TRAFFIC & HIGHWAYS ENGINEERING LIMITED

DELIVERY MANAGEMENT PLAN
PROPOSED McDONALD'S RESTAURANT
LAND NORTH OF DEARNE VALLEY PARKWAY
BIRDWELL
BARNSLEY
S70 5TW

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

ADL/CC/4341/02A

October 2020

www.adltraffic.co.uk

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REPORT CONTROL

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Primary Author	Catherine Chapman	Initialed:	CC

Contributor	Initialed:

Review by	Catherine Chapman	Initialed: CC

Issue	Date	Status	Checked for Issue
1	09.06.20	DRAFT	CC
2	06.10.20	FINAL	CC

This report is completed on 06/10/20 during the Coronavirus Pandemic.

During this period the Government advice remains that you should not:

- *socialise indoors in groups of more than six persons – this includes when dining out or going to the pub*
- *socialise outdoors in a group of more than six people*

With regard to travel, the advice state that to reduce demand on the public transport network, you should walk or cycle wherever possible. If you have to use public transport, you should try to avoid peak times. People using public transport must wear face coverings, and are also advised to socially distance and avoid busy routes.

Some areas have local restrictions in place and local advice should be followed when travelling into, out of and within these areas.

It is recognised and acknowledged that the Covid-19 virus and the predicted severe recession will have an impact on travel patterns and behaviour in the foreseeable future. However, this has not yet been able to be quantified.

Every effort has been made in the preparation of this report to present the factual information (which was largely collected or prepared pre virus) as accurately as possible and draw conclusions based on these facts. Revisions and updates of the report may be required in the future in light of changing circumstances, planning advice and Government guidance.

Recommended travel options, may be reviewed prior to implementation in light of the then current Government guidance or other pertaining circumstances.

ADL Traffic and Highways Engineering takes no responsibility for any behaviour or consequence related to Covid-19, following the implementation or operation and or use of the development proposal assessed, or designed in this report/drawing or the highway works details.

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1.0 INTRODUCTION

1.1 Purpose of Report

1.1.1 ADL Traffic and Highways Engineering Ltd have prepared this Delivery Management Plan for the proposed McDonald's restaurant at Dearne Valley Parkway, Barnsley.

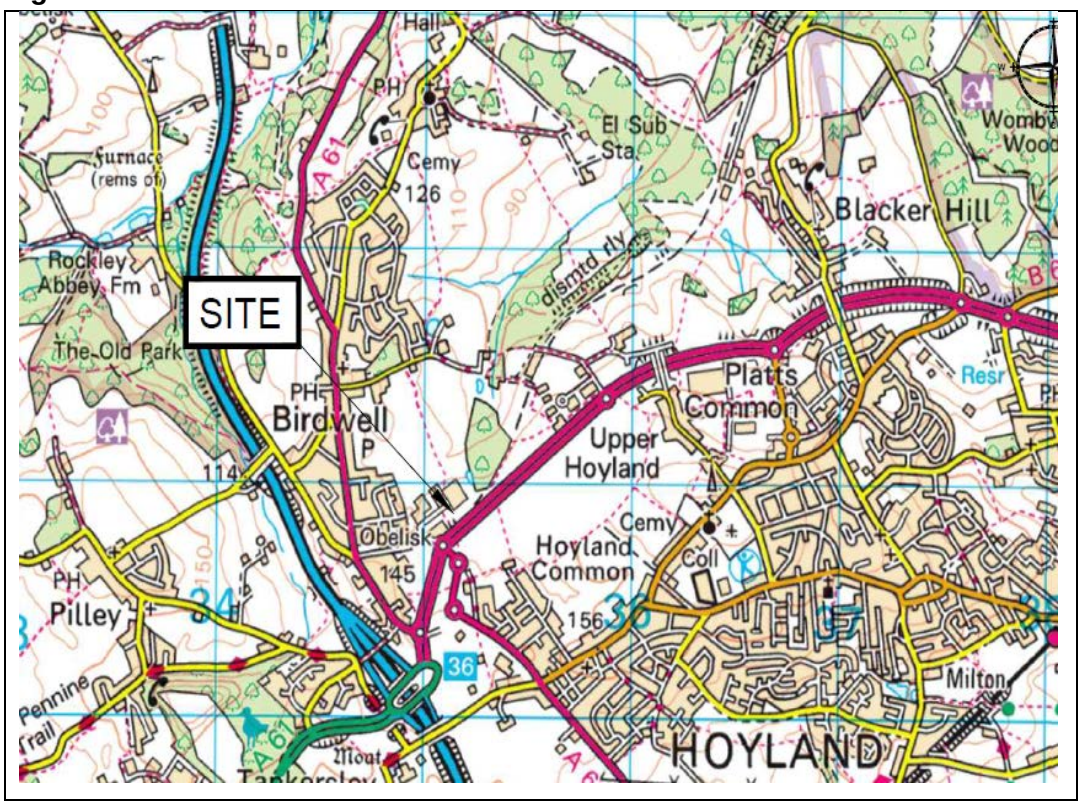
1.1.2 This report sets out McDonald's and Martin Brower's extensive servicing experience and demonstrates that suitable arrangements would be implemented to manage deliveries during restaurant opening hours. These measures are considered to be sufficient and reasonable to ensure efficient and safe operation of the car park during servicing periods.

1.2 Site Location and Road Network

1.2.1 The site is located 7.2km south of Barnsley city centre. The site is located 2.5km to the south of the village of Birdwell and to the north of the A6195. The site is also 0.5km to the east of the M1 Junction 36. A plan showing the site location is included as Figure 1A.

