

PROPOSED CONVENIENCE STORE, MARFORD HILL, MARFORD – SERVICE MANAGEMENT DELIVERY PLAN – OCTOBER 2014 (Planning Ref: 2012/0830)

Introduction

This document sets out the Service and Delivery Management Plan (SMDP) for the proposed convenience store on land adjacent to the Red Lion Public House off Marford Hill in Marford.

Service Management Objective

The objective of this SMDP will be to ensure that servicing is undertaken efficiently and effectively thereby minimising any disruption to the public highway and the operation of the store. Compliance and implementation of the SMDP will be monitored by the store manager.

Scope of Management Plan

The SMDP applies to all vehicles serving the convenience store, both operator direct deliveries and third party suppliers that have a length of more than 8 metres.

Delivery Vehicle Movements

Deliveries will be undertaken via the service area located to the west of the convenience store. All service vehicles will use the western vehicular access when visiting the store and all service vehicles will ingress and egress the site in a forward gear. Service vehicles will be prohibited from using the 'car only' vehicular access located adjacent to the customer entrance of the unit.

The maximum sized vehicle that will be serving the site will be that of 12.6 metre articulated HGV. The swept path analysis for an 11m rigid and 12.6m articulated HGV as submitted as part of the planning application are shown in **Plan 1**.

To enable the HGV's to manoeuvre into the service area there is a requirement to keep a total of 5 parking spaces clear during servicing. To ensure that these spaces are kept clear for deliveries removal or retractable bollards will be provided within each space. These bollards will be raised prior to a delivery vehicle arriving on site these spaces by Co-operative staff members to allow the delivery vehicle to turn and manoeuvre within the car park. The bollard will be removed from spaces will be then released for use as they become available.

Signage will be provided within the vicinity of the 5 car parking spaces to inform customers that these spaces may be required for servicing. Examples of the signage are included within **Appendix 1** of the SMDP.

Small non HGV delivery vehicles will be able to service the convenience unit without any requirement for parking spaces to be kept clear of parking vehicles

Co-operative drivers will carry with them a comprehensive risk assessment on each site visit to the store, this will detail the servicing arrangements and process to follow for this store. The process will be communicated to outside suppliers who use HGV's for deliveries. An example of an existing stores risk assessment is contained within **Appendix 2**.

Delivery Schedule for Vehicles

The Co-operative uses software called Paragon which enables deliveries to be programmed to avoid specific times of the day. As a consequence the impact of deliveries on the local highway network is kept to a minimum.

The delivery windows for Co-operative stores are based on the travel time from the depot to the store. This store will have the following delivery windows;

- Fresh/Frozen goods between 0830 hours to 1130 hours.
- Ambient goods between 1500 hours to 1800 hours.

The frequency of deliveries will be dependent on a number of factors but for a store of this size there will be a total of 6 fresh food deliveries (frozen on the same vehicle) and 3 ambient deliveries per week.

The average of duration of each delivery is as follows;

- Fresh/Frozen Deliveries – 32 minutes.
- Ambient Deliveries – 45 minutes (based on 20 minutes fixed time plus 2 minutes per cage delivered).

Schedule for Refuse Collections

Refuse will be collected under the same management regime.

Management of Noise

The operator will comply with the delivery time restrictions included in the SMDP and will take reasonable steps to minimise unnecessary noise during delivery and refuse collection operations.

The following service management measures will be employed to manage noise at the site;

- Reversing alarms on vehicles not to be used at any time whilst the delivery vehicles are within the service area.
- The engines of the delivery vehicles will remain switched off while the vehicles are within the service area.
- Signs to be posted within the delivery area reminding drivers of the permitted delivery hours.
- Drivers will be instructed to manoeuvre slowly and carefully and avoid over-revving their engines.

PLANS



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Do Not Scale This Drawing For Construction Purposes

CDM - Significant Design Hazards

PLAN 1

Rev	Date	Description	Drawn	Checked

THE RED LION
MARFORD
LL12 8SN

MARSTONS ESTATES LTD

DELIVERY AND REFUSE STRATEGY

1:200 @ A1

NOV 2012

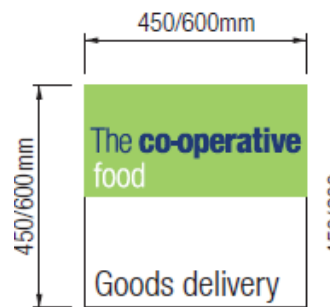
RM DF 3405-P09

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APPENDICES

APPENDIX 1

Example Signage



APPENDIX 2

Existing Risk Assessment Form



Delivering **safety** first

DO NOT READ WHILST VEHICLE IS IN MOTION A Delivery/Collection Point

Location & Access

The **co-operative**
food

Delivery/Collection Point Location

Address: 88019

Baddley Green Grocery
964 Leek New Road
Baddley Green
Stoke on Trent
St2 7HG



Contact Number

01782 570888

Date completed: 24/01/2011 VERSION 2: 01/06/11

M6 south exit J16 to roundabout 1st exit A500 fro Stoke on Trent. Continue for 7 miles. Exit A500 for A53 sign posted Leek at roundabout 1st exit A53 then get in right hand lane. Over fly over, to roundabout. 2nd exit A53 through lights. Staying A53 continue for 4 miles approx store on right hand side reverse off road to side of store.



NEW IMPROVED DELIVERY AREA.

Store located on busy A53.

Reverse off A53 into delivery area at rear / side of store.

Delivery Point Access

Vehicle Restrictions

Max: 35ft trailer
Driver to ensure DPIC is read before departure.
Any issues found please report to your immediate team manager.

Specific Delivery Window
No deliveries before 7.00am.

Delivery Point Access

NEW IMPROVED DELIVERY AREA.

Store located on busy A53.

Reverse off A53 into delivery area at rear / side of store.

Vehicle parked close to the side of the store.

Use reversing alarms and hazard lights.

Combined deliveries accepted.

No pallet deliveries.

New customer car park has been installed at the rear of the store.

Risk to pedestrians, damage to vehicle and damage to property.

Ensure use of the correct size vehicle.

Checks to be Carried Out Prior to Departure

Trailer door is closed and sealed

Commence pre journey vehicle checks prior to departing

You have all the necessary PPE with you (gloves, Hi-Vis and safety footwear)



Delivering **safety** first

DO NOT READ WHILST VEHICLE IS IN MOTION

A Delivery/Collection Point

Delivery/Collection Point

The **co-operative**
food

Where to Park the Vehicle

Description

Driver to reverse off main road into delivery area.
Delivery area close to new customer car park at the rear of the store.
Air suspension to be used to level vehicle when required.



Goods Discharge point

Description

Use end flaps to unload cages from the tail lift.
De-Canter heavier cages.



Special Instructions

***Adhere to manual handling training at all times.**

*Reversing alarms and hazard lights to be used.

*Exercise caution when manoeuvring vehicle.

* Caution required to avoid damage to satellite dish, bollards and building.

*Risk to pedestrians in delivery area.

Mandatory PPE Required For This Delivery

High Visibility Clothing

Rigger Gloves

Safety Footwear



Checks to be Carried Out Prior to Departure

Ensure all cages / stock is secured in the trailer

Ensure all restraints are correctly applied

Trailer door is closed and sealed

PLANS



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CDM - Significant Design Hazards

PLAN 1

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LL12 8SN

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DELIVERY AND REFUSE STRATEGY

1:200 @ A1

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