



**SAINSBURY'S SUPERMARKETS LTD  
GOODS ONLINE FACILITY  
YORK ROAD, UXBRIDGE**

**DELIVERY AND SERVICING PLAN**

**NOVEMBER 2022**



**the journey is the reward**

**SAINSBURY'S SUPERMARKETS LTD  
GOODS ONLINE FACILITY  
YORK ROAD, UXBRIDGE**

**DELIVERY AND SERVICING PLAN**

**NOVEMBER 2022**

Project Code:	SSLuxbridge2.1
Prepared by:	JG
Approved by:	ON
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**Sainsbury's Supermarkets Ltd  
Goods Online Facility  
York Road, Uxbridge  
Delivery and Servicing Plan**

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## 1 Introduction

- 1.1 This Delivery and Servicing Plan (DSP) has been prepared in respect of the Goods Online (GOL) Facility with loading area and associated Click and Collect facility at the Sainsbury's store at York Road, Uxbridge.
- 1.2 The consented development comprises an extension to the store to provide a new GOL facility with new service yard and non-food retail floorspace with ancillary warehousing. External alterations, a new click and collect facility, alterations to the existing car park layout and the installation of new mechanical plant. Condition 7 of the planning approval (Ref: 39439/APP/2021/2230) states that:

*"Prior to the occupation of the development, details of a Delivery and Servicing Plan shall be submitted to and approved in writing by the Local Planning Authority. This plan shall include measures to minimise as far as reasonably practicable noise from the vehicle movements and activities associated with servicing the scheme at the nearest residential receptors; and should accord with Transport for London's Delivery and Servicing Plan Guidance (dated December 2020) (or any successor document)."*
- 1.3 This DSP has therefore been produced to discharge the above planning condition. It is applicable to all Sainsbury's delivery vehicles and all Sainsbury's drivers will be made aware of the measures and controls within this DSP.
- 1.4 Compliance and implementation of the DSP will be monitored by the store management team and Sainsbury's regional management.
- 1.5 This report outlines the actions of the DSP and details the responsible party.

## 2 GOL and Click & Collect Facility Details

2.1 The GOL loading area is located in the northeastern corner of the existing car park and is accessed via the existing vehicular access to the car park from York Road for the GOL vehicles entering the loading area.

2.2 The Click and Collect bays are located within the car park and will be accessed via the existing vehicular access to the car park from York Road. The bays are located in the northern part of the car park. The bays will be accessed from the first, most northern, car park aisle and will be one way in and one way out onto the second car park aisle.

2.3 The vehicular trips associated with the GOL facility will comprise SSL Goods Online delivery vans. A total of 11 GOL loading bays and parking for a further 11 GOL vehicles are provided within the GOL loading area. The new GOL facility is secure and separate from the customer car parking spaces.

2.4 Customer vehicles (i.e. private cars/vans) will use the Click and Collect facility. Two Click and Collect bays are provided.

Details of the GOL vehicle dimensions are provided at **Appendix A**. The GOL vehicles will all be low or no emission vehicles. Sainsbury's Supermarkets Ltd currently use fleets of Mercedes-Benz Sprinter vans to deliver online grocery orders.

2.5 Sainsbury's have also been trialling the use of 100% electric delivery vans in the central London area which would result in a greater reduction in CO2 emissions. Appropriate on-site charging facilities are to be provided prior to the operation of electric GOL vehicles at the site.

2.6 The locations of the GOL facility and associated Click and Collect facility are illustrated on the site plan provided at **Appendix B**.

2.7 Drawings showing the swept path of the GOL vehicles accessing the loading bays are provided at **Appendix C**.

### **GOL Facility Delivery Trips**

2.8 Information has been provided by Sainsbury's regarding the number of trips likely to be undertaken by the GOL facility. It is predicted that, for the York Road store, there will be a total of 627 delivered orders per day based on 22 vans in service. Therefore, equating to 9.5 customer loads per trip, based on vans making three delivery trips per day.

2.9 The GOL operating hours are from 06:30 to 23:00 Monday to Friday, 07:00 to 23:00 on Saturday and from 07:00 to 22:00 on Sundays and public or bank holidays. Generally loading takes place between the hours of 07:00 to 08:00 and 15:00 to 16:00, with vehicles delivering to customers between 08:00 to 15:00 and 16:00 to 22:00.

