ADL
TRAFFIC & HIGHWAYS

DELIVERY MANAGEMENT PLAN

PROPOSED McDONALD'S RESTAURANT WITH DRIVE THRU FACILITIES, LAND AT PLAS COCH RETAIL PARK, WREXHAM

Client: McDonald's Restaurants Ltd

Reference: ADL/CC/4171/29A

Date: August 2024

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REPORT CONTROL

Document:	Delivery Management Plan	**Client:**
Project:	Plas Coch Retail Park, Wrexham	McDonald's Restaurants Ltd 11 – 59 High Street East Finchley London N2 8AW
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1.0 INTRODUCTION

1.1 Purpose of Report

1.1.1 ADL Traffic and Highways Engineering Ltd have prepared this Delivery Management Plan to support the planning application for the proposed McDonald's restaurant at Plas Coch Retail Park, Wrexham.

1.1.2 Planning application P/2023/0384 was permitted on 22/07/2024 for the erection of a free standing restaurant with drive thru facilities on the site. The planning application was supported by a Delivery Management Plan prepared by ADL dated December 2020. Condition 13 of the planning consent refers to a Delivery Management Plan and states;

"The development shall not be occupied until a Service and Delivery Management Plan has been submitted to and approved in writing by the Local Planning Authority. Servicing and deliveries to the development shall take place in accordance with the approved Service and Delivery Management Plan."

1.1.3 This updated Delivery Management Plan has been provided to discharge Condition 13.

1.1.4 This report sets out McDonald's and Martin Brower's extensive servicing experience and demonstrates that suitable arrangements would be implemented to manage deliveries during restaurant opening hours. These measures are considered to be sufficient and reasonable to ensure efficient and safe operation of the car park during servicing periods.

1.2 Site Location and Road Network

1.2.1 The site is located 1.6km to the northeast of Wrexham Town Centre. A plan showing the location of the site is provided on the following page as Figure 1A.

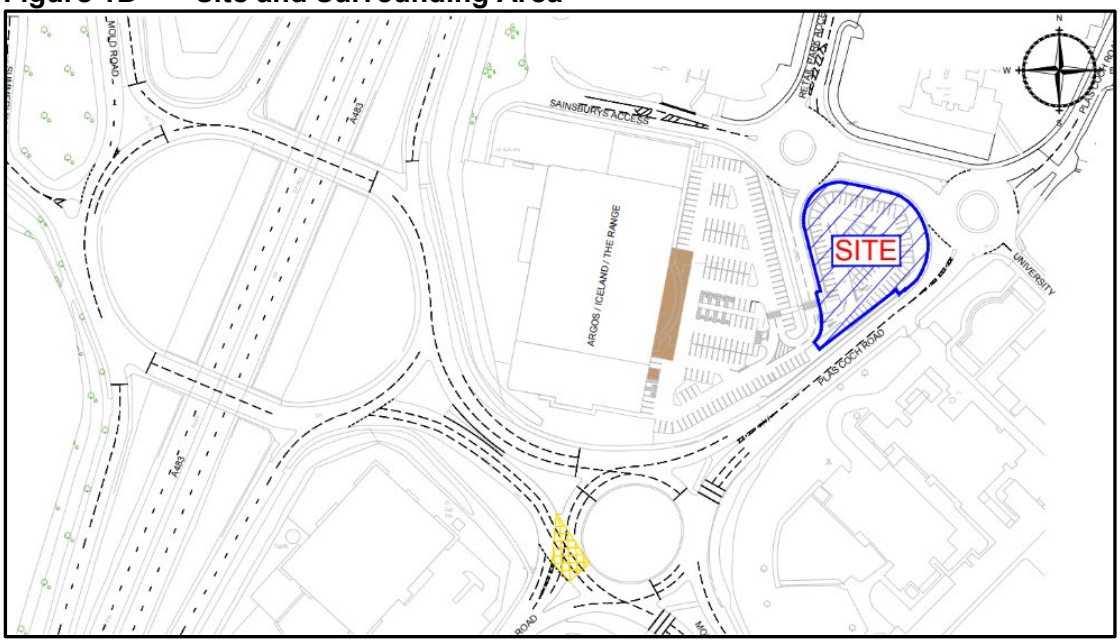
Figure 1A Site Location



1.2.2 The site is triangular in shape and located in the eastern corner of Argos/The Range car park which forms a part of the Plas Coch Retail Park. The site is located directly south of the retail park roundabout which serves the Argos and The Range as well as the Retail Park to the north.

