

TECHNICAL NOTE 1

DATE:	10 June 2020	CONFIDENTIALITY:	Public
SUBJECT:	Draft Servicing and Delivery Management Plan		
PROJECT:	Proposed Retail Unit, Llay, Llay New Road	AUTHOR:	JH
CHECKED:	JR	APPROVED:	JH

INTRODUCTION

This technical note relates to planning application ref P/2020/0155 for the erection of a Class A1 Retail Unit (Convenience Store) with access and parking on land at the corner of Llay New Road and Watts Dyke. WSP have been instructed to provide a draft Servicing and Delivery Management Plan following a request from the local highway officer.

It is proposed that a Servicing and Delivery Management Plan (SDMP) for the site would set out details of the maximum size of vehicle permitted to enter the site, likely servicing hours, and the process for receiving deliveries at the site.

An SDMP could be made a condition of planning for this development, with a final plan being agreed with the LPA prior to occupation of the development. The remainder of this document sets out a proposed draft SDMP in order to demonstrate the typical scope and contents. The SDMP should be refined by the occupier of the development prior to first occupation based on their specific requirements.

The proposed site layout is shown on Studio PH drawing 0118(P)123 which accompanies this note. 15 spaces (including 2 disabled spaces) would be marked out for use by customers, and a dedicated delivery vehicle parking area would be provided at the south end of the retail unit, adjacent to the goods entrance.

An extract from the proposed site layout plan is included below in Figure 1. A drawing showing the swept path of an 8.4m rigid delivery vehicle accompanies this note.

Figure 1 – proposed site layout



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DRAFT SERVICING AND DELIVERY MANAGEMENT PLAN

Introduction

The purpose of this Plan is to provide supporting information describing how servicing could take place and operate in an acceptable manner. This document details the following:

- The method of implementing the Plan;
- Size and frequency of delivery vehicles;
- Management of deliveries;
- Waste;
- The behaviour of delivery and store personnel during servicing.

Method of Implementation

The Unit Occupier will be responsible for implementing the plan and ensuring that suppliers are notified of the agreed servicing procedure as detailed below.

The unit occupier will monitor the plan and propose improvements if necessary. Proposals for amendments to the plan must be discussed and agreed with the Local Planning Authority before being implemented.

Deliveries will take place from the dedicated unloading area in the southern corner of the site, adjacent to the goods entrance. Regular deliveries will be carefully programmed to avoid any conflict between delivery vehicles being used to service the store.

Size and Frequency of Deliveries

Table 1 overleaf sets out the details of the maximum vehicle size and number of daily deliveries which the unit occupier and 3rd party distributors will adhere to for the duration of their occupation of the development:

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Table 1: Delivery Schedule

Delivery Type	Source	Maximum Vehicle Size	Max No. of Deliveries	Delivery Window
Ambient, Fresh, Frozen, Milk	Depot	8.4m rigid heavy goods vehicle	1-2 per day (each day)	06:00-08:00 10:00-14:00 18:00-23:00
Bread	Supplier	8.4m rigid heavy goods vehicle	1-2 per day (each day)	06:00-08:00 10:00-14:00 18:00-23:00
Total HGVs			2-4 Deliveries	
Newspapers & Magazine	Supplier	Light goods vehicle (transit sized vans)	1 per day	06:00-09:30 (short stay)
Sandwiches	Supplier	Light goods vehicle (transit sized vans)	1 per day	06:00-11:00 (short stay)
Total LGVs			2 Deliveries	

Deliveries will be planned on a schedule to avoid coinciding with other delivery vehicles, with sufficient time allocated between newspapers, sandwiches, ambient and fresh/frozen deliveries.

Management of Deliveries

It is intended that the store will be operated by an established convenience retail chain. To manage servicing, major retailers use logistics management software such as Paragon, which produces feasible routes and schedules that best fit with agreed time windows, vehicle size restrictions, loading weights and driver working hours. Through the use of this software, time slots at which deliveries are made to the individual stores are known well in advance of their arrival. Delivery vehicles are monitored during the day and their route updated to reflect traffic conditions where necessary. Managers of stores are made aware of their time slots, which enables them to prepare both within and outside of the store for the arrival of the delivery.

To provide further accuracy regarding when a service vehicle will arrive, stores can call the respective distribution depot to obtain the GPS data on where the vehicle is and its estimated time of arrival.

Consequently, the store will be able to accurately establish the estimated arrival time of a vehicle and ensure that this does not conflict within any other planned deliveries.

The store manager or other named member of staff will be responsible for monitoring the daily delivery schedules. The measures set out 9 above will ensure that the delivery area is available for service vehicles when they arrive at the site. However, should the rare occasion arise when the delivery area is still occupied when a service vehicle is due, the person responsible will contact the distribution depot who will advise the driver accordingly. The driver will then find an appropriate location (i.e. one where they would

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not be in contravention of any traffic regulation orders such as parking restrictions) well in advance of their final approach to the store to wait until the store manager informs the distribution centre that the delivery area is clear. For the sake of clarity, delivery drivers are not to wait on Llay New Rd or Watts Dyke for the delivery area to become clear.

It is advised that drivers employed by the site operator will carry with them a comprehensive risk assessment for each visit to the store, this will detail the servicing arrangements and process to follow for this site. The process should also be communicated to third party suppliers who use HGVs for deliveries

Waste

It is proposed that the retail unit will have no waste collections and that incoming delivery vehicles would be filled with waste goods for the return journey. This process is known as Backhauling.

Recycling will be collected from the back of house area to the rear where all refuse is stored. Waste which can be recycled, including cardboard, oil used in food preparation, plastic arising from packaging and animal by-products, would be recycled using specialist licensed recycling companies such as Euro Recycling or DS Smith.

Behaviour of Personnel During Deliveries

The Freight Transport Association (FTA) has developed a code of practice which gives guidance to all operators on minimising and, where practicable, avoiding disturbance to local residents when making deliveries.

Responsibility for minimising noise disturbing neighbours is the responsibility of everyone from drivers, who deliver goods, through to the store staff who receive deliveries.

In line with the FTA's guidelines, delivery personnel and staff at this store will be required to follow the general guidelines set out below:

- Noise levels to be kept at a minimum
- Vehicle radios to be turned off
- Mechanical noise from vehicles manoeuvring into position to be kept to a minimum
- Drivers should seek to:
 - Engage gears with a minimum of noise
 - Keep engine noise to a minimum
 - Apply brakes gently
 - Close doors with minimal noise

The unit occupier will liaise, as necessary, with the relevant Council Officers to ensure the Servicing and Delivery Management Plan operates in the most effective manner possible.