### **Click and Collect Facility Trips**

2.10 The Click and Collect facility will be for collection of Sainsbury's goods only and will not provide a Collect+ facility open to other retailers.

2.11 Customers pre-order their goods and select a convenient collection time, which is most likely to be when they would be passing or visiting the store. Delivery slots are spread throughout the day with a limited number of collections for each slot.

2.12 Information has been provided by Sainsbury's regarding the number of Click and Collect orders per week. It is predicted that for the Uxbridge York Road store there will be a total of 140 orders per week.

### 3 Ongoing Management

- 3.1 Regular training is undertaken by Sainsbury's delivery drivers to ensure that they are fully conversant with the delivery strategy and risk assessment ensuring compliance with the DSP.
- 3.2 The GOL Management will undertake frequent checks, to ensure that this DSP is being adhered to.
- 3.3 The loading of the GOL vans will be managed with the 11 vans in the loading bays being loaded first and once these have left the site the GOL vans parked in the 11 parking spaces will move into the loading bay spaces to be loaded before leaving the site. On their return to the site for reloading, the parking locations of the vans will be managed by the GOL facility colleagues to avoid congestion. All drivers will be made aware of this DSP.
- 3.4 The GOL delivery vehicles contain tracking devices (e.g. ISOTRAK or equivalent) so that their location and targeted arrival times can be scheduled and are known to the GOL management.
- 3.5 The arrivals and departures of the GOL vans are scheduled through the Paragon routing system and the subsequent departures from the GOL facility are then manually managed to ensure a staggered departure from the site.
- 3.6 The entry gates into the GOL facility will be fitted with ANPR automatic powered gates with an intercom linked to the central operations office. This will allow GOL vehicles to enter the site quickly without delay.
- 3.7 The DSP will be reviewed on a regular basis. Changes including loading times or methods will be made, if necessary, to ensure efficiency of deliveries is maintained without leading to adverse impacts on highway safety or traffic flow.

