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**SERVICING MANAGEMENT PLAN
THE CO-OPERATIVE GROUP FOOD LIMITED
53 JOEL STREET
NORTHWOOD
HA6 1NU**



ADL/AM/3379/18A

August 2020

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1.0 INTRODUCTION

1.1 Purpose of Report

- 1.1.1 ADL Traffic & Highways Engineering Ltd have been appointed by 'The Co-operative Group Food Ltd' to prepare this Servicing Management Plan (SMP) for the existing and operating A1 use convenience store situated at 53 Joel Street, Northwood.
- 1.1.2 This report outlines the permitted delivery arrangements, and sets out the measures to control deliveries and ensure the availability of the delivery area.
- 1.1.3 A SMP was previously submitted to discharge planning condition requiring the submission of SMP. The condition has since been varied to the following wording:

"Within 3 months of this approval, a Servicing and Refuse Collection Strategy, pertaining to the permitted retail (A1) use, shall be submitted to and approved in writing by the Local Planning Authority. Thereafter, servicing and refuse collection shall be carried out in complete accordance with the approved plan.

Unless it is agreed as part of the strategy and approved in writing by the Local Planning Authority, no deliveries, servicing or refuse collections shall take place outside the hours of 0800 and 1800 hours Mondays to Fridays; 0800 and 1300 hours Saturdays; and no deliveries shall take place on Sundays and Bank Holidays."

- 1.1.4 This report sets out the operationally required delivery and refuse arrangements to enable the Co-operative convenience store to operate effectively.

1.2 Site Location

- 1.2.1 The site is situated at 53 Joel Street, Northwood and is bound by a retail unit to the north, gymnasium to the south, a car park and residential street to the east and Joel Street to the west. The site is situated within central Northwood to the southwest of Watford and Northwest of Harrow. The site location is shown on the plan in Figure 1A.

Figure 1A Site Location



- 1.2.2 The surrounding area is broadly of residential use within the locality however there is a parade of retail units situated along both sides of Joel Street in the immediate vicinity.

Local Road Network and Parking Restrictions

- 1.2.3 Joel Street is a single carriageway local road subject to 30mph speed limit and is the main road linking Northwood to Eastcote to the south. The road links to Pinner Road to the north which provides access northwest bound to residential areas of Northwood and further north to Rickmansworth and southeast bound to residential areas of Pinner Green and North Harrow.
- 1.2.4 There is a zebra crossing directly adjacent to the proposal site on Joel Street and pay and display parking bays directly northwest of the site serving the retail units nearby.
- 1.2.5 There is a car park to the rear of the site off Ferndown (to the east of the site). There is currently a single yellow line limited waiting restriction on Ferndown which reads:

'No Waiting

Mon-Sat

8am – 6.30pm'

1.3 Commercial Unit Details

- 1.3.1 The site layout is shown on the plan in Appendix 1.0.
- 1.3.2 The site comprises a convenience store of 355m² gross floor area with approximately 233m² sales, and the remainder for the back of house. The store primarily serves the day-to-day needs of the local residential catchment.
- 1.3.3 An existing delivery / loading bay is provided at the rear of the unit, which is used to service the Co-op store.

2.0 THE CO-OPERATIVE GROUP FOOD LTD DELIVERIES PROCEDURE

2.1 SMP Objective

- 2.1.1 The objective is to ensure that deliveries are received and that waste is collected, keeping noise nuisance and local traffic disruption to a minimum by the effective and efficient use of the premises.
- 2.1.2 It is intended, by careful management of deliveries, to ensure the number of individual deliveries to the premises is minimised. This will primarily be achieved by the consolidation of depot deliveries types (where practicable) into one delivery vehicle.

