



TESCO FOODSTORE, GLENCOE ROAD, HAYES

Sunday Delivery Management Plan

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ECS Transport Planning Limited

Centrum Offices, 38 Queen Street, Glasgow, G1 3DX
www.ECSTransportPlanning.com

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Issue	Date	Prepared by	Checked by	Approved by
01	08.04.25	Steven Scott	Michael Summers	Michael Summers

Comments

Comments

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1. Introduction

- 1.1. ECS Transport Planning Ltd (ECS) has been commissioned by Tesco Stores Limited (Tesco) to prepare a Delivery Management Plan (DMP) to support Sunday deliveries at their existing foodstore at Glencoe Road, Hayes.
- 1.2. This DMP is in response to a condition by The Council of the London Borough of Hillingdon on planning application reference: 36999/APP/2023/3455 and has been developed to provide details of the proposed measures that are to be implemented during the operation of the store. These measures seek to mitigate any impacts related to deliveries on nearby residents and the public highway. The relevant planning condition is detailed below:

“Condition 3

Prior to the 1st Sunday delivery associated with the hereby approved development, a Servicing and Delivery Management Plan (SDMP) shall be submitted to and approved in writing by the Local Planning Authority. The SDMP should include:

- Details of when and how the delivery to the front of the store will be made (including maximum vehicle sizes)*
- Details of measures which will be implemented to ensure that the delivery is dealt with expediently*
- Details of measures to ensure that there is no conflict with customers or other users of the car park and that customer safety is prioritised during deliveries*
- A Plan for monitoring deliveries over an initial 6 month period commencing from the first delivery. After which the results of the monitoring shall be submitted to the Local Planning Authority and any necessary amendments to the management plan (arising from this monitoring) shall be agreed in writing and implemented thereafter.*

Once approved in writing by the Local Planning Authority, the servicing and delivery management plan shall be implemented in full and maintained throughout the lifetime of the development.

REASON

To ensure appropriate servicing of the site and to safeguard highway and pedestrian safety, in accordance with Policies DMT 1 and DMT 2 of the Hillingdon Local Plan: Part (2020).”

- 1.3. The findings of this study are based on a site visit by team members, existing infrastructure observations and input from Tesco’s operations team. Consideration has also been given to the requirements of local and national government transport planning guidance and policies.
- 1.4. The purpose of this DMP is to ensure that delivery/servicing activity associated with the foodstore can take place in a safe, efficient and sustainable manner. It has been developed in accordance with policies set out within ‘Delivery and Servicing Plans: Making Freight Work for You’ (TfL) 2020’.
- 1.5. This DMP is applicable to all delivery vehicles serving the Tesco foodstore, which, on a Sunday, will be undertaken by Tesco themselves. Compliance and implementation of the DMP will be monitored and reviewed by the store management team.

Store Details

- 1.6. The Tesco Extra store is located in a mixed neighbourhood with commercial development to the southwest and residential on the remainder of the boundaries. The store is accessed from Glencoe Road to the south of the store via a four arm roundabout which also provides access to the delivery yard of a B&Q.
- 1.7. The spine road serving the site from Glencoe Roundabout provides direct access to the petrol filling station before reaching an internal roundabout which provides access to the main area of car parking to the north and, to the east, a road providing access to an area of car parking as well as the service yard.
- 1.8. The location of the site, in a local context, is highlighted by a yellow star within *Figure 1*, and an aerial photo of the store and surrounding area is shown in *Figure 2*.
- 1.9. The subsequent chapters of this report are structured as follows:-
 - Servicing Arrangements;
 - Measures & Initiatives;
 - Monitoring & Review
 - Summary