## 4 Driver and Service Yard Staff Instructions

4.1 The GOL facility colleagues will be made aware of the following procedures and instructions.

### **At the GOL Facility and at the York Road Sainsbury's Site**

4.2 Vehicles will manoeuvre with as little noise as possible.

4.3 Drivers will be made aware of the potential conflict with pedestrians.

4.4 Engine revs will be kept to a minimum.

4.5 Drivers will close the driver's door of the vehicle quietly.

4.6 Cages and trolleys will be stored within the GOL building at all times and only brought out prior to use.

### Loading/Unloading

4.7 Drivers will ensure that the vehicle engine is switched off once the vehicle is in a loading or parking bay.

4.8 GOL facility colleagues will endeavour to load/unload as quietly as possible.

### Starting a Delivery Trip

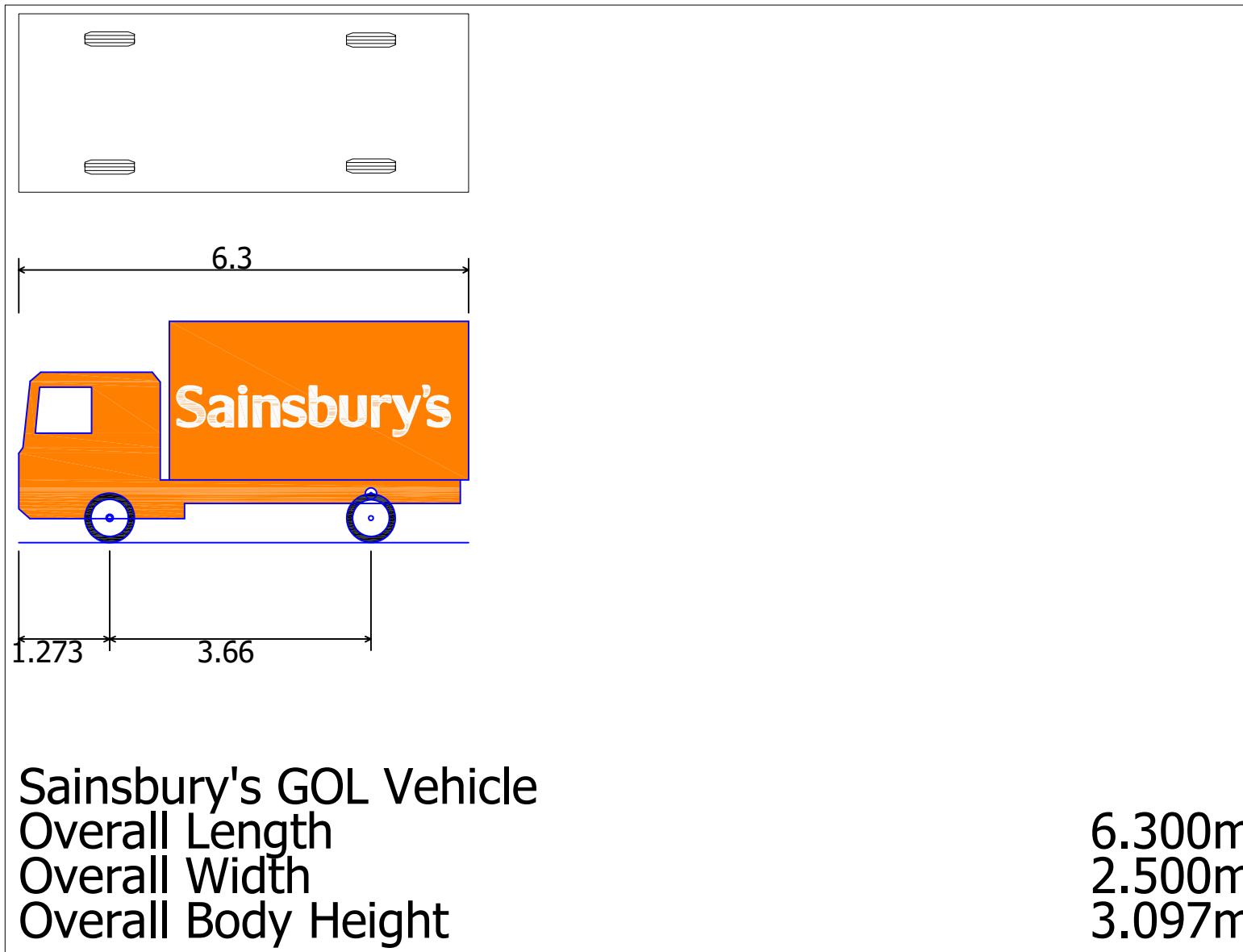
4.9 The GOL vehicle will drive away observing the following requirements as best as possible:

- Do not slam the door when the driver gets into the cab
- Keep foot off the accelerator pedal when starting engine
- Engage gears quietly
- Keep engine revs to a minimum
- Apply brakes gently

