SERVICE AND DELIVERY MANAGEMENT PLAN

Community Centre, Prices Lane, Wrexham, LL11 2NB

Planning application: P/2025/0828 | Condition 12 | Draft for submission

Document control

Development	Demolition of existing community centre and construction of new building for the Scouts and Girl guides with associated works
Planning permission date	17 July 2026
Applicant	Mr Alistair Aldridge
Plan status	Preliminary
Responsible operator	Wrexham Scouts and Girl guides
Plan owner	Tbc
Review	Before first occupation; then annually and after any material change to servicing arrangements

1. Purpose and planning requirement

This Service and Delivery Management Plan (SDMP) sets out how routine servicing and deliveries to the completed building will be arranged and controlled to protect highway safety, pedestrians and cyclists, neighbouring amenity, and the safe operation of the site.

Condition 12 of planning permission P/2025/0828 states that the development shall not be occupied until an SDMP has been submitted to and approved in writing by Wrexham County Borough Council (WCBC). Servicing and deliveries must then take place in accordance with the approved plan.

This is an operational plan for the completed development. It does not replace the separate requirements of Condition 11 (Construction Traffic Management Plan), Condition 10 (Welsh-over-English signage for the drop-off/collection layby), or Condition 9 (site layout to approved drawing L01 Rev D).

2. Site layout and access

All service and delivery vehicles must use the site access and internal circulation/servicing arrangements shown on the approved site layout plan L01 Rev D. The operator must keep the approved access, circulation areas and any designated servicing area clear and available for their intended purpose.

Vehicles must not mount footways, obstruct pedestrian or cycle routes, block neighbouring accesses, or wait/queue on the public highway. Vehicles should enter and leave in a forward gear wherever the approved layout permits. If a vehicle cannot safely manoeuvre within the site, the delivery must be rescheduled or a smaller vehicle arranged; drivers must not improvise a manoeuvre that creates a highway hazard.

3. Types and frequency of servicing

Expected routine visits may include food and beverage supplies, general consumables, cleaning and hygiene products, maintenance contractors, equipment deliveries, waste/recycling collections and other services needed to operate the building. The operator should maintain a simple list of regular suppliers and anticipated vehicle types/frequencies, updated as use of the building becomes established.

Large, unusual or infrequent deliveries (for example bulky equipment or furniture) must be booked in advance with the site manager. The site manager must check that the vehicle size is suitable for the approved access and layout and arrange a staff member to receive and supervise the delivery. If safe access cannot be demonstrated, the delivery must be split into smaller loads or another safe arrangement agreed before dispatch.

4. Delivery booking and operating hours

All routine deliveries and service visits must be pre-booked with the nominated site contact wherever practicable. Suppliers must be told the approved entrance, designated unloading point, site speed limit, waiting arrangements and the prohibition on using the drop-off/collection layby for parking.

Proposed routine delivery window: Monday–Friday 08:00–18:00; Saturday 09:00–13:00; no routine deliveries on Sundays or bank holidays. Deliveries outside these windows should only be arranged where operationally necessary, after prior approval by the site manager and subject to avoiding disturbance and complying with any applicable restrictions. These are proposed operational controls, not hours specified by Condition 12.

Drivers must not arrive early and wait on Prices Lane or nearby residential streets. If early, they should remain at a lawful off-site location and contact the site. The operator must stagger bookings to avoid two vehicles arriving together or causing queues.

5. Arrival, loading and departure procedure

1. The driver reports to the site contact on arrival and follows instructions to the approved unloading area.
2. The site contact checks that the unloading area and route are clear and that pedestrians can pass safely.
3. Engines are switched off while stationary where practicable; idling is not permitted except where necessary for safety or equipment operation.
4. Goods are transferred promptly and safely. Trolleys and equipment must not be left on the highway or obstruct access, fire routes, entrances, footways or cycle routes.
5. The vehicle leaves promptly once loading/unloading is complete. No vehicle may be left unattended in a way that obstructs circulation or emergency access.
6. Any spill, damage, near miss, unsafe manoeuvre or obstruction is reported immediately to the site manager and recorded.

6. Drop-off and collection layby

The layby shown on the approved layout is for dropping off and collection only and must not be used for parking, waiting for a delivery slot, loading/unloading goods or staff parking. The signage required by Condition 10 must be installed in the approved Welsh-over-English format and clearly state “drop-off and collection only – no parking”. Service and delivery drivers must be instructed not to use the layby as a servicing area.

The operator must keep the layby available for its intended function and ensure that any passenger drop-off/collection activity does not conflict with a service vehicle manoeuvre. Where the site is busy, a staff member should manage movements and prevent vehicles stopping in unsuitable locations.

7. Pedestrian safety, accessibility and site supervision

Pedestrian and cycle movements take priority over delivery convenience. The site manager must ensure that access routes remain clear and that unloading does not force people into the vehicle route or onto the public highway. Where a delivery temporarily crosses a pedestrian route, the movement must be supervised and paused if pedestrians cannot pass safely.

