

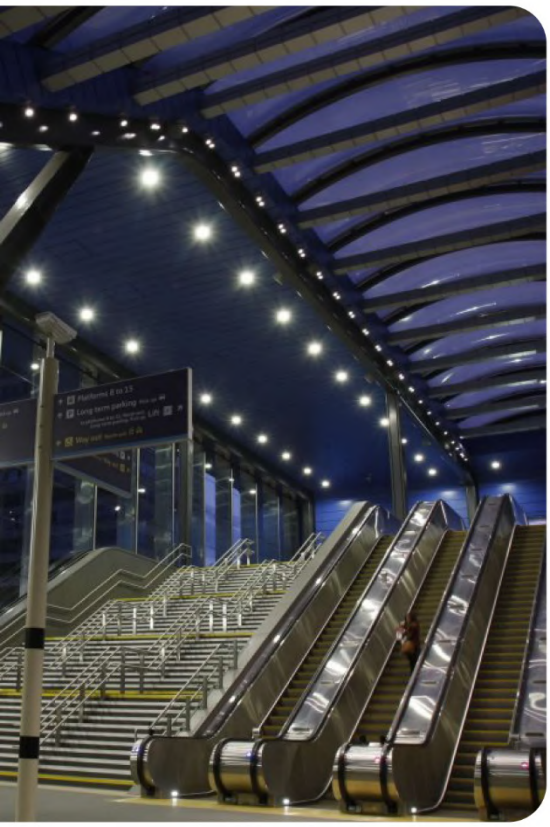
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Euro Garages Ltd

Proposed Restaurant and Takeaway with Drive-Thru, Asda Boldon

Delivery and Servicing Plan

May 2022









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Euro Garages Ltd

Proposed Restaurant and Takeaway with Drive-Thru, Asda Boldon

Delivery and Servicing Plan

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APPENDICES

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APPENDIX A Site Layout

APPENDIX B Servicing Arrangement

1. Introduction

1.1 Overview

1.1.1 This Delivery and Servicing Plan (DSP) has been prepared by mode transport planning (mode) on behalf of Euro Garages Ltd. It accompanies a planning application for a 129m^2 (GIA) restaurant and take-away unit with associated drive-thru lane on land located within the existing Asda car park at Boldon.

1.1.2 This DSP aims to ensure the delivery and servicing activity of the prospective occupier's logistics provider can be undertaken in a safe, efficient and sustainable manner. The document has been created in accordance with the guidance provided by the Department of Transports' (DfT) 'Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Retailers'.

1.1.3 It is proposed that the unit would trade between 10am and 11pm and therefore, deliveries and servicing would take place during the morning period before trading and away from the AM peak hour.

1.1.4 This DSP is applicable to all delivery vehicles servicing the proposed restaurant and take-away unit. Compliance and implementation of the DSP will be monitored and reviewed by the future operator along with any suppliers or recycling and refuse collection providers.

1.1.5 In addition to this DSP, a separate Transport Statement has been prepared by mode. Together these documents form the transport strategy for the proposed development.

1.2 Structure of this Report

1.2.1 The remainder of this DSP is structured as follows:

- Section 2 – Planning Policy Context;
- Section 3 – Local Situation;
- Section 4 – Servicing Management;
- Section 5 – Waste Management;
- Section 6 – Delivery Aggregators
- Section 7 – Monitoring and Review; and
- Section 8 – Summary.

2. Planning Policy Context

2.1 National Policy

2.1.1 The National Planning Policy Framework (NPPF) sets out Government's planning policies for England and how these are expected to be applied. The NPPF was published in March 2012 and was revised in July 2021. The NPPF continues to presume in favour of sustainable development and is a material consideration in a planning decision.

2.1.2 Paragraph 110 of the NPPF states that when assessing specific sites used for development applications, it should be ensured that:

- *"Appropriate opportunities to promote sustainable transport modes can be - or have been – taken up, given the type of development and its location;*
- *Safe and suitable access to the site can be achieved for all users; and*
- *Any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree."*

2.1.3 Paragraph 111 of the NPPF ultimately states the following for transport:

- *"Development should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or residual cumulative impacts on the road network would be severe."*

2.2 Local Guidance

2.2.1 The Local Development Framework (LDF) comprise the Core Strategy (2007) and the Development Management Policies (DMP) (2011) which set out the overall policies and direction of future development in the Borough.

