



TESCO BARNSELY EXT

WOMBWELL LANE, BARNSELY
SOUTH YORKSHIRE S70 3NS

DESIGN & ACCESS STATEMENT

**PROPOSED DOT COM EXTENSION AND CANOPY,
AND CUSTOMER COLLECTION OF PRE-PAID SHOPPING
CANOPY (CLICK & COLLECT)**

Introduction:

The Design and Access statement has been prepared to accompany the full planning application for the home shopping extension (Dot Com) and proposed 'Click and Collect' customer collection canopy to the existing Tesco retail store, located at the Highwoods Square. The Design and Access statement is intended to show how the proposed development has been formulated from concept to finished detailed design. 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).

Site Assessment:

Barnsley is a town in South Yorkshire, England. Historically part of the West Riding of Yorkshire, it lies on the River Dearne, 11.8 miles (19 km) north of the city of Sheffield, 17 miles (27 km) south of Leeds and 14.5 miles (23 km) west of Doncaster. Barnsley is surrounded by several smaller settlements which together form the Metropolitan Borough of Barnsley, of which Barnsley is the largest and the administrative centre. The metropolitan borough had a population of 231,900 at the 2011 UK Census; Barnsley urban Area had a population of 71,599 (2001 census) .

It is between junctions 36 and 38 of the M1 motorway and has a railway station served by the Hallam and Penistone Lines.

The store is located South West of Barnsley on the A635. The existing retail store was opened in June 1988. It is constructed mainly with brick infill and glazing, with additional extensions of white insulated cladding. The site itself covers an area of just over 53,473m² within which is parking for 938 cars with provisions for service vehicles and a mix of landscaping in and around the perimeter of the site. The immediate area surrounding the site is of a mainly industrial.

Flood risk:

Environmental Flood Risk Maps show that the existing store and Proposed Extension is not a flood risk site

Proposed Dot Com and Canopy

There is a five bay Dot Com canopy already on site. The proposal is to increase the Canopy with three more bays.

The Dot Com Process:

"The Dot Com facility's function is to receive and process internet shopping orders. Once the proposed facility has received an order, a member of staff collects the required goods from the existing retail store and packages them in readiness for delivery. These orders are stored within the proposed facility whilst awaiting collection. The orders are finally loaded onto one of the small delivery vans under the proposed canopy, and dispatched to the customer."

This enabled us as designers to produce a design solution which was to the satisfaction to the client in light of the processes involved.

Functions and Operations:

Dot Com Area has two functions, part of the floor is used for administration, i.e. processing customer orders, and part of the floor space is used for storing picked orders prior to loading on the vans for dispatch.

The ramp shown on the plans serves the new Click and Collect service, the ramp is internal to the store and is required due to the difference in levels between the finished floor level of the store and the external car park.

The store currently runs 14 Dot Com home delivery vans and the proposal is to increase van capacity to a maximum of 25 vans, the reason is due to customer demand for more home deliveries which cannot be delivered due to the current fleet size.

Van Movements

We can confirm that the Dot Com (Home Shopping) operating hours are as follows:-

Monday to Friday - 7am to 11pm + 15 minutes for unloading at the end of the day, no van movements after 11pm.

Saturday – 7am to 10pm + 15 minutes (as above), no van movements after 10pm.

Sunday – 10am to 3pm and 6pm to 10pm + 15 minutes (as above), no van movements after 10pm.

Van Trips

Generally the vans make three delivery trips per day, Monday to Saturday.

The first delivery runs at 8am with vans returning by 12noon, the second run starts with vans leaving at 2pm and returning by 6pm and the third delivery starts at 7pm with vans returning no later than 11pm. All vans enter and exit the store via the service road which is separate from the main car park entry exit and therefore will not impact on the main car park usage.

Van Rotation

When all the van loading bays are full, on-site parking for vans is allocated within the existing service yard plus 8 bays in the main car park, as part of this application.

The vans in the service yard will not affect HGV deliveries and each van is given a charging point to connect up to so that the engines will not be left running to keep the vans at the required temperature.

As loaded vans under the canopy leave to deliver customer orders, the next batch of waiting vans then pull into the canopy for loading. We do not anticipate this being a problem as the practice has been in operation for many years throughout the UK.

Vans will not wait in the access road.

Loading takes approximately 15 minutes per van.

Amount:

In putting together a design for this scheme, the amount of area of development was largely determined by a balance of meeting the client's needs in terms of creating a functioning Dot Com facility, and the restrictions of the site designated for the development.