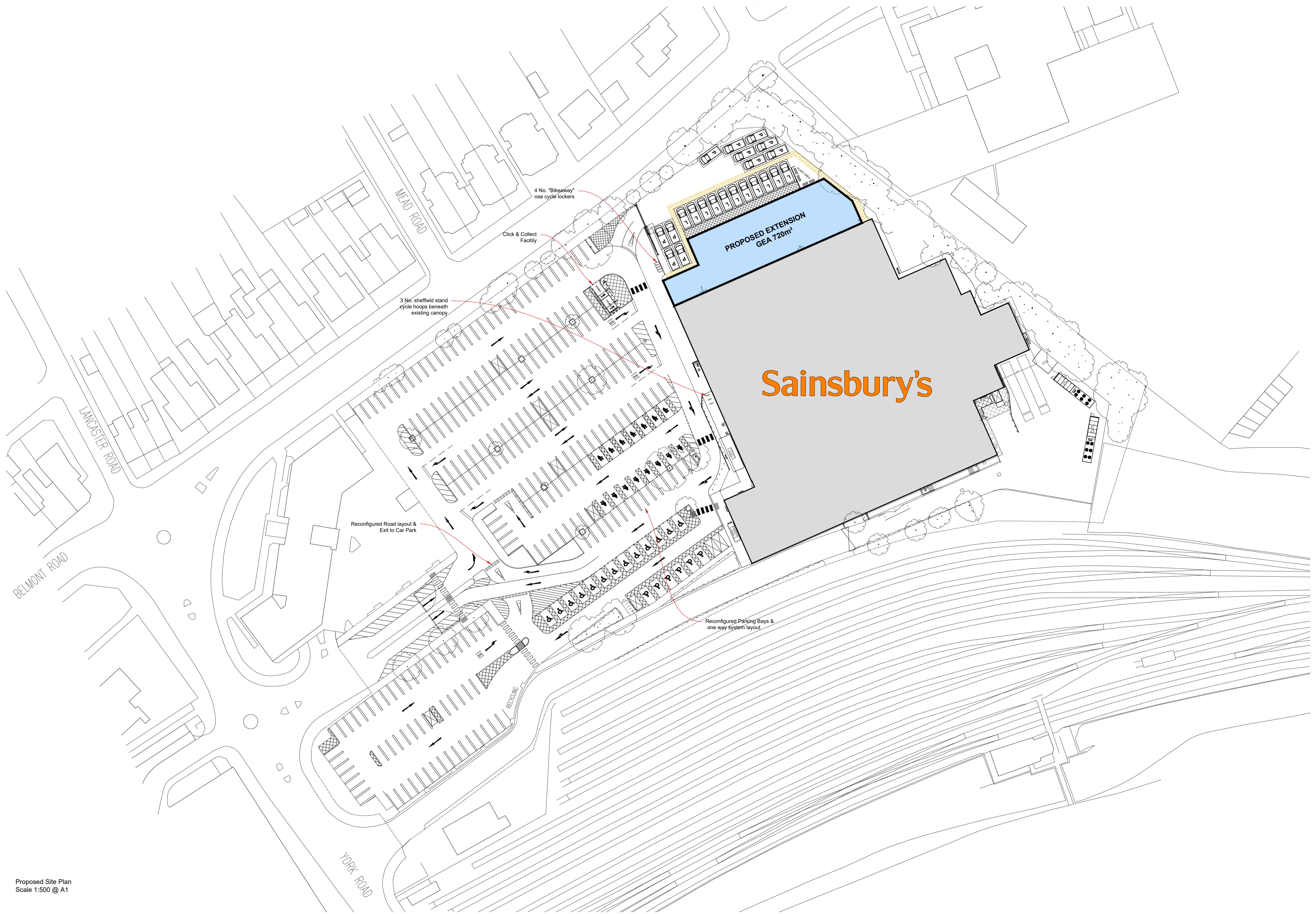
## 5 Monitoring and Review

- 5.1 This DSP is considered to be a live document, to be reviewed if problems or issues that lead to an unsafe or unsatisfactory situation arise, examples of this may be a reported obstruction or a change to the delivery process.
- 5.2 Regular training is given to all Sainsburys drivers and GOL facility colleagues to ensure that this DSP will be adhered to. Any updates to the DSP will be shared as soon as possible to drivers and colleagues to ensure that all staff are aware of any amendments to the DSP.
- 5.3 The GOL facility manager will be responsible for ensuring that all GOL drivers adhere to the DSP at all times. Any drivers that do not adhere to the requirements set out in the DSP will, in the first instance, be reminded of the requirements of the DSP. Should regular transgressions occur, drivers will receive additional training before undertaking any further deliveries to/from the GOL facility.
- 5.4 The GOL facility manager will be responsible for the monitoring and review of the document.