2.2.2 Policy DM1 of the DMP focuses on the management of development and states that *"the impact of the development is acceptable in relation to highway capacity and safety or includes proposals to mitigate any adverse impacts"*.

2.2.3 In addition, the DMP states *"developments should provide for safe access and exit from the site for all vehicles, cyclists, pedestrians and other road users, make provision for the loading and unloading of service vehicles, as appropriate…"*.

2.2.4 The North East Transport Plan (2021) outlines a number of policy statements setting out the region's transport aspirations which includes *"…make travelling and moving goods around our region more efficient and greener"*.

2.3 Good Practice Guidelines

2.3.1 The Quiet Deliveries Good Practice Guide published by DfT in April 2014, covers the key problems for retailers, freight operators, local authorities and community stakeholders, reducing congestion and delays that affect freight and retail business, as well as local communities, particularly residents. This guidance is based on lessons learnt from Quiet Deliveries trials held by DfT, Freight Transport Association (FTA) and Noise Abatement Society (NAS) in 2010-11 and from the experience during the London 2012 Games.

2.3.2 The core principle of the DfT document on quiet deliveries is:

- *"about enabling businesses and organisations to make and receive deliveries outside the main working day. The flexibility will generate multiple benefits for all affected parties, such as reduced congestion, lower emissions and business efficiency."*

2.3.3 Through pilot schemes and case studies it was found that:

- *"If delivery times are extended into evenings / night-time periods in a well-managed manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities."*

2.4 Summary

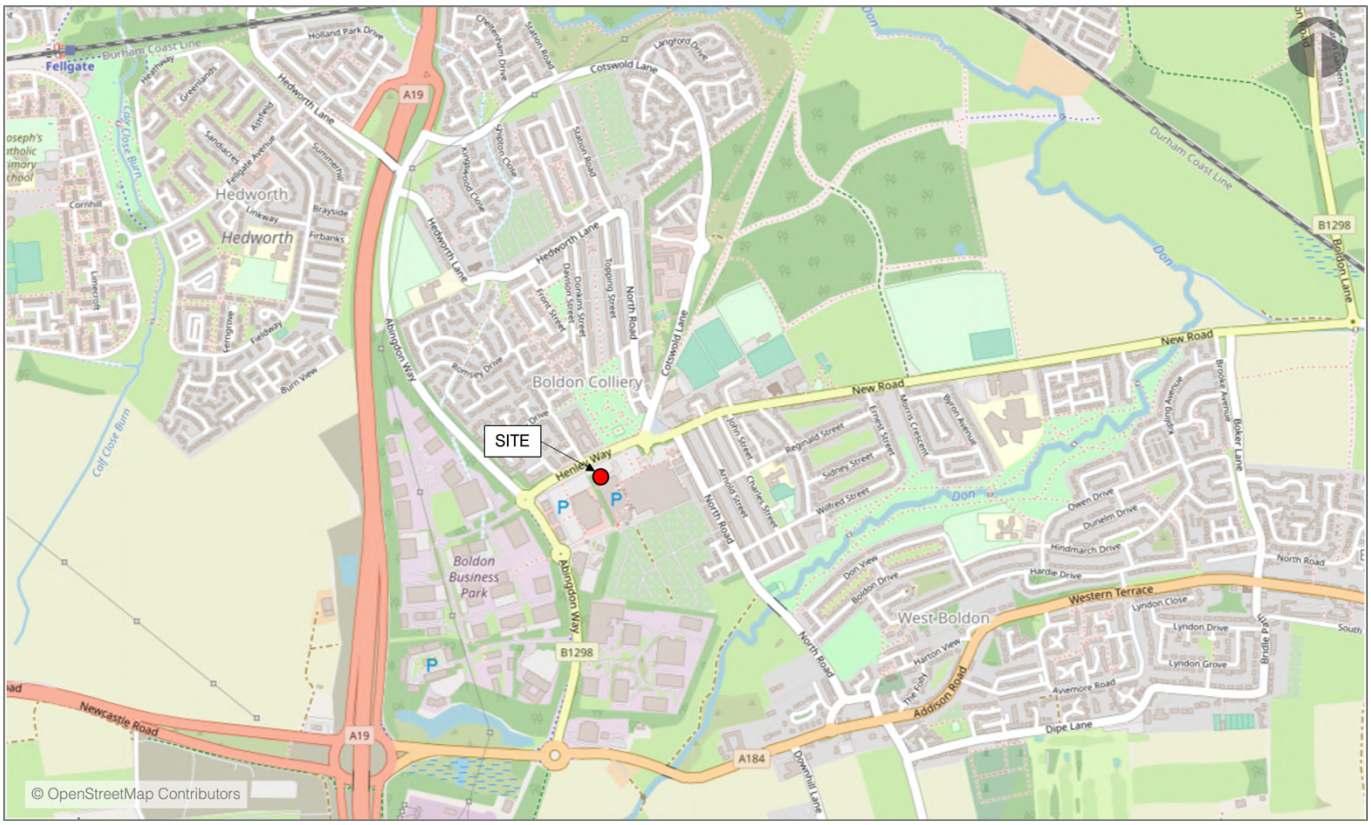
2.4.1 This DSP for the proposed restaurant and take-away unit accords with the relevant national, regional and local level transport policy and Good Practice Guidance. This DSP will ensure that deliveries are managed to minimise impacts on the local road network. Furthermore, servicing and delivery activity will be managed in such a way as to ensure it operates efficiently and minimises any adverse impacts.