The solution was to provide a single storey extension of approximately 125m², with a loading canopy structure of 330m² to enable vans to be loaded with the goods. This enables a functioning Dot Com facility to operate without having a detrimental effect on the use and operation of the existing retail store. And as described later an integrated Click and Collect facility of approx 140 m²

Layout:

The proposed Dot Com facility has been located to the west of the existing retail store. This ensures that the close relationship with the existing store which is required to operate the facility is maintained and any travel distances between the two are kept to an absolute minimum.

The location also ensures that the operation of this facility is kept away from the most congested areas of the site, namely the customer accesses to the site and entrance areas of the retail store.

The Dot Com facility itself has been designed in accordance with design standard criteria which has been developed and proved successful in previous schemes of this nature.

There will also be a secure parking area in the existing customer car park for Dot Com van parking when they are not being used.

Scale:

The drawings submitted to support the planning application demonstrate that the proposed Dot Com facility has been designed to a scale which is in keeping with the scale of the existing retail store. The heights and overall size of the facility ensures along with the proposed landscaping proposals, that it will not be seen from the surrounding areas.

Landscaping:

Some planting need to be removed. They will be replaced with in the site.

Appearance:

The appearance of the Dot Com facility was largely governed by providing a facility which functioned well and which fitted in with the existing retail store.

The scale in terms of height, massing and layout is appropriate for its function without having a detrimental effect to the character and appearance to the surrounding areas.

The Dot com Block consists of steel frame structure with Insulated panels to the walls and roof with finish Ral 9010. The colour of the finish to the Dot Com facility was chosen to blend in with the extension building

Access:

The Dot Com delivery vehicles which are roughly the size of a standard Ford Transit type vehicle will access the Dot Com facility via the customer car park. The service yard for HGV deliveries is to the east of the store away from the Dot Com facility. The service yard in front of the Dot Com canopy has been designed to a design standard set by the client to ensure that the Dot Com delivery vehicles can turn within the proposed service yard in front of the canopy and exit in a safe and efficient manner.

Crime Prevention & Security:**1. Access & Movement**

All access to the rear service yard at this store remains unchanged and the proposal offers no detrimental vulnerability to the premises or routes to and from the premise. The service yard is a well-lit, private gated area.

2. Structure

All door openings into the open service yard are either fully alarmed back to the stores main security system or are managed when open by authorised staff personnel only. There are no windows to the rear of the existing store and to the proposed minor extension works. The proposed Dot.Com van loading area is sighted under an open canopy structure offering full and natural surveillance.

3. Surveillance

The existing service yard is fully illuminated to a uniform lighting level of 200lux, appropriate for CCTV operation. All movement within the existing yard is covered by CCTV and monitored by Tesco in house security within the store. The yard gate is also covered by CCTV and is only opened remotely upon full identification of authorised visitors or scheduled deliveries. The proposed van loading area and exit door from Dot.Com will have new CCTV coverage, wired back to the in store security station.

4. Ownership

The existing service yard is a clearly defined private area and is enclosed naturally by the rear of the store, existing wire mesh fence and a timber fence topped with anti-intruder devices. The ownership of this land is clearly marked by Tesco branding and directional signage.

5. Physical Protection

All construction is of a robust nature and all final exit doors are of steel core construction to Tesco Design Standards. All access to the yard is controlled by Tesco Stores Ltd.

6. Activity

No public access is permitted to the Service Yard. Any member of Tesco personnel requiring yard access must wear appropriate personnel protection equipment, including high visibility vests or jackets, in accordance with HSE standards.

7. Management & Maintenance

All access to the Yard is controlled by two members of Tesco Staff. Access from the main gate is controlled by a Back Door (Banksman) Operative, who controls the gates from a workstation adjacent to the main goods in area.

Access to the Dot.Com loading area is controlled by the Dot.Com manager.

All maintenance to the building structure, fencing, gates, operable doors and equipment is undertaken by Tesco Stores maintenance or approved and qualified sub-contractors.

Summary and Conclusions:

The proposed Dot Com facility has endeavoured to incorporate the client brief whilst taking into account the existing site features and constraints.

This development reflects the need to extend and re-organise the manner in which Tesco operate their Dot Com facility to meet the changing way that customers are buying their goods.

It is anticipated that the new dot com facility will encourage existing customers to reduce the numbers of individual journeys taken to the existing store, resulting in a reduction in traffic volumes on the surrounding areas. Considering the location of this particular store this would be most welcome to general highway users, and in addition would follow current governmental initiatives regarding reducing traffic volumes especially at peak times.

