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DELIVERY AND SERVICING MANAGEMENT PLAN

Chapter Court, Wrexham



Real Planning

Dunmore, Church Street,
Penycae, Wrexham. LL14 2RL
info@realplanning.co.uk



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1. APPOINTMENT

The Delivery and Servicing Management Plan has been prepared by Real Planning on behalf of the APPLICANT for the Chapter Court commercial development on Queen's Square Wrexham in order to satisfy Wrexham Council Environment Department's requests following a Pre-application Enquiry.



2. BACKGROUND

The main vehicular access to the site is taken from Argyle Street although access to many of the units is also available from Queen Street and some from Hope Street.

Argyle Street is effectively a cul-de-sac with a turning head historically providing access to the delivery yard. Access to Argyle Street is from Rhosddu Road. Both roads are within a pedestrianised zone subject to traffic regulation orders restricting vehicular access to loading vehicles and taxis.

Queen Street is accessed via Lambpit Street and is also a pedestrianised zone with vehicular access subject to limited time accessibility before 11.30 am and after 5 00pm.

Hope Street is subject to similar time restrictions.

3. SERVICE AND DELIVERY MANAGEMENT PLAN OBJECTIVES

- To minimise the impacts of delivery and service movements, particularly at peak times.
- Demonstrate that goods and services can be delivered, and waste removed in a safe and efficient manner.
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods.
- To manage the timing of deliveries to reduce the impact in peak periods.
- To ensure appropriate routing strategies are in place for travel.

4. EXISTING DEVELOPMENT

There are 15 units currently under the ownership of the APPLICANT most are serviced by the delivery yard off Argyle Street, but others are serviced, at front of shop, from Queen Street or Hope Street.

Information supplied by the owners show that no HGVs are currently used to service any of the units. Most units use either small vans or light goods vehicles.

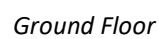
Given the goods offered at the existing units deliveries are infrequent, the most frequent being just 4 deliveries per week.

Refuse collection service visits the site via Argyle Street on a couple of occasions per week. Wrexham Council refuse wagon also visits the site once a week mid-morning on a Friday.

Although some staff vehicles currently use the rear of the site, this is done purely for delivery purposes, so the cars are not in situ for long periods of time.

5. PROPOSED DEVELOPMENT

The proposed development consists of a Micro Food Court [series of small units], a Micro Retail Court [series of small units] and an outside entertainment area on the ground floor to the rear utilising part of the existing service yard with 6 larger food / function outlets on the first floor with outside eating areas. See proposed drawings over the page.





First Floor

6. REPORT PURPOSE

The Delivery and Servicing 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 is, therefore, an important tool for managing transport impacts and is produced in accord with the responses received following the Pre-application Enquiry [see Appendix 1 to this document], to inform the authorities of the intent of the applicant in managing delivery and service vehicle trips to and from the development in order to minimise their impact on the surrounding public highway.

7. REPORT CONTENTS

The report is set out as follows:

- Part 7 presents the proposed servicing provision on the site including details of the site management.
- Part 8 identifies the objectives of the Delivery and Servicing Management Plan.
- Part 9 discusses the benefits of the Plan.

8. SERVICING AND REFUSE COLLECTION PROPOSALS

Commercial

This part details the delivery and servicing activity for the proposed land use. Servicing to the site will continue to take place mainly from Argyle Street with access via Rhosddu Road. Loading on Rhosddu Road and Argyle Street is permitted under the existing traffic regulation order.

Deliveries for those units fronting Queen Street will be done via Lambpit Street and Queen Street before 11.30 am and after 5.00 pm Monday to Friday; before 9.30 am and after 5.00 pm on a Saturday, and before 1.00 pm and after 5.00 pm on a Sunday, as permitted by the existing Traffic Regulation Order.



Deliveries for those units fronting Hope Street will be done via Hope Street before 11.30 am and after 5.00 pm Monday to Friday; before 9.30 am and after 5.00 pm on a Saturday, and before 1.00 pm and after 5.00 pm on a Sunday, as permitted by the existing Traffic Regulation Order.

The range of goods offered at the units will not generate any significant additional traffic other than a few extra daily deliveries from small vans and light goods vehicles. Every attempt will be made to ensure that these vehicles make deliveries at different times in order to avoid conflict of vehicles at the site.

Deliveries can be timed to early morning and mid evening to avoid any potential congestion issues.

There is no time restriction on deliveries to the Argyle Street servicing area so effective coordination is a relatively easy task. Any occasional conflict of deliveries can easily be accommodated on Argyle Street where loading is permitted at any time of the day.

Staff

No staff will be permitted to park to the rear of the site.

Refuse

Commercial waste which would be generated by the proposed development would be stored within the refuse storage and collection area identified on the Plan. The frequency of refuse collection cannot be fully established until the operating users are finally known and their specific needs have been identified. The site will be managed proactively in association with the Council's Waste Strategy Officer and in line with the current guidelines. The attached swept path analysis shown in the submitted details [see Drawing No R362-12 Proposed 11-2m Refuse Vehicle Tracking] demonstrates that a refuse wagon can still turn into the site and reverse on to Argyle Street using the existing turning head facility.

Wrexham Council Environment department has raised concerns over refuse vehicles turning on Argyle Street when there are pedestrians using the route as a connecting thoroughfare between Hope Street and Rhosddu Road during the day.