3. Local Situation

3.1 Site Location

3.1.1 The site is located within the car park of Asda Boldon. The car park is accessed from a 4-arm roundabout with the B1298 Henley Way / B1298 Hubert Street / Cotswold Lane. The location of the site is illustrated in Figure 3.1.

Figure 3.1 Site Location



3.2 Local Highway Network

3.2.1 The site is located within the Asda Bolden car park, which is accessed from a 4-arm roundabout with B1298 Henley Way / B1298 Hurbert Street / Cotswold Lane.

3.2.2 Henley Way, Hurbert Street and Cotswold Lane are all subject to 30mph speed limits and are single lane two-way carriageways.

3.2.3 Cotswold Lane provides access north towards residential areas of Bolden Colliery. The B1298 Hubert Street heads east, joining with New Road offering access to residential areas of East Boldon. The B1298 Henley Way head west to the B1298 Henley Way / Abingdon Way / Brooklands Way roundabout.

3.2.4 To the west of the site, Henley Way forms a 4-arm roundabout with Abingdon Way and Brooklands Way. Brooklands Way provides access to industrial uses and Abingdon Way forms the key route to the A19.

3.3 Restaurant and Take-away Unit Specifications

3.3.1 The proposed unit will accommodate a floor area of 129m^2 (GIA), located in the north-west corner of the existing Asda car park, and will share the existing parking spaces provided within the Asda car park.

3.3.2 The unit is a standalone restaurant with a drive-thru lane circulating clockwise around the building with vehicles entering and exiting to the north of the unit.

3.3.3 Customer access to the restaurant will be through the main entrance located on the eastern façade of the building along with a delivery window for delivery aggregators and a separate delivery and refuse collection entrance will be provided.

3.3.4 A copy of the proposed site layout is contained in Appendix A.

3.4 On-Site Servicing Arrangements

3.4.1 All servicing and delivery arrangements will take place on site with the servicing vehicles able to access the site using the existing internal road infrastructure.

3.4.2 It is proposed that the unit would trade between 10am and 11pm and therefore, deliveries and servicing would take place during the morning period before trading and away from the AM peak hour.

3.4.3 Deliveries will take place from the designated delivery bay located to the immediate north of the proposed unit. Goods will then be trolley across the drive-thru to the delivery and refuse entrance on the western façade of the building.