1.2.3 The site bordered by the B5101 on its eastern side and the Argos/The Range car park to the west. A plan showing the site and surrounding area is provided below as Figure 1B.

Figure 1B Site and Surrounding Area



1.2.4 The site is within Wrexham County jurisdiction who are the highway authority.

Existing Road Network

1.2.5 The site will be accessed from the southern arm of the Plas Coch Retail Park access roundabout via an access road that also serves the Argos and The Range stores.

1.2.6 To the east of the Retail Access roundabout there is a four-arm roundabout comprised of the B5101 to the south, the B5101 Plas Coch Road to the north and Wrexham University access to the east. The B5101 and B5101 Plas Coch Road are subject to 30mph speed limits. There is a 3.5 metre height restriction in place on the B5101 Plas Coch Road north of the Plas Coch Road roundabout.

1.2.7 To the southwest of the Plas Coch Road roundabout the B5101 meets the Mold Road Roundabout and forms its northern arm. The southeast and northwest arms are formed by the A541 Mold Road and Mold Road respectively. The southwest arm is formed by the B5101 Berse Road. The A541 Mold Road and the B5101 Berse Road are subject to 30 mph speed limits. Mold Road is subject to national speed limit northwest of the roundabout.

1.2.8 To the northwest, Mold Road provides access to the Mold Road Interchange which is a five arm partially signalised roundabout. Mold Road Interchange provides access to the A483 trunk road. The A483 trunk road is under Welsh Government jurisdiction.

1.3 Proposed Restaurant Details

1.3.1 The proposed restaurant site layout and access arrangements are shown on the plan in Appendix 1.0.

1.3.2 The scheme comprises of a 440 sqm (GEA) McDonald's restaurant with side by side drive thru facilities. The dining area would be 91sqm with 95 seats. The car park would provide 29 spaces in total.

1.3.3 The restaurant would be accessed from via the existing Retail Park access road which also serves the Argos and The Range Stores.

1.3.4 The hours of opening would be 24 hours Monday to Sunday.

2.0 McDONALD'S/MARTIN BROWER EXPERIENCE

2.1 Extent of McDonald's Servicing Experience

2.1.1 McDonald's has been trading in the UK since 1974. The company operates over 1,348 fast service restaurants (+90 ROI) of which around 1,204 are restaurants with drive thru facilities.

2.1.2 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.

2.2 Health and Safety Policy and Review Process

2.2.1 As part of their on-going Health & Safety processes, every McDonald's store has a detailed manual covering the running of the restaurant. This includes receiving deliveries and provides generic details applicable to all restaurants. In addition to this, every restaurant has a further site specific risk assessment undertaken which includes details relating to:

- Obstructions
- Long trolley distances
- Using customer areas during deliveries (either in-store, or within passing through the car park)

2.2.2 The Health and Safety Policy is reviewed annually and any staff who assist with receiving deliveries at the store are provided with specific detailed and documented training. When a delivery occurs, a minimum of two staff will assist with the storage of goods however this can be increased for a particularly large delivery or if the weather is especially hot, or inclement. All staff (and delivery drivers) wear high-visibility clothing when taking part in deliveries, to ensure visibility to traffic and customers (pedestrians) within the car park.

2.2.3 Health and safety of both staff and customers during deliveries is an important and integral aspect of McDonald's delivery management across all their restaurants.

2.3 Servicing Contractor and Vehicle Details

2.3.1 Martin Brower are McDonald's sole distributor for all of its products in the U.K. and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, Martin Brower also continuously reviews each site in line with their own Health & Safety policies.

2.3.2 Martin Brower continually review and optimise their routes and schedules and will on occasions change the delivery window that a store has been assigned.

2.3.3 Goods are delivered by articulated lorry, typically 16.6m in length. However, in some circumstances 11.1m rigid delivery vehicles are also used for servicing. This is the case for the Wrexham restaurant.