2.2 Deliveries & Collections

- 2.2.1 All deliveries are undertaken to the rear of the store via the dedicated delivery/loading bay, with the rear of the delivery vehicle immediately adjacent to the delivery door. The delivery vehicle will reverse to the bay from Ferndown and exit back to Ferndown in a forward gear.
- 2.2.2 The delivery routes as shown in the TRACKs also presented in Appendix 2.0 have been confirmed by the Co-operative's delivery, health and safety division.
- 2.2.3 Movement of goods and refuse to and from the store and delivery vehicles will be via cages or by hand. All deliveries will be under the on-site control of the Store Manager or Duty Manager, who will be responsible for ensuring that the procedures contained in this delivery plan are adhered.
- 2.2.4 All delivery vehicles are fitted with white noise reversing alarms. These alarms emit sound over a wide range of frequencies and can be directed towards the area where staff and the public may be at risk. This reduces noise nuisance for local residents.
- 2.2.5 Co-op rigid delivery vehicles also have the benefit of rear-facing cameras to assist drivers by providing clear visibility to the rear of the delivery vehicle when undertaking reversing manoeuvres.

2.3 Delivery Vehicles and Timing

- 2.3.1 The existing condition wording requires deliveries to occur 8am – 6pm Monday to Friday, 8am – 1pm Saturday and no deliveries to take place on Sundays and Bank Holidays. The restricting of deliveries on Sunday's and Bank Holidays is not operationally viable for a convenience store which provides fresh stock on a daily basis to serve the local customers, as it means that fresh goods / produce cannot be received by the store on those days, and moreover when a bank holiday Monday occurs, the store is without deliveries between Saturday and Tuesday which results in empty shelves.
- 2.3.2 It is understood that HGV deliveries can only occur from 8am earliest, to protect residential amenity, however it is also considered that the latest delivery time could be extended to 8pm. Hence deliveries would be permitted to occur daily from 8am – 8pm. This still ensures that HGV deliveries do not occur in the early hours of the morning or late at night.
- 2.3.3 It is intended by provision of this revised SMP, in accordance with the latest planning condition, to vary the delivery arrangements so that deliveries can occur daily (Monday to Sunday) including bank holidays, and in accordance with Table 2A below.

Table 2A Delivery Details and Arrangements

Delivery Type	Source	Max. Vehicle Size	Daily Frequency	Delivery Window
Ambient, fresh, frozen and milk	Co-op Depot	8.1m (14T) rigid vehicle	1-2 per day (each day)	8am – 8pm
Bread	Supplier	10m rigid vehicle	1-2 per day (each day)	
TOTAL RIGIDS			2 – 4 DELIVERIES	-
Newspapers & Magazines	Supplier	Transit Sized Van	1 per day	6am-9am
Sandwiches	Supplier	Transit Sized Van	1 per day	6am-9am
TOTAL VANS			2 DELIVERIES	-

- 2.3.4 The times of deliveries stipulated in Table 2A above represent the hours which avoid sensitive hours early hours of the morning, or late at night to protect the amenity of the surrounding residents.
- 2.3.5 The Co-operative logistics team have been briefed of the delivery windows and agree to delivery in accordance to these restrictions, with the exception of unforeseen circumstances such as traffic accidents or unusual traffic which may impede the delivery vehicle.

2.4 Control of Delivery Area

- 2.4.1 The retailer's delivery management strategy ensures that regular deliveries are carefully programmed to avoid any conflict between delivery vehicles being used to service the store and with the public house deliveries. Drivers and staff of the store are briefed of any planning obligations and measures set out in this plan such as permitted delivery times.
- 2.4.2 Deliveries are planned on a schedule to avoid coinciding with other delivery vehicles within sufficient time allocated between newspapers, sandwiches, ambient and fresh/frozen deliveries. Co-operative will be briefed of the supplier deliveries and the public house delivery times in order to ensure that Co-operative depot deliveries do not coincide. Regional and distribution management will carry out periodic checks to ensure modifications are put in place, as necessary, to resolve any problems.
- 2.4.3 Third party distributions (bread/newspapers/magazines and sandwiches) will only stop for a very short duration of time in the early morning.

3.0 THE CO-OPERATIVE FOOD GROUP LTD REFUSE PROCEDURE

3.1 Collection and Recycling

- 3.1.1 All Co-operative food stores have no rubbish collections as all stores now backhaul, i.e. filling the incoming delivery vehicle with waste goods for the return journey. This process results in savings in unit costs of logistics and reducing carbon emissions.
- 3.1.2 The Co-operative Food has comprehensive policies in place to control the recycling of waste and staff are instructed to maximise the volume of material that can be recycled and minimise the amount of waste which is taken to landfill.
- 3.1.3 Recycling will be collected from the back of house area to the rear where all refuse is stored. Waste which can be recycled, including cardboard, oil used in food preparation, plastic arising from packaging and animal by-products, are recycled using specialist licensed recycling companies such as Euro Recycling and Severnside. These companies are employed by The Co-operative Food under a regional or national agreement.