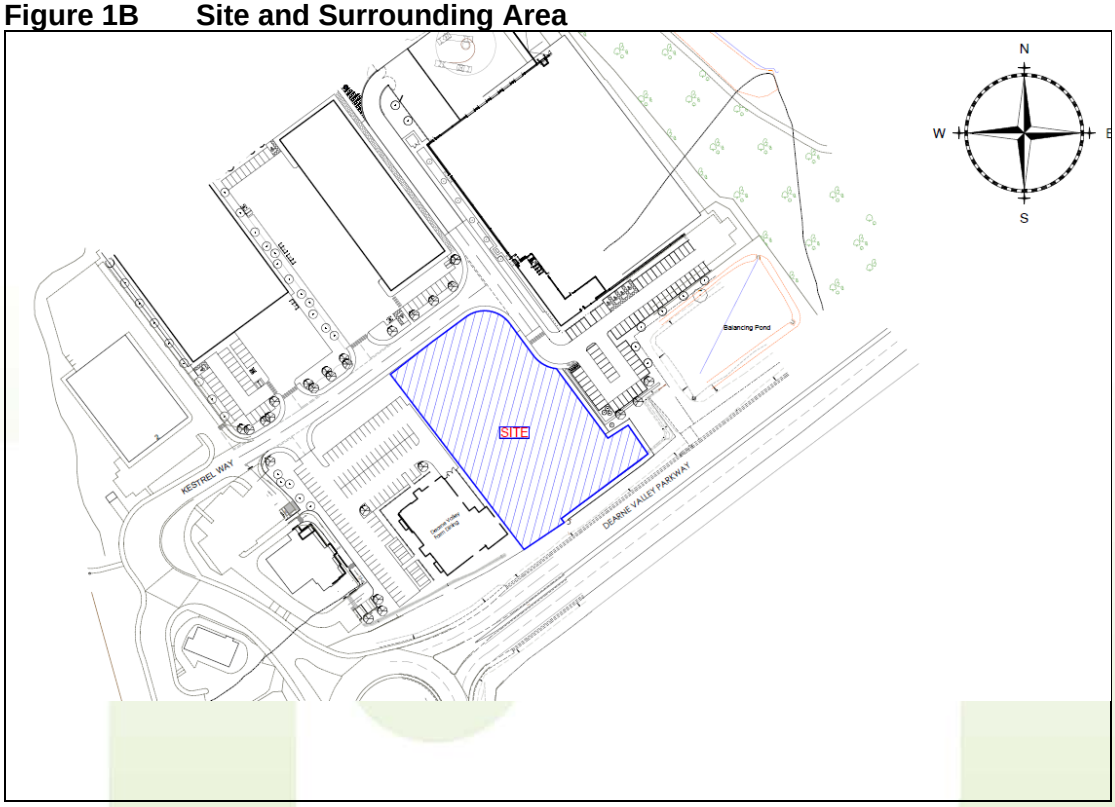
1.2.2 The site is roughly rectangular in shape is the last undeveloped plot which forms part of the Rockingham Phase 1 development. To the south of the site is Dearne Valley Parkway (A6195) to the north is the internal Access Road, to the east is a B8 Unit (Unit 5) and to the west is the Dearne Valley Farm public house.

Figure 1A Site Location



1.2.3 The site and surrounding area is shown on the plan in Figure 1B below.

Figure 1B Site and Surrounding Area



1.2.4 The access to the Rockingham Phase 1 Development is via a four arm roundabout with Dearne Valley Parkway (A6195) and Sheffield Road. This roundabout is known as the Rockingham Roundabout.

1.2.5 The Access Road into the Phase 1 development is a single carriageway road and subject to a 30mph Road and streetlighting facilities. The Access Road serves the Rockingham Phase 1 development to the north and a BP petrol filling station and Costa Coffee drive thru to the south which form part of a separate permitted development.

1.2.6 The A6195 runs north to south from the junction with the A628 located 17km north of the Rockingham Roundabout to the A61/Sheffield Road signalised roundabout located 250m south of the Rockingham Roundabout. Dearne Valley Parkway (A6195) is a two lane, dual carriageway between the A61 junction and the Wath Road Roundabout at Brampton.

1.2.7 Between the A61 Junction and the Rockingham Roundabout the A6195 is subject to a 40mph limit, on the exit of the Rockingham Roundabout it is subject to the national speed limit (70mph). There are street lighting facilities at the Rockingham Roundabout.

1.2.9 The A61 meets the M1 Junction 36 at a large four arm, grade separated, signalized roundabout located 0.5km south of the Rockingham Roundabout which is known as the Tankersley Roundabout.

1.2.10 The Rockingham Roundabout forms a quadrant of four linked roundabouts with the A61 signalised roundabout and two standard roundabouts with Sheffield Road. The north eastern roundabout provides access to a Starbucks coffee shop (referred to in this report as the Starbucks Roundabout). The southern Sheffield Road roundabout provides a route to Hoyland Common and Chapel Town (referred to in this report as the Sheffield Road Roundabout).

1.3 Proposed Restaurant Details

1.3.1 The proposed restaurant site layout and access arrangements are shown on the plan in Appendix 1.0.

1.3.2 The permitted scheme comprises of a McDonald's restaurant with drive thru facilities There would be a car park with 52 parking spaces in front of the restaurant.

1.3.3 The restaurant would be accessed via the Rockingham Phase 1 Access Road from the Rockingham Roundabout on Dearne Parkway.

1.3.4 The hours of opening would be 24 hours Monday to Sunday.

2.0 McDONALD'S/MARTIN BROWER EXPERIENCE

2.1 Extent of McDonald's Servicing Experience

2.1.1 McDonald's has been trading in the UK since 1974. The company operates 1,280 restaurants (+90 ROI) of which around 880 are restaurants with drive thru facilities.

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

2.1.3 With regard to the 880 restaurants with drive thru facilities, much like the proposed restaurant, each restaurant is expected to be serviced 3 times per week. This is equivalent to 2,640 (assuming 3 deliveries per store) deliveries per week or 377 per day (7 day week).

2.2 Health and Safety Policy and Review Process

2.2.1 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 passing through the car park)

2.2.2 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 (pedestrians) within the car park.

2.2.3 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.

2.3 Servicing Contractor and Vehicle Details

2.3.1 Martin Brower are McDonald's sole distributor for all of its products in the U.K. and has a delivery fleet of over 150 vehicles. In addition to McDonald's own policy and risk assessment, Martin Brower also continuously reviews each site in line with their own Health & Safety policies.

