



Hillside Infant and Junior Schools

Service Management Plan

POLICY DETAILS:

Legal Status: Non-Statutory

Adopted: ???

Version Date: May 2018

Last Review: May 2018

Next Review: May 2021

1 INTRODUCTION

1.1 The key objectives of this SMP are to:

- Minimise the potential for servicing activity to impact upon residential amenity and the everyday working of the schools
- Any vehicles greater than 7.5T requiring access via Northwood Way will avoid school pick up and drop off times. Times to be avoided are 08:20 – 09:00 and 3:00 – 4:00pm.
- To implement a waste management strategy for the service yard to ensure that no waste or refuse is stored within the yard, except in the designated store.

2 SERVICING DEMAND AND ACCESS STRATEGY

SERVICING DEMAND

- 2.1 Catering deliveries: It is assumed that there will be a maximum of 2 deliveries per day (5-day week) for the school. The vehicles sizes vary and as some of these deliveries depending on size of delivery will take place between 9:00am and 12:00pm.
- 2.2 Other deliveries: School resource supplies such as paper etc. take place during term time and the holiday period. Also, large deliveries take place during the summer holiday period and in advance of the new academic year starting.
- 2.3 Waste collection service is carried out weekly. The collection times can vary between 06:00 and 18:00.

Servicing Access and Facilities

- 2.3 Any deliveries between 08:00 and 18:00 will be able to communicate via the office. During the school holiday period the Site Manager is responsible for managing the service process and delivery.

3 SERVICING ARRANGEMENTS

- 3.1 No deliveries shall be taken at or dispatched from the school car park outside the hours of 07:30 and after 18:00. This restriction is to maintain the security of the site.

Waste Management

- 3.2 The school community is aware that the school waste has to be stored in the designated storage area. The Site Manager is responsible for ensuring that all staff complies with this policy.

Security

- 3.3 Hillside Infant and Junior school is secure at the perimeter of the site. Any access is controlled via the main reception offices. At 18:00 (except when there are specific events taking place) the site is securely locked and intruder alarm is activated which is directly linked to an external provider.

4 SERVICING MANAGEMENT

4.1 In order to meet the objectives of the SMP, the following initiatives will be adopted:

- Any requirement for 7.5T delivery will be discussed with the Kitchen staff and the Site Manager. All kitchen deliveries take place before 12:00pm.
- Deliveries will be programmed so as to avoid waste/recycling collections;
- Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e when their vehicle is stationery);
- The management system will ensure that goods are appropriately transferred from the point of receipt to their ultimate destination, including the provision of appropriate labour to suit delivery requirements;
- The management system will ensure that once goods have been unloaded, the content and quality of the delivery is checked;
- Goods and/or storage containers must not remain within the car park once loading/unloading has been completed;
- Process must be in place for return logistics, i.e. empty cage and crate returns;
- Process must be in place for return logistics, i.e. empty and crate returns. This is likely to be rare as changes in furniture requirements or decanting process is unlikely to happen.
- The site management system will inform of the forthcoming activities to pre –plan any clearing and avoid any misuse of the area.

4.2 In the event that a delivery is made outside of the delivery slot due to unforeseen circumstances then a contact telephone number will be provided of the Site Manager.

5 MONITORING AND REVIEW OF THE PLAN

- 5.1 The management system will incorporate the monitoring/review of the Plan and will enable changes to be made to the Plan if approved by the school management on the basis that they are considered necessary/appropriate.
- 5.2 The Plan will be the subject of a regular annual review with the school management, unless the school management feel it's necessary to review before the annual meeting.

6 SUMMARY AND CONCLUSION

- 6.1 Any exceptional deliveries will need to be planned with the Site Manager after 16:00.
- 6.2 No deliveries shall be taken during the school drop off and collection times, i.e. 08:20 – 09:00 and 15:00 – 16:00 during term times.
- 6.3 The management system will incorporate the monitoring/review of the Plan and will enable changes to be made to the Plan if approved by the school management on the basis that they are considered necessary/appropriate.

Conclusion

- 6.4 It is concluded that the SMP will help to manage the overall operation of deliveries, ensuring that it operates efficiently and with minimal disruption to the surrounding environment.