Figure 1: Site Location

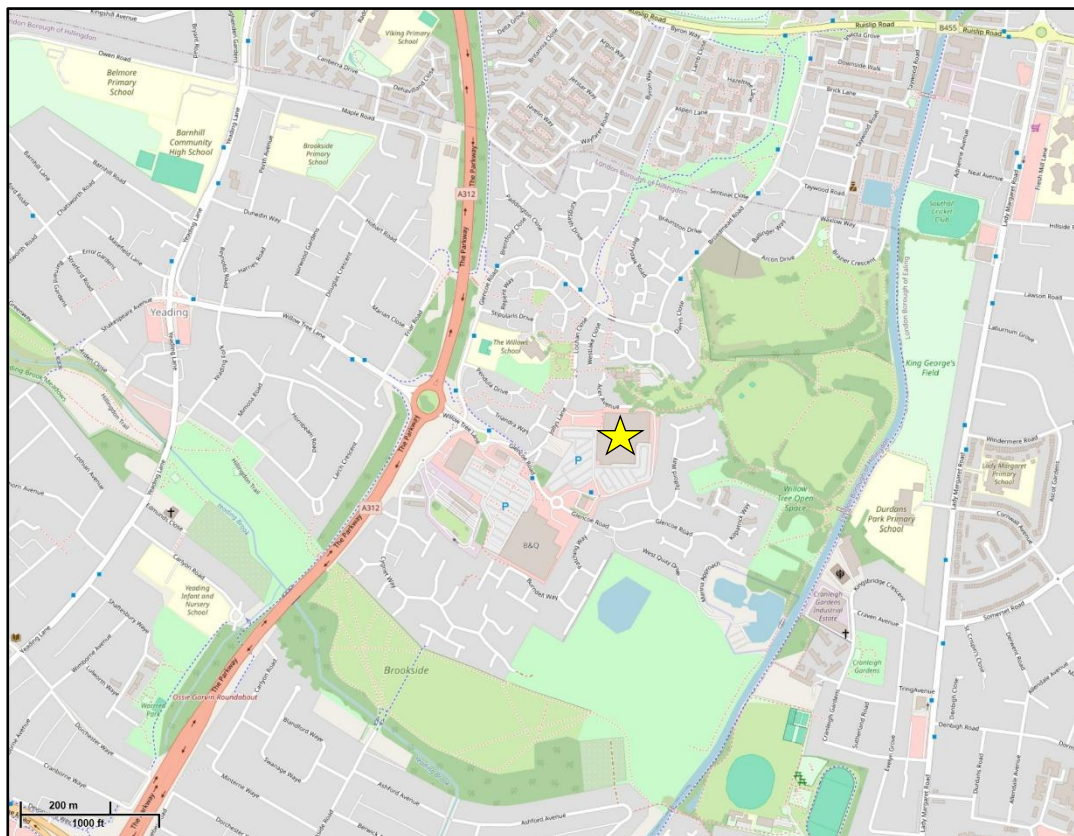


Figure 2: Aerial Photo of Store



2. Servicing Arrangements

- 2.1. The service arrangement for Sunday deliveries is required to comply with Condition 1 of planning approval 36999/APP/2023/3455 which is detailed below:

“Condition 1

Condition 3 of planning permission ref.36999/T/93/0878 (allowed at appeal under ref. 94/236865) and dated 10 May 1995, shall be reworded to read as follows:

'On Sundays there shall only be a single service delivery (save for newspaper deliveries) to the front door of the superstore between the hours of 0900-1000.'

REASON

To safeguard the amenity of the occupants of the surrounding properties in accordance with Policy EM8 of the Hillingdon Local Plan: Part 1 (2012), Policy DMHB 11 of the Hillingdon Local Plan: Part 2 (2020), Policy D14 of the London Plan (2021) and paragraph 135 (f) of the NPPF (2023).”

- 2.2. The service yard is located on the eastern elevation of the store adjacent to residential properties which has resulted in the Sunday delivery restrictions. To remove the potential for impact on the aforementioned properties, a single delivery is permitted on a Sunday to the customer entrance of the store on the western elevation.

Local Highway Network

- 2.3. The A312 Parkway is the primary strategic route in the locale which connects to the A40 in the north and the M4 in the south. The Parkway links to Glencoe Road via a large four arm roundabout, Willow Tree Roundabout, which includes Willow Tree Lane, a residential access road to the west.
- 2.4. Glencoe Road, adjacent to The Parkway, provides direct access to various commercial sites as well as residential streets further afield. Unusually, Glencoe Road splits in to two sections, namely, a northern and eastern arm. The northern arm extends to the north and east of the Tesco store and solely provides direct access to residential streets. The eastern arm provides access to B&Q and Tesco before continuing west and providing access to residential streets.
- 2.5. The highway infrastructure is of a high standard designed to accommodate large vehicle movements associated with the adjacent commercial properties.