Click and Collect Customer collection for Pre-Paid shopping

Use

The application relates to the installation of a customer collection canopy located next to the Dot Com service yard. Tesco propose to remove the existing Click and Collect pod and make the Click and Collect service more integrated with the store. Click and Collect is when 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.

The 'Click & Collect' orders are then loaded onto on manual wheeled dollies and taken to the customer collection canopy sited next to the home shopping area. The purpose of the canopy is to provide protection to customers and staff loading their cars during any period of inclement weather.

Customers will be allocated a predetermined collection timeslot when ordering their shopping & will then collect their shopping orders from the 'Click & Collect' area.

This 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.

Click and Collect Operating Times

The Click and Collect Service operates at the following times:-

Monday to Saturday - 8am to 8pm.

Sunday – 10am to 3pm.

Layout

The new canopy does not result in any new Retail space simply protection to customers and staff loading their cars.

The proposed 'Click & Collect' facility will be located within the existing customer car park next to the Home Shopping department area. The proposals of the Click & Collect plus the Dot Com and loading canopy will mean the loss of 52 standard parking spaces. However the proposal will not affect the existing operational use of the car park.

The collection canopy is 20.3 metres long x 4.8 metres wide

The cars are protected by hatching on car park to denote loading bays

Scale

There is to be only one 'Click and Collect' facility located in the car park.

The collection canopy is in keeping with other ancillary buildings located at the store and have been sized to provide minimum impact whilst providing acceptable working tolerances.

The clear height under the canopy provides sufficient clearance for normal, private passenger transport.

Landscaping

Some planting need to be removed. They will be replaced with in the site.

Appearance

The customer canopy will be faced in Red applied vinyl and be supported on white posts protected by bollards.

The extension wall and Dot com yard fence next to canopy will be 'branded' for customer clarity. Metal gates (as existing) will secure customer access to dot com service yard.

Access

Customer

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.

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'.

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).

Staff

Staff will transport the customers' shopping from the Home Shopping Facility within the store via manual wheeled doilies to the customer canopy, then loaded into the waiting car.

Community safety

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.

Traffic routes are clearly marked out with directional arrows and signs. Pedestrian routes are identified and protected where appropriate with kerbs or bollards.

The car park is appropriately illuminated at night & is monitored by Tesco security staff.

Environmental Sustainability

The proposal is not designed to increase customer visits to the store but assist the customer during their normal shopping trip.

Transport of the 'shopping' from the store to the customer collection point will be carried out using manual wheeled dollies.

The collection canopy will be a proprietary, factory made container which utilises the latest manufacturing techniques to minimise energy use.

The 'Click & Collect' facility is entirely recyclable and could be dismantled for use at another location.

Store Car Parking

52 standard car parking bays will be lost as a result of the proposal but we feel we can demonstrate that the proposal to expand the Dot Com business plus Click and Collect can offset the loss.

886 car parking spaces will be retained, comprising 823 standard bays, 29 parent and toddler bays and 34 disabled/special needs parking bays. We believe the provision is adequate for the size of the store.

Loss of Car Parking Against Proposed Services – Home Delivery (Dot Com) and At Store Collection (Click and Collect)

Click and Collect - Loss of Car Parking Versus Click and Collect Service

The Click and Collect service was originally trialled at two stores in 2010 and has continued to be delivered to Tesco stores throughout the UK every since. Although we do not hold firm data regarding customer uptake, the service was designed to serve up to 8 customers per hour, therefore on a weekday the facility could serve 96 customers (8am to 8pm), this is 96 customers that do not have to find a parking space at the store to do their shopping.

Dot Com Operations – Loss of Car Parking Versus Home Delivery

The synopsis of parking versus the Dot Com operation can only be mathematically calculated as we are not aware of any data that is held on this. The calculation is based on a full 20 van operation working at 100% 6 days a week (Sunday's discounted).

1 van makes 3 delivery trips per day delivering to 8 customers per trip, therefore 1 van x 8 customers x 3 trips = 24 customers a day.

(24 deliveries per day x 20 vans = 480 a day) x 6 days a week = 2,880 customers a week.

All vans working at 100% 6 days a week is unrealistic however if Dot Com is operating at 60% capacity this would equate to 1,728 customers a week.

If 1,728 customers comprise 50% existing store users who would normally visit the store to do their shopping and 50% were new custom, this equates to 864 customers a week who would not have to travel to the store and therefore 144 customers a day.

This figure when combined with the Click and Collect service is considerable and we believe it can justify the loss of standard car parking bays at the store and at the same time meets the requirements of PPG 13 reducing the need to travel.