Redpoint Holidays Ltd.

Service and Delivery Management Plan

Trinity Hall, Llangollen Road, Acrefair, LL14 3SF



Figure 1 - View of Trinity Hall and Warehouse from Llangollen Road

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SERVICE AND DELIVERY MANAGEMENT PLAN

1. Introduction

1.1 Aims & Objectives

This plan is provided as a framework to manage the delivery and service vehicle movements to and from the site. The aim of the plan is to promote sustainable transport of deliveries and goods. The introduction of this plan will Improve reliability, promote safety and reduce the impact on the environment.

Delivery Management objectives:

1. Reduce peak time deliveries and movement.
2. Manage the timing of deliveries to reduce the volume of vehicles and their movement.
3. Encourage the use of sustainable green vehicles.
4. Effectively manage the loading and unloading to reduce waiting time.

2. Deliveries and Servicing

2.1 Delivery & Servicing Arrangements

There is a designated loading area to the rear of the property. All delivery and service vehicles will be required to access and egress the site via the vehicular access gate and load/unload in this area.

The loading bay is located so that vehicles using this area can reverse into the bay from within the car park area on site.

Use of the loading bay will be managed by dedicated staff.

According to the swept path analysis (DAS - Appendix 12 & 13) the maximum size vehicle that could enter, turn and exit the site is a vehicle, over 7.5 tonne, which is 8 meters long, 2.44 meters wide, turning radius 8.5 kerb to kerb, 9.4 wall to wall, wheelbase 4 meters.

3.5 Tonne Box Van	2.2m Transit Van	7.5 Tonne Van
		

However, large vehicles of this type shall be avoided wherever possible, as we prefer to limit access to the site to smaller vehicles, (DAS - Appendix 14 & 15), to provide a more pleasant environment.

We will accept delivery vehicles, such as a long wheelbase Mercedes Sprinter type vehicle, up to 3.5 tonne, **length 7 meters**, long wheelbase 4.3 meters.

The servicing arrangements are as follows:

Time slots for the use of the loading area must be pre-arranged where possible.

Only vehicles up to a total maximum length of 7 meters will be permitted to access the site.

Vehicles must switch off their engines when unloading/loading.

Deliveries will be restricted to between 9.30am and 2.30pm, or 3.30 – 5pm, Mondays-Fridays.

2.2 Types of Deliveries

Anticipated types of regular/ planned deliveries that would use the loading area:

- Refuse collection – once a week by pre-arrangement
- Wood Pellet delivery (to supply the wood pellet boiler heating system) – once a year by pre-arrangement
- Businesses loading/unloading when moving in/out of premises – by pre-arrangement
- Contractors involved in maintenance work on the property – by pre-arrangement

Anticipated types of irregular deliveries that would reverse into the loading area:

- Couriers, such as Royal Mail, Amazon, or DHL, who are dropping off parcels (they usually deliver to us between 11am – 2.30pm)

2.3 Timing of Deliveries

The timetable for regular deliveries will be managed to ensure that there are no deliveries at unsocial times and only one vehicle is unloaded at any one time.

Waiting time limits will be set for vehicles using the loading area to avoid a second vehicle having to wait.

In the unlikely event of a vehicle arriving whilst another delivery vehicle is using the loading area, and no other suitable space in the car park is available, it will be directed to drive away via a pre-agreed circuit and return once the other vehicle has departed.

We actively encourage companies to deliver outside of school drop-off and pick-up times.

2.4 Loading/Unloading

Regular/Planned deliveries will be met by designated staff, who will ensure efficient use of the loading bay.

When an irregular delivery arrives, the relevant business employee will be informed to collect their parcel. The parcel will be unloaded within the bay and taken directly to the office responsible for ordering the delivery.

2.5 Refuse Collection

A private waste contractor will be contracted to collect business recycling waste in a van-sized vehicle (up to 3.5 tonnes), as described in 2.1 above.

Waste bins will be positioned at the back of the loading bay to reduce collection time.

Collections will be pre-arranged at off-peak times.

We anticipate the types of businesses on site will not produce commercial waste other than personal consumption and paper/cardboard.

3. Health & Safety

Our site delivery operations will follow any relevant government guidelines regarding Health & Safety, including the wearing of relevant PPE, the management of COSHH, safety signage, and cleaning procedures.

4. Data Collection

A travel and service management survey will be used to monitor deliveries and servicing for the premises. The survey would be logged for two weeks every 6 months to monitor vehicle movements to the site. Any variation from the intended use would be investigated and countermeasures enforced. (See DAS - Appendix 22). We would complete the Survey for 5 Years from the completion of Phase 1.

Example of survey for deliveries and servicing

These questions can be used to monitor the deliveries and servicing at a site over a period of 2-4 weeks. Further questions can be added.

Date	Time	Where has the driver parked ? (on or offstreet)	Inbound or Outbound	Vehicle type (pedestrian, bicycle, motorbike, van, lorry)	Fuel type (petrol, diesel, electric, hybrid, no fuel)	Was there any delay to the vehicle in immediate vicinity of the site?	Office delivering to or collecting from	How many suppliers in the delivery?	Type of goods? (e.g. office supplies, food, waste)	Size and number of goods units