



ADL Traffic & Highways Engineering Ltd

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DELIVERY AND SERVICING MANAGEMENT PLAN

McDONALD'S DRIVE THRU RESTAURANT

MAPLE ROAD

TANKERSLEY

McDonald's Restaurants Ltd
11 – 59 High Road
East Finchley
London
N2 8AW

ADL/RG/4411/08A

August 2019

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1.0 INTRODUCTION

1.1 Purpose of Report

- 1.1.1 Planning permission (reference 2018/1538) was granted on 11th February 2019 for changes to the existing McDonald's Restaurant at Tankersley, upgrading the existing single drive thru lane to a side-by-side layout.
- 1.1.2 This Delivery and Servicing Management Plan has been prepared to set out the good practice and methodology employed by McDonald's and their delivery partner, Martin Brower Ltd.
- 1.1.3 This Delivery and Servicing Management Plan has been prepared to discharge condition 5 set out in the Decision Notice provided in Appendix 1.0 and noted below:

"The development shall not be brought into use until a service yard management plan has been submitted to and approved in writing by the Local Planning Authority, once approved it shall be strictly adhered to at all times. The plan shall include for the management of all delivery vehicles, customers vehicles, pedestrians, the use of banksmen, and shall provide a regular monitoring regime and a system for identifying and correcting issues at each delivery, in the interests of road safety.

Reason: In the interests of highway safety and the free flow of traffic and in accordance with Local Plan Policy T4 New Development and Transport Safety."

1.2 Site Location

- 1.2.1 The site is trapezoidal and is bounded by the A61 to the south, Maple Road to the west, the Shell PFS to the north and wooded land to the east.
- 1.2.2 The wider site location is shown as Appendix 2.1 and the existing site and surrounding area is shown as Appendix 2.2.

2.0 SITE LAYOUT AND PARKING PROVISION

2.1 Site Layout

2.1.1 A copy of the site layout 11386-AEW-0584-0104 is included in Appendix 3.0. The restaurant will have a parking provision of:

- 24 standard spaces
- 2 accessible spaces
- 2 reserve bays (for special drive thru orders)

2.1.2 Customer access will be retained as existing, taken from Maple Road for pedestrians, cyclists and drivers. Deliveries will also utilise the existing vehicle access from Maple Road.

2.2 Management of McDonald's Car Parking

2.2.1 The McDonald's car park will continue to be exclusively for restaurant customers and is managed by the store.

2.3 Deliveries

2.3.1 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.

2.3.2 The restaurant has four regular delivery time slots per week as follows:

- Monday 02:45 – 04:45
- Wednesday 02:45 – 04:45
- Friday 02:45 – 04:45
- Sunday 02:00 – 04:00

2.3.3 As noted subsequently in Chapter 4.0, the restaurant is notified of its delivery slot two days before, and then notified again, when the delivery vehicle is 30 minutes away from the restaurant.

- 2.3.4 On delivery days, staff will cone off spaces needed by the delivery vehicle for manoeuvring and offloading. In this way, the site is ready for the arrival of the delivery vehicle, whilst still allowing the remaining parking spaces and drive thru lane to operate.

3.0 DELIVERY OVERVIEW

3.1 Extent of McDonald's Servicing Experience

3.1.1 McDonald's has been trading in the UK since 1974. The company operates over 1,300 restaurants of which around 880 are restaurants with drive thru facilities.

3.1.2 Servicing McDonald's restaurants while they are open is normal practice and does not present any operational difficulties.

3.1.3 With regard to the 880 restaurants with drive thru facilities, new build stores are expected to be serviced 3 times per week. Some older, popular stores, such as Tankersley can have an additional delivery each week; the limiting factor is storage within the building, hence additional deliveries are laid on if needed.

3.2 Health and Safety Policy and Review Process

3.2.1 As part of their on-going Health & Safety processes, every McDonald's store has a detailed manual covering the running of the restaurant. This includes receiving deliveries and provides generic details applicable to all restaurants. In addition to this, every restaurant has a further site specific risk assessment undertaken which includes details relating to:

- Obstructions
- Long trolley distances
- Using customer areas during deliveries (either in-store, or within the car park)

3.2.2 The Health and Safety Policy is reviewed annually and any staff who assist with receiving deliveries at the store are provided with specific detailed and documented training. When a delivery occurs, a minimum of two staff will assist with the storage of goods however this can be increased for a particularly large delivery or if the weather is especially hot, or inclement. All staff (and delivery drivers) wear high-visibility clothing when taking part in deliveries, to ensure visibility to traffic and customers within the car park.

3.2.3 Any customers using the restaurant during delivery periods will be alerted to the additional activity occurring in the car park due to:

- The presence of staff in hi-vis clothing
- The presence of the McDonald's branded delivery truck in the car park

3.2.4 Health and safety of both staff and customers during deliveries is an important and integral aspect of McDonald's delivery management across all their restaurants.

3.3 Servicing Contractor and Vehicle Details

3.3.1 Martin Brower UK (MBUK) are McDonald's sole distributor for all of its products in mainland Britain and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, MBUK also continuously reviews each site in line with their own Health & Safety policies.

3.3.2 MBUK continually review and optimise their routes and schedules and will on occasions change the delivery window that a store has been assigned.

3.3.3 Goods are generally delivered by articulated lorry, up to 16.5m in length. Larger vehicles are used to enable more stores to be serviced in a single trip, reducing the frequency of returns to the supply centre, distance travelled and carbon emissions. However, the fleet also includes smaller vehicles including rigid trucks and short wheelbase articulated vehicles for sites where constraints require it.

3.3.4 Multi temperature vehicles are used which allow all of the restaurants requirements of frozen, chilled and ambient products to be delivered in one visit, reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions. Goods are stored within wheeled cages to minimise the number of shuttles between the delivery lorry and the restaurant, as opposed to individual boxes being carried.

3.3.5 Cooking oil from restaurants is recycled into bio diesel. The bio diesel is used as fuel by all McDonald's delivery vehicles and results in a carbon saving of 8,200 tonnes per annum. The new cooking oil is delivered by the delivery lorry along with all other McDonald's products. The used oil is stored by the restaurant and collected by the same vehicle along with all other crates and materials to be recycled.

3.4 Martin Brower (Reliability)

- 3.4.1 Despite outlining a detailed methodology above, the question is sometimes raised as to how reliable deliveries to the restaurants are.
- 3.4.2 The main MBUK Hemel Hempstead Distribution Centre carried out 89,382 deliveries in 2015 and they recorded that only 2% of deliveries were late due to traffic delays.
- 3.4.3 In the event of an unexpected delay, drivers will contact the operations office of their distribution centre and report the delay. The operations office team and/or customer service team will contact the restaurant immediately and advise them of the delay and a new estimated time of arrival.
- 3.4.4 This notification is recorded on the customer service system (Salesforce) for their records.

3.5 Driver Scheduling

- 3.5.1 The driver scheduling operates in such a manner that the same driver will not visit the same restaurant for every delivery. Hemel Hempstead has 120 drivers that are split on AM and PM rota's (83 AM, 37 PM). Each restaurant is set a fixed delivery day and window that range from early AM to late PM. This means that different rotas will cover different delivery days and times.
- 3.5.2 Each new driver undergoes a rigorous eight day training and selection process before becoming an MBUK delivery driver. All drivers are required to undergo an annual assessment and a minimum of 1 day driver CPC (certificate of professional competence) training to remain an MBUK driver.
- 3.5.3 In addition, all MBUK vehicles are fitted with vehicle telematics that reads information directly from the vehicles CANbus (internal computer system). This system records and measures all of the vehicles activities and the individual driver's performance. This is monitored by the operations teams, live throughout the day.

