

REGENT'S CANAL INFORMATION CENTRE AND COFFEE SHOP - MANAGEMENT PLAN



LOCK KEEPERS COTTAGE,
289 CAMDEN HIGH STREET,
SUFFOLK WHARF,
CAMDEN

December 2012

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1. INTRODUCTION

- 1.1 This Management Plan sets out details for the management and operation of the Regent's Canal Information Centre, operating alongside a proposed coffee shop at the Lock Keepers Cottage, 289 Camden High Street, Suffolk Wharf, Camden.
- 1.2 The Management Plan will operate alongside the granting of planning permission for the mixed Canal Information Centre/Coffee Shop (*sui generis*) use of the building, and as referenced by the associated Variation to the Section 106 Agreement of 15 March 1999 in respect of App Nos PE 9700702R3 and PE 9700713R3.
- 1.3 The principal parties to this Management Plan are:-
- Canal and River Trust (or any subsequent landlord of Lock Keepers Cottage);
 - The Coffee Shop Operator;
 - London Borough of Camden.
- 1.4 The Canal Information Centre will be managed and administered to the reasonable satisfaction of the London Borough of Camden by 'Interested Parties', such as Regent's Canal CAAC, Inland Waterways Association, Friends of Regent's Canal, Camden Railway Heritage Trust, Camden Town Unlimited or other such groups who may operate locally in the interest of the general public, the tourism, commerce, and heritage of the area.

2. THE USE

- 2.1 The use of the premises is as a mixed Canal Information Centre/Coffee Shop (*sui generis*) i.e. the two uses should share the space flexibly within the building.
- 2.2 The two uses should take place to a degree that one will not dominate the other, such that the other use becomes ancillary in terms of its function and existence.
- 2.3 Sufficient floor space will always be provided for visitors to the Canal Information Centre (CIC) to view displays without intruding on the Coffee Shop use.

3. GROUND FLOOR LAYOUT PLAN

3.1 The layout should be based upon the general principles as set down on the Ground Floor Layout Plan (Drg. No. BRS.0102_03-1b), as appended to the Management Plan.

APPENDIX 1 – GROUND FLOOR LAYOUT PLAN (DRG. NO. BRS.0102_03-1b)

3.2 The Ground Floor Layout Plan is intended to allow continued managed and unhindered access to both the CIC and Coffee Shop uses, without causing interruption for customers/visitors to either such use.

3.3 The Ground Floor Layout Plan provides a clear indication of the proposed layout of the ground floor area. It shows a dedicated Canal Information Area immediately on the right at the front of the premises. It provides details of the entrance door, the bar servery to the Coffee Shop, the table and chairs and the designated community seating area.

3.4 Any significant amendment to the Ground Floor Layout Plan should be agreed in writing with London Borough of Camden, as a variation to the relevant planning condition which refers to the Management Plan.

3.5 The ground floor layout will include an area which will be able to accommodate community groups of up to 10 people.

3.6 The ground floor layout should incorporate the display and use of a chalk board(s), appropriately located within the building, and this should be updated, if required, on a daily basis to reflect community events taking place locally. The 'Interested Parties' will provide information updates to the Coffee Shop operator, who will then display these on the chalk board. If no such information is forthcoming, it will be the responsibility of the Coffee Shop Operator to update the chalk board(s).

4. EDUCATION AND TRAINING

- 4.1 Training and management should take place to ensure that all paid staff and the 'interested parties' are in a position to provide a degree of advice (as appropriate) in relation to the Regent's Canal and related tourism and information events as follows:-
- Staff employed by Canal and River Trust, with access to the building, should have a general knowledge and understanding of the Regent's Canal and its immediate environs.
 - Staff employed by the coffee shop, should have a general understanding and be briefed about the Regent's Canal (including its history and immediate environs). They should be aware of local publicity information that is readily available for use by customers/visitors, and should be able to direct enquiries towards the relevant local organisations.
 - The 'interested parties', i.e. Regent's Canal CAAC; Inland Waterways Association, Friends of Regent's Canal; Camden Railway Heritage Trust etc should be provided with access to the Canal Information Centre for education and training subject to a pre-notified booking and events calendar.
- 4.2 The community seating area should be available for regular booking and be available for use for meetings by local interest groups during the week, and including weekends.
- 4.3 Clear arrangements for booking of the community seating area should be displayed within the building.
- 4.4 The Coffee Shop Operator will facilitate and support community events in the premises and will feature/host a Community Day.