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

2.3.3 Goods are delivered by articulated lorry, typically 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.

2.3.4 Multi temperature vehicles are used which allows all of the restaurant's 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.

2.3.5 Martin Brower vehicles are equipped with 360º cameras to assist with reversing manoeuvres. McDonald's staff will be on hand to manage customer vehicles and pedestrians during deliveries.

2.3.6 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.

2.4 Martin Brower (Reliability)

2.4.1 MB UK carried out 464,990 deliveries in 2018 and they recorded that only 1.5% of deliveries were late due to traffic delays.

2.4.2 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.

2.4.3 This notification is recorded on the customer service system (Salesforce) for their records.

2.5 Driver Scheduling

2.5.1 The driver scheduling operates in such a manner that the same driver will not visit the same restaurant for every delivery. 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.

2.5.2 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.

2.5.3 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.

2.5.4 Drivers typically receive notification of their delivery schedule the day before their shift and receive a map of their route. All drivers have a Personal Digital Assistant (PDA) which contains their route, timings and instructions for each restaurant.

3.0 McDONALD'S SERVICING PROCEDURE

3.1 Servicing Frequency, Timing and Duration

3.1.1 As noted in Section 2.1, deliveries would be expected to occur three times per week.

3.1.2 The vehicle is expected to be parked for between 15 minutes and 1 hour within the 2 hour delivery slot depending on the range and quantity of products being delivered.

3.1.3 Deliveries during peak trading periods are avoided to minimise any delays in delivery. Delivery times can, where necessary, be adopted to suit any site and are closely controlled in sensitive locations.

3.2 Paragon

3.2.1 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.

3.2.2 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, most restaurants receive their deliveries at the same time on the same days each week.

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

3.2.4 Restaurant Managers can also track the progress of the delivery vehicle on their phone or other web browser (like a domestic courier delivery).

3.2.5 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 to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

3.3 Refuse Collection and Recycling

3.3.1 Waste minimisation and recycling are promoted.

3.3.2 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.

3.3.3 Delivery vehicles also collect all waste cardboard, food waste, cups, oil and empty delivery trays/crates which are returned to suppliers for re-use. This reduces the volume of refuse collected for land fill.

3.3.4 Refuse is collected by a private contractor using a 9.6m refuse vehicle, 3 times per week and collect landfill waste only.

3.4 Vehicle Delivery Procedures and Noise

3.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement then the chiller and freezer can be switched off upon arrival at site.

3.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.

3.4.3 During any reversing the vehicles emit a reversing beep-beep 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, which reduces the noise pollution.

3.4.4 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."

3.5 Driver Responsibility

3.5.1 The drivers are responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles, staff or pedestrians.

3.6 McDonald's Staff

3.6.1 McDonald's allocate a minimum off two staff to be on site and available to assist with deliveries. These staff have completed a McDonald's Health and Safety Training.

3.6.2 Restaurant staff are on site to ensure the space required for delivery vehicle manoeuvring is clear. Once on the tarmac, they wheel the cages to the restaurant.

3.6.3 McDonald's staff are on hand to manage customer vehicles and pedestrians during the delivery.

3.7 Summary

3.7.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the Country and this system would be successfully implemented at the Dearne Valley restaurant.

4.0 SERVICING PLAN: McDONALD'S DEARNE VALLEY RESTAURANT

4.1 Servicing Procedure: McDonald's Dearne Valley

4.1.1 The McDonald's Dearne Valley Restaurant will be serviced 3 times per week by a 16.5m articulated vehicle.

4.1.2 The restaurant would be assigned its 2 hour delivery slot by Martin Brower. These would generally be the same slots week in, week out so the restaurant will have regular delivery pattern which they will be well experienced with. Lunchtime peak trading periods would be avoided.

4.1.3 Two staff (minimum) will be allocated to manage the delivery. They will have received Health and Safety training.

4.1.4 TRACK analysis of the Martin Brower delivery vehicle accessing, unloading and exiting the site is included as Appendix 2.1.

4.1.5 There are 52 spaces within the car park. It is proposed that staff would cone off 9 spaces in the car park required for unloading and manoeuvring. There would therefore still be 43 spaces available for staff and customers (83% of parking provision). It is therefore considered that there would be sufficient available parking for both customer demand and the delivery vehicle

4.1.6 A plan showing the proposed car park management strategy is included as Appendix 3.0.

4.1.7 On receipt of the email from Martin Brower (30 minutes prior to arrival of the delivery vehicle) staff would check the car park prior to the arrival of the delivery vehicle to ensure the spaces required are coned off and ready.

4.1.8 Once the delivery vehicle is parked, goods are trollied from the delivery vehicle to the corral at the rear of the building.

4.1.9 When the delivery is complete the delivery vehicle leaves the site in a forward gear. Once the delivery vehicle has left the staff will remove the cones from the parking spaces.

4.2 Refuse Collection: Dearne Valley

4.2.1 Bins would be stored in the corral at the rear of the restaurant. Bins would be wheeled to the vehicle by refuse operatives.

4.2.2 Refuse would be collected by a private contractor, although increasingly a large amount of recyclable waste is backhauled by Martin Brower for central recycling and processing.

4.2.3 Refuse collections would also occur at Dearne Valley during quiet trading periods three times per week. Refuse collections would also be scheduled to avoid coinciding with deliveries.

4.2.4 The refuse vehicle would also use the car park to collect the refuse.

4.2.5 Appendix 2.2 shows the TRACK analysis for the 9.6m refuse vehicle (standard for Veolia fleet) entering the site, loading and exiting the site in a forward gear.

4.3 Monitoring Procedures

4.3.1 Drivers are debriefed at the end of any shift and any issues are logged by MB Control.

4.3.2 Restaurants can also rate the MB driver so any issues can be identified by MB Control.

5.0 SUMMARY AND CONCLUSIONS

5.1 Summary

5.1.1 McDonald's and Martin Brower have extensive experience of undertaking deliveries at McDonald's drive thru restaurants, whilst they are open and this presents no operational difficulties.

5.1.2 Health and Safety is an important aspect of McDonald's delivery management and is subject to a regular review process.

