



TPS DEZ Developments Ltd

**Mixed Use Development, 100 Booker  
Avenue, Liverpool, L18 9SD**

Delivery & Servicing Management Plan

June 2015

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# 1 Introduction

- 1.1 WYG is commissioned by TPS DEZ Developments (the 'applicant') to prepare a Delivery and Servicing Management Plan (DSMP) for the consented development at the site of a former petrol filling station at 100 Booker Avenue, Liverpool, L18 9SB (the 'site'). Liverpool City Council (LCC) is the Local Planning and Highways Authority.
- 1.2 The development, which the DSP supports, includes proposals to:
- 'Erect a retail unit (overall height 5.8m) with associated car parking and servicing area; and to erect two semi-detached dwellinghouses.'*
- 1.3 The proposals were granted planning consent (Liverpool City Council planning application number: 14F/1140) on 16<sup>th</sup> March 2015 subject to a set of planning conditions. Condition 13 of the planning consent relates to the need for a DSMP. It states that:
- 'Prior to the commencement of the retail use a servicing / delivery plan shall be submitted to and approved in writing by the local planning authority. For the avoidance of doubt the plan should include details of how and when a servicing vehicle will be able to access the designated servicing area which is located across parking bays 12 and 13. Details of how the servicing arrangements will affect the overall use of the car park and time periods involved must be included. The plan must demonstrate that servicing can occur without creating harm to pedestrian, cycle or vehicular movements.'*
- Reason: in the interests of highway safety.*
- 1.4 This DSMP aims to address the requirements of Condition 13 and provide a framework for the management of delivery and servicing activity at the site with the aim of maximising efficiency of servicing at the site.
- 1.5 The retail unit at the retail unit at the site is due to be occupied by a Co-Operative convenience food retail store.

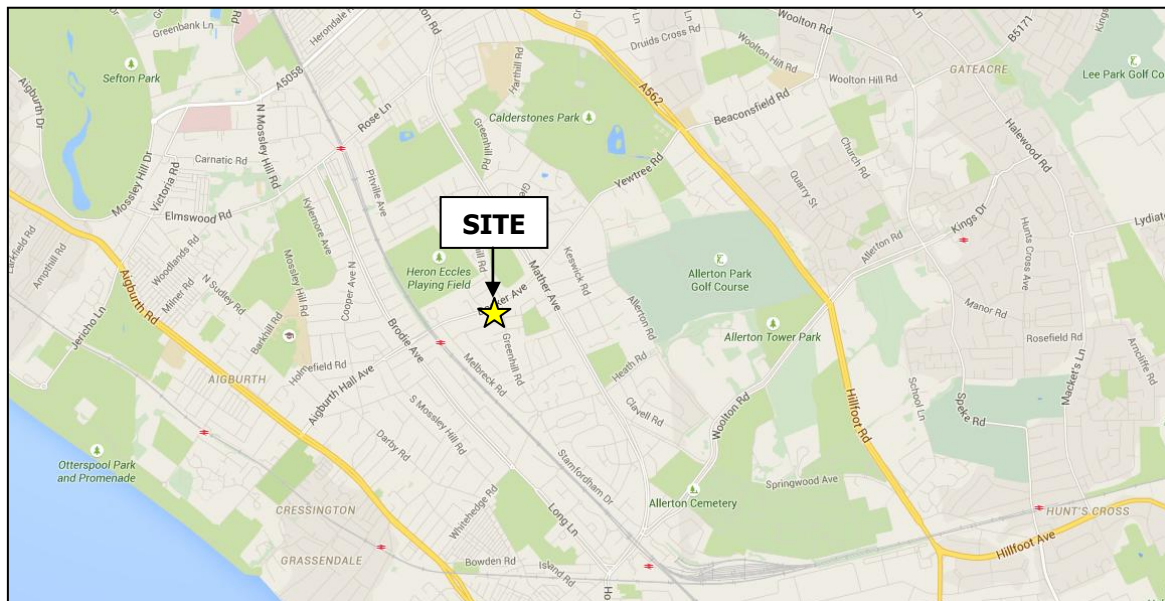
## Background

- 1.6 This document sets out the DSMP for the consented retail store development at the site in order to ensure the effective management of delivery activity, in particular, to ensure that delivery activity results in minimal disruption or disturbance to local residents and businesses. The associated consented residential proposals at the site are not considered within this DSMP, as they are not expected to generate any significant delivery or servicing needs.

## Site Location

- 1.7 The Site is located at the south-western corner of the junction of Booker Avenue and Greenhill Road, approximately 7km from Liverpool City Centre. It is bound by existing residential property to the east, a parade of shops to the south, Booker Avenue to the north and Greenhill Road to the east.
- 1.8 The Site location is shown in **Figure 1.1**.