3.2 Storage

- 3.2.1 The refuse for The Co-operative Food store is located within the back of house so the refuse can be easily wheeled to the rear of the emptied delivery lorry simultaneously with the unloading of the delivery vehicle.

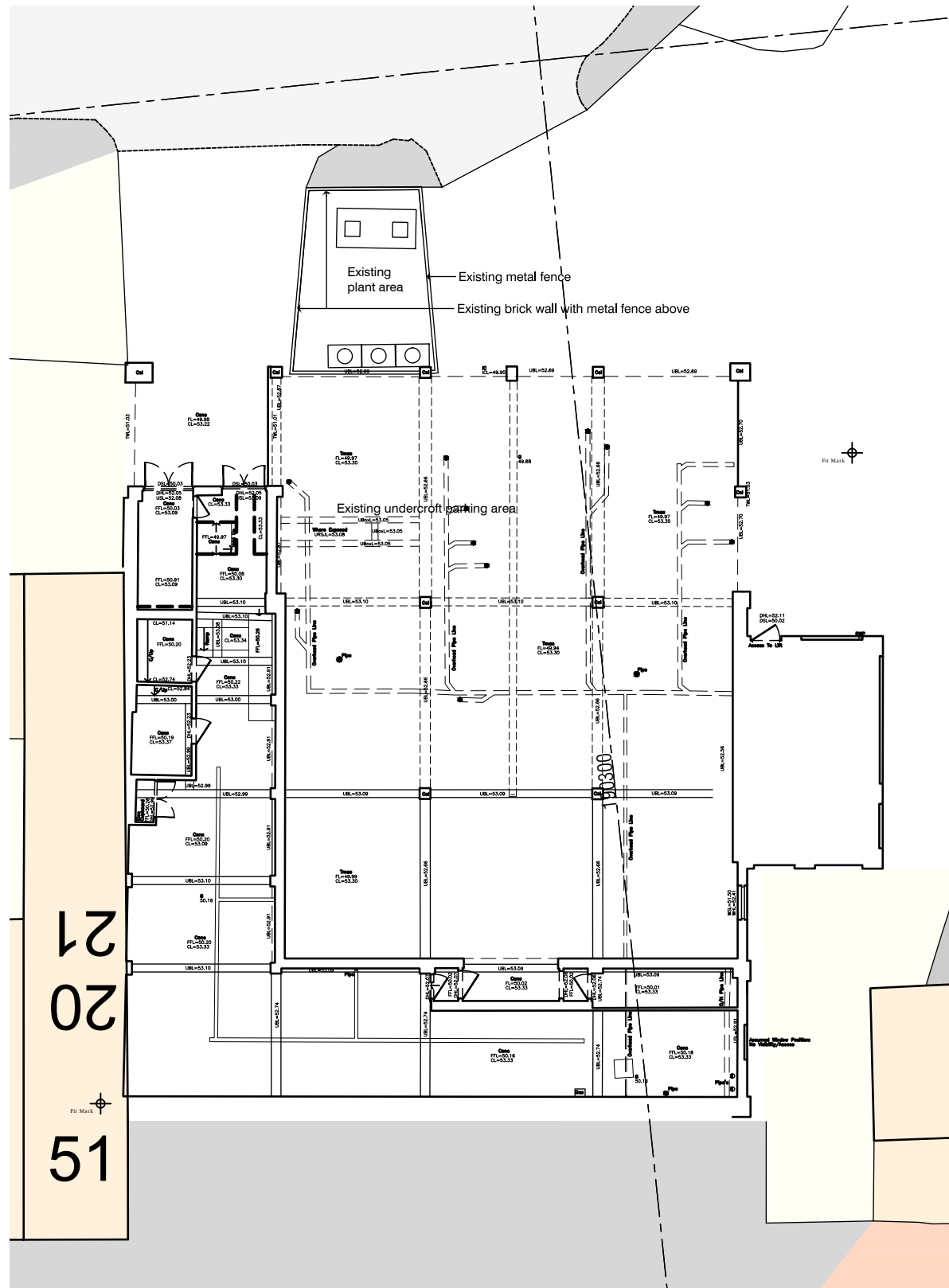
4.0 TRAINING AND MANAGEMENT

- 4.1 The following training and management measures will be implemented and reviewed internally on an annual basis.
- 4.2 Regular training will be undertaken by the Co-operative Food management to drivers to ensure that this Management Plan will be adhered to. As well as site specific training, this will include general requirements as outlined below:

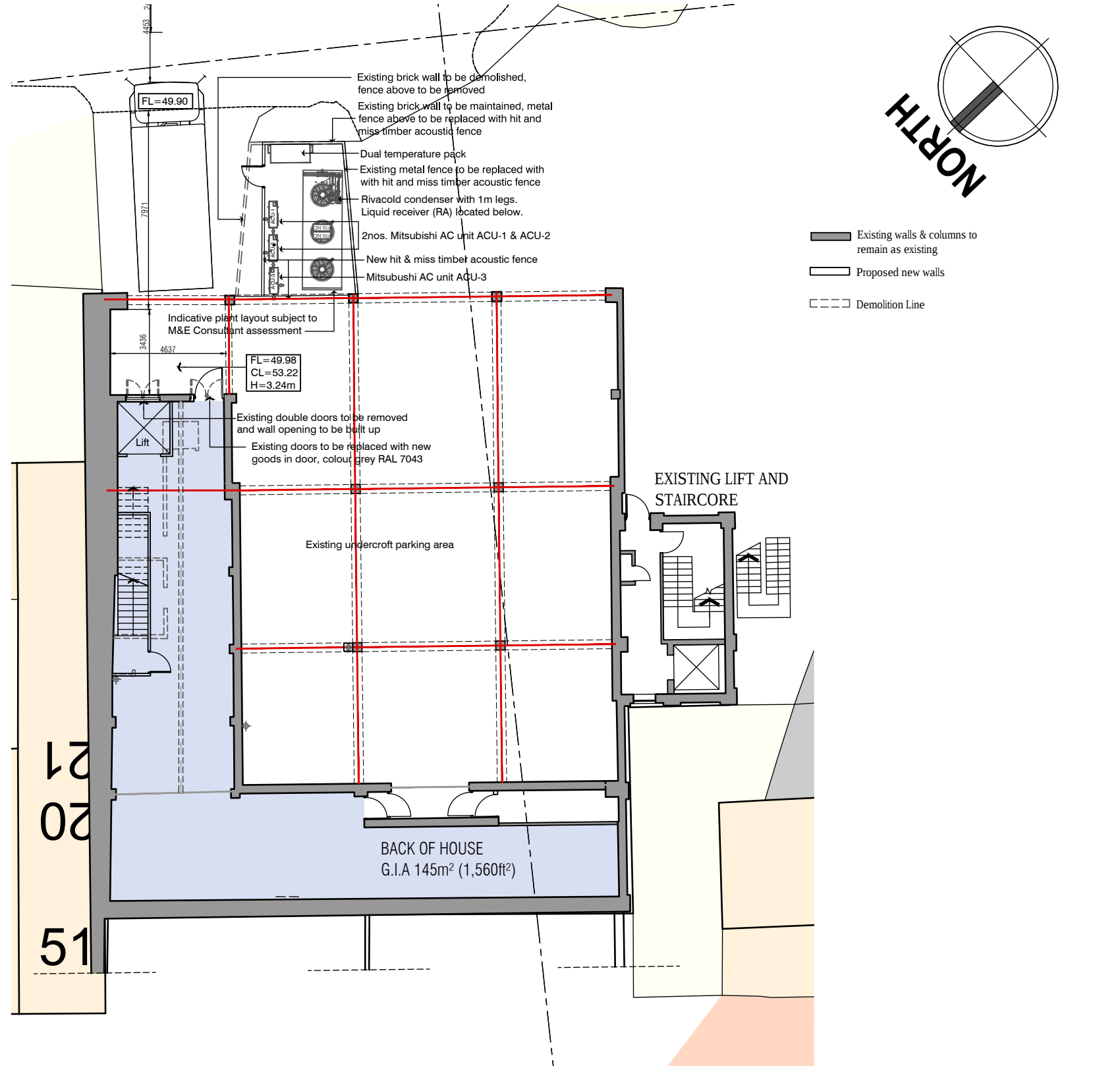
General Requirements

- Noise levels to be kept at a minimum
 - Vehicle radios to be turned off
 - Mechanical noise generation from vehicles manoeuvring into unloading positions to be kept to a minimum
 - Drivers should seek to:
 - Engage gears with a minimum of noise
 - Keep engine revs to a minimum
 - Apply brakes gently
 - Close doors with minimal noise
- 4.3 Local Co-operative store management will undertake a minimum of weekly checks to ensure that this plan is adhered to.
- 4.4 The Co-operative regional management will undertake unannounced checks (in conjunction with their existing schedule of unannounced checks) to ensure that this Management Plan is being adhered to.