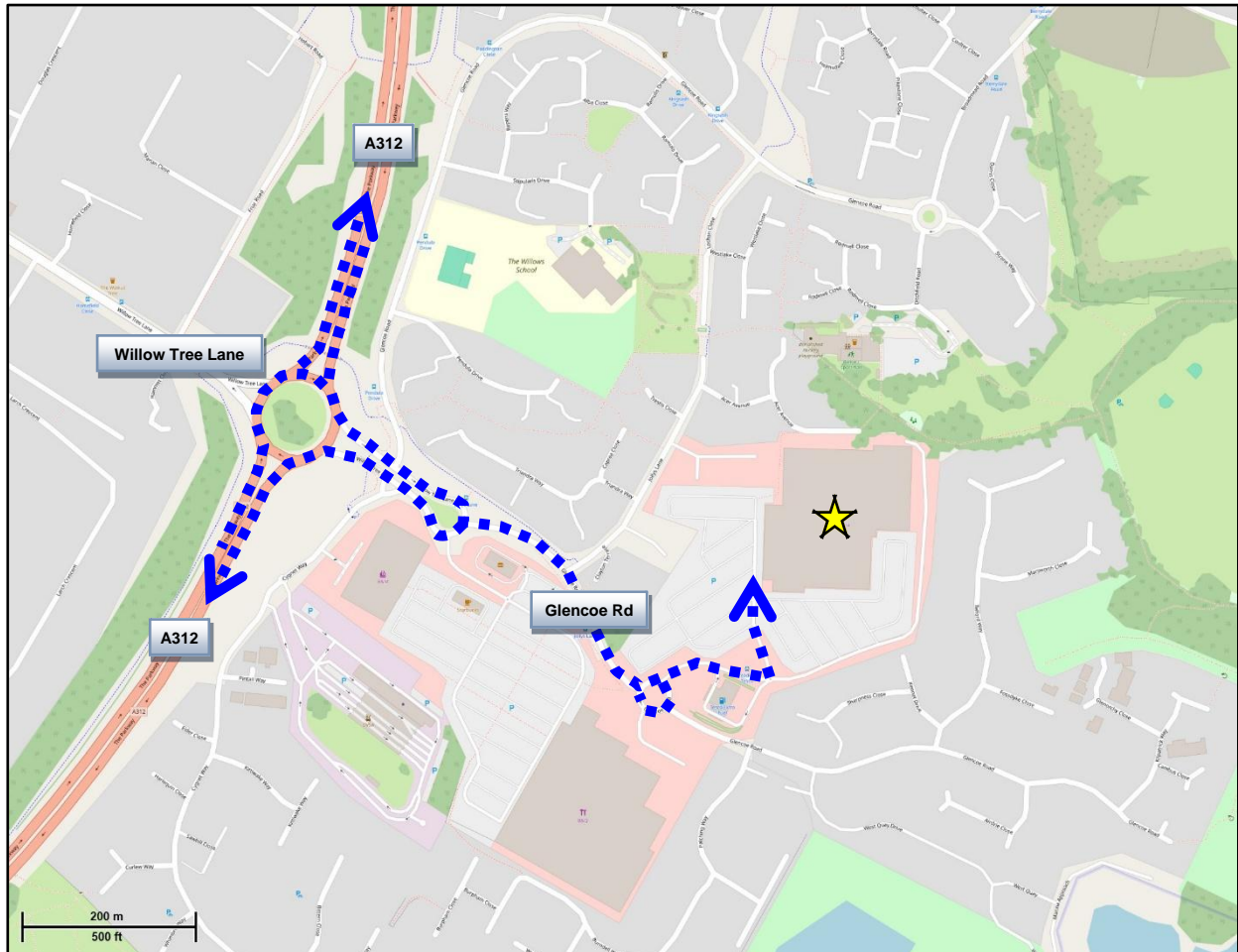
Delivery Route

- 2.6. Delivery vehicles will utilise The Parkway (A312) to access the general area from the wider strategic motorway network. Vehicles will exit The Parkway at Willow Tree Roundabout and follow Glencoe Road to the southeast some 300m to the Tesco access roundabout.
- 2.7. The delivery vehicle will then follow the Tesco spine road to the internal roundabout where it will take the northern arm toward the store customer entrance. The vehicle will utilise the northern area of the car park adjacent to the Royal Jade Inn to turn in a forward gear and navigate to the store entrance where it will stop to be unloaded.
- 2.8. The delivery route from the wider highway network is identified within *Figure 3* overleaf. *Figure 4* details the routing of the vehicle within the store and the delivery location to the north of the customer entrance,

The disabled spaces will be coned off prior to the delivery vehicle entrance which ensures that the delivery vehicle and process does not block the primary pedestrian access to the store from the wider car park.