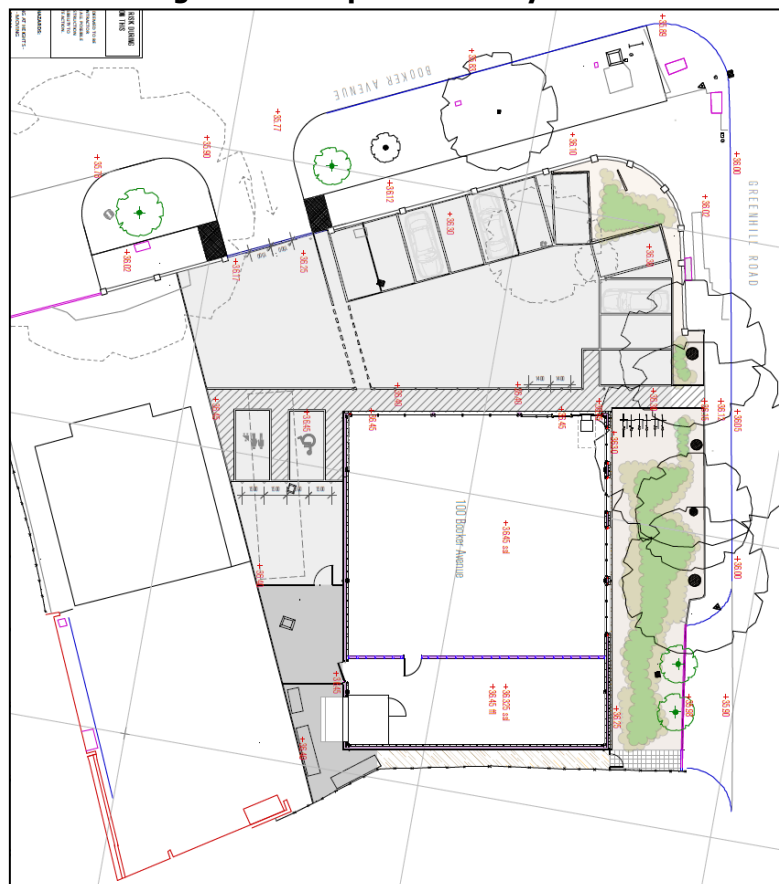
**Figure 1.1: Strategic Site Location**



Source: Google Maps

- 1.9 The proposed site layout plan is presented on Drawing No. A3015-205 provided by the Architect Sawkings and Norton. The full resolution drawing is included at **Appendix A**, and a screenshot is provided in **Figure 1.2** below.

**Figure 1.2: Proposed Site Layout Plan**





- 1.10 This DSMP has been written as a standalone document and is considered to contain all of the relevant information needed to effectively implement and monitor it.

## Report Structure

- 1.11 This DSMP has been written as a standalone document and is considered to contain all of the relevant information needed to effectively implement and monitor it.

- 1.12 The remainder of this document is structured as follows:

- **Section 2: Policy Review and Analysis** – provides a review of national and local transport planning policy and best practice guidance relevant to the location, scale and type of development;
- **Chapter 3: Delivery and Servicing Plan Objectives** – outlines the objectives of the DSMP and how these reflect relevant policy and guidance, and the challenges and opportunities specific to the site;
- **Chapter 4: Servicing Arrangements** – provides an overview of the size and type of service vehicles expected to serve the site and estimates the likely level vehicle trip generation associated with these types of vehicles;
- **Chapter 5: Measures and Initiatives** - Measures and initiatives to secure the DSMP are outlined within this section; and
- **Chapter 6: Enforcement Monitoring and Review** – provides a description of how the DSMP will be monitored and managed in the medium to long-term framework.