- 4.5 Co-operative management will liaise, as necessary, with the relevant Council Officers to ensure the Delivery Management Plan operates in the most effective manner possible.

SITE LAYOUT



**EXISTING LOWER GROUND
FLOOR PLAN @1:200 SCALE**



**PROPOSED LOWER GROUND
FLOOR PLAN @1:200 SCALE**



Revision:
A 24.06.2019 DRAWING AMENDED TO SUIT COMMENT
B 28.06.2019 LIFT DOUBLE DOORS REMOVED, WALL BUILT UP

By YZ
 App. AA
 YZ AA



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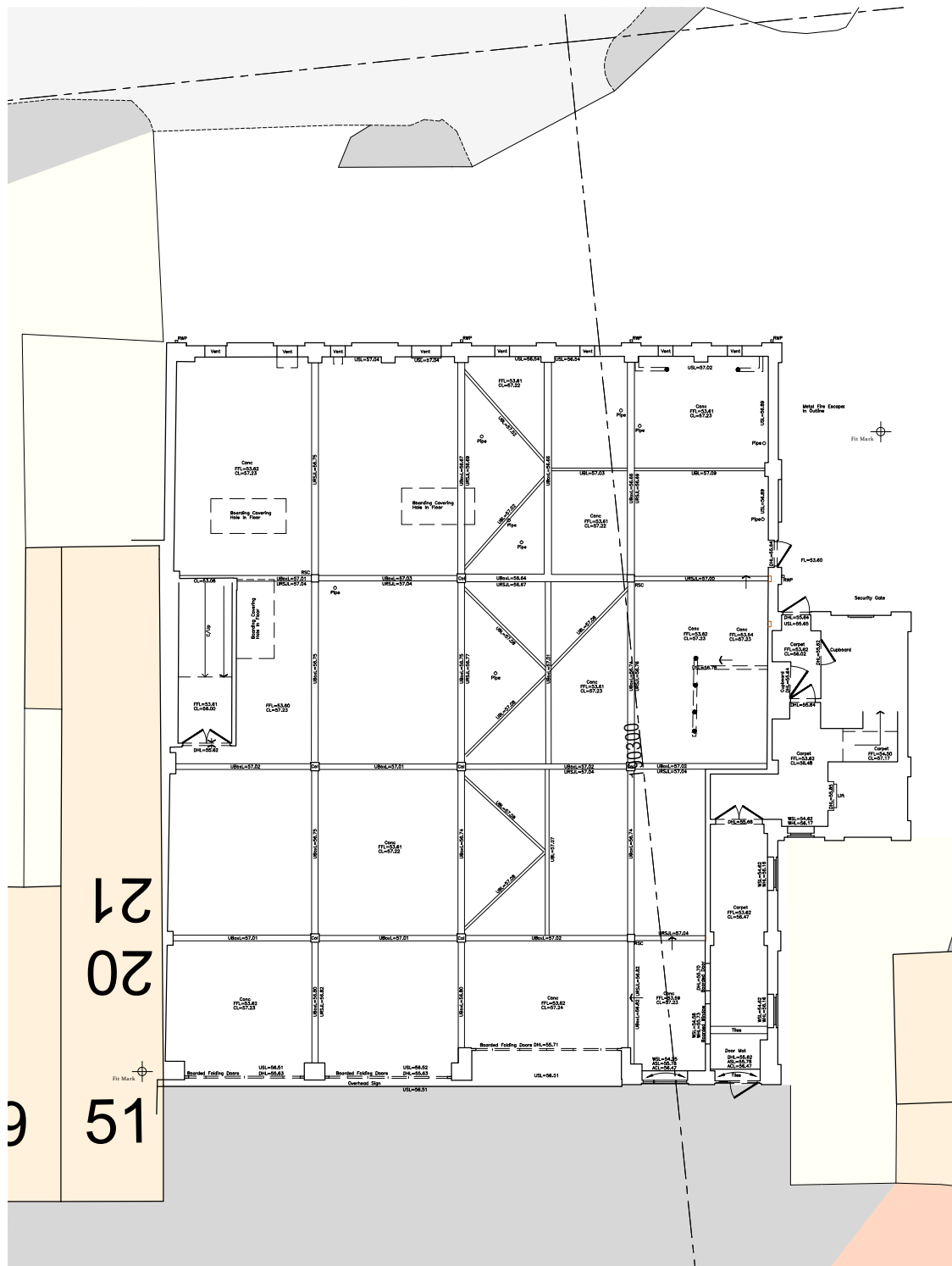
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 archerarchitects All dimensions to be verified on site.