4.0 McDONALD'S SERVICING PROCEDURE

4.1 Servicing Frequency, Timing and Duration

4.1.1 As noted, deliveries already occur four times per week at Tankersley.

4.1.2 The vehicle parks for between 15 minutes and 1 hour within the 2 hour delivery slot depending on the range and quantity of products being delivered.

4.1.3 The timings of the delivery are already arranged between McDonald's and Martin Brower given that the store is already open and trading. The delivery times are not necessarily the same (or similar) to other stores in the area, as the scheduling system considers available space within the delivery vehicle, as well as the optimum route for multiple vehicles on the fleet.

4.1.4 As noted, the delivery windows for Tankersley are:

- Monday 02:45 – 04:45
- Wednesday 02:45 – 04:45
- Friday 02:45 – 04:45
- Sunday 02:00 – 04:00

4.2 Paragon

4.2.1 Martin Brower uses a sophisticated computerised planning tool (Paragon) which enables the requirements for an individual delivery destination to be set and ensures that they are compiled on every occasion the delivery is planned.

4.2.2 Notification of the delivery time is emailed to the restaurant two days before the delivery. The restaurant will be allocated a 2 hour delivery planning window and the delivery will be planned within this slot. In practice however, restaurants receive their deliveries at the same time on the same days each week.

4.2.3 On the day of the delivery, the GPS system linked to Paragon will automatically email the restaurant 30-minutes prior to the vehicles arrival.

- 4.2.4 Through this process of prior assessment and notification, Martin Brower and McDonald's are able to notify the restaurant of an accurate arrival time and ensure that measures required within the parking area to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

4.3 Refuse Collection and Recycling

- 4.3.1 Waste minimisation and recycling are promoted.
- 4.3.2 Waste minimisation has been achieved through the redesign of tray liners and specifying the use of light-weight bin liners. Food wastage is minimised through the use of a computer system which monitors the amount of food served at given times of day, resulting in more accurate preparation and ordering of stock. This therefore, reduces the quantum of waste and frequency of collection required.
- 4.3.3 Service vehicles also collect empty delivery trays and crates which are returned to suppliers for re-use.
- 4.3.4 Refuse is collected by a private contractor two times per week.

4.4 Vehicle Delivery Procedures and Noise

- 4.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a noise reduction requirement, then the chiller and freezer can be switched off upon arrival at site, prior to the vehicle manoeuvring into the offload position however, this is not necessary at Tankersley.
- 4.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off, if they have not already been switched off as the vehicle arrives.
- 4.4.3 During any reversing, goods vehicles emit a warning sound. The reversing warning fitted to MBUK vehicles, is a 'white noise' warning, which allows everybody in the immediate area of the vehicle to hear the warning, but the noise does not travel like a "beeper", which reduces noise pollution.

- 4.4.4 Martin Brower were highly commended at the Noise Abatement Society's 2017 John Connell Awards:

“As an early adopter of quiet technology and staff training in its delivery to McDonald’s restaurants, the supply chain distributor, Martin Brower, was commended for its understanding of the holistic spirit of Soundscape principles through a variety of sustained best practices to enable efficient servicing without causing noise disturbance.”

4.5 Driver Responsibility

- 4.5.1 The drivers are solely responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles, staff or pedestrians.
- 4.5.2 To assist the driver, the delivery vehicle and trailer are fitted with 360⁰ peripheral vision cameras so that while manoeuvring at low speed, observations all around the vehicle can be made from within the cab.

4.6 McDonald’s Staff

- 4.6.1 McDonald’s allocate a minimum of two staff to be on site and available to assist with deliveries. These staff have completed McDonald’s Health and Safety Training.
- 4.6.2 Restaurant staff are on site and use cones to delineate parking spaces which will be used for deliveries. Once on the tarmac, they wheel the cages to the restaurant.
- 4.6.3 Staff will act as Marshalls within the site when the delivery vehicle arrives, to assist the driver in terms of managing and or directing customers within the site.

4.7 Summary

- 4.7.1 The above forms a ‘tried and tested’ methodology which is successfully implemented throughout the country as well as at Tankersley presently. There is no reason that this system could not continue to be successfully implemented at Tankersley once the proposed changes are made to the site.

5.0 SERVICING PLAN: McDONALD'S TANKERSLEY

5.1 Servicing Procedure: McDonald's Tankersley

- 5.1.1 The Tankersley Restaurant will continue to be serviced 4 times per week by 16.5m articulated vehicle. The restaurant will retain the same 2 hour delivery slots with Martin Brower.
- 5.1.2 The delivery vehicle will continue to arrive and depart via Maple Road. Delivery vehicles arrive via the A61 roundabout, allowing arrival and departure from all directions.
- 5.1.3 On receipt of the email from Martin Brower (30 minutes prior to delivery vehicle arrival) staff cone off the spaces required for unloading and manoeuvring. If the store is particularly popular, then staff will cone off spaces prior to this, as required.
- 5.1.4 When the delivery vehicle arrives, restaurant staff in high visibility clothing act as marshalls within the car park whilst the vehicle manoeuvres and parks.
- 5.1.5 Goods are trollied from the delivery vehicle to the service entrance of the store at the rear of the building.
- 5.1.6 Once the delivery is complete the vehicle leaves the site in a forward gear.
- 5.1.7 This is the procedure is already utilised at McDonald's Tankersley and is considered to be a tried and tested methodology, which will be continued in the same way as present.

5.2 Prior to Arrival: Parking

- 5.2.1 As deliveries occur overnight during the quieter trading periods, spaces are cleared within the car park to allow room for the delivery vehicle to offload goods. This has no operational impact and is in keeping with all UK freestanding McDonald's restaurants.
- 5.2.2 Appendix 4.0 shows the parking spaces which will be coned off by the restaurant staff prior to the delivery vehicle arriving.

5.2.3 Appendix 5.1 shows the 16.5m Martin Brower delivery vehicle entering the site and parking. Appendix 5.2 shows the vehicle parked in the offload position and Appendix 5.3 shows the delivery vehicle exiting the site after deliveries were completed. These are the existing delivery movements already undertaken at the site, updated to suit the permitted layout.

5.2.4 In total, 10 parking spaces are used, as follows:

Table 5A Parking Spaces Used for Deliveries

	Arrive	Parked	Depart
Accessible bays adjacent to the store	2	2	2
Standard bays adjacent to the store	8	8	8
Total	10	10	10

5.2.5 As shown, 10 spaces would be used in total. This leaves all spaces on the north and west extents of the site (16 total) available for use during deliveries.

5.3 Refuse Collection

5.3.1 Bins would be stored in the corral facility positioned at the northeast corner of the site. Bins would be wheeled to the vehicle by refuse operatives.

5.3.2 Restaurants make their own arrangements with refuse contractors, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.