5. SERVERY/SHELF DISPLAYS

- 5.1 The retail display shelves within the building can promote the sale of branded coffee shop merchandise, consumables etc. but should also be available for the publicising of local products, goods associated with the CIC e.g. complementary local books/guides and walking routes etc. These latter products will only be displayed after liaison with the Manager of the Coffee Shop to ensure the reasonable quality of goods. For the avoidance of doubt, the Coffee Shop is not in a position to charge for such items.
- 5.2 The coffee shop servery should be solely dedicated for use by Coffee Shop staff, given its restricted access to coffee shop personnel only.

6. WALL DISPLAYS

- 6.1 The contents of the dedicated Canal Information Area and the general wall displays around the perimeter should be agreed between the Coffee Shop Operator and the “interested parties” in terms of content and extent.
- 6.2 The extent of the Canal Information Area and the wall displays shall, unless otherwise agreed in writing with London Borough of Camden, be as per the Ground Floor Wall Plan, (Drg. No. BRS.0102_04-2) .

APPENDIX 2 – GROUND FLOOR WALL PLAN (DRG. NO. BRS.0102_ 04-2)

- 6.3 The physical format of the Canal Information Area and the wall displays may take the form, inter alia, of permanent murals, information that changes periodically, information that changes daily (eg chalk boards), electronic information provided via wall-mounted screens, information mounted on lecterns or desks, and leaflet racks.
- 6.4 The physical format of the display including its contents should be agreed between London Borough of Camden, Canal and River Trust (or any subsequent landlord), the coffee shop operator and ‘interested parties’ (as referred to above) before they are erected, being of high quality and in keeping with the interior fit out of the premises.
- 6.5 Displays shall be erected and maintained at the expense of the coffee shop operator. Any heating, lighting, power supplies to image-projection equipment and wi-fi provision to facilitate internet-linked display and information facilities shall be at coffee shop operator’s expense.

7. MONITORING

- 7.1 The terms of the Management Plan apply to the current and any subsequent coffee shop occupier/operator at Lock Keepers Cottage. The Management Plan, and its contents, can only be varied, by agreement with London Borough of Camden, through a planning application to vary the terms of the relevant Condition on any planning permission.
- 7.2 The Canal Information Area and the wall displays (as referred to in Chapter 6) should be reviewed and monitored on an annual basis, and updated as necessary, following a meeting between the Coffee Shop Operator and one or more nominated representatives for the 'interested parties'. The meeting should be attended by representatives both of the Canal and River Trust and the London Borough of Camden as witnesses/observers.

8. SIGNAGE

- 8.1 There should be clear but discrete external signage to both uses, i.e. the CIC and the Coffee Shop. The signs should be of similar proportions.
- 8.2 The CIC signage should be prominently located on the building, fronting Camden High Street and on the canal side elevation. The CIC signage would, subject to approval from the London Borough of Camden, be an “i” sign.
- 8.3 All external signage is subject to the necessary approvals for advertisement consent, as granted by London Borough of Camden.
- 8.4 There shall be no branded ‘A’ Board signage associated with the Coffee Shop or Canal Information Centre, unless otherwise granted consent by London Borough of Camden.

9. OPENING HOURS

- 9.1 The Canal Information Centre and Coffee Shop shall be open daily from 07.00 hours – 21.00 hours (and access to both uses should be available at all times within these opening hours).
- 9.2 The opening hours will be subject to Condition on any planning permission, and should only be extended by written agreement, following the submission of the necessary planning application to London Borough of Camden, and following discussions with the 'interested parties'.

10. STORAGE

- 10.1 Suitable locked and secure cupboard space for dedicated use in association with the CIC should be provided.

11. MUSIC

- 11.1 Any music or other broadcast sound being played within the building should be background only, and played at a level whereby it does not dominate the existing background noise level. This is in the interests of ensuring that the public floor space can be easily used for customers to both the Coffee Shop and Canal Information Centre.

12. PUBLIC TOILETS

- 12.1 There should be access to the public toilet, at first floor level, as part of the proposed use, and this should be maintained at all times for customers of the Coffee Shop and Canal Information Centre.

- 12.2 The keys to the public toilet should be available, during opening hours only, via the coffee shop server, to prevent use by non 'bona fide' users.