Client
**THE CO-OPERATIVE
 ESTATES**
 Project
 53-55 The Broadway, Joel Street
 Northwood Hills, HA6 1NZ

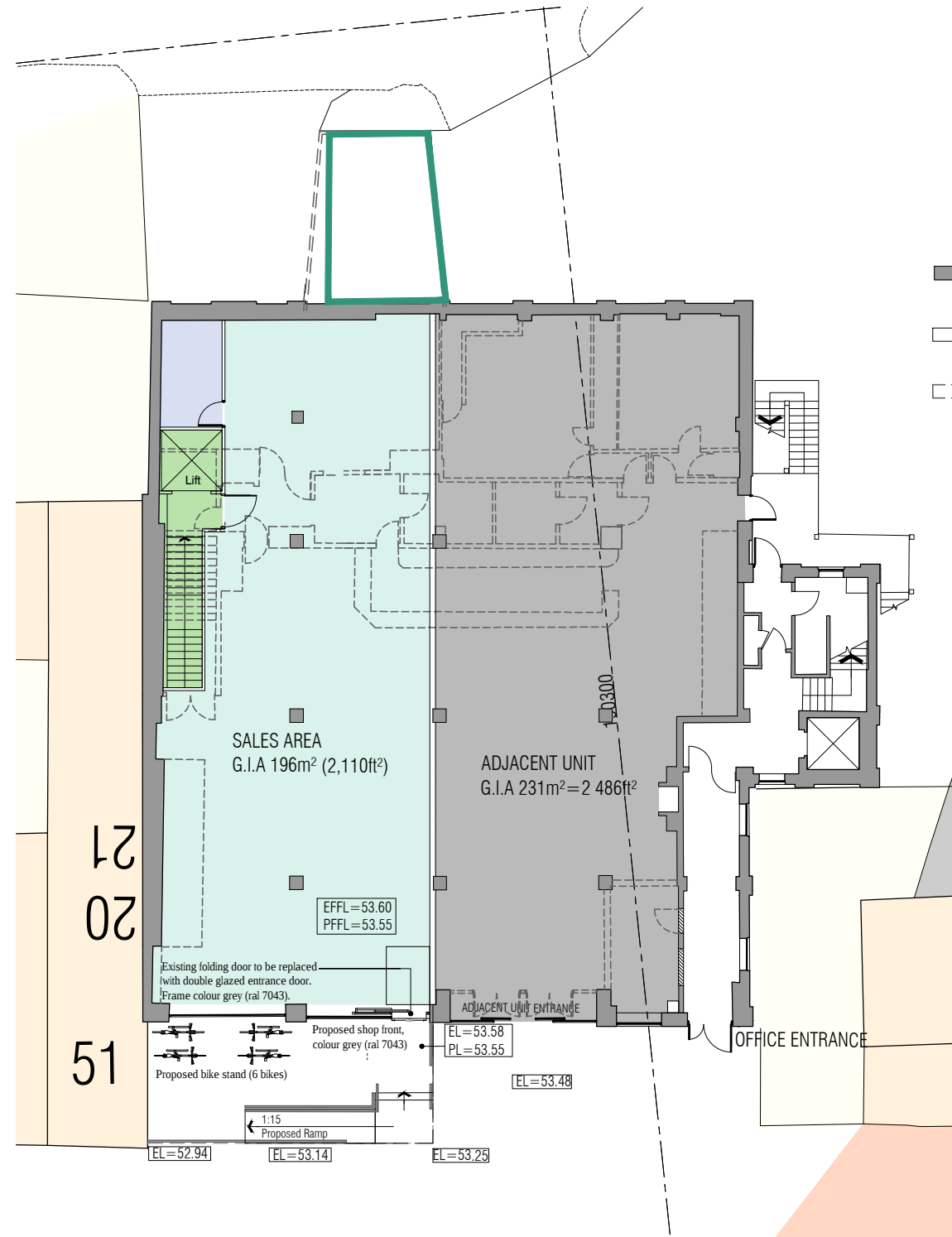
Drawing title
**STAGE 2-
 PROPOSED & EXISTING
 LOWER GROUND FLOOR PLANS**