## **APPENDIX A: GOL Vehicle Dimensions**

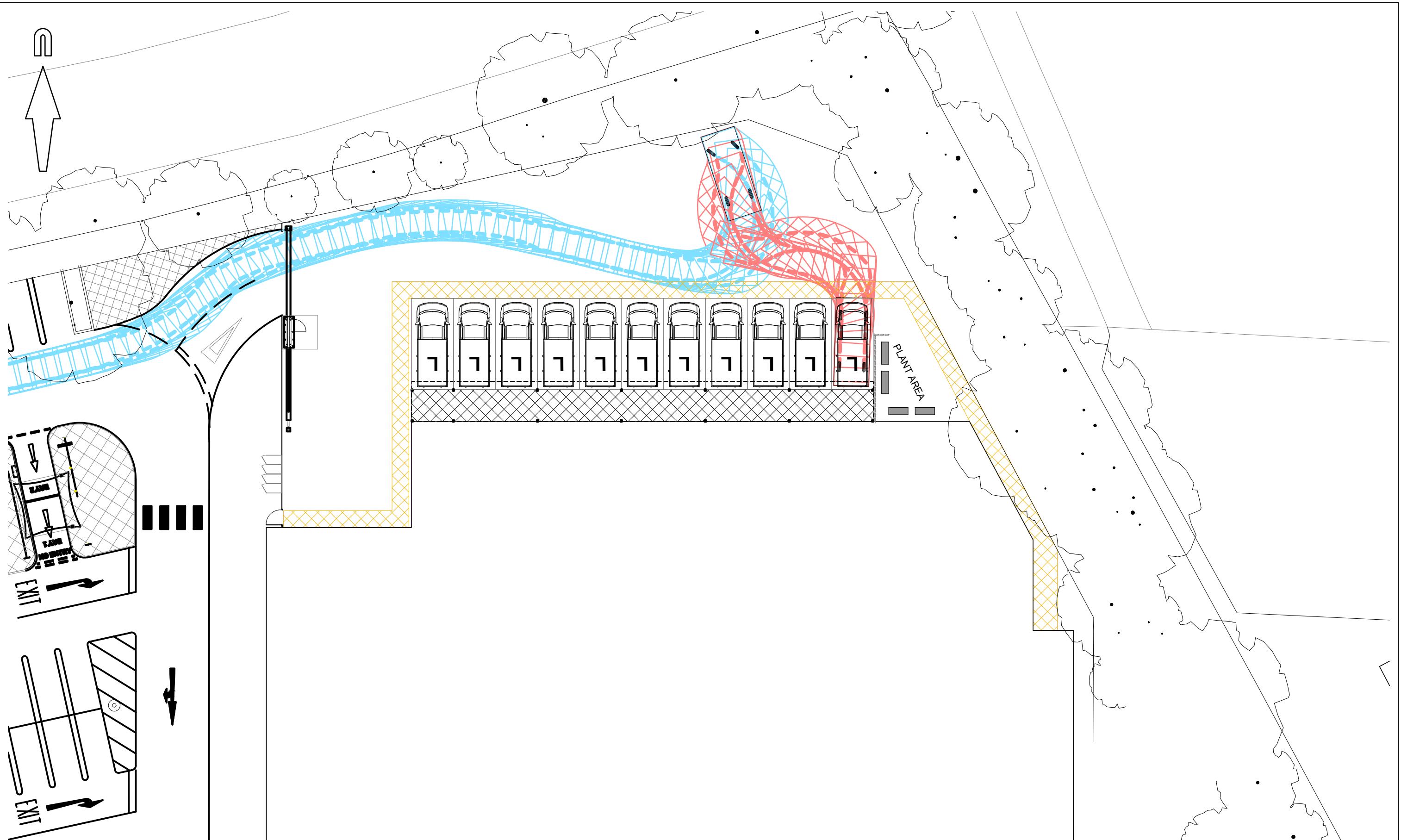


## **APPENDIX B: Site Layout Plan**



<p>All drawings are subject to full site survey. All dimensions are to be checked on site.</p> <p>Ordnance Survey. © Crown copyright. All rights reserved. Licence number A00000792</p>		<p>REF: 20-15914</p> <p>DATE: 28-04-2021</p> <p>INHALS: J.S.</p> <p>28-05-2021</p>	<p>CHQ Architects Ltd 100-102 High Street, Beaconsfield, HP9 1QD Telephone: 01494 870000 Email: info@chqarchitects.co.uk</p>	<p>CHQ ARCHITECTS</p> <p>Sainsbury's Supermarkets Ltd</p>
				<p>PLANNING</p> <p>PROJ. CODE: AS-2133_0117 CHQ</p> <p>DESIGNER: 207</p> <p>DRAWING: GF PL-A-2006</p> <p>REV: B</p>
<p>Proposed Site Plan</p>				