Whilst recognising these concerns, it is not illegal to reverse onto the highway and neither is it unusual for experienced drivers of refuse vehicles to manoeuvre in town centre locations where pedestrians are present. Reversing onto the highway does not mean safety is compromised in any way.

Most importantly it should be noted that there will be a Site Management Officer present at the site 7 days a week in one of the units fronting Hope Street. Any issues with the timing of deliveries or refuse collections can be resolved by the site manager. If considered necessary, the site manager will be available to act as a banksman to ensure the safety of other road users whilst refuse vehicles are reversing onto Argyle Street.

A bin store of adequate size has been shown on the submitted plans and is in full accordance with a request made by Wrexham Council Refuse Department in discussions about this matter as instructed by Wrexham Council Environment Department.

Vehicle Types

A restriction on the type of delivery vehicle permitted will be enforced by the site management company who will ensure that no HGVs are used for deliveries to the site.

Risk Assessment of Servicing Area

A risk assessment of the servicing area will be undertaken by suitably trained management staff and will include:

- adequate manoeuvring space for vehicles;
- interaction with pedestrians;
- adequate unloading area;
- interaction with vehicles;
- visibility of management staff.

Accommodating Special Deliveries

Any special deliveries to the site will be pre-arranged with site management by telephone or through an online booking system. Special deliveries are defined as unusually large items which would arrive on a highly infrequent basis. Delivery and duration would be agreed with the site manager.

9. BENEFITS OF THE PLAN

The coordination of deliveries by the site manager will ensure that there is very limited prospect of delivery vehicles being at the site simultaneously.

This will provide:

- cost effective deliveries to suit the business;
- more reliable delivery patterns;
- enhanced corporate social responsibility by trying to reduce the number of vehicles delivering to the site.

10. CONCLUSION

The Delivery and Service Management Plan demonstrates that the site can be serviced safely within designated areas in order to ensure that traffic-flows and pedestrians on the surrounding highway network are unaffected by the operation of the site.

APPENDIX 1: INFORMATION RECEIVED REGARDING HIGHWAY ISSUES

MEMORANDUM



From: Planning Control Manager

To: Chief Officer Planning & Regulatory
FAO: Sharon Holman

Our Ref: PR/Pre/2019/024

Your Ref: ENQ/2019/0121

Date: 29th May 2019

Proposed Change of Use of The Service Yard into a Court Yard, Opening up of The Existing Retail Units to create a Micro Retail and Food Court creating a link between Hope Street, Rhosddu Road and Queen Street.

I refer to your email / enquiry dated 17/05/2019 in respect of the above.

Access

The development site is bounded by Rhosddu Road (Classified Road) to the north, Hope Street (Classified Road) to the south, Argyle Street (Unclassified Road) to the west and Queen Street (Classified Road) to the east.

The site is located within the Wrexham Town Centre pedestrianized zone. The only route to the existing service yard is via Rhosddu Road / Argyle Street. The current traffic regulation order in place leading to the service yard prevents any parking or loading along Rhosddu Road / Argyle Street.

No vehicles (including deliveries) are permitted onto Queens Square. This area has bollards in place to prevent vehicle access.

Deliveries are permitted along Queen Street with access via Lambpit Street exiting either via Henblas Street or Hope Street.

Deliveries are permitted along Hope Street with access via Regent Street.

I assume that any retail units / offices etc. fronting Queens Square and Argyle Street have to be serviced via the existing service yard.

Servicing / Deliveries

I assume that any retail units / offices etc. fronting Queens Square and Argyle Street have to be serviced via the existing service yard in terms of both deliveries and waste collection / recycling. Given the existing Traffic Regulation Orders in place along Rhosddu Road / Argyle Street (ie/ no waiting / no loading), all deliveries / waste collections must take place within the yard with vehicles having to enter, off-load / load, turn and exit. Some delivery vehicles may utilize the existing turning head at the end of Argyle Street and reverse into the service yard.

I assume that vehicles entering the service yard comprise some staff vehicles (cars), HGVs, refuse vehicles (11.2m long) and transit van vehicles / box vans.

At present it would appear possible for a number of delivery vehicles to enter the service yard at the same time without blocking each other in. However, if the proposed development is supported, the service yard would be lost and there would appear to be very limited space remaining for existing deliveries. Any deliveries would have to be co-ordinated so only one vehicle arrived on site at any one time which would seem impractical.

No details of how deliveries / waste collection would be managed in this instance have been provided. I would recommend that further details of the type / size / frequency of vehicles is provided and how deliveries would be managed.

I assume that a significant number of pedestrians pass through Argyle Street during the day. Consideration needs to be given on what impact any concentration of deliveries just inside the turning head will have on pedestrian safety. I assume that all vehicles entering the restricted delivery area (Site Plan – Drg. No. R362-27-A1) will have to now reverse within the turning head where previously they could well have been able to enter the service yard in a forward gear, turn within the yard and exit in a forward gear.

Parking Provision

It is not clear as to whether staff working at the existing retail units park within the existing service yard. Further clarification is required on this matter.

Waste Collection / Recycling

It is important that any proposed bin store / compound is of adequate size / design to accommodate the required number / type of bins and does not impact on the adjoining highway.

I would strongly recommend that you consult with our Waste Strategy Officer – Catherine Golightly on Tel: 01978 729693 to discuss the above detail and the adequacy of any area allocated to waste collection and how it will be serviced.

Planning Control Manager