Scale 1:200@A3	Drawn YZ	Checked AA
Date 11.01.2019	Issuing Discipline architecture	
Drawing number 6136[P]100	Revision B	

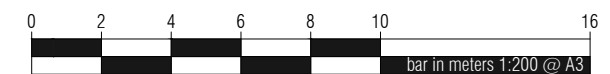




**EXISTING GROUND FLOOR
PLAN @1:200 SCALE**



**PROPOSED GROUND FLOOR
PLAN @1:200 SCALE**



Revision:
A 28.06.2019 LIFT REPOSITIONED
B 04.09.2019 CYCLE STAND ADDED TO FRONT

By
YZ
AE

App.
AA
AA



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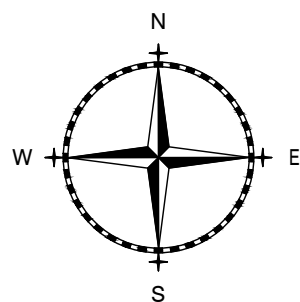
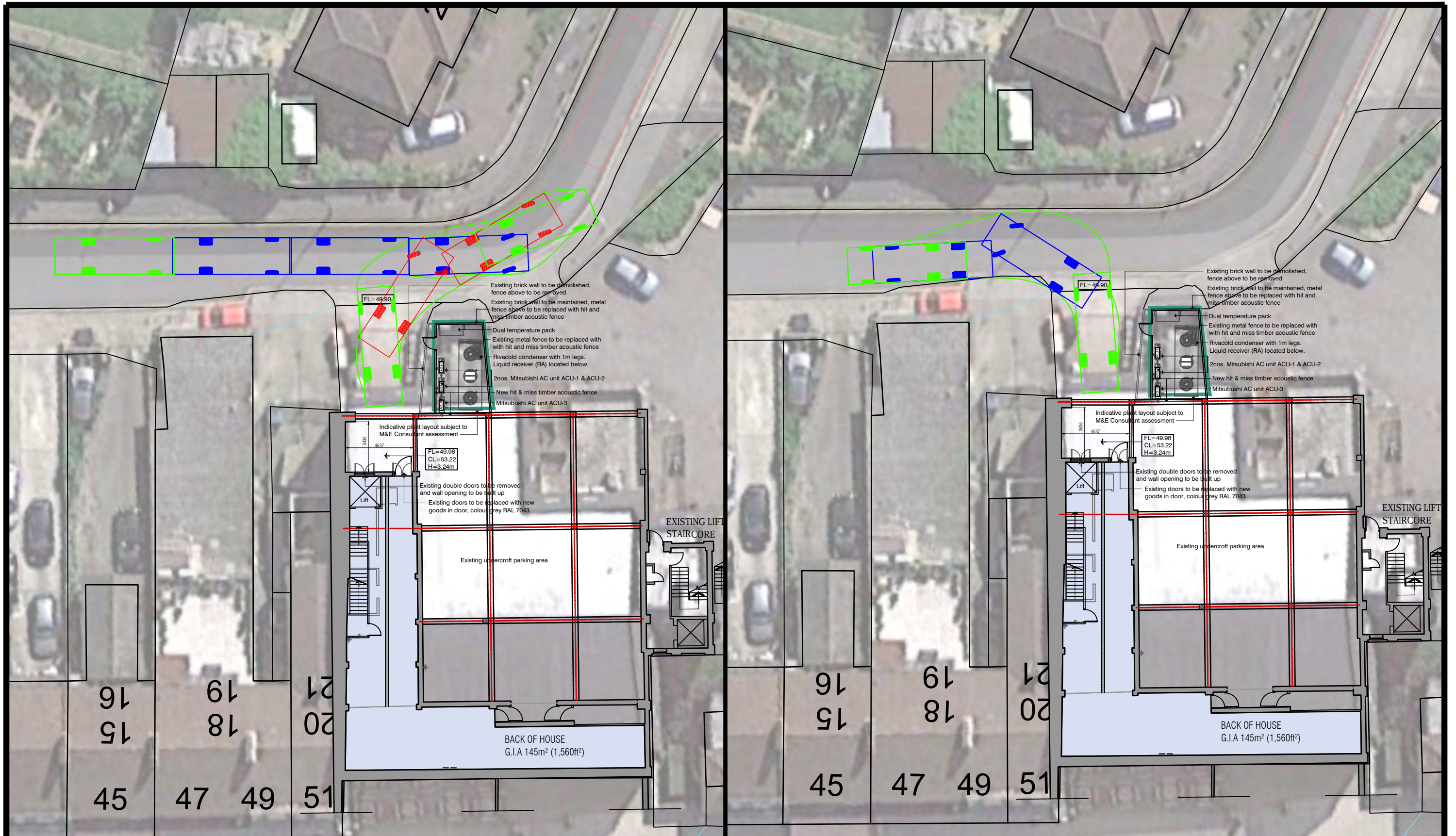
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Client
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ESTATES**
Project
53-55 The Broadway, Joel Street
Northwood Hills, HA6 1NZ

Drawing title
STAGE 2-
PROPOSED & EXISTING
GROUND FLOOR PLANS

Scale 1:200@A3	Drawn YZ	Checked AA
Date 11.01.2019	Issuing Discipline architecture	
Drawing number 6136[P]101	Revision B	

TRACK ANALYSIS: CO-OPERATIVE DELIVERY VEHICLES