2.3.4 Multi temperature vehicles are used which allows all of the restaurant's requirements of frozen, chilled and ambient products to be delivered in one visit, reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions. Goods are stored within wheeled cages to minimise the number of shuttles between the delivery lorry and the restaurant, as opposed to individual boxes being carried.

2.3.5 Martin Brower vehicles are equipped with 360º cameras to assist with reversing manoeuvres. McDonald's staff will be on hand to manage customer vehicles and pedestrians during deliveries.

2.4 Driver Scheduling

2.4.1 The driver scheduling operates in such a manner that the same driver will not visit the same restaurant for every delivery. Each restaurant is set a fixed delivery day and window that range from early AM to late PM. This means that different rotas will cover different delivery days and times.

2.4.2 Each new driver undergoes a rigorous eight day training and selection process before becoming an MBUK delivery driver. All drivers are required to undergo an annual assessment and a minimum of 1 day driver CPC (certificate of professional competence) training to remain an MBUK driver.

2.4.3 In addition, all MBUK vehicles are fitted with vehicle telematics that reads information directly from the vehicles CANbus (internal computer system). This system records and measures all of the vehicles activities and the individual driver's performance. This is monitored by the operations teams, live throughout the day.

2.4.4 Drivers typically receive notification of their delivery schedule the day before their shift and receive a map of their route. All drivers have a Personal Digital Assistant (PDA) which contains their route, timings and instructions for each restaurant.

3.0 McDONALD'S SERVICING PROCEDURE

3.1 Servicing Frequency, Timing and Duration

3.1.1 As noted in Section 2.1, deliveries would be expected to occur 3-5 times per week.

3.1.2 The vehicle is expected to be parked for between 15 to 75 minutes within a 2-4 hour delivery slot depending on the range and quantity of products being delivered.

3.1.3 Deliveries during peak trading periods are avoided to minimise any delays in delivery. Delivery times can, where necessary, be adopted to suit any site and are closely controlled in sensitive locations.

3.2 Paragon

3.2.1 Martin Brower uses a sophisticated computerised planning tool (Paragon) which enables the requirements for an individual delivery destination to be set and ensures that they are compiled on every occasion the delivery is planned.

3.2.2 Notification of the delivery time is emailed to the restaurant the day before the delivery. The restaurant will be allocated a 4 hour delivery planning window and the delivery will be planned within this slot. In practice however, most restaurants receive their deliveries at the same time on the same days each week.

3.2.3 On the day of the delivery the GPS system linked to Paragon will enable the Business Manager to track the delivery similar to domestic courier services so an accurate arrival time can be ascertained.

3.2.4 Through this process of prior assessment and notification, Martin Brower and McDonald's are able to notify the restaurant of an accurate arrival time and ensure that measures required to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

3.3 Refuse Collection and Recycling

3.3.1 Waste minimisation and recycling are promoted.

3.3.2 Waste minimisation has been achieved through the redesign of tray liners and specifying the use of light-weight bin liners. Food wastage is minimised through the use of a computer system which monitors the amount of food served at given times of day, resulting in more accurate preparation and ordering of stock. This therefore, reduces the quantum of waste and frequency of collection required.

3.3.3 Delivery vehicles also collect all waste cardboard, food waste, cups, oil and empty delivery trays/crates which are returned to suppliers for re-use. This reduces the volume of refuse collected for land fill.

3.3.4 Refuse is collected by a private contractor using a 9.6m refuse vehicle, 3 times per week and collect landfill waste only.

3.4 Vehicle Delivery Procedures and Noise

3.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement then the chiller and freezer can be switched off upon arrival at site.

3.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.

3.4.3 During any reversing the vehicles emit a reversing beep-beep sound. The reversing warning fitted to MBUK vehicles, is a 'white noise' warning, which allows everybody in the immediate area of the vehicle to hear the warning, but the noise does not travel, which reduces the noise pollution.

3.4.4 Martin Brower were highly commended at the Noise Abatement Society's 2017 John Connell Awards:

"As an early adopter of quiet technology and staff training in its delivery to McDonald's restaurants, the supply chain distributor, Martin Brower, was commended for its understanding of the holistic spirit of Soundscape principles through a variety of sustained best practices to enable efficient servicing without causing noise disturbance."