3.4.4 The proposed servicing arrangement for the restaurant and take-away unit is illustrated in Appendix B.

3.4.5 Staff of the proposed unit will be responsible for ensuring that the identified servicing area is kept clear ahead of the delivery vehicle arriving on-site and the timing within the identified daytime window would be communicated to staff in advance of the vehicle's arrival.

4. Servicing Management

4.1 Logistics Overview

4.1.1 Deliveries to the proposed restaurant and take-away unit will be undertaken by a recognised logistics provider.

4.1.2 The logistics provider will utilise a fleet of multi-temperature vehicles to complete deliveries to the unit, allowing frozen, ambient and chilled products to be delivered in one visit, using the same vehicle.

4.1.3 It is expected that all product items would be picked and delivered to restaurants on UK standard CHEP pallets. It is the responsibility of the logistics provider delivery driver to safely deliver all products into the restaurant. The driver will transport the pallets to the safest location close to the restaurant access point. From there they will decant each of the products from the pallets to a manual sack truck and safely transport the goods from the pallet to the storage areas within the restaurant via the designated delivery / refuse entrance.

4.1.4 Deliveries would typically be completed using rigid vehicles up to 11.5m in length.

4.1.5 It is expected that on average, the delivery vehicle could be parked up for up to one hour whilst completing the delivery. Delivery vehicles will be fully parked within the servicing area, located to the east of the proposed unit.

4.2 Servicing Management

4.2.1 Typically, the proposed unit would receive 3 deliveries per week, however the frequency of deliveries can vary dependent on site-specific factors.

4.2.2 To minimise any possible interaction between customers / customer parking and ensuring that the drive-thru lane and wider Asda car park is able to operate unhindered, the logistics provider will undertake deliveries outside of trading hours. It is proposed that the unit would trade between 10am and 11pm and therefore, deliveries and servicing would take place during the morning period before trading and away from the AM peak hour.

4.2.3 On completion of the delivery, all used pallets and shrink wrap from the site would be removed by the servicing vehicle. In addition, they will collect all empty delivery trays and dollies, which are then returned to the appropriate suppliers.

4.3 Logistics Route Management

4.3.1 To efficiently plan their delivery routes, the logistics provider would look to use a market leading planning tool (e.g. Paragon) to manage the individual requirements of each delivery destination and thus provide the most efficient and effective routes to meet these requirements.

4.3.2 Within the contracted delivery window, the tool can allocate a 2-hour delivery slot for each restaurant within which the logistics provider can plan to complete the delivery. The restaurant would be pre-notified of their allocated 2-hour delivery slot circa. 2 weeks in advance of the delivery date. In certain circumstances, once actual order volumes are received from the restaurant, there may be the requirement to make changes to these delivery slots. Any such changes would be communicated at a minimum of 48 hours' notice.

4.3.3 On the day of delivery, the logistics provider would look to use the GPS technology within their vehicles to track all deliveries. If a delivery is estimated outside of the pre-advised 2-hour delivery slot, the restaurant would be kept regularly updated on the progress of the vehicle and its estimated time of arrival.

4.3.4 In terms of vehicle routing, it is expected that delivery vehicles would be travel west along Henley Way to Abingdon Way to join the A19 via the A184.

5. Waste Management

5.1 Refuse Collection

5.1.1 Refuse and recycling storage will be provided by a private contractor. It is expected that the private contractor would utilise a 10m trade waste collection vehicle to service the bins.

5.1.2 The refuse vehicle would utilise the designated delivery bay to undertaken collections which would take place at any point within the delivery and servicing window.

5.1.3 The logistics provider and private waster contractor, facilitated by the prospective occupier, will be dialogue to mitigate any conflicts associated with multiple vehicle arrivals through early detection in the logistical planning process.

5.1.4 The frequency of waste collections is typically 3 to 4 collections per week, depending on-peak trading periods and existing operations within the area.

5.2 Bin Store Location

5.2.1 The bin store is located to the south of the building, accessed from a designated entrance. Level access is provided between the bin store and servicing area.

5.2.2 The proposed site layout provides storage for 4x 1,100 litre bins for general waste and recycling storage along with 2x 240 litre bins for food waste.