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NOTES

1. PRELIMINARY DESIGN PROVIDED FOR ILLUSTRATIVE PURPOSES ONLY. ALL DETAILS ARE SUBJECT TO INCLUDING CHECKING STATUTORY SERVICE APPARATUS.
2. BACKGROUND PLAN IS BASED UPON 6136[P] Planning Application B
3. ALL DETAILS TO BE CONFIRMED ON SITE AND ON A
4. TOPOGRAPHICAL SURVEY.
5. ALL TRACKS ASSUME GRADIENTS AND CAMBERS DO NOT EXCEED 1:60 AND 1:40 RESPECTIVELY OTHERWISE VEHICLE MANOEUVRABILITY MAY BE AFFECTED.
6. ALL LAND OWNERSHIP DETAILS, EXTENT OF ADOPTED HIGHWAY AND RIGHTS OF WAY TO BE CONFIRMED.
7. ASSUMES ALL LANDSCAPING CAN BE ALTERED AND NO TREES ARE SUBJECT TO TPO.

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AMENDMENTS

REF.	DATE	DESCRIPTION

ADL Job No.

3379

Project

53-55 The Boulevard,
Northwood Hills, Northwood

Title

AutoTRACK Analysis
for 8.1m Rigid Delivery Vehicle

Date

29.09.2016

Drawn

ALM

Checked

Date

Approved

Date

Scale

1:250

Dwg No.

3379-01

Rev.

B