## **APPENDIX C: Swept Path Plans**



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client

SAINSBURY'S SUPERMARKETS LTD

project

SAINSBURY'S STORE, UXBRIDGE

title

SSL GOODS ONLINE VEHICLE ENTERING YARD

scale

1:250 @ A3

drawn by

OAN

checked by

NE

date

MAY 2021

cad file

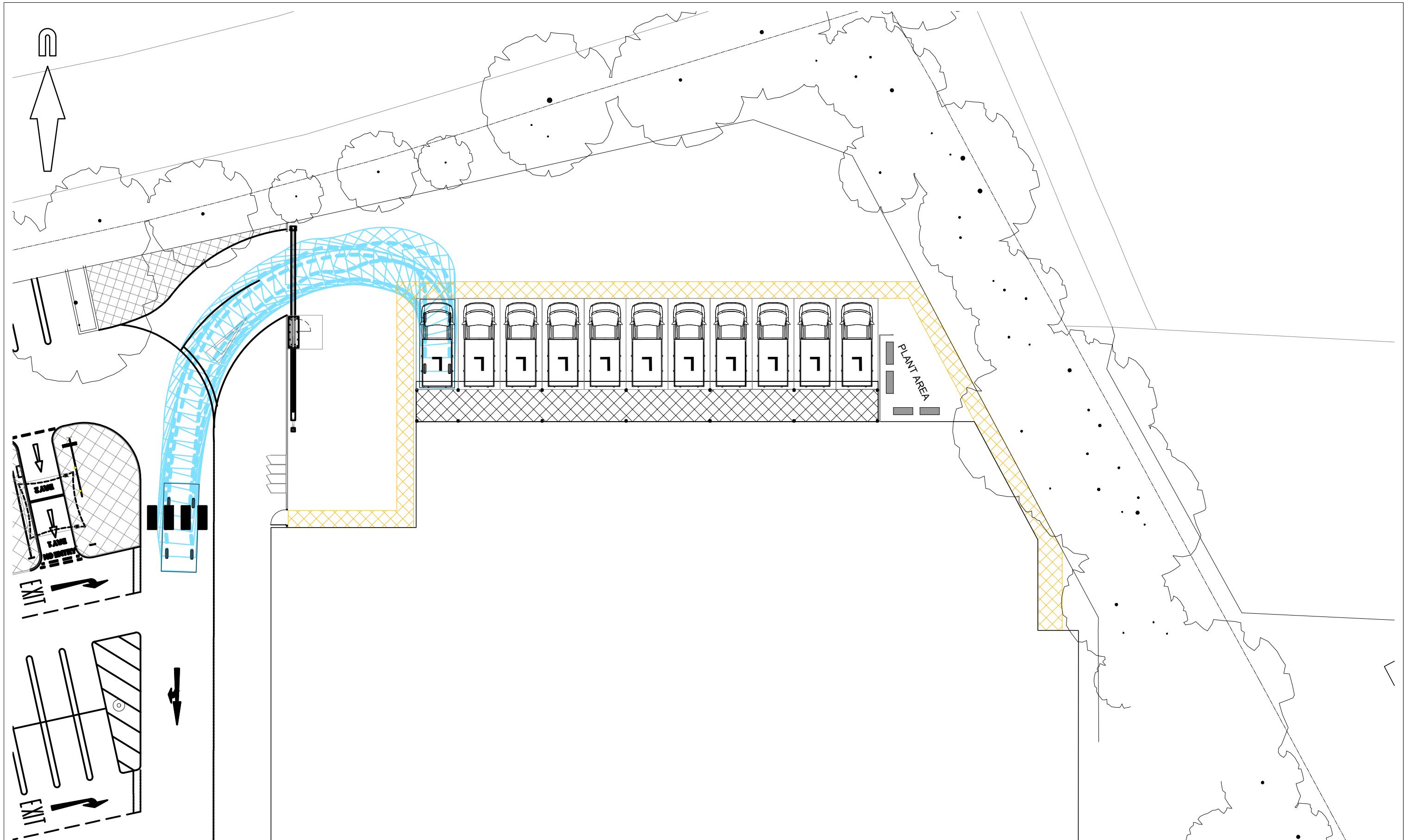
TK05.DWG

suitability

rev.

drawing number

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client

SAINSBURY'S SUPERMARKETS LTD

project

SAINSBURY'S STORE, UXBRIDGE

title

SSL GOODS ONLINE VEHICLE EXITING YARD

scale

1:250 @ A3

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NE

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cad file

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