Service and Delivery Management Plan

Proposed Commercial Development
For land at Wynnstay Technology Park,
Ruabon, Nr Wrexham, LL14 6EN

Planning Ref:
Our Ref: 21/2210

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Introduction

This document has been prepared to support planning application reference P/2022/0306, following consultation with the Environment & Technical Officer. The plan ensures that the site will be serviced in a safe manner which does not result in any detriment to the free flow of traffic or public amenity.

Service Management Plan

A Service Management Plan is designed to provide a framework to improve the management of all delivery and servicing vehicle movements to and from the site. It has close links with the travel planning process, given that the overarching focus of the strategy is to encourage efficient and sustainable movements, in this case in relation to goods and deliveries, rather than people. The Service Delivery Management Plan is therefore an important tool for managing transport impacts.

Service and Delivery Plan Benefits

According to the TfL guidance "Delivery and Servicing Plans: Making freight work for you" (2011) there are number of benefits which can be delivered by the introduction of a Service and Delivery Management Plan. The Service and Delivery Management Plan can have benefits for a number of parties, including businesses, freight operators, Local Authorities and residents. These are:

Saving time and money

- Lower operating costs, less deliveries
- Saving staff time spend receiving goods and related procurement activities, such as processing invoices

Improve reliability

- Improved supply chain efficiency
- Avoiding disruption

Improve safety

- Fewer deliveries, reduction of the risk of accidents on-site

Reduce impact on the environment

- Fewer journeys, less harmful emissions
- Better manage freight activity
- Pleasant environment (improved air quality and reduced noise)

Service and Delivery Management Plan Objectives

- To minimise the impacts of delivery and service movements, particularly at peak times
- To facilitate sustainable delivery and service travel
- To promote smart operations to reduce demand for delivery and service travel
- To encourage the use of sustainable vehicles for delivery, including the user of greener vehicles
- To manage the timing of deliveries to reduce the impact in peak periods, and
- To ensure appropriate routing strategies are in place for travel.

POLICY

Policy Guidance

The development of the Service and Delivery Management Plan has been informed by a review of relevant policy and guidance. This is to ensure that a framework is put in place which accords with government guidance and draws on best practice to encourage sustainable freight practices. The following documents are relevant?

- National Planning Policy Framework (NPPF) (2012)
- Delivery and Servicing Plans: Making freight work for you (TfL) (2011)
- Freight Operators Recognition Scheme

National Planning Policy Framework (NPPF)

The National Planning Policy Framework, published in March 2012 defines the Government's planning policies for England.

The NPPF states that opportunities for the use of sustainable transport for the movement of goods and people should be protected and exploited wherever feasible. Therefore, with this in mind, the NPPF sets out that the location and design of the developments should include the need to ensure that sites are designed to accommodate the efficient delivery of goods and supplies.

Service Management Plans

The TfL guidance suggests that DSPs should reduce delivery trips to ensure the availability and use of safe and legal loading facilities and select appropriate delivery companies who are committed to best practice.

Service Delivery Plans encourage working with neighbouring business, procurement, suppliers and contractors to embed sustainable freight practices within the procurement process; changing behaviour within a business towards frequency of orders; co-ordinating and managing delivering and servicing activities more efficiently; encouraging safe and lawful loading practices; employing sustainable freight operators.

It is important to understand existing situation and the regular collection of delivery and servicing information and the review of operational procedures will be important to the success of this document.

SERVICING AND REFUSE COLLECTION ARRANGEMENTS

Vehicular Access

In accordance with policy and best practice guidance, the design and movement strategy for the site has been carefully prepared to ensure that the redevelopment facilitates the efficient movement of vehicles and delivery of goods and supplies.

This is to ensure that interruptions to traffic flows are minimised, and that no impacts are experiences on the A539 Llangollen Road servicing of the development.

Delivery Arrangements

Commercial

The application site includes 6 commercial units. Servicing will occur from Wynnstay Lane. It is anticipated that service related vehicles seeking to deliver to these facilities would be small to medium sized boxed vans limited to the following:

- 7.5t box van (8m length) general daily deliveries
- FTA Design Rigid HGV (13/18t – 10m length) are the largest vehicles that should be used for occasional deliveries.

Given the scale (size of units) and nature of the facilities that the number of daily deliveries are low level.

Layout of the carpark allows for delivery vehicle to enter and exit in a forward gear.

Refuse Collection Arrangements Commercial

Each unit has it's own private storage area for refuse and recycling.

Collection will be within the site, via private contractors on an arranged time and dates, the vehicles to be used should no larger than:

- 3-axle refuse collection vehicle (length 10.2m) typical refuse vehicle;
- 4-axle refuse collection vehicle (length 11.125m) the longest refuse vehicle which could potentially be used.

DELIVERY AND SERVICING PLAN STRATEGY

Introduction

Based on TfL's best practice guidance, entitled 'Delivery and Servicing Plans: Making freight work for you', the proposed measures have been reviewed under these headings:
Business Behaviour
Delivery Management
Reducing Servicing and Delivery Trips

Business Behaviour

Raising Awareness

All commercial /retail occupiers within the site will be informed about the Delivery Service Plan in relation to its function, aims and objectives and what individual occupiers can go to help encourage the use of sustainable delivery and servicing practices on site, as well as to and from it. It will be important to highlight to businesses the potential benefits accrued through reviewing their delivery and servicing operations.

Procurement and Best Practice Suppliers

Through promotion of the Delivery Service Plan to the businesses, focus will specifically be given to raising awareness of schemes such as the FORS. Commercial occupiers will be encouraged to contract suppliers registered with a best practice scheme in order to minimise the impacts associated with the delivery journey to and from the development.

Delivery Management

Timing of Deliveries

Where feasible, companies with regular deliveries to and from the site will be encouraged to arrange these outside of the peak hours, in order to alleviate pressure on the highway network.

Businesses will also be encouraged to schedule delivery and maintenances out of peak hours.

Routing of Deliveries

The nature of the retail / commercial units at the site means that deliveries fall well below the weight limits referenced. However, companies on site will need to ensure that vehicles use the most appropriate routes and aware of any restrictions.

Loading / Unloading

It is important that suppliers are informed the appropriate routes to and from the site, but also that designated areas available for unloading / loading associated with each business in order to avoid conflicts.

Reducing Servicing and Delivery Trips

Consolidating Deliveries

Commercial units will be encouraged to talk to each other to see if it is possible to consolidate the deliveries and how the waste collected by which company, etc.

Local Suppliers

Where appropriate, tenants are encouraged to source items locally, or from the same supplier to reduce the potential impact on road network. This is achievable with residential element as the site is in a very sustainable location within the Local Centre and its adjacent area.

CONCLUSION

This document has outlined a strategy to encourage the adoption of sustainable practices in regards to the management of servicing and deliveries at the site. The overarching aim of this process is to minimise the impact of these activities both on site and the surrounding highway network. Particular focus will be placed on the proposed commercial businesses as these are likely to offer the most consistent and regular delivery and servicing patterns.

In developing the site's strategy, consideration has been given to the expected size and frequency of delivery vehicle to the site.