3.5 Driver Responsibility

3.5.1 The drivers are responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles, staff or pedestrians.

3.6 McDonald's Staff

3.6.1 McDonald's allocate a minimum off two staff to be on site and available to assist with deliveries. These staff have completed a McDonald's Health and Safety Training.

3.6.2 Restaurant staff are on site to ensure the space required for delivery vehicle manoeuvring is clear. Once on the tarmac, they wheel the cages to the restaurant.

3.6.3 McDonald's staff are on hand to manage customer vehicles and pedestrians during the delivery.

3.7 Summary

3.7.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the Country and this system would be successfully implemented at the Wrexham restaurant.

4.0 SERVICING PLAN: McDONALD'S WREXHAM RESTAURANT

4.1 Servicing Procedure: McDonald's Wrexham

4.1.1 The McDonald's Wrexham Restaurant will be serviced 3-5 times per week by a 11.1m rigid delivery vehicle. Deliveries to the restaurant will occur overnight between 8pm and 8am to avoid peak trading periods for the McDonald's and the wider Retail Park.

4.1.2 The proposed delivery scheduling will also ensure that deliveries occur outside peak periods for the highway network.

4.1.3 The restaurant would be assigned its 4-hour delivery slot by Martin Brower outside these time periods. These would generally be the same slots week in, week out, so the restaurant will have regular delivery pattern which they will be well experienced with.

4.1.4 Two staff (minimum) will be allocated to manage the delivery. They will have received Health and Safety training.

4.1.5 TRACK analysis of the Martin Brower delivery vehicle accessing, unloading and exiting the site is included as Appendix 2.1.

4.1.6 There are 29 spaces within the car park. It is proposed that staff would cone off 5 spaces in the car park required for unloading and manouevring. There would therefore still be 24 spaces available for staff and customers. It is considered that during the proposed servicing period there would be sufficient available parking for both customer demand and the delivery vehicle.

4.1.7 A plan showing the proposed car park management strategy is included as Appendix 3.0.

4.1.8 The Business Manager would track the progress of the delivery vehicle and 30 minutes prior to arrival of the delivery vehicle staff would check the car park prior to the arrival of the delivery vehicle to ensure the spaces required are coned off and ready.

4.1.9 Once the delivery vehicle is parked, goods are trollied from the delivery vehicle to the corral at the rear of the building.

4.1.10 When the delivery is complete the delivery vehicle leaves the site in a forward gear. Once the delivery vehicle has left the staff will remove the cones from the parking spaces.

4.2 Refuse Collection: Wrexham

4.2.1 Bins would be stored in the corral at the rear of the restaurant. Bins would be wheeled to the vehicle by refuse operatives.

4.2.2 Refuse would be collected by a private contractor, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.

4.2.3 Refuse collections would also occur at Wrexham during quiet trading periods, three times per week. Refuse collections would also be scheduled to avoid coinciding with deliveries.

4.2.4 The refuse vehicle would also use the car park to collect the refuse.

4.2.5 Appendix 2.2 shows the TRACK analysis for the 9.6m refuse vehicle (standard for Veolia fleet) entering the site, loading and exiting the site in a forward gear.

4.3 Monitoring Procedures

4.3.1 Drivers are debriefed at the end of any shift and any issues are logged by MB Control.

4.3.2 Restaurants can also rate the MB driver so any issues can be identified by MB Control.

5.0 SUMMARY AND CONCLUSIONS

5.1 Summary

5.1.1 McDonald's and Martin Brower have extensive experience of undertaking deliveries at McDonald's drive thru restaurants, whilst they are open and this presents no operational difficulties.

5.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.

5.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant and demonstrates the planning and management, to provide safe and efficient servicing.

5.1.4 The arrangements described in this Servicing Management Plan follow 'tried and tested' methodology used successfully across the UK which would include Wrexham.

5.2 Conclusions

5.2.1 This report has been prepared to support the planning application for the single storey McDonald's restaurant at Plas Coch Retail Park, Wrexham.

5.2.2 This report has shown that McDonald's Restaurants Ltd are experienced in managing deliveries and refuse at their stores. Likewise, their logistics partner Martin Brower is also experienced at dealing with deliveries to McDonald's customer car parks.