APPENDICES

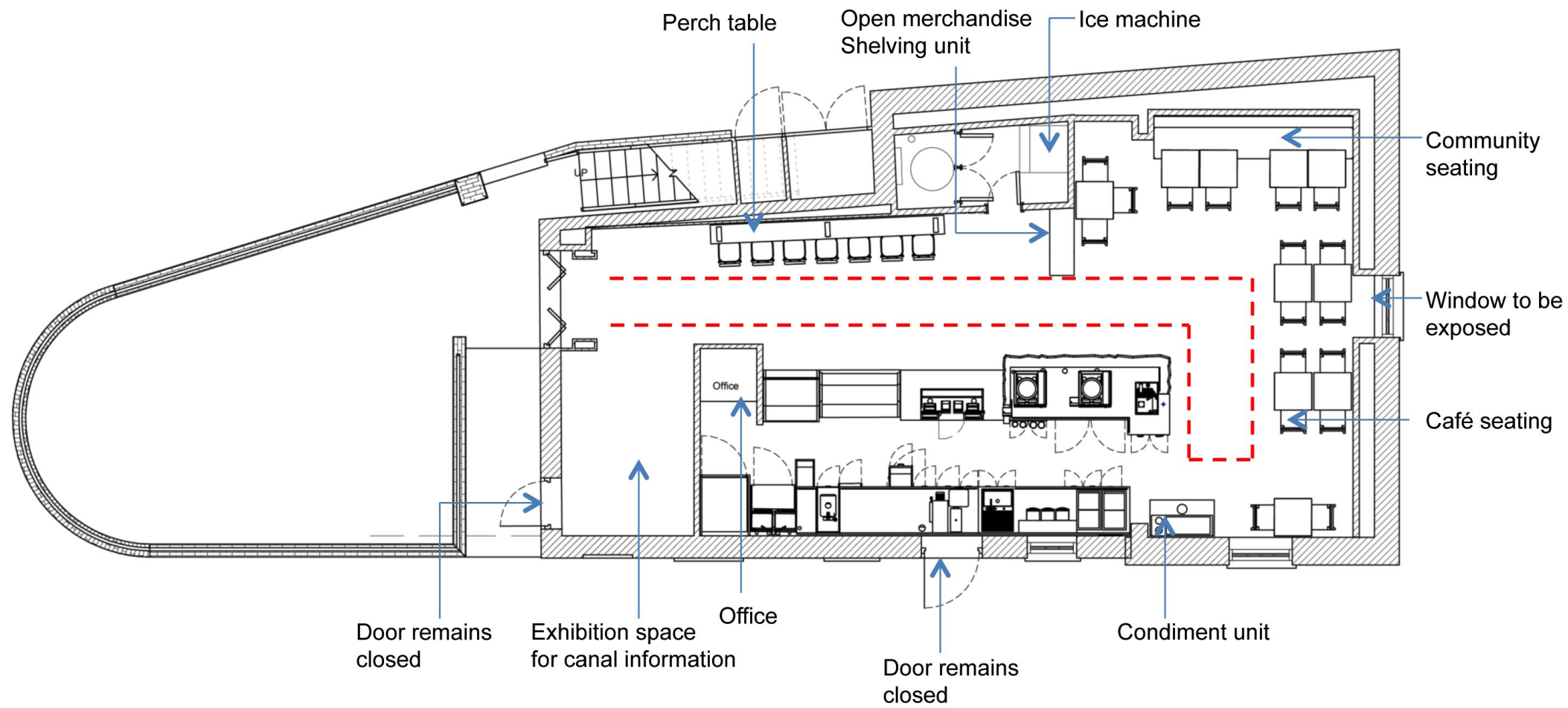
**LOCK KEEPERS COTTAGE, 289 CAMDEN HIGH STREET, SUFFOLK WHARF, CAMDEN
REGENT'S CANAL INFORMATION CENTRE – MANAGEMENT PLAN**

APPENDIX 1

**GROUND FLOOR LAYOUT PLAN
(DRG. NO. BRS.0102_03-1b)**

KEY

----- Customer Journey



Ground Floor Layout Plan

STORE SUMMARY	
ADDRESS:	Lock Keepers Cottage, 289 Camden High Street
STORE NO:	12372
TYPE:	Major
SQ FOOTAGE:	910 sq ft
PROPOSED CONCEPT:	Regional Modern
SEATING COVERS EXISTING:	35 internal, 61 external
SEATING COVERS PROPOSED:	28 internal, 61 external