5.3.3 Refuse collections occur at Tankersley will during quiet trading periods twice per week.

5.3.4 Refuse collections are planned to avoid coinciding with deliveries.

5.3.5 Appendix 6.1 shows the refuse vehicle entering the site and parking. Appendix 6.2 shows the vehicle stopped close to the building, in the collection position and Appendix 6.3 shows the refuse vehicle exiting the site after collections were completed.

- 5.3.6 As shown in Appendices 6.1 – 6.3 no parking bays would be overrun, however some parking bays would be temporarily be obstructed for 2-3 minutes while a collection is undertaken.

6.0 SUMMARY AND CONCLUSIONS

6.1 Deliveries

- 6.1.1 McDonald's and Martin Brower have extensive experience of undertaking deliveries at McDonald's drive thru restaurants including Tankersley, whilst they are open and this presents no operational difficulties.
- 6.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.
- 6.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the continued successful operation of the Tankersley restaurant and demonstrates the planning and management, utilised to provide safe and efficient servicing from within the customer car park.
- 6.1.4 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK and also at Tankersley.

6.2 Conclusions

- 6.2.1 This report has been prepared in order to discharge Condition 5 of the decision notice.
- 6.2.2 This report has shown that McDonald's Restaurants Ltd are experienced in managing deliveries and refuse at their stores. Likewise their logistics partner Martin Brower is also experienced at undertaking deliveries within McDonald's customer car parks.
- 6.2.3 Staff are trained in receiving deliveries and managing customers and their vehicles before and during deliveries.
- 6.2.4 In conclusion therefore, this document confirms the good practice already employed at McDonald's Tankersley and it is considered that there are no justifiable reasons why this existing successful methodology could not be continued once the permitted changes are made to the restaurant.

PLANNING DECISION NOTICE



GRANT OF PLANNING PERMISSION

TOWN AND COUNTRY PLANNING ACT 1990

APPLICATION NO. 2018/1538

To Planware Limited
The Granary
First Floor
37 Walnut Tree Lane
Sudbury
CO10 1BD

DESCRIPTION External alterations to the site including reconfiguration of existing drive through facility, installation of goal post height restrictor and erection of bin enclosure pen
LOCATION McDonald's Restaurant, Wentworth Retail Park, Tankersley, Barnsley, S75 3DL

Permission is granted for the proposals which were the subject of the Application and Plans registered by the Council on 03 January 2019 and described above.

The approval is subject on compliance with the following conditions:

- 1 The development hereby permitted shall be begun before the expiration of 3 years from the date of this permission.
Reason: In order to comply with the provision of Section 91 of the Town and Country Planning Act 1990.
- 2 The development hereby approved shall be carried out strictly in accordance with the plans (Drawing No's. 7390_AEW_0584_0002 Rev. A, 7390_AEW_0584_0004 Rev. A, 7390_AEW_0584_0005 Rev. A & 7390_AEW_0584_0018) and specifications as approved unless required by any other conditions in this permission.
Reason: In the interests of the visual amenities of the locality and in accordance with Local Plan Policy D1 High Quality Design and Place Making.
- 3 The parking/manoeuvring facilities, indicated on the submitted plan, shall be surfaced in a solid bound material (i.e. not loose chippings) and made available for the manoeuvring and parking of motor vehicles prior to the development being brought into use, and shall be retained for that sole purpose at all times.
Reason: To ensure that satisfactory off-street parking/manoeuvring areas are provided, in the interests of highway safety and the free flow of traffic and in accordance with Local Plan Policy T4 New Development and Transport Safety.

APPENDIX 1.0
DECISION NOTICE

- 4 No development shall take place, including any works of demolition, until a Construction Method Statement has been submitted to, and approved in writing by, the Local Planning Authority. The approved statement shall be adhered to throughout the construction period. The statement shall provide for:-
The parking of vehicles of site operatives and visitors;
Means of access for construction traffic;
Loading and unloading of plant and materials;
Storage of plant and materials used in constructing the development;
Measures to prevent mud/debris being deposited on the public highway.
Reason: In the interests of highway safety and the free flow of traffic and in accordance with Local Plan Policy T4 New Development and Transport Safety.
- 5 The development shall not be brought into use until a service yard management plan has been submitted to and approved in writing by the Local Planning Authority, once approved it shall be strictly adhered to at all times. The plan shall include for the management of all delivery vehicles, customers vehicles, pedestrians, the use of banksmen, and shall provide a regular monitoring regime and a system for identifying and correcting issues at each delivery, in the interests of road safety.
Reason: In the interests of highway safety and the free flow of traffic and in accordance with Local Plan Policy T4 New Development and Transport Safety.

Informative(s)

Pursuant to article 31(1)(cc) of the Town and Country Planning (Development Management Procedure) Order 2010 (as amended), the Local Planning Authority have, where possible, made a pre-application advice service available, complied with our Planning Service Charter for Business and otherwise actively engaged with the applicant in dealing with the application.

Please be aware that the Council monitors construction sites and open land within the vicinity such sites in an attempt to prevent fly tipping (i.e. unauthorised deposit of waste on land), which is illegal under the Environmental Protection Act 1990. The penalties for fly-tipping can include:

- a fine of up to £50,000 and*
- up to six months imprisonment on conviction*

Therefore, if necessary, please ensure that all demolition waste and waste associated with the construction of the approved development is disposed of via approved methods and that documents are retained to prove this.

Signed 
Joe Jenkinson
Head of Planning and Building Control

Dated 11 February 2019

The grant of this consent does not constitute or imply permission, approval or consent by the Local Authority for any other purpose.

NOTES:-

Appeals to the Secretary of State

If you are aggrieved by the decision of the Council to grant permission for the proposed development subject to conditions then you can appeal to the Secretary of State for the Environment, Transport and Regions under Section 78 of the Town and Country Planning Act. If you want to appeal, then you must do so within six months of the date of this notice, using a form which you can get from The Planning Inspectorate, Room 3/24 Hawk Wing, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN.

The Secretary of State can allow a longer period for giving notice of an appeal, but he will not normally be prepared to use this power unless there are special circumstances which excuse the delay in giving notice of appeal. The Secretary of State need not consider an appeal if it seems to him that the Local Planning Authority could not have granted planning permission for the proposed development or could not have granted it without the conditions it imposed, having regard to the statutory requirements, to the provisions of the development order and to any directions given under the order. In practice, the Secretary of State does not refuse to consider appeals solely because the Local Planning Authority based its decision on a direction given by him.

Purchase Notices

If either the Local Planning Authority or the Secretary of State for the Environment, Transport and Regions refuses permission to develop land or grants it subject to conditions, the owner may claim that he can neither put the land to a reasonably beneficial use in its existing state nor can he render the land capable of a reasonably beneficial use by the carrying out of any development which has been or would be permitted. In these circumstances, the owner may serve a purchase notice on the Council in whose area the land is situated. This notice will require the Council to purchase his interest in the land in accordance with the provisions of part VI of the Town and Country Planning Act 1990.

Compensation

In certain circumstances compensation may be claimed from the Local Planning Authority if permission is refused or granted subject to conditions by the Secretary of State on appeal or on reference to the application to him. These circumstances are set out in Sections 114 and related provisions of the Town and Country Planning Act 1990.