5.2.3 Staff are trained in receiving deliveries and managing customers and their vehicles before and during deliveries. Measures are in place to monitor deliveries and driver performance so any issues can be identified, reported and dealt with by Martin Brower.

5.2.4 The McDonald's Wrexham Restaurant will be serviced 3-5 times per week by a 11.1m rigid delivery vehicle. Deliveries to the restaurant will occur after 8pm and before 8am to avoid peak trading periods for the McDonald's and the wider Retail Park.

5.2.5 In conclusion therefore, this document confirms the good practice already employed widely at McDonald's restaurants which will also be utilised at Wrexham.

APPENDIX 1.0

ARCHITECT'S PROPOSED LAYOUT

N

0 2 4 6 8 10m

Scale 1:200

PLAS COCH RETAIL PARK

Proposed new tree (specimens TBC) and 1.5m x 1.5m tree pit

Proposed 3no. parking spaces (2.4m x 5m)

Proposed Rain Garden Planter (SuDS) subject to Vectors' design and detail

Proposed 1100mm high close boarded timber fence for headlight screening

Proposed 3no. trees (specimens TBC)

Proposed sub station

Proposed 1:18 (730mm rise) ramped access point subject to S/E design design and detail

Proposed crossing point to highway engineers design - subject to LPA approval

Proposed High visibility pedestrian guardrail

MOLD ROAD

PLAS COCH ROAD (B5101)

DRIVE THRU

EXIT

ENTRY

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

3 no. Grill Bays

Proposed Sub St.

El Sub Sta

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
Inc. 3no. Proposed Grill Bays

General Site Proposal Notes:

'DOT' denotes Department of Transport Signs. For Signage type refer to AEW drawing no. 7391_AEW_8104_1008

'DK' denotes drop kerb to be installed

All drive thru related road markings to be in yellow thermoplastic material

Car park related road markings to be in white thermoplastic material

Standard parking bays to be finished in white thermoplastic material

All junction road markings to be lined in white thermoplastic material

Accessible parking bays to be lined in yellow thermoplastic material to current Part M standards with relevant 'DOT' signage and drop kerbs as indicated

Parked order bays to be lined in yellow thermoplastic material with relevant 'DOT' signage

All pedestrian crossings set out in white thermoplastic material. Tactile paving where crossing leads to safe destination

Drop kerbs to be installed along delivery routes

For more detailed landscape design please refer to Vector Landscape Designers drawing no 17229-VL-McD-L01 Rev:B

Proposed Schedule of Parking	
Accessible Bays	02
Grill Bays	03
General Bays	24
Total Parking Bays	29

Schedule of Areas	
Proposed Site Area (Hectares)	0.25
Proposed Building (GEA / m²) (Excluding Corral)	249.4

Patio Aubrilam Furniture Schedule	
Circular Table - 4 Seat 1600mm Ø (H 780mm). Galvanised steel frame with laminated timber effect finish	
Trash Bin 492 x 492mm (H 1217mm). Galvanised steel frame with laminated timber effect finish	
Ash Bin 297 x 297mm (H 891mm). Galvanised steel frame with laminated timber effect finish	
Umbrella 2.1 m Octagonal Parasols (black canopy with white 'McDonald's' text)	

NOTES

- All dimensions and levels are to be checked on site.
- Any discrepancies are to be reported to the architect before any work commences.
- This drawing shall not be scaled to ascertain any dimensions. Work to figured dims only.
- This drawing shall not be reproduced without express written permission from AEW.
- Title overlay drawings and ownership boundaries are produced using all reasonable endeavours. AEW cannot be responsible for the accuracy or scale discrepancy of base plans supplied to them.
- All works are to be undertaken in accordance with Building Regulations and the latest British Standards.
- All proprietary materials and products are to be used strictly in accordance with the manufacturers recommendations.