5.3 Oil Management

5.3.1 There is a requirement to collect and store oil/fat/grease particles in an oil management tank provided within the unit. Typically, oil would be collected 3 times per year by a specialist waste collector for recycling into biofuels. The oil would be transferred in specific containers on a rigid vehicle.

5.3.2 The oil management would be organised by the prospective occupier's operational team who will coordinate collections around the logistics providers and refuse contractor servicing requirements and would notify the restaurant management of planned collections.

6. Delivery Aggregators

6.1 Overview

6.1.1 Delivery aggregators could operate from the site (e.g. Just Eat) allowing for delivery services to be made from the restaurant and take-away unit to customers ordering via the app from off-site.

6.1.2 A typical online delivery service (e.g. Just Eat) is undertaken as follows:

- An order is placed to the restaurant either through the online delivery providers mobile app or webpage;
- The restaurant prepares the desired food order;
- An online delivery provider employee attends the restaurant at the specified time for the collection of the food once prepared. All delivery employees use bicycles or motorcycles to deliver the food;
- The rider takes the food to the specified customer location; and
- The rider may then collect a new order from another restaurant or return and fulfil a new order from the same restaurant.
- The food delivery market is a reactive business, localised to the surrounding area. The typical order, collection and delivery process is completed on average within 32 minutes.

6.1.3 When a driver/rider is instructed to undertake a food collection from the restaurant for delivery, they will be informed of the permitted parking situation at the restaurant. This ensures drivers are aware they cannot leave their vehicles parked in an undesignated area, as this could cause potential blockages along the footways adjacent to the site. At this unit, drivers will be directed to use the designated delivery parking spaces and would use the separate delivery window to make collections externally from the unit.

6.1.4 It should be noted that when a delivery driver utilises the on-site parking, they will only be parked for a short period of time, approximately 2-5 minutes per order. Restaurant staff will be informed of the situation with regard to the drivers parking in this location. A maximum of 5 drivers will be permitted to collect food at any given time. Therefore, restaurant staff will help to manage the drivers arriving at the restaurant and will check they have parked appropriately.

6.1.5 Overall, given that the existing online ordering system and rider network is already in place on the wider network, the inclusion of this restaurant as a delivery option would not have any adverse impacts on the local highway network. Appropriate management measures and mitigation are in place to ensure the available off-street parking location is utilised.

7. Monitoring and Review

7.1 Monitoring

7.1.1 An appointed member of staff will be responsible for the ongoing monitoring of the DSP.

7.1.2 The monitoring process will generate information by which the success of the DSP can be evaluated, adopting good practice guidance where appropriate. The monitoring process will enable the DSP to be modified as appropriate to respond to any issues as they arise.

7.1.3 A record will be kept of any incidences, comments or feedback from staff or delivery drivers.

7.2 Review

7.2.1 The future occupier will undertake an annual review of this DSP and will make any necessary changes of alterations as a result of the review. Stakeholders will be consulted where appropriate.

8. Summary

8.1 Review

8.1.1 This Delivery and Servicing Plan (DSP) has been prepared by mode transport planning (mode) on behalf of Euro Garages Ltd It accompanies a planning application for a restaurant and take-away unit with associated drive-thru lane on land located within the existing Asda car park at Boldon.

8.1.2 This DSP has outlined the following to provide the necessary detail required at this planning stage:

- Relevant national and local planning policy along with applicable good practice guidance documents;
- The local situation including the local highway network, restaurant specifications and bin store location;
- Servicing and waste collection arrangements, expected specifications of servicing, refuse and oil management vehicles; and
- Monitoring and review processes undertaken by an appointed member of staff.