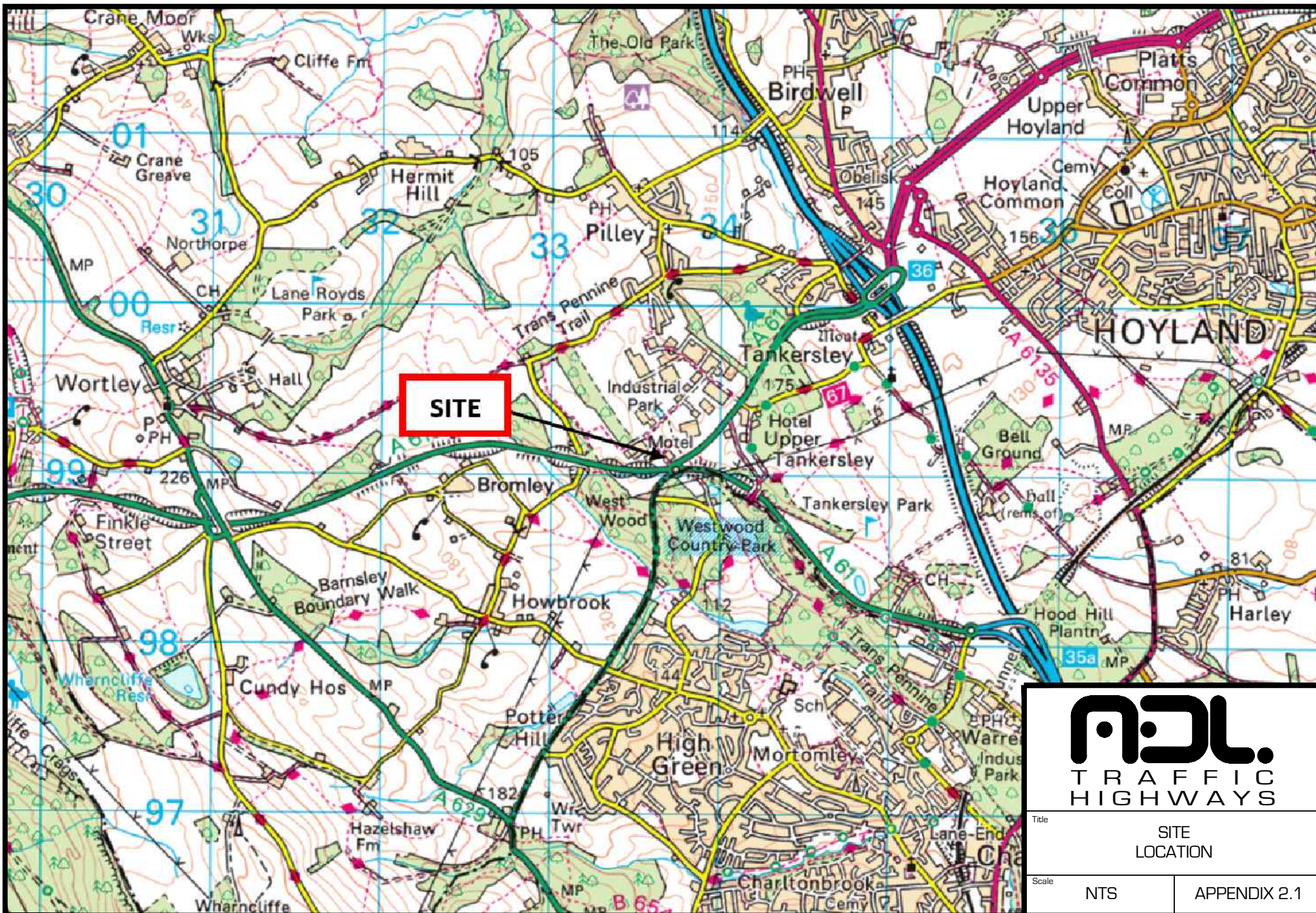
LOCATION PLANS

2.1

Site Location

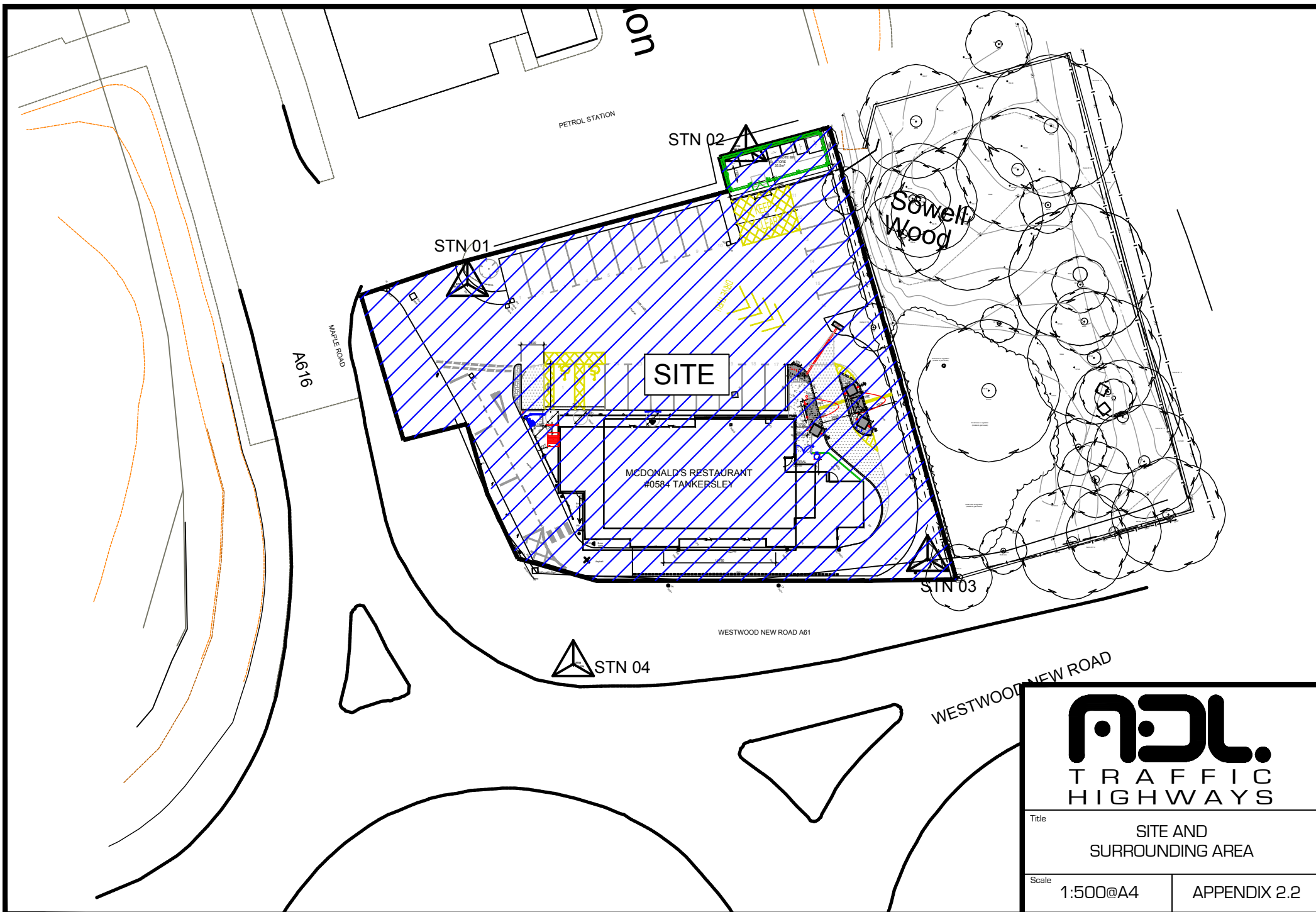
2.2

Site and Surrounding Area



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Title		SITE LOCATION	
Scale		NTS	APPENDIX 2.1