5.1.3 The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant and demonstrates the planning and management, to provide safe and efficient servicing.

5.1.4 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK which would include Dearne Valley

5.2 Conclusions

5.2.1 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 dealing with deliveries to McDonald's customer car parks.

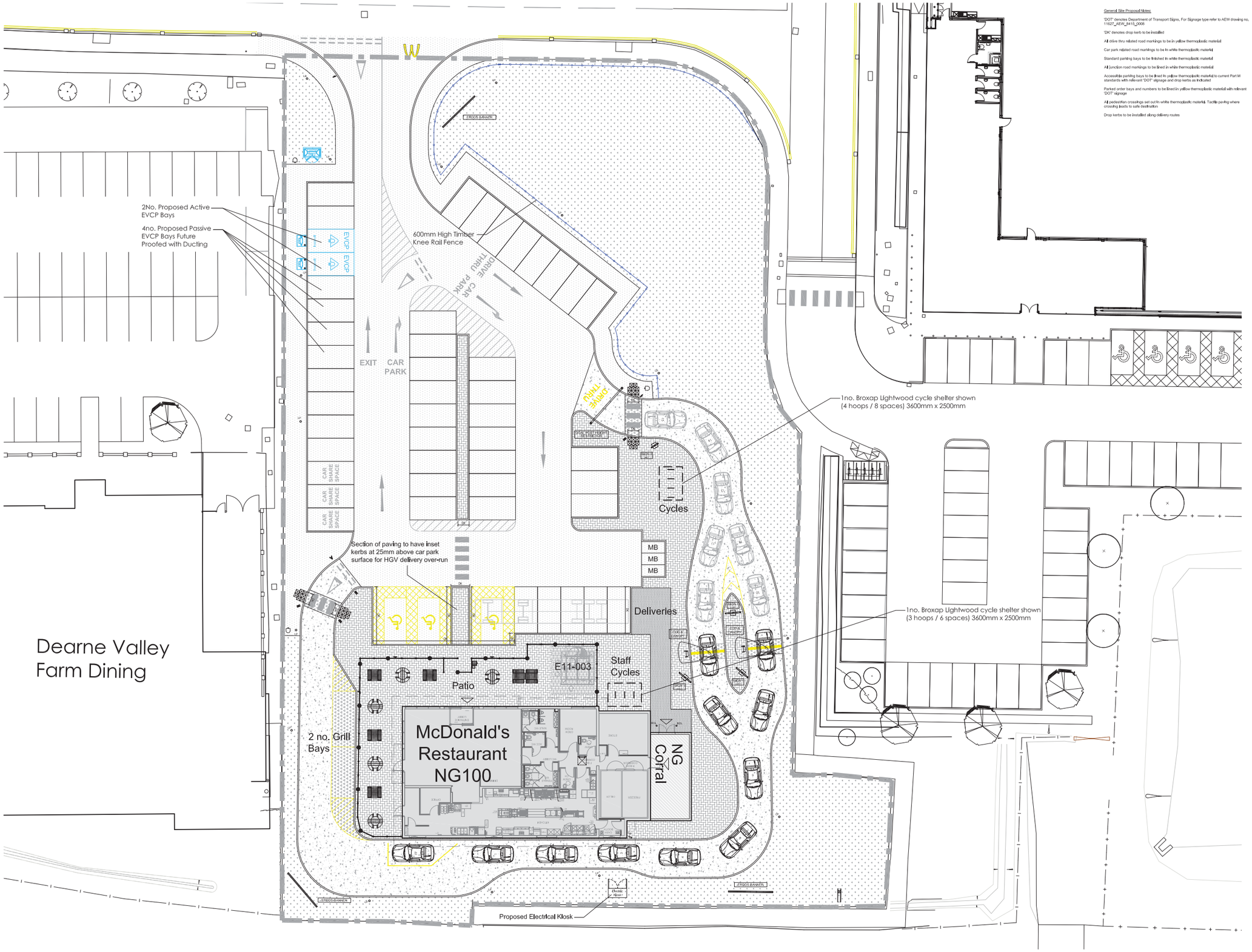
5.2.2 Staff are trained in receiving deliveries and managing customers and their vehicles before and during deliveries. Measures are in place to monitor deliveries and driver performance so any issues can be identified, reported and dealt with by Martin Brower.

5.2.4 Deliveries will be scheduled to occur within 2 hour delivery slots, 3 times per week. Measures are proposed to manage the car park and cone off the spaces in the car park prior to the arrival of the delivery vehicle.

5.2.5 In conclusion therefore, this document confirms the good practice already employed widely at McDonald's restaurants which will also be utilised at Dearne Valley.

APPENDIX 1.0

ARCHITECT'S PROPOSED LAYOUT



Dearne Valley
Farm Dining

Proposed Site Plan

N

0 2 4 6 8 10m

Scale 1:200

General Site Proposal Notes:

'DOT' denotes Department of Transport Signs, For Signage type refer to AEW drawing no. 11627_AEW_8415_0008

'DK' denotes drop kerb to be installed

All drive thru related road markings to be in yellow thermoplastic material

Car park related road markings to be in white thermoplastic material

Standard parking bays to be finished in white thermoplastic material

All junction road markings to be lined in white thermoplastic material

Accessible parking bays to be lined in yellow thermoplastic material to current Part M standards with relevant 'DOT' signage and drop kerbs as indicated

Parked order bays and numbers to be lined in yellow thermoplastic material with relevant 'DOT' signage

All pedestrian crossings set out in white thermoplastic material. Tactile paving where crossing leads to safe destination

Drop kerbs to be installed along delivery routes

NOTES

- All dimensions and levels are to be checked on site.
- Any discrepancies are to be reported to the architect before any work commences.
- This drawing shall not be scaled to ascertain any dimensions. Work to figured dims only.
- This drawing shall not be reproduced without express written permission from AEW.
- Title overlay drawings and ownership boundaries are produced using all reasonable endeavours. AEW cannot be responsible for the accuracy or scale discrepancy of base plans supplied to them.
- All works are to be undertaken in accordance with Building Regulations and the latest British Standards.
- All proprietary materials and products are to be used strictly in accordance with the manufacturers recommendations.