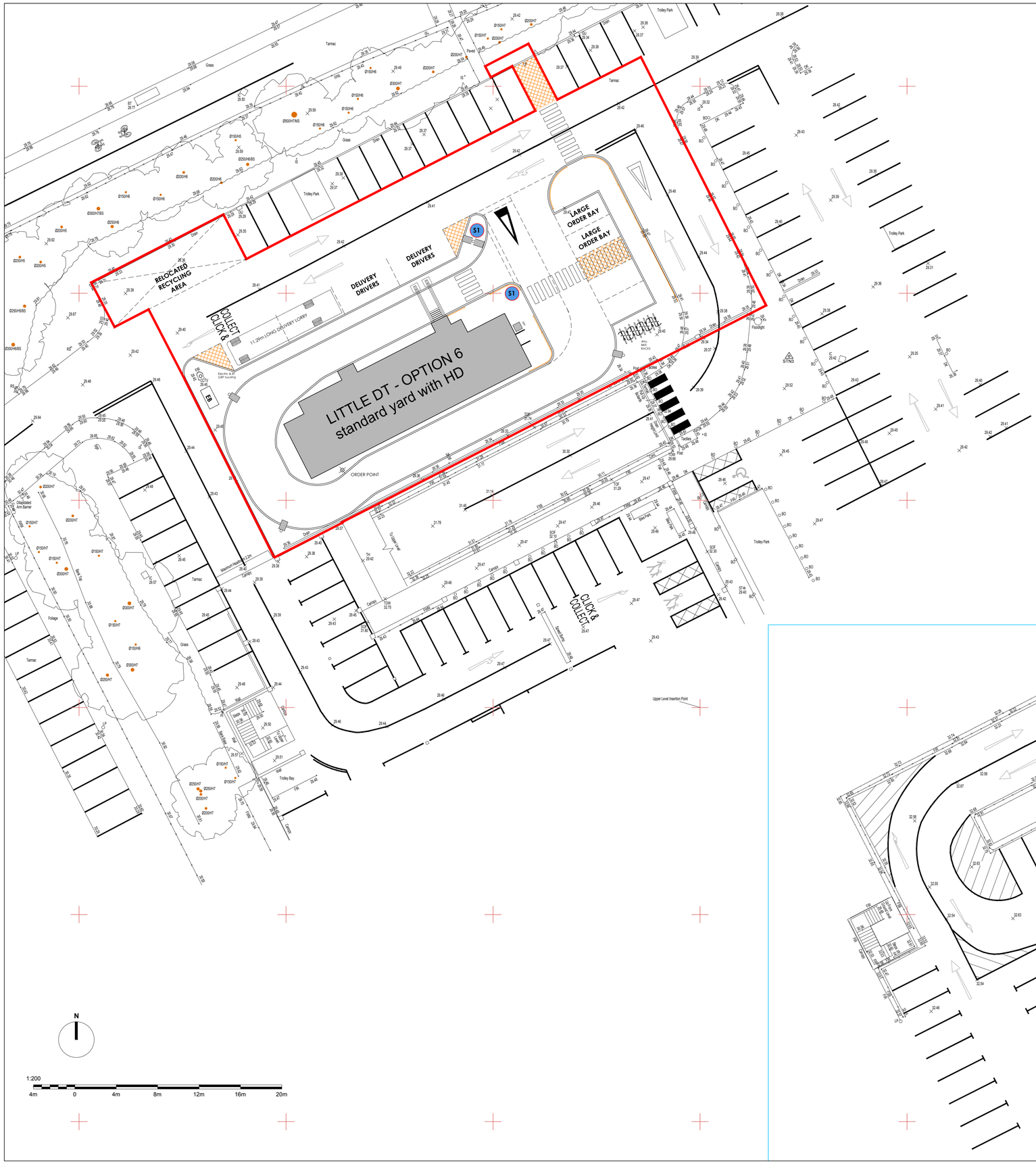
8.1.3 The measures set out within this DSP will ensure the successful and efficient operation of servicing and delivery activity on a daily basis, reducing the impact of servicing movements on the surrounding road network.