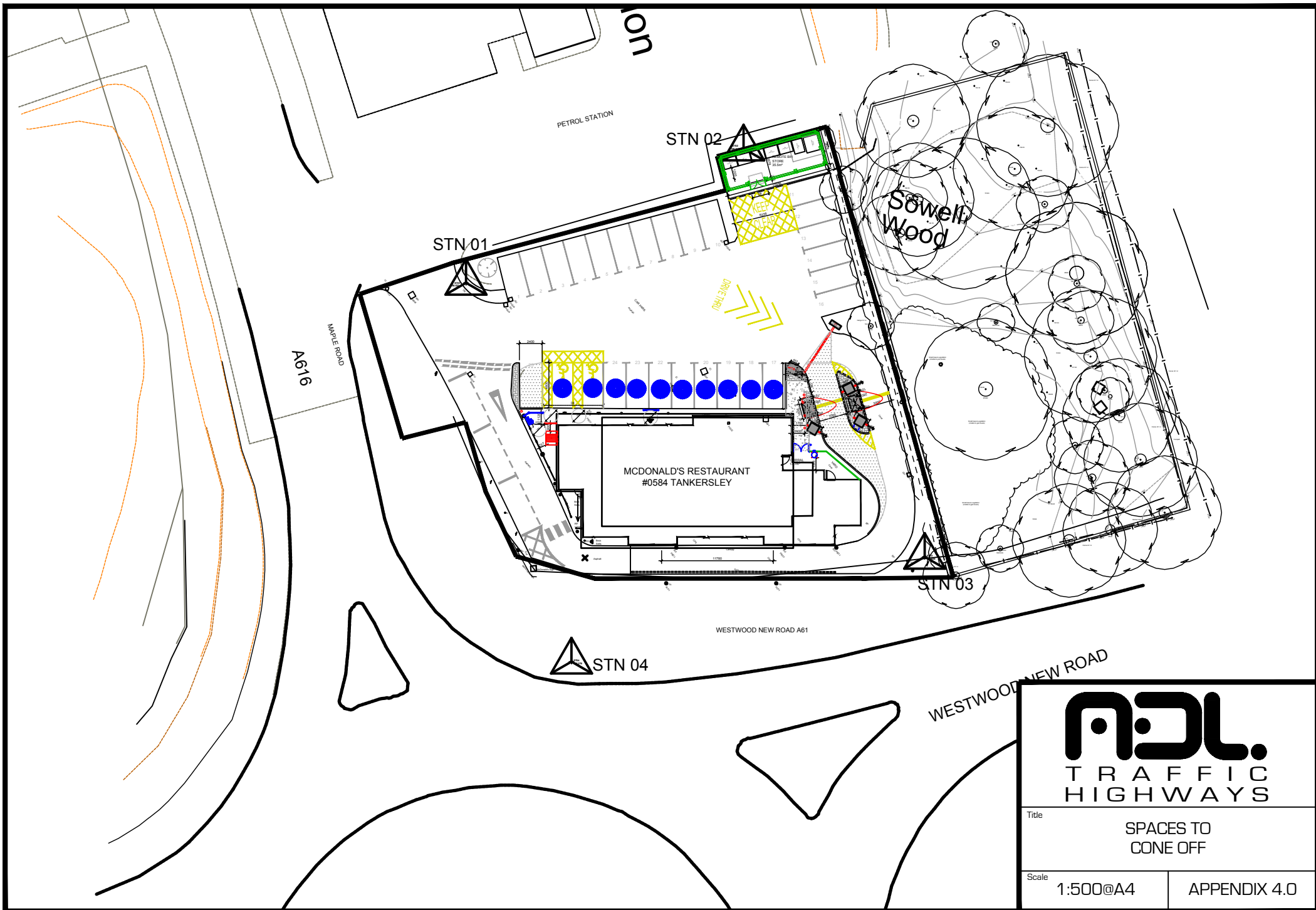


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Title		SITE AND SURROUNDING AREA	
Scale		1:500@A4	APPENDIX 2.2

SITE LAYOUT 11386-AEW-0584-0104

SPACES TO CONE OFF



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TRAFFIC
HIGHWAYS

Title

SPACES TO
CONE OFF

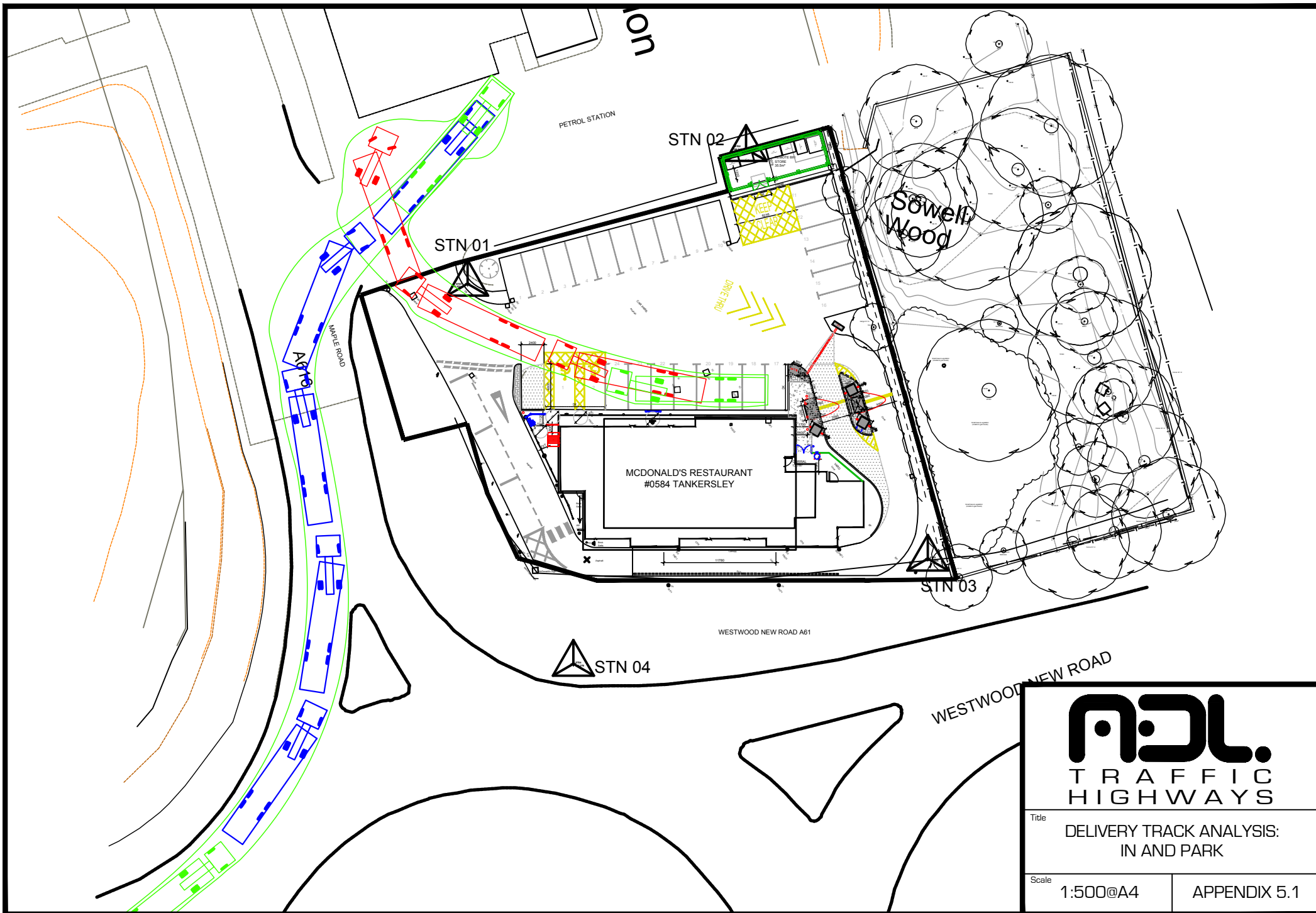
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APPENDIX 4.0