CDM 2015

Client notified of duties: **At Design Workshops**

Principal Designer: **CSS**

Unless noted below, all known hazards have been highlighted on the drawing:

- Drawing Based Harris Partnership Architects Drawing Reference: 11462-050 Rev A
- Glanville Topographical Survey Drawing Reference: 4200204 /410
- OS Map
- Extent of McDonald's Demise Indicated;

Notes:
All drawings to be read in conjunction with all other drawings as noted on issue sheet.

Schedule of Areas	
Proposed Site Area (Hectares)	0.50
Proposed Building (GEA / m²) (Excluding Corral)	371

Proposed Schedule of Parking	
Accessible Bays	03
Grill Bays	02
Motorcycle Bays	03
EVCP Bays	02
General Bays	45
Total Parking Bays	55

Proposed Site Finishes	
Tarmacadam - Car Park	
Printed Concrete - Drive Thru	
Marshalls 200mm x 100mm Charcoal Keyblock Paving - Patio	
Tarmacadam - Footpaths	
Turf & Low Level Shrubs - Soft Landscaping	
Brushed Concrete - Drive Thru Lanes w/ Road Markings and Delivery Route	
Terracotta Rubber Flooring - Outdoor Play Area	
6m Indicative Lighting Column - Positions subject to confirmation by M&E consultant	LP
600mm High Timber Knee Rail Fence	
Forget Me Not Bin	
Cranked Bollard	

Patio Auburn Furniture Schedule	
Circular Table - 4 Seat 1600mm Ø (H 780mm). Galvanised steel frame with laminated timber effect finish	
Rectangular Table - 8 Seat 650mm x 2670mm (H 780mm). Galvanised steel frame with laminated timber effect finish	
Rectangular Table - 4 Seat 1250mm x 1450mm (H 780mm). Galvanised steel frame with laminated timber effect finish	
Rectangular Table - 2 Seat 700mm x 1450mm (H 780mm). Galvanised steel frame with laminated timber effect finish	
Trash Bin 492 x 492mm (H 1217mm). Galvanised steel frame with laminated timber effect finish	
Ash Bin 297 x 297mm (H 891mm). Galvanised steel frame with laminated timber effect finish	

REV	Date	Drawn by: -	Checked by: -
B	29/09/2020	LMD	LB
EVCP bays shown and layout updated to suit			
A	03/09/2020	LMD	LB
3no. car sharing spaces indicated and shelter shown to customer cycle stands as requested.			