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APPENDICES

APPENDIX A

Site Layout



EB ELECTRICAL BOX

DK DROP KERB

DOUBLE LIGHT FITTING

SINGLE LIGHT FITTING

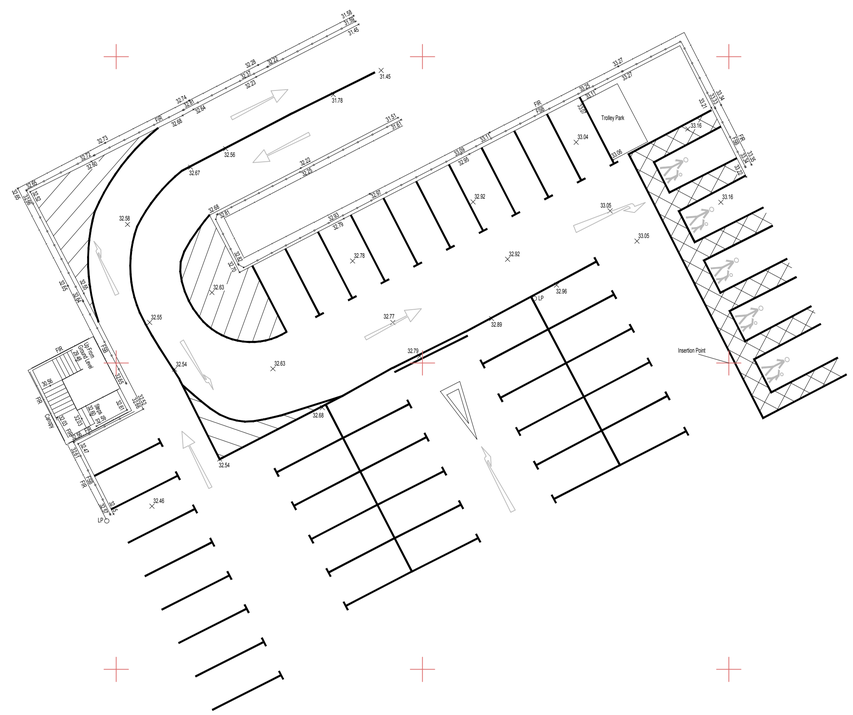
PEDESTRIAN BARRIER

2No BIKE RACK

WASTE BIN

S1 SINGLE SIDED SIGN NO ENTRY FACING CAR PARK

Upper Level Car Park



NOTE - CAD INFO PROVIDED BY OTHERS.
ALL DIMENSIONS TO BE CHECKED ON SITE.
DO NOT SCALE FROM THIS DRAWING.

REV	DATE	DESCRIPTION
E	04/05/22	RED LINE AMENDED
D	25/04/22	ADDITIONAL CYCLE PARKING SHOWN
C	14/04/22	EXT FURNITURE & KEY ADDED
B	13/04/22	RELOCATED RECYCLING AREA SHOWN
A	08/04/22	UPDATED IN ACCORDANCE WITH COMMENTS

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DRAWING TITLE

PROPOSED SITE PLAN

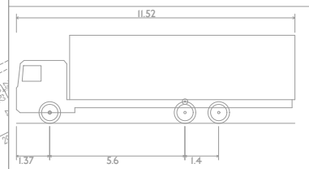
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APPENDIX B

Servicing Arrangement

This drawing has been produced by mode transport planning.
No responsibility will be accepted for the use of this drawing in any other project.



Volvo FE 26T Delivery Vehicle	
Overall Length	11.520m
Overall Width	2.600m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.600m
Lock to lock time	3.00s
Wall to Wall Turning Radius	10.73lm

Volvo FE 26T Delivery Vehicle
LARGE ORDER BAY
LARGE ORDER BAY
DELIVERY DRIVERS
DELIVERY DRIVERS
RELOCATED RECYCLING AREA
COLLECT & CLICK
11.29m LONG DELIVERY LORRY
LITTLE DT - OPTION 6
standard yard with HD
ORDER POINT
4No. BIKE RACKS
Trolley Park
Tarmac
Grass
Drain
Floodlight
Electric & BT GRP housing
Dilapidated Arm Barrier
Maximum Headroom 2.2m
To Upper Level
Bike Park
Canopy
Tactiles
Paved
Blocks
Box
STN3

0 2.5 5 7.5 10 12.5
metres

drawing title
Swept Path Analysis
Delivery Arrangment

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drawn DR
checked CS
created Mar 22

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C	DR	CS	04/05/22	Updated site layout plan
B	CS	LF	19/04/22	Updated site layout plan
A	CS	LF	06/04/22	Updated site layout plan

drawing no.
4179-J32-6244-003

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