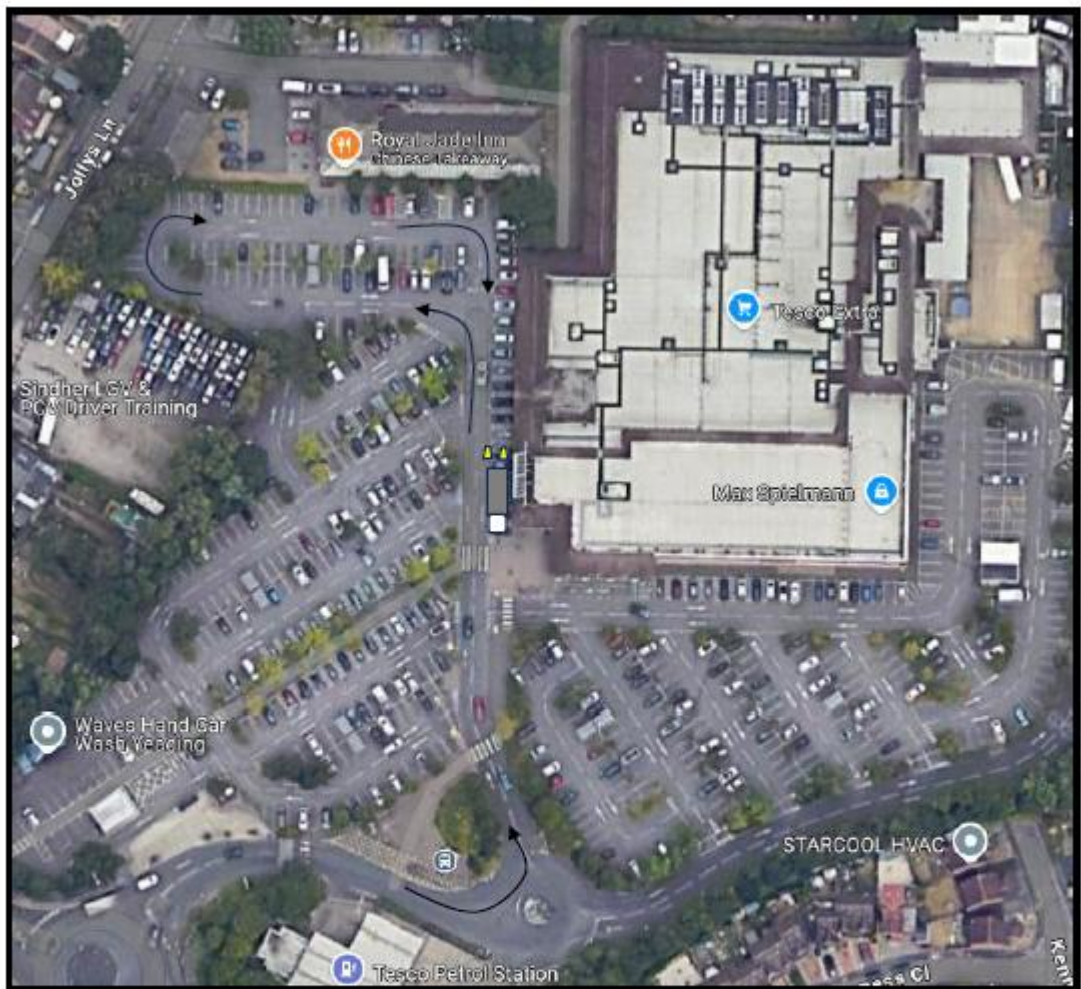
- 2.9. The delivery will be undertaken by a 10m rigid delivery vehicle to ensure it can easily navigate the car park without impacting on car parking spaces.

Figure 3: Delivery Route



- 2.10. Tesco will adopt key principles outlined in the DfT Quiet Deliveries Good Practice Guidance document and will comply with details provided in the acoustic report which supported the planning application and any subsequent applicable revisions of this document.

