

## **Proposed Convenience Store, Ash Bank Road, Werrington**

### **Service Management Plan**

#### **Preamble**

This Service Management Plan (SMP) has been prepared in accordance with the DfT guidelines on servicing retail units, to ensure that the proposed convenience store will be serviced in a safe manner; which does not result in any detriment to public amenity.

The Co-operative are proposing to relocate from their existing store on Washerwall Lane to the development site off Ash Bank Road. The existing store does not benefit from an existing service yard and is serviced from Washerwall Lane via the main customer entrance; the proposed servicing arrangement therefore outlines a significant improvement to the existing situation.

#### Proposed Servicing Operation and Procedures

Service vehicles in relation the proposed Convenience Store would utilise the main customer vehicle entrance off the A52 Ash Bank Road to turn within the car park and reverse straight into the dedicated loading bay. A detailed plan of the proposed servicing manoeuvre has been appended to this document in Drawing ref: **T651-06C**.

Deliveries to the proposed Convenience Store will be undertaken using a 12m rigid HGV or smaller. The proposed site will not be serviced via a maximum legal 16.5 metre articulated HGV at any times.

The proposed Convenience Store will be expected to receive between 1 and 2 regular deliveries per day, plus a single delivery of these specific items: newspapers (delivered by Transit size van), bread, sandwiches (by Transit size van) and speciality items (e.g. ice cream / tights). Co-op does not have separate waste / recycling collections, with delivery vehicles backfilled with waste / recycling on their return journey.

Deliveries (excluding newspapers) will only take place between the following times:

- Monday – Saturday: 07:00 - 20:00;
- Sundays: 10:00 - 20:00.

A summary of the proposed servicing arrangement has been provided overleaf. This summary is to be used by the store in the service yard:

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- The proposed store would expect to receive between 1 and 2 regular deliveries per day.
- The store will be serviced by a vehicle no larger than 12m Rigid HGV.
- Daily deliveries of other specific items (e.g. newspapers, bread, sandwiches etc.) will also take place via Transit size van.
- The delivery of newspapers will take place prior to store opening.
- Deliveries and refuse collection will only be carried out in accordance with the agreed planning conditions set by the Local Authority.
- Deliveries will be undertaken outside of peak trading periods where possible.
- Deliveries will be undertaken outside of peak network periods where possible.
- The HGV routing through the car park will follow the most direct route to avoid unnecessary conflicts, please refer to the servicing vehicle path as shown in **T651\_06C**.
- The loading bay will be kept clear when a delivery is not taking place and secured by droppable bollards.
- Where possible, a nominated member of staff will act as a banksperson to ensure safe delivery practices are adhered too.
- In the unlikely event of a vehicle arriving outside of any agreed delivery hours, drivers will wait, away from the site and residential properties, observing all local parking restrictions.
- The turning areas within the site will be made available for service vehicles when required. Staff will be aware of when deliveries are due to take place and act as banksperson should obstructions be present.
- Radios and engines will be switched off once the vehicle is parked.
- Should the above require amendments, this will be carried out with agreement from all parties (SMDC, SCC and the Occupier).

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**Appendix A - Swept Path Analysis**