Drivers must observe a maximum site speed of 5 mph (walking pace) and follow any signs or directions. Reversing should be avoided where reasonably practicable; where unavoidable, it must be carried out slowly, with a competent banksman/spotter where visibility or pedestrian conflict makes this necessary. The banksman must stand in a safe visible position and must not direct vehicles from the public highway.

The site manager is responsible for ensuring that staff are briefed on this plan, the approved site layout and emergency procedures. A named deputy should be appointed for periods of absence.

8. Waste and recycling collections

Waste and recycling collections must be arranged with the relevant contractor and booked to avoid conflicts with peak visitor arrival/departure periods and other deliveries. Bins and containers must be stored in their designated on-site location and not on the public highway except where a separately agreed collection arrangement requires temporary presentation. Waste vehicles must use the approved access and must not block the layby, pedestrian routes or neighbouring accesses.

Waste must be contained to prevent litter, odour, leakage or windblown material. Any spill or litter arising from a collection must be cleared promptly. Construction and demolition waste arrangements are outside the scope of this operational plan and must be addressed through the applicable construction controls.

9. Highway, neighbour and environmental protection

- Vehicles must not park, queue or load on Prices Lane or obstruct the public highway.
- Drivers must comply with highway restrictions and must not block footways, cycle routes, bus stops, private accesses or visibility splays.
- Deliveries should be consolidated where practicable to reduce the number of vehicle trips.
- Drivers must avoid unnecessary horn use, shouting, slamming vehicle doors and prolonged engine idling, particularly near neighbouring properties.
- Packaging and pallets must be removed from circulation areas promptly and disposed of through appropriate arrangements.
- Any complaint about delivery activity must be logged, investigated by the site manager and followed by proportionate corrective action.

10. Exceptional or abnormal deliveries

A delivery requiring a vehicle larger than the types normally accommodated, a temporary highway restriction, a crane, or an obstruction of the public highway must not proceed until the necessary permissions, licences and traffic arrangements have been obtained from the relevant highway authority. The applicant's decision notice advises advance coordination with WCBC Highways Development Control at highwayroadworks@wrexham.gov.uk for works affecting the highway. This operational SDMP does not itself grant highway permissions.

If the site is temporarily inaccessible, the delivery must be postponed or redirected to a lawful off-site holding location. Vehicles must not reverse or wait on the public highway in an attempt to gain access.

11. Roles, records and monitoring

The operator must nominate a Site Manager responsible for implementation. Contact details should be displayed in the staff area and provided to regular suppliers: [name, telephone, email]. The Site Manager will:

- issue delivery instructions to suppliers and contractors before their first visit;

- maintain a delivery/servicing log recording date, supplier, vehicle type, purpose, arrival/departure time and any issue or complaint;
- investigate incidents and complaints and record corrective actions;
- check periodically that the layby, access, circulation and unloading area are being used correctly;
- brief relevant staff and review this plan annually, and after a significant incident or material change in use or servicing.

If monitoring identifies recurring problems, the operator must adjust booking times, vehicle sizes, supervision or supplier instructions. Any proposed change that conflicts with the approved plan or approved layout must be discussed with WCBC before implementation.

12. Implementation and compliance

The operator will provide a copy of the approved plan to relevant staff, regular suppliers, waste contractors and maintenance providers. Compliance will be a condition of booking and site access. The plan must be available on site for inspection. Servicing and deliveries will be undertaken in accordance with the version approved in writing by WCBC.

This plan is to be submitted for approval under Condition 12. It does not authorise departure from any approved drawing or other planning condition.

Appendix A – Site-specific information to complete before submission

- Insert the operator's legal name and the named Site Manager/deputy contact details.
- Annotate approved drawing L01 Rev D to identify the approved access, service vehicle route, unloading position and pedestrian/cycle routes, without changing the approved layout.
- Confirm the largest expected delivery vehicle and demonstrate that it can use the approved access and manoeuvre safely.
- Confirm delivery frequency, types of suppliers and whether food deliveries, commercial waste collections or bulky equipment deliveries are expected.
- Confirm the proposed routine delivery windows with the operator and any building-use timetable/peak visitor periods.
- Confirm that the Condition 10 Welsh-over-English layby signage will be installed and that suppliers will be told the layby is not for parking or servicing.

Appendix B – Planning consent cross-reference

Condition	Relevance to this plan
Condition 9	The site must be laid out in accordance with approved layout drawing L01 Rev D before first use. This plan relies on that approved layout.
Condition 10	Requires prior approval of Welsh-over-English signage for the drop-off/collection layby, clearly stating drop-off/collection only and no parking. This plan includes operational controls to keep the layby clear.
Condition 11	Requires a Construction Traffic Management Plan before development, including demolition, commences. This is separate from this operational plan.
Condition 12	Requires this Service and Delivery Management Plan to be approved in writing before occupation and requires servicing/deliveries to follow it.