

SERVICING & DELIVERY MANAGEMENT PLAN - CAMERON HALL DEVELOPMENTS

STONEY WOOD LOCAL CENTRE

1.00 INTRODUCTION

- 1.01 This Servicing & Delivery Management Plan (SDMP) details the servicing proposals and restrictions for the proposed Local Centre, within the Cameron Hall Stoney Wood Development.
- 1.02 The SDMP will be secured via a suitably worded planning condition and thereafter any failure to adhere with the SDMP can result in enforcement action being taken by Stockton Borough Council.
- 1.03 The purpose of the SDMP is to safeguard the interests of residential properties in the area and ensure the safety of customers visiting the development.
- 1.04 The SDMP will ensure that the Stoney Wood Local Centre (SWLC) will be serviced in a manner which:
- a. minimises the risk of mixing service vehicles and the public, as far possible.
 - b. does not result in any detriment to the free flow of traffic or public amenity.
 - c. does not cause a nuisance to dwellings in the vicinity
- 1.05 Opening Hours are proposed for 08:00 - 22:00 Monday to Saturday including Bank Holidays and 10:00 -18:00 on Sunday.

2.00 GENERAL DELIVERY STRATEGY

- 2.01 Deliveries referred to herein include all food (chilled and ambient) and sundry items. Refuse vehicles are dealt with separately in Section 5. The size of delivery vehicles will be limited to 11.36 meters in length; these will be fixed axle, rigid vehicles (box van or smaller).
- 2.02 Articulated lorries can cause more damage to tarmac surfaces than fixed axle lorries due to the scrubbing effect of the rear wheels during turning manoeuvres. Articulated lorries also have different turning characteristics to fixed axle vehicles, which could impact on the customers who may not anticipate this within the customer car park areas.
- 2.03 Moreover, the size and nature of units proposed will mean that deliveries are not required to make use of articulated lorries (HGVs). This SDMP therefore precludes articulated lorries from servicing the development. All tenants will be made aware of this in lease/purchase terms. Failure to adhere to this can result in enforcement action being taken by Stockton Borough Council.

- 2.04 A vehicle weight limit of 18 tonne will also be enforced to reduce the impact on the road construction and resultant road surface maintenance requirements.
- 2.05 Deliveries to the development will be accommodated in a dedicated servicing layby, to be located along the site frontage, to the east of the vehicle access (as shown on the Drawing at **Appendix A**). This avoids larger delivery vehicles needing to enter the customer car park. The layby has been designed to accommodate the largest vehicle permitted to service the development, as set out at paragraph 2.01.
- 2.06 The location of the layby is such that a vehicle parked in it does not impede visibility for vehicles emerging from the site access.
- 2.07 To prevent the layby being used for parking by visitors to the development, and thus hindering the ability for delivery vehicles to make use of it, a traffic regulation order will be introduced to specify the layby is for 'loading only'. This will be enforceable by the Council.
- 2.08 Given the size of the smaller units, and depending on the eventual occupiers, it is likely that some deliveries may be made by small van (akin to the size of a large car), rather than by a larger vehicle. These vehicles will access enter the customer car park, making use of a standard parking bay.

3.00 DELIVERY PROCESS

- 3.01 All deliveries involving larger vehicles will be required to make use of the servicing layby. They will need to give advance notification of arrival, such that deliveries can be coordinated between the various occupiers. The store manager will be informed daily of delivery timing for the subsequent day.
- 3.02 On arriving, the driver will unload the delivery and be responsible for transporting it to the relevant unit, via the routes illustrated on the plan at **Appendix A**. Deliveries from the vehicle may be in roll cages and wheeled from the delivery vehicle directly into the Unit via the delivery doors at the rear. Delivery roll cages will remain on the delivery vehicles until such time as they can be immediately unloaded into the units.
- 3.03 Members of staff from the individual units will be expected to assist, as required, to ensure that interaction between customers and deliveries are minimised as far as possible. The Occupier will ensure that for deliveries made using vehicles fitted with tail lifts, in addition to the delivery vehicle driver, (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.
- 3.04 Delivery drivers will be made aware that, should they arrive at the site and not be able to access the layby, they are to continue past, find a suitable and legal place to stop and then contact the store manager, who will advise as to an appropriate time for the vehicle to return to the site.

4.00 DELIVERY TIMES, FREQUENCY & LENGTH OF STAY

- 4.01 Deliveries will be scheduled to occur during off-peak hours, to avoid conflict with customers and peak traffic on the wider local highway network.
- 4.02 For interests of highway safety and residential amenity, deliveries by larger vehicles shall only take place between the hours of 08.00 - 11.00 Monday to Sunday, including Bank Holidays.
- 4.03 SWLC will need flexibility in the number of deliveries per week. There may be situations where they require delivery 7 days per week, although typically it is likely to be around 3-5 deliveries per week. However, it is crucial to SWLC operations that flexibility is allowed for.
- 4.04 To avoid nuisance to nearby properties, all delivery vehicle engines will always be switched off during the unloading/loading operation to ensure that vehicle noise is kept to a minimum.

5.00 REFUSE STORAGE & COLLECTION

- 5.01 The development shall not be brought into use until the approved refuse storage area has been formed in accordance with the approved plans. The approved refuse storage area shall thereafter be always retained for the storage of refuse.
- 5.02 Bins for individual units will be provided in the service area locations marked in Red on plan GM-01 (**Appendix A**). Refuse will not be stored outside the units or storage compound.
- 5.03 Refuse will be collected once per week for the development as a whole, under private contract (allowing control over days/times). To avoid unacceptable pull distances, a communal collection point will be located in the centre of the development.
- 5.04 On the day of collections, bins will be wheeled to the collection point, emptied and then returned to the bin stores. Depending on the eventual contractor this may be done by bin operatives or tenants (in the event of the latter this will be stipulated in lease details).
- 5.05 To avoid lengthy reversing manoeuvres, the refuse vehicle will pull into the site in a forwards gear, turn in the southern-most car park aisles and then egress in a forwards gear. This is common practice and given the infrequency of occurrence and time of day (when the car park isn't busy) does not represent a material road safety concern.

6.00 GOOD NEIGHBOUR PRACTICE

- 6.01 All reasonable and appropriate steps will be taken to limit the noise created through the delivery of goods to the Units. These steps will include:
 - a. avoiding doors being slammed.
 - b. switching engines off where feasible.
 - c. preventing vehicle engines from being revved excessively.

- d. turning off all vehicle radios or other entertainment systems.
- e. preventing persons shouting; and
- f. limiting the movement of cages to the minimum reasonably necessary.

7.0 APPENDICES

Appendix A – Delivery and Servicing Routes - GM-01