DELIVERY VEHICLE MANOEUVRES

- | | |
|-----|-----------------------|
| 5.1 | In and Park |
| 5.2 | Parked and Offloading |
| 5.3 | Exit |

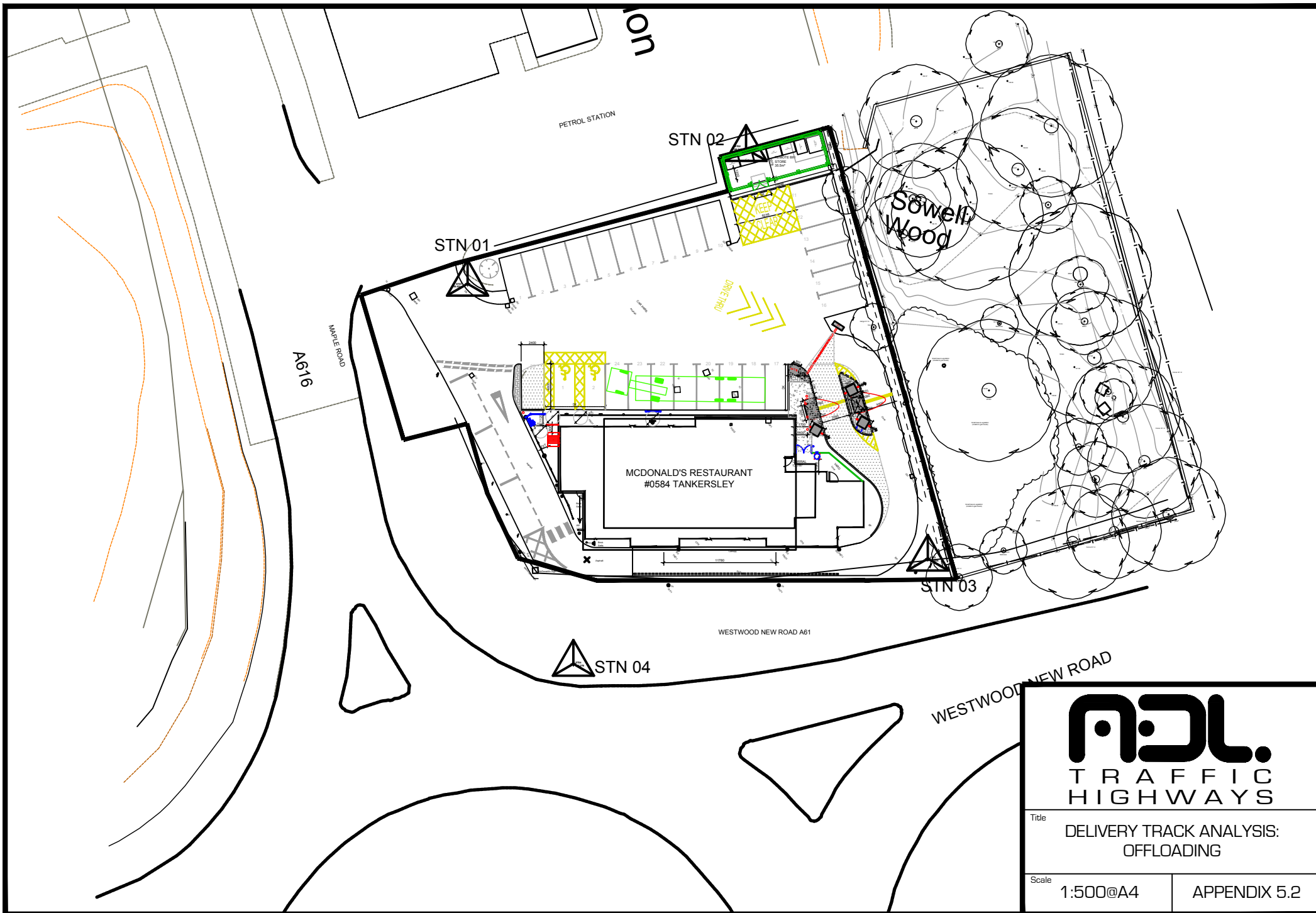


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Title
DELIVERY TRACK ANALYSIS:
IN AND PARK