Status: Purpose of Issue
For Information

drawing stage: **Planning**

client:
McDonald's Restaurants Ltd

project: **Gateway 36**
Kestrel Way
Dearn Valley Parkway

store: **8415**

drawing title:
Proposed Site Plan

date: **20/07/2020** drawn: **LMD**
scale@A1: **1:200** checked: **LB**

Rev **B**

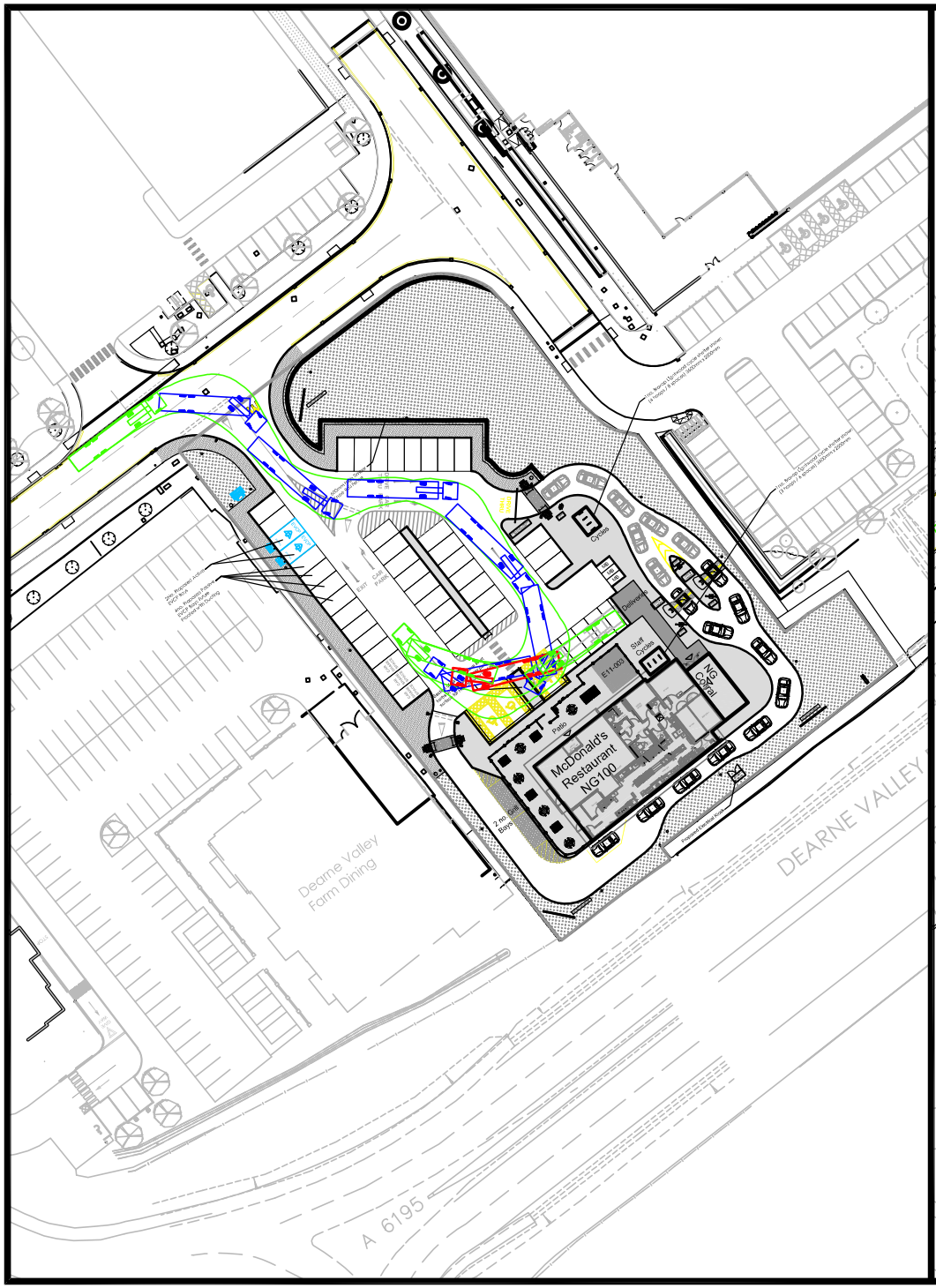
Job No **11627_AEW_8415_0004**

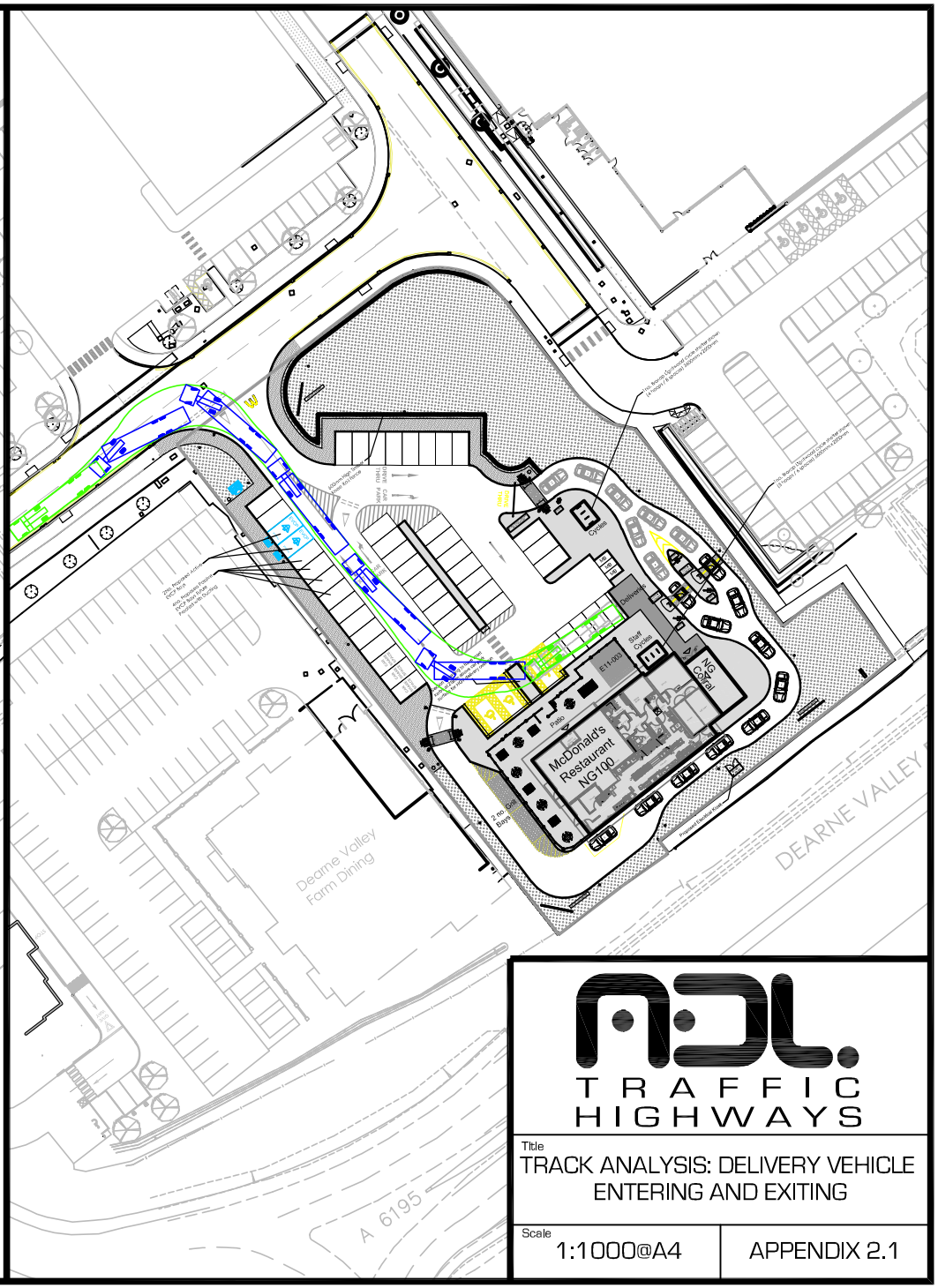
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APPENDIX 2.0