Lockkeepers Cottage,
Suffolk Wharf,
Camden

Ground Floor Layout Plan

Starbucks Coffee Company (UK) Ltd

www.pegasuspg.co.uk
Team JRT/CEL
20th December 2012
NTS @A3



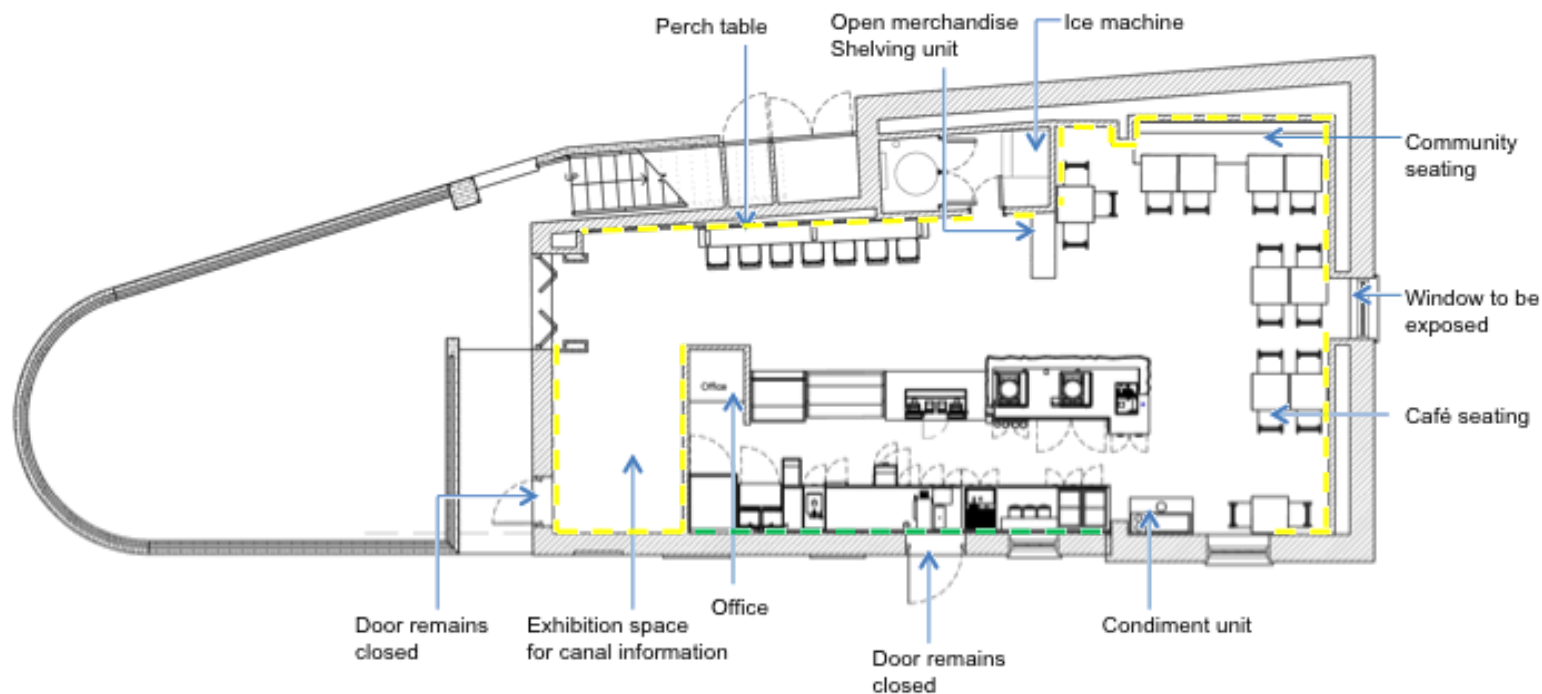
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APPENDICES

**LOCK KEEPERS COTTAGE, 289 CAMDEN HIGH STREET, SUFFOLK WHARF, CAMDEN
REGENT'S CANAL INFORMATION CENTRE – MANAGEMENT PLAN**

APPENDIX 2

**GROUND FLOOR WALL PLAN
(DRG. NO. BRS.0102_04-2)**



- - - - - Back bar tile
- - - - - Extent of wall graphics

STORE SUMMARY	
ADDRESS:	Lock Keepers Cottage, 211g Camden High Street
STORE NO.:	12372
TYPE:	Major
SQ FOOTAGE:	500 sq ft
PROPOSED CONCEPT:	Regional Modern
SEATING COVERS EXISTING:	35 internal, 65 external
SEATING COVERS PROPOSED:	28 internal, 65 external

Lockkeepers Cottage,
Suffolk Wharf,
Camden

Ground Floor Wall Plan

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