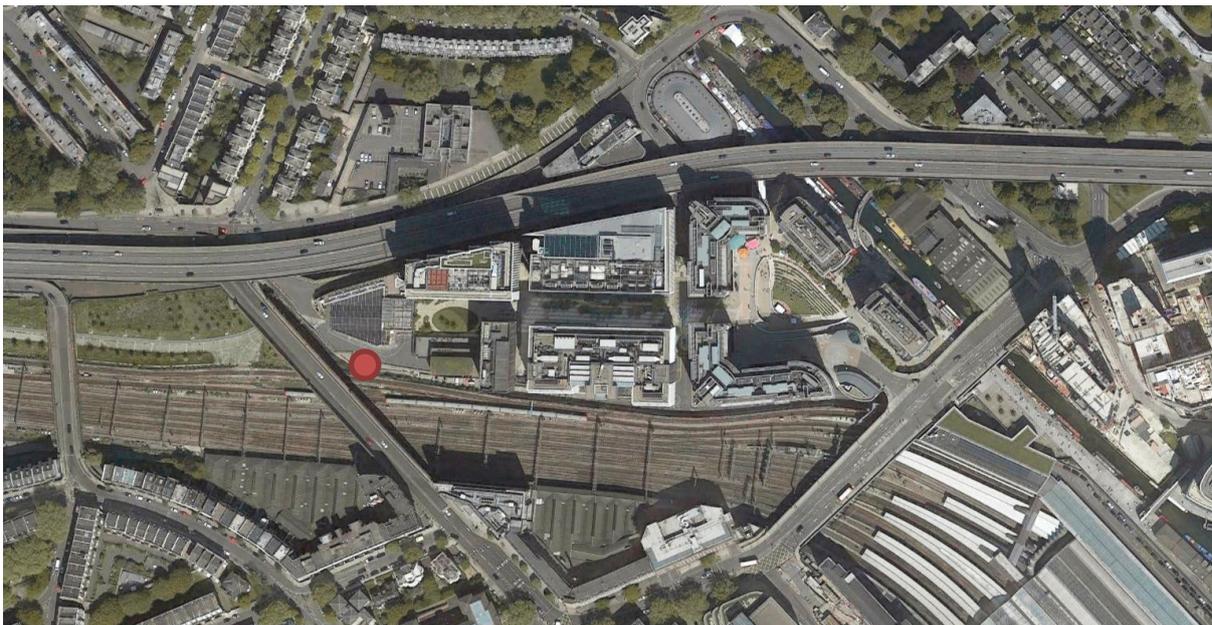
9. Taxi and Private Hire Car Management

A transport assessment has been prepared by Sweco on behalf of British Land in support of the application proposals. This indicates that the vast majority of visitors to 5 Kingdom Street will arrive and leave the building using public transport. A small percentage of visitors will arrive and leave via taxi or private hire car.

During working hours visitors to 5 Kingdom Street may arrive and depart by taxi or private hire car using Kingdom Street in common with all other Paddington Central workers and residents.

Outside of working hours, visitors to 5 Kingdom Street arriving in taxis and private hire cars will be directed to a new drop-off and pick-up point at service road level (railway track level) on the southern side of 5 Kingdom Street. The drop-off and pick-up zone is located approximately 250m west of the residential buildings in Sheldon Square and separated from other residential dwellings by the Westway and railway tracks. This location will allow guests departing 5 Kingdom Street wait for their vehicle in a controlled space away from residents. Taxis and private hire vehicles will access the drop-off and pick-up point using the Paddington Central service road at track level rather than via Kingdom Street. The service roads connect to the public road network on the Harrow Road gyratory.

Private hire operators will be asked to set this designated location as a preferred pick-up point for Paddington Central, and to prevent customers from meeting vehicles in other locations.



Aerial photograph showing taxi and private hire vehicle pick-up and drop-off location

10. External and Internal Landscape

The Paddington Central team maintain the high quality hard and soft landscaping at Paddington Central. Our gardeners make sure that the planted beds are pruned and cleared each season. Our cleaning teams make sure that paving and hard surfaces are clean and kept clear of rubbish. The estate is inspected daily to make sure that it is kept in good condition.

The same high standards will be applied to the new external landscaping associated with 5 Kingdom Street and the internal Garden that will be open and accessible to the public.

11. Deliveries and servicing

All deliveries and servicing are planned to take place at B3 service road level (track level) away from occupiers, residents and neighbours.

A Delivery, Servicing and Waste Management Plan has been prepared by Sweco on behalf of British Land in support of the application proposals. This sets out the operational waste management, servicing and delivery strategy to be adopted for this scheme. The plan covers all of the potential uses proposed at the site.