TRACK ANALYSIS

2.1 TRACK Analysis: Delivery Vehicle
2.2 TRACK Analysis: Refuse Vehicle





TRAFFIC HIGHWAYS

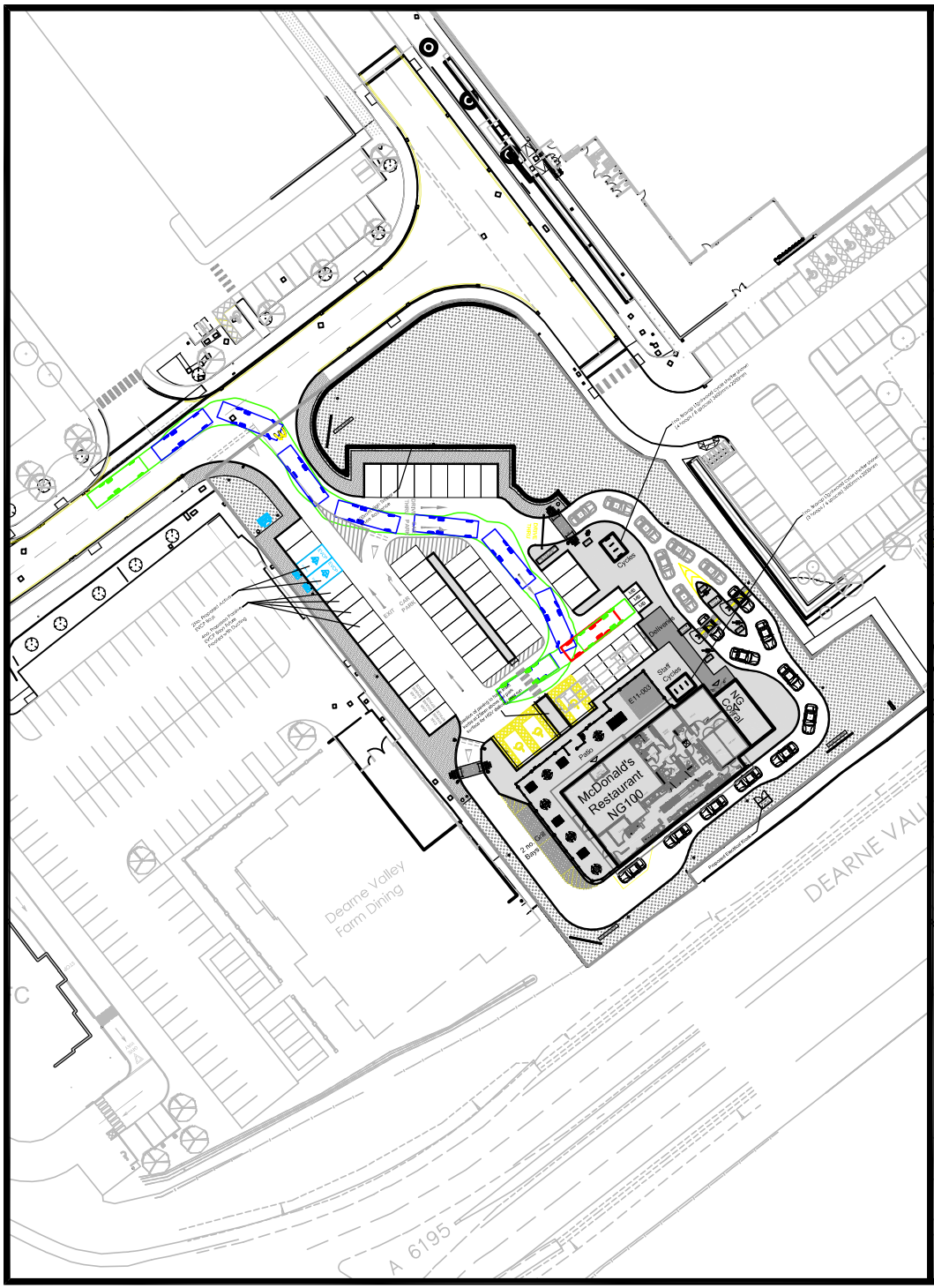
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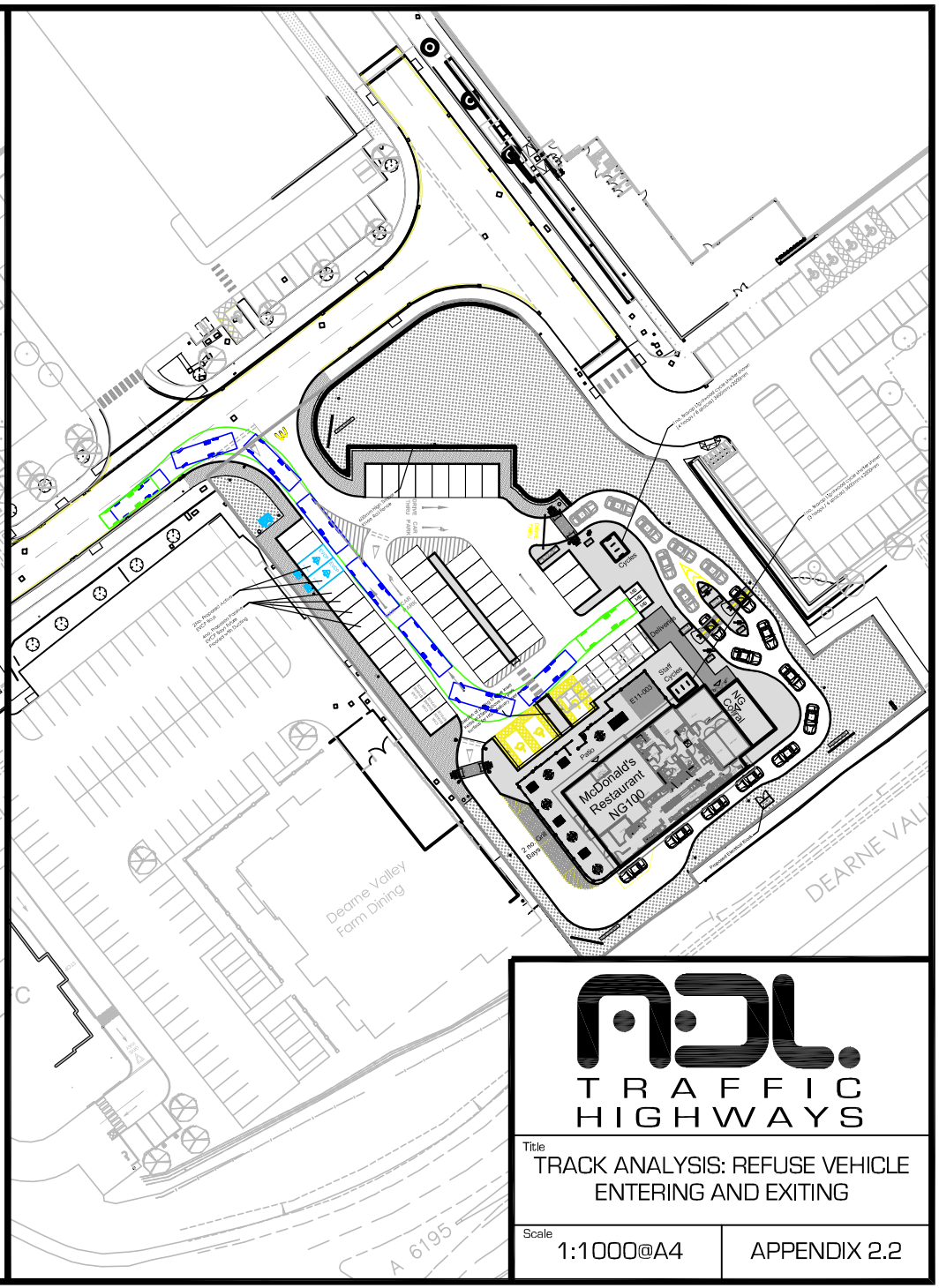
TRACK ANALYSIS: DELIVERY VEHICLE ENTERING AND EXITING