Scale
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APPENDIX 5.1

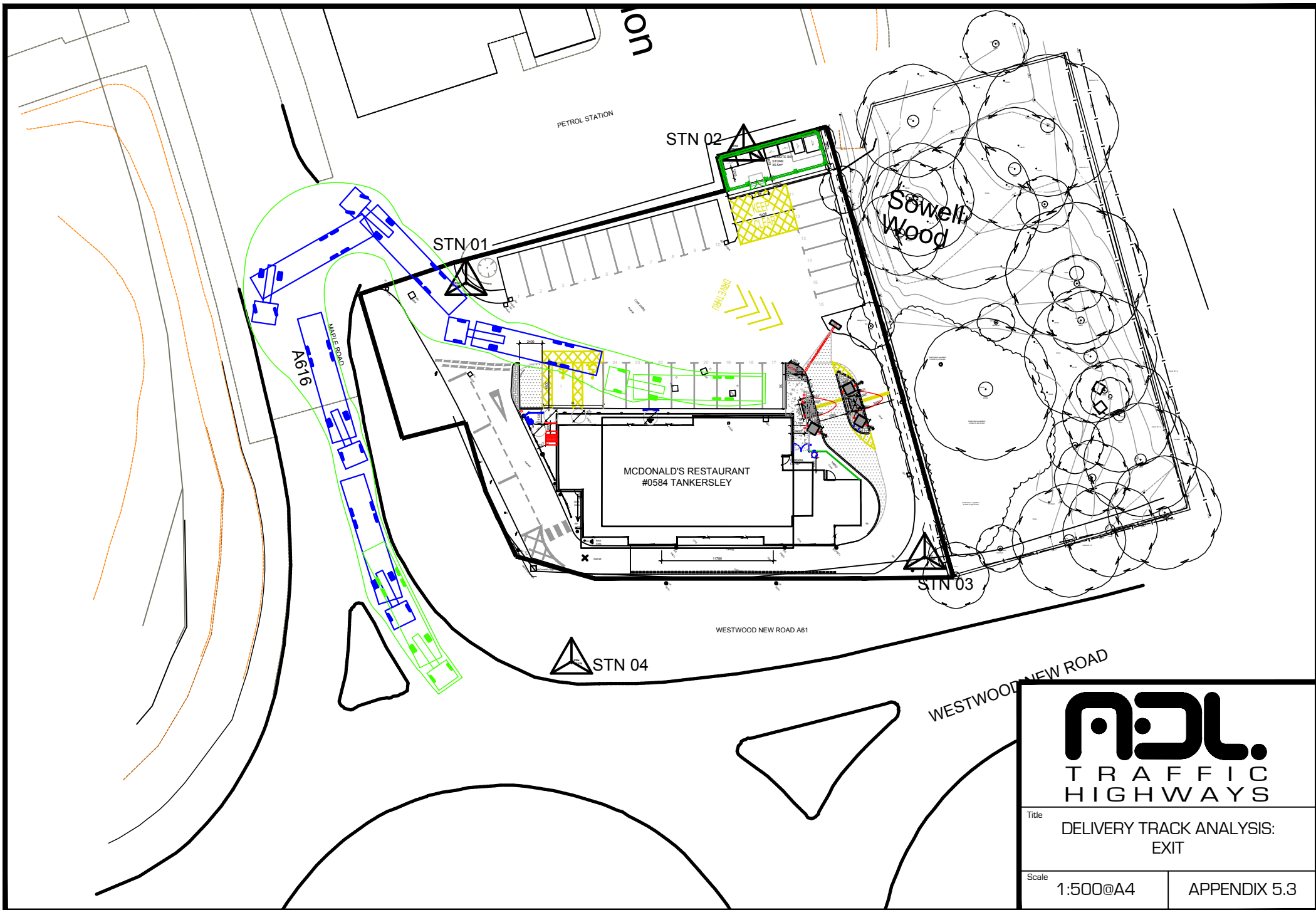


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Title
DELIVERY TRACK ANALYSIS:
OFFLOADING

Scale
1:500@A4

APPENDIX 5.2



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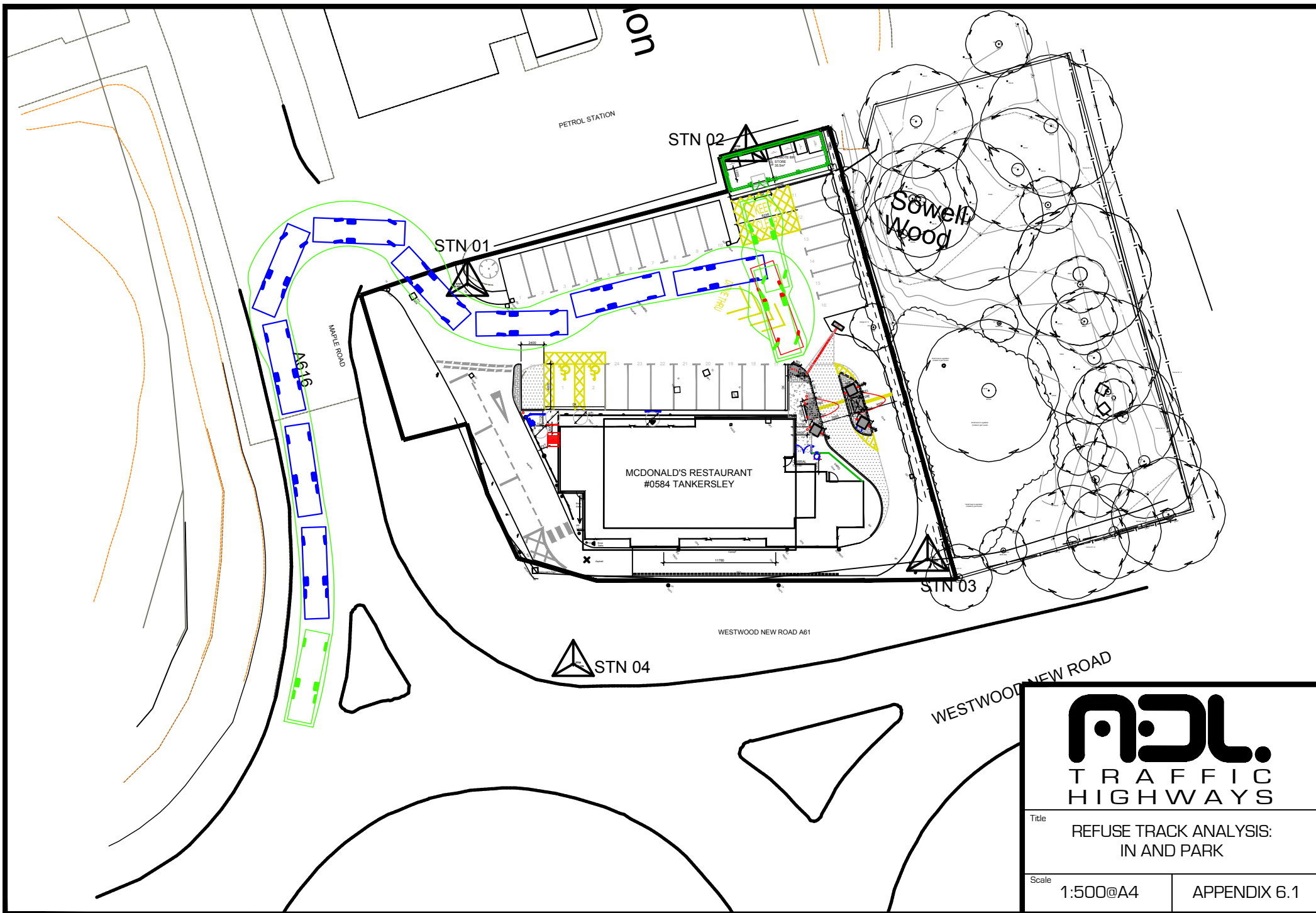
Title
DELIVERY TRACK ANALYSIS:
EXIT

