

DESIGN & ACCESS STATEMENT version 3

TESCO STORE, CLICK & COLLECT FACILITY

1.0 Description

- 1.1 The following statement provides our analysis with regard to the design and access issues relating to the proposed 'Click and Collect' customer collection pod & canopy at this Tesco Store. This statement has been produced in accordance with the requirements of Section 62 and Section 327A of the 'Town and Country Planning Act' 1990 as inserted by Section 42 of the 'Planning and Compulsory Purchase Act' 2004, and Article 4C of the 'Town and Country Planning (General Development Procedure) Order' 1995 (as amended).

2.0 Use

- 2.1 The application relates to the installation of a customer collection storage pod & canopy over the space formerly taken up by ten car parking spaces within the existing store car park.
- 2.2 Tesco propose to offer customers a new service, where the customer orders their shopping and pays for it online, then a personal shopper (member of staff) at the store picks each individual customers shopping. This picked shopping is processed and stored in the existing Home Shopping department within the store.
- 2.3 The 'Click & Collect' orders are then loaded onto an existing Dotcom Home Shopping van & taken to the customer collection storage pod and canopy sited in the car park. The purpose of the canopy is only to provide protection to customers loading their cars during any period of inclement weather.
- 2.4 Customers will be allocated a predetermined collection timeslot when ordering their shopping & will then collect their shopping orders from the 'Click & Collect' area.
- 2.5 This new service is aimed at customers who lead busy life styles and cannot guarantee that they will be at home to take receipt of the normal home delivery service provided by the store, or for any customer who does not have time to spend shopping at the store but still needs to source their weekly provisions.

3.0 Layout

- 3.1 The new customer collection pod & canopy does not result in any new Retail space simply a holding area for the ordered goods.
- 3.2 The proposed 'Click & Collect' facility will be located within the existing customer car park, however the proposal will not affect the existing operational use of the car park, and it is also sited away from the high use parking spaces.

- 3.3 The collection pod (8.1 metres long x 3.6 metres wide) has the canopy abutting its long front. The canopy itself covers the approximate equivalent of four parking spaces (2no. spaces x 2 back to back) and is sited over the customer collection bay.
- 3.4 The van delivery side of the customer collection pod is protected from passing traffic by the car park end island, the customer collection bay side is adjacent parking spaces and protected by low level planters.

4.0 Scale

- 4.1 There is to be only one 'Click and Collect' facility located in the car park.
- 4.2 The collection pod and canopy are in keeping with other ancillary buildings located at the store and have been sized to provide minimum impact whilst providing acceptable working tolerances.
- 4.3 The clear height under the canopy provides sufficient clearance for normal, private passenger transport.

5.0 Landscaping

- 5.1 The proposal does not adversely affect existing landscape provision nor will it present a maintenance issue in respect of the building overall.
- 5.2 Any adjacent planted areas will be protected during the course of the installation.

6.0 Appearance

- 6.1 The proposed customer collection storage pod will be formed from a proprietary modular unit finished in white cladding with a timber cladding fascia.
- 6.2 The proposed canopy will form the roof to the pod and extend over the adjacent customer collection bay. The canopy will be faced in white cladding panels and be supported on white circular posts springing up from the ends of the planters.

7.0 Access

7.1 Customer

- 7.1.1 The new customer collection point is to be sited within the less busy section of the car park to the store away from the areas normally chosen by customers which tend to be closer to the store entrance.
- 7.1.2 It is expected that all customers using the 'Click & Collect' facility will visit the store by car as the operation replaces their normal visit to the store for 'their weekly shop'.
- 7.1.3 Customer access is level & unimpeded via the normal route into the car park; new signs will be erected on route guiding customers to the destination (signs being subject to a separate advertisement application).

7.2 Staff

- 7.2.1 Staff will transport the customers' shopping from the Home Shopping Facility within the store via the existing fleet of Dotcom delivery vehicles to the van unloading bay.
- 7.2.2 Personnel access to the pod is via flush threshold, glazed doors. The shopping is delivered to a raised area through a roller shutter doorway and is similarly despatched to the customer through a matching roller shutter on the opposite, collection side.

8.0 Community safety

- 8.1 The proposed facility is located within the existing customer car park which has been designed to provide a safe environment for the movement & parking of cars including customer & staff pedestrian access.
- 8.2 Traffic routes are clearly marked out with directional arrows and signs. Pedestrian routes are identified and protected where appropriate with kerbs or bollards.
- 8.3 The van delivery route from the Home Shopping area to the facility will be along the existing car park access roads following the normal traffic flow.
- 8.4 The car park is appropriately illuminated at night & is monitored by Tesco security staff.
- 8.5 The customer collection pod will be secured when not in use.

9.0 Environmental Sustainability

- 9.1 The proposal is not designed to increase customer visits to the store but assist the customer during their normal shopping trip.
- 9.2 Transport of the 'shopping' from the store to the customer collection point will be carried out using existing vehicles.
- 9.3 The collection pod will be a proprietary, factory made container which utilises the latest manufacturing techniques to minimise energy use. The pod is clad with composite panels incorporating insulating materials with an ODP of zero. The materials used to construct the pod have a recycled content of up to 35%.
- 9.4 The 'Click & Collect' facility is entirely recyclable and could be dismantled for use at another location.