## 2 Policy Review and Analysis

### Merseyside Local Transport Plan (2011)

- 2.1 The third Local Transport Plan (LTP) for Merseyside was adopted on 1<sup>st</sup> April 2011. Produced jointly by the five Merseyside local authorities (Liverpool, Knowsley, Sefton, Wirral and St Helens), the plan sets out short term implementation plans and looks to the longer term strategy for 2024 on how to improve transport in Merseyside.
- 2.2 The LTP has six goals, which are:
1. Help create the right conditions for sustainable economic growth by supporting the priorities of the Liverpool City Region, the Local Enterprise Partnership and the Local Strategic Partnerships;
  2. Provide and promote a clean, low emission transport system which is resilient to changes to climate and oil availability;
  3. Ensure the transport system promotes and enables improved health and wellbeing and road safety;
  4. Ensure equality of travel opportunity for all, through a transport system that allows people to connect easily with employment, education, healthcare other essential services and leisure and recreational opportunities;
  5. Ensure the transport network supports the economic success of the city region by the efficient movement of people and goods; and
  6. Maintain our assets to a high standard.
- 2.3 Annexe 4 of the LTP sets out the Freight Strategy for Merseyside, and addresses some of the challenges of delivering freight sustainably in the area. The Freight Strategy directly supports Goal 5 of the LTP to ensure the economic success of the city region by the efficient movement of people and goods.
- 2.4 With regard to DSMPs, Paragraph 70 of Annexe 4 states that:
- 'Consideration will be given to a greater emphasis on requiring Delivery and Servicing plans through the planning process to reduce environmental, safety and congestion impacts. There will be a need to ensure that the demand for kerbside space for servicing and deliveries is met without detriment to other legitimate uses such as disabled parking.'*



### 3 Delivery and Servicing Management Plan Objectives

#### Objectives

- 3.1 DSMPs that are developed through the planning process seek to support sustainable development. They are drafted within the context of the guidance provided within the Merseyside Local Transport Plan (2011).
- 3.2 The Delivery and Servicing Plan will therefore seek to achieve the following objectives:
- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
  - Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
  - Improve the reliability of deliveries to the site;
  - Reduce the operating costs of building occupants and freight companies; and
  - Reduce the impact of freight activity on local residents and the environment.





## 4 Servicing Arrangements

- 4.1 The Co-Operative retail unit will be open 07:00-23:00 seven days a week, including Sundays and Bank Holidays.
- 4.2 All loading, unloading and parking of delivery vehicles in connection with the store will take place within the site and the space allocated. All vehicle turning movements will be undertaken off-street and will therefore not have any impact on the public highway.
- 4.3 The maximum size of a delivery vehicle requiring access to the store is a 12m rigid truck. Swept path analysis has been undertaken to demonstrate how a 12m truck will be able to enter and leave the site; WYG's swept path drawing (drawing number A086135\_TR007) is included at **Appendix B**.
- 4.4 A total of 13 car parking spaces are proposed to be provided on the site, including three spaces designated as disabled / parent and child parking. In order to allow the required turning area for a 12m truck to be accommodated on site, two of the disabled / parent and child parking spaces to the west of the store will have to be unused during delivery times. The store service entrance is located immediately adjacent to the aforementioned parking spaces.
- 4.5 Signage will be provided within the vicinity of these spaces to inform customers that these spaces may be required for servicing. Example signage is included at **Appendix C**. Once scheduling of deliveries is confirmed, including when 12m trucks are required, signage can be provided at these parking bays informing customers that they are restricted during certain periods to allow for deliveries.
- 4.6 An indicative summary of delivery requirements for a typical Co-Operative retail unit is provided in **Table 4.1**.
- 4.7 The indicative delivery requirements indicate that the Co-Operative unit would generate up to six deliveries a day. Deliveries will be co-ordinated so as not to interfere with each other.
- 4.8 Measures and initiatives to be implemented at the site are outlined in the following section.



**Table 4.1: The Co-Operative Local Unit – Summary of Delivery Requirements**

Delivery Type	Source	Vehicle	Frequency	Delivery Window
Ambient	Co-op Depot	10.5m or 12m rigid	3 times a week	1200-2000 (Mon-Sat) Sunday dependent on store opening hours and restrictions
Fresh, Frozen, Milk	Co-op Depot	10.5m or 12m rigid	6 times a week	0700-1300 (Mon-Sat) Sun and Bank Holidays dependent on store opening hours and restrictions
Bread	Supplier	6m size rigid vehicle	6 to 7 per week	0700-1300 (Mon-Sun)
Newspapers and Magazines	Supplier	large transit sized van (3.2m)	Daily	0600-0900 (Mon-Sun)
Sandwiches	Supplier	small transit sized van (2.4m)	6 to 7 per week	0700-1000 (Mon-Sat)
Ambient	Co-op Depot	13.4m artic (10.5m trailer and unit) OR 10.5m or 12m rigid	3 times a week	1200-2000 (Mon-Sat) Sunday dependent on store opening hours and restrictions

Source: Co-Operative



## 5 Measures and Initiatives

- 5.1 This section of the DSMP outlines the specific measures and initiatives that will be implemented by the Co-Operative retail unit that will occupy the site at 100 Booker Avenue.

### Goods In Management Responsibilities

- 5.2 The Store Manager will take overall responsibility for the management of goods arriving at their respective