CDM 2015

Client notified of duties: **at design workshops.**

Principal Designer: **TBC**

Unless noted below, all known hazards have been highlighted on the drawing:

Drawing Based on: Glanville's Survey Drawing no. 8190110/4101 Dated: January 2019 and Haydens Tree Survey Drawing no:7215-D-CP Dated:21/01/19

- Scale for planning purposes only.
- Extent of McDonald's Demise Indicated Thus:

Proposed Site Finishes	
Tarmacadam - Car Park	
Imprinted Concrete To Drive-Thru Lane: Air-Entrained Concrete With Full Layer Works, Hardening Agent & Curing System; Through-Colour Concrete Grey, London Cobble Pattern.	
Marshalls 200mm x 100mm Charcoal Keyblock Paving - Patio	
Tarmacadam - Footpaths - Charcoal	
Turf & Low Level Shrubs - Soft Landscaping	
Brushed Concrete - Drive Thru Lanes w/ Road Markings and Delivery Route	
1100mm High Timber Close Boarded Fence	
1100mm High Timber Post and Rail Fence	
600mm High Timber Knee Rail Fence	
1050mm High visibility pedestrian guardrail	
Target Bin	
Cranked Bollards - McDonalds Standard Cranked Bollard Painted White	CB
Tactile Blister Paving	
6m Indicative Lighting Column - Positions subject to confirmation by M&E consultant	LP
150mm Diameter Stainless Steel Protective Bollard	BOL

REV	Date	Drawn by: -	Checked by: -
E	06/03/24	MC	JJS
Proposed pedestrian ramped access indicated. Steps omitted			
D	12/05/21	JJ	TSS
Proposed parking bays amended and minor adjustment to kerbs.			
C	22/01/21	JJ	TSS
Rain garden planters added.			
B	01/12/20	JJ	TSS
Layout updated to show 1100mm high close boarded fence to DT lane for head light screening. Whitelining in car park amended to increase size of parking bays.			
A	24/11/20	JJ	TSS
Crossing point introduced towards south of site as per ADL's highways design.			
-	29/10/20	JJ	TSS
Initial Issue			

Status: **S2** Purpose of Issue: **For Information**

drawing stage: **Planning**

client: **McDonald's Restaurants Ltd**

project: **Plas Coch Retail Park, Wrexham** store: **8104**

drawing title: **Proposed Site Plan**

date: **29/10/20** drawn: **JJ**

scale@A1: **1:200** checked: **TSS**

PLANNING

Rev **E**

Job No **7391_AEW_8104_1004**

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APPENDIX 1.0
ARCHITECTS SITE LAYOUT

Proposed Site Plan

APPENDIX 2.0

TRACK ANALYSIS

2.1 TRACK Analysis: Delivery Vehicle
2.2 TRACK Analysis: Refuse Vehicle

(PH)

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
Inc. 3no. Proposed Grill Bays

MOLD ROAD

DRIVE THRU

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

3 no. Grill Bays

PLAS COCH ROAD (B5101)

El Sub Sta

Proposed Sub St.

N
W
E
S

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
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MOLD ROAD

DRIVE THRU

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

3 no. Grill Bays

PLAS COCH ROAD (B5101)

El Sub Sta

Proposed Sub St.

ADL TRAFFIC & HIGHWAYS

Title
TRACK ANALYSIS:
11.1m RIGID DELIVERY VEHICLE

Scale
1:500@A3

APPENDIX 2.1

(PH)

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
Inc. 3no. Proposed Grill Bays

MOLD ROAD

DRIVE THRU

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

3 no. Grill Bays

Proposed Sub St.

PLAS COCH ROAD (B5101)

El Sub Sta

N
W
E
S

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
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MOLD ROAD

DRIVE THRU

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

3 no. Grill Bays

Proposed Sub St.

PLAS COCH ROAD (B5101)

El Sub Sta

ADL TRAFFIC & HIGHWAYS

Title: TRACK ANALYSIS: REFUSE VEHICLE

Scale: 1:500@A3

APPENDIX 2.2

APPENDIX 3.0

CAR PARK MANAGEMENT PROPOSALS

29no. Car Parking Spaces
Inc. 2no. Proposed Accessible Bays
Inc. 3no. Proposed Grill Bays

N
W
E
S

DRIVE THRU

GYRRU DRWY'R

Deliveries

Bespoke Corral

McDonald's Restaurant DO100S

Cycles

MOLD ROAD

3

3 no. Grill Bays

Proposed Sub St.

Emergency Access

PLAS COCH ROAD (B5101)

SPACES TO BE CONED OFF

ADL TRAFFIC & HIGHWAYS

Title
CAR PARK MANAGEMENT PROPOSALS PLAN

Scale
1:250@A3

APPENDIX 3.0