Figure 4: Internal Delivery Route



Key	MOE	Forward Manoeuvre	Reverse Manoeuvre		
	Means of escape	—————→	-----→	Safe position(s) while assisting driver	Cones

3. Measures & Initiatives

- 3.1. This section of the DMP outlines the specific management measures to be implemented at the Store during the Sunday delivery. The measures aim to manage the impact of delivery and servicing activity.

Management of Plan

- 3.2. A member of staff from the Tesco foodstore will be appointed to oversee the management, development and monitoring of this DMP. The DMP principles and measures will be promoted to store employees as well as delivery drivers.
- 3.3. The key principles of the DfT's Quiet Deliveries Good Practice Guidance will be adopted, including:

General Servicing Best Practice

- make sure all equipment (vehicles and servicing area) is in good working order and maintained to minimise noise;
- identify timings for deliveries in advance so both the driver and store operatives are prepared for the arrival;
- seek to ensure that delivery vehicles spend as little time as possible attempting to access the service area, possibly tasking staff members to ensure that manoeuvring can be accomplished quickly and safely; and
- ensure all staff are briefed and trained and follow the company code of practice.

Operation of the Servicing Area

- during servicing switch off any bells/alarms/speakers when the servicing area doors are open;
- avoid, where possible, caging banging together or against servicing equipment;
- switch off reversing alarm deliveries; and
- turn-off service vehicle engines when not manoeuvring to prevent idling.

On-site Operations

- 3.4. Marshals will be employed to:
- ensure there are no obstructions at the store entrance that would compromise ease of entry on to the site for servicing vehicles;
 - cone off area of parking to the north of the store entrance prior to arrival to ensure adequate space for the delivery to take place; and
 - assist with clear egress for the servicing vehicle once it is ready to leave the site.

Manage Pedestrian Interaction at Delivery Location

- Drivers must ensure that it is clear and safe before undertaking the reverse manoeuvre and always follow training and the highway code. If cameras, automatic braking, or reversing sounder are absent or defective, or the driver is unsure about the safety of the manoeuvre, the driver should re-evaluate the manoeuvre and seek assistance from the store if required.
- HGV safety equipment utilised when available e.g. automated braking, camera systems.

- Drivers suitably qualified, trained and assessed to undertake HGV reversing manoeuvres.
- Marshalls will advise pedestrians of the safe route to the store entrance to / from the car park.

Delivery Noise

- 3.5. Delivery noise will be dealt with in accordance with the approved 'Noise Impact Assessment' produced by and any subsequent and applicable revision of that document covering:
- delivery noise risk assessment;
 - noise assessment outcome details and significance thresholds;
 - noise control management; and
 - control measures including quiet technology.

4. Monitoring & Review

Monitoring

- 4.1. The appointed member of staff will be responsible for the ongoing monitoring of the DMP.
- 4.2. The monitoring process will generate information by which the success of the DMP can be evaluated. The monitoring process will enable the DMP to be modified as appropriate to respond to any issues as they arise.
- 4.3. For the first 6 months of deliveries a record will be kept of any incidences, comments or feedback from customers, staff or delivery drivers.

Review

- 4.4. Tesco will undertake a review of the DMP after 6 months of deliveries and will make any necessary changes or alterations as a result of this review. The results of the monitoring and any proposed amendments to the DMP will be presented to the Local Authority.

5. Summary

- 5.1. This DMP has been prepared to ensure the proposed Sunday delivery at the Tesco Extra Glencoe Road, Hayes is compliant with the relevant planning condition. The single delivery will take place between 9am – 10am at the customer entrance on the western elevation of the building and be undertaken by a 10m rigid vehicle.
- 5.2. The Tesco operation is such that they operate and manage store deliveries and servicing from their regional distribution centres, thus allowing the management of deliveries to store in terms of timings of deliveries, driver training/experience and ensuring efficient practices (including collecting waste in the returning vehicle).
- 5.3. The DMP has been drafted in accordance with regional and national policy in relation to the movement of freight. It will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.
- 5.4. The measures set out within this DMP will ensure the successful and efficient operation of servicing/delivery activity on a Sunday, reducing the impact of servicing movements on the Highway network and local residents.
- 5.5. The DMP will be monitored on a regular bases by staff at the site. An annual review will be undertaken with relevant stakeholders.