

Servicing Delivery Management Plan

Goldthorpe



Wrightson Associates

31 Greenroyd Avenue
Hunsworth
Cleckheaton BD19 4DY

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1.00 INTRODUCTION

- 1.01 This report details the servicing proposals for the proposed Home Bargains unit constructed as part of the redevelopment of the former Goldthorpe Primary School site, to the immediate south of Doncaster Road, in Goldthorpe.
- 1.02 The site is in the centre of Goldthorpe to the immediate south east of the Doncaster Road / Barnsley Road / High Street signalised T-junction. The site is bound by Doncaster Road to the north; High Street to the west; Asda to the south, and local housing on Market Street to the south; and retail uses to the east.
- 1.03 The local housing generally consists of single storey dwellings on Market Street, and accommodation above the Post Office on the radius corner of Market Street.
- 1.04 Site Location



- 1.05 The purpose of this Service Management plan is to:
- safeguard the interests of nearby residents, road users in the area, and customers visiting the development.
 - ensure the unit can be serviced in a safe manner.
 - mitigate the risk of mixing service vehicles and the public wherever possible
 - mitigate any detriment to the free flow of traffic or public amenity.
 - ensure the servicing of the unit does not cause a nuisance to other properties in the vicinity

2.00 GENERAL DELIVERY STRATEGY

- 2.01 Servicing of the Home Bargains will be by articulated lorries. A service yard is provided to the rear of the unit. Access to the service yard is via a direct route through the carpark to a service road at the south side of the unit, leading to the service yard to the rear of the unit. Interaction with customers utilising the car park is therefore kept to a minimum.



- 2.02 The access into the site is located to optimise the distances between the main junction and Jackson St at the opposite side of High Street.
- 2.03 Home Bargains will identify the most appropriate routes between relevant distribution centres/Suppliers and the store. The routes will be identified on plans that will be issued to the distribution centres, the Unit and to vehicles. Delivery vehicle drivers will be required to follow these routes unless directed otherwise by an appropriate authority.
- 2.04 All deliveries will be undertaken within the constraints of the site and thus causing no detriment to the free flow of traffic on the public highway.

3.00 DELIVERY PROCESS

3.01 Delivery Times

- a. Home Bargains deliveries will be maximum one delivery a day (Monday –Sunday).

3.02 Vehicle Manoeuvring

- a. Delivery vehicles will enter the car park via the main customer car park entrance. There is a wide isle leading directly to the service road at the south side of the unit.
- b. The service yard to the rear accommodates a full 16m turning circle. The service doors are located away from the dwellings on Market Street.
- c. The vehicle can easily turn within the yard, only needing to reverse to the loading doors, and it can exit in forward gear to return to the road network via the access route.
- d. A trained member of staff will be present during all deliveries to assist with delivery vehicle access and egress, where required, as well as with the movement of goods from vehicle to store.

3.03 Loading and Unloading

- a. The store manager will be informed daily of delivery timing for the subsequent day, via email.
- b. Deliveries from the vehicle will generally be in roll cages and wheeled from the HGV directly into the Unit via the delivery door. The delivery vehicles will reverse up to the delivery doors to minimise the distance for transferring the roll cages from vehicle to store, and the delivery roll cages will remain on the delivery vehicles until such time as they can be immediately unloaded into the store. This will reduce any noise associated with the manoeuvring of cages within the service yard to a minimum
- c. The Tenant will ensure that for deliveries made using vehicles fitted with tail lifts that ensure that in addition to the delivery vehicle driver, two other (suitably trained) store employees will be present during unloading/loading operations. These members of staff will assist with the movements of goods from vehicle to store, ensuring that pedestrian safety is always maintained.
- d. All delivery vehicle engines will always be switched off during the unloading/loading operation in order to ensure that vehicle noise nuisance is kept to a minimum.

4.00 REFUSE STORAGE

- 4.01 The development shall not be brought into use until the approved refuse storage area has been formed in accordance with the approved plans.
- 4.02 Refuse will be placed in suitable containers/bins and not be stored outside the units or storage compound. 2No 1100 litre bins will be provided to the bin compound location.
- 4.03 Home Bargains will return packaging and general refuse to their depot utilising returning delivery vehicles via the same route as deliveries. Alternatively, the council will be responsible for refuse collections.

5.00 GOOD NEIGHBOUR PRACTICE

- 5.01 All reasonable and appropriate steps should be taken to limit the noise created through the delivery of goods to the Units. These steps will include:
 - a. Vehicles to manoeuvre slowly and carefully to avoid over-revving of engines
 - b. preventing vehicle engines from being reversed excessively
 - c. avoiding doors being slammed;
 - d. Vehicle horns will only be sounded if required in safety-critical situations.
 - e. switching engines and HGV refrigeration units off where feasible;
 - f. turning off all vehicle radios or other entertainment systems;
 - g. No music will be played within the service yard
 - h. preventing persons shouting; and
 - i. limiting the movement of trolleys to the minimum reasonably necessary.
 - j. Care to be taken with cage trolleys to avoid additional, unnecessary noise, taking care to avoid sudden movements and impacts
 - k. ensuring all personnel and supplier delivery drivers are made aware of this policy and the site as a noise sensitive site. This will include awareness of the policy forming part of induction for new starts
- 5.02 A 2.5m Noise barrier is provided to the perimeter boundary of the service yard and service access road in accordance with the recommendations of the Noise Assessment Report. In addition, a landscape buffer incorporating existing trees where practical, is provided to the boundary to provide a 'softer' visual and acoustic barrier.

6.00 MODIFICATIONS TO THIS DELIVERY MANAGEMENT PLAN

- 6.01 It is acknowledged that any alteration to this Delivery Management Plan requires written approval from the Local Authority Council.

7.00 BREACHES OF THIS DELIVERY MANAGEMENT PLAN

- 7.01 This Delivery Management Plan records the standards agreed and provides guidelines to ensure the development does not cause a nuisance to the local neighbourhood. Any breach of this Plan does not of itself entitle any party to any form of legal redress or action other than by the Council which could seek redress under its powers to address breaches in planning conditions.
- 7.02 Breach of this Code could also give rise to unreasonable noise disturbance in the vicinity of the site which may then entitle the Council to serve an Abatement Notice under the provisions of the Environmental Protection Act 1990.