Scale

1:1000@A4

APPENDIX 2.1





MDL TRAFFIC HIGHWAYS

Title

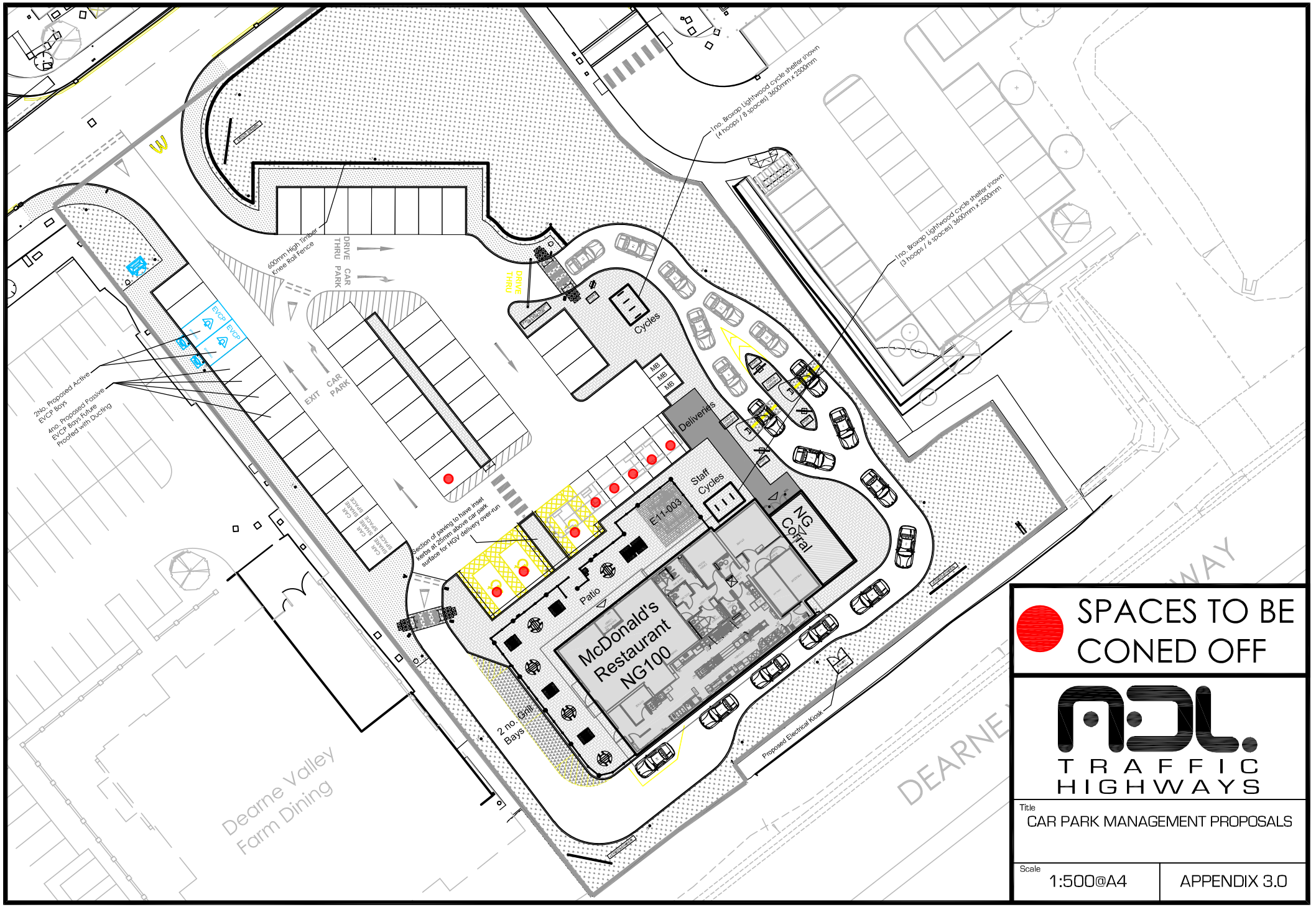
TRACK ANALYSIS: REFUSE VEHICLE ENTERING AND EXITING

Scale 1:1000@A4

APPENDIX 2.2

APPENDIX 3.0

CAR PARK MANAGEMENT PROPOSALS


SPACES TO BE CONED OFF
TRAFFIC HIGHWAYS
Title
CAR PARK MANAGEMENT PROPOSALS
Scale
1:500@A4
APPENDIX 3.0
1no. Broxap Lightwood cycle shelter shown (4 hoops / 8 spaces) 3600mm x 2500mm
1no. Broxap Lightwood cycle shelter shown (3 hoops / 6 spaces) 3600mm x 2500mm
600mm High Timber Knee Rail Fence
DRIVE THRU CAR PARK
DRIVE THRU
EXIT
CAR PARK
Cycles
MB
MB
MB
Deliveries
Staff Cycles
E11-003
NG Corral
Patio
McDonald's Restaurant NG100
2no. Grill Bays
Proposed Electrical Kiosk
Section of paving to have inset kerbs at 25mm above car park surface for HGV delivery over-run
2No. Proposed Active EVCP Bays
4no. Proposed Passive EVCP Bays Future Proofed with Ducting
EVCP
EVCP
CAR SHARE SPACE
CAR SHARE SPACE
CAR SHARE SPACE
Dearne Valley Farm Dining
DEARNE