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1:500@A4

APPENDIX 5.3

REFUSE VEHICLE MANOEUVRES

6.1	In and Park
6.2	Collection Position
6.3	Exit

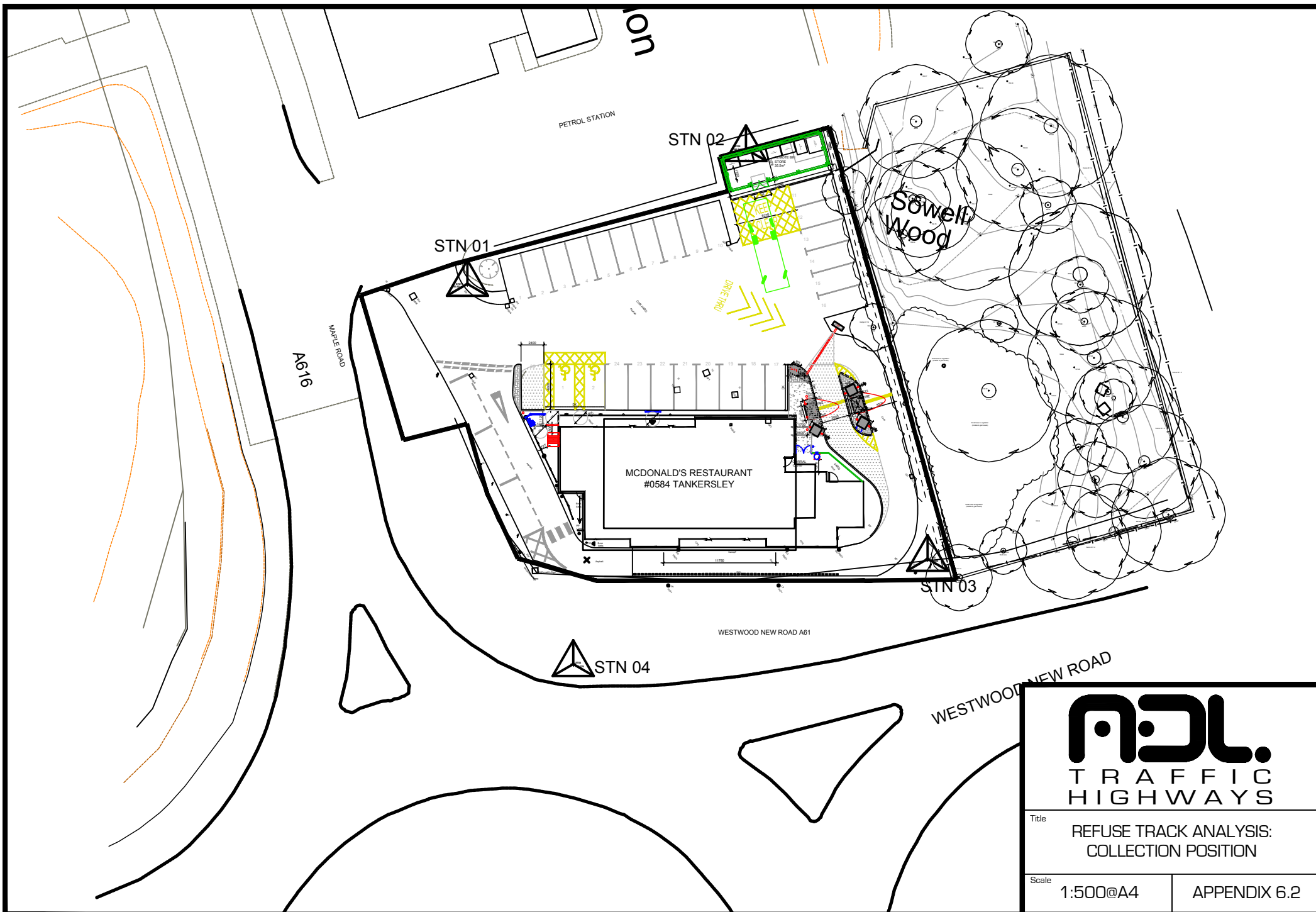


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TRAFFIC
HIGHWAYS

Title
REFUSE TRACK ANALYSIS:
IN AND PARK

Scale
1:500@A4

APPENDIX 6.1

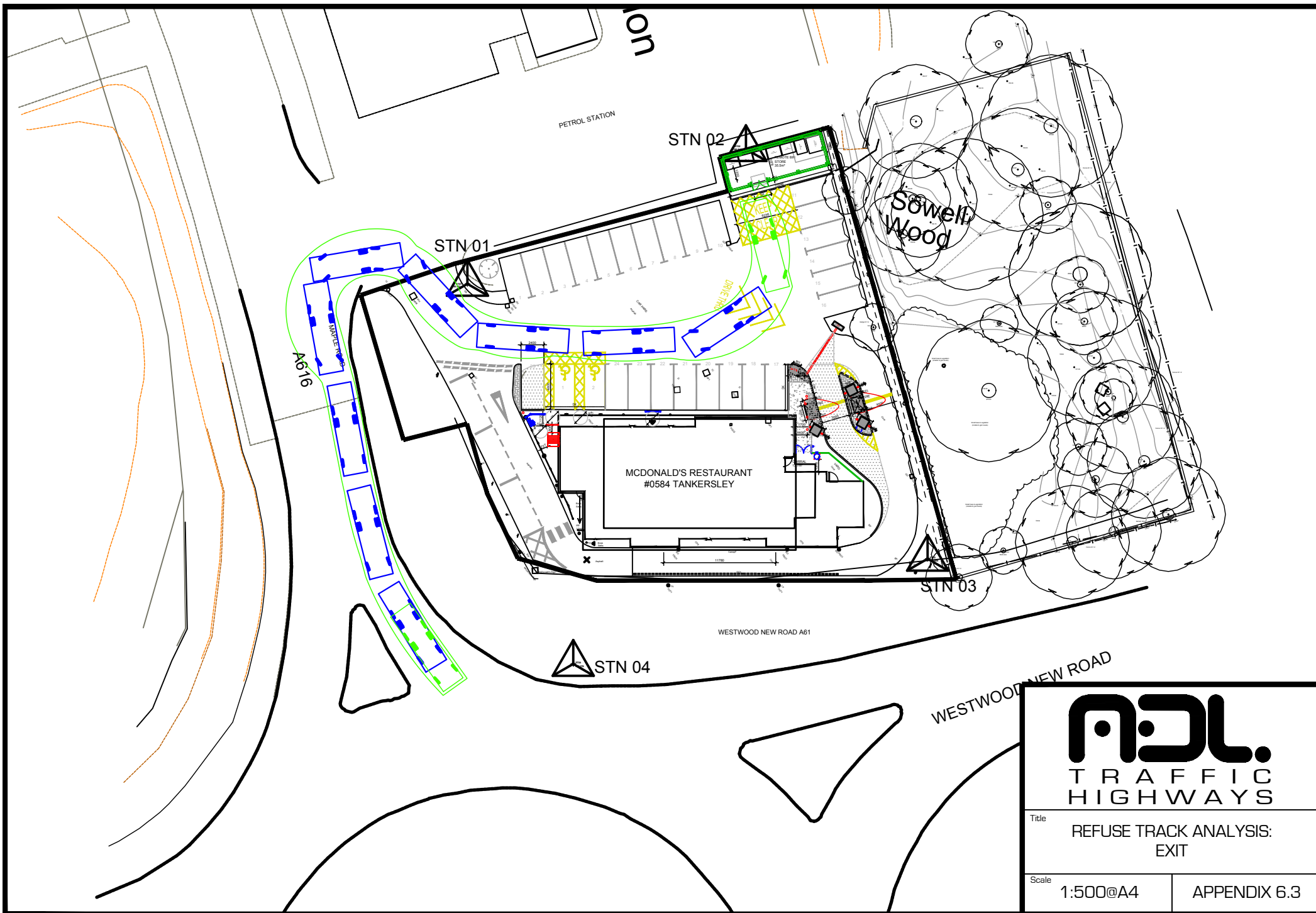


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HIGHWAYS

Title
REFUSE TRACK ANALYSIS:
COLLECTION POSITION

Scale
1:500@A4

APPENDIX 6.2



ADL
TRAFFIC
HIGHWAYS

Title
REFUSE TRACK ANALYSIS:
EXIT

Scale
1:500@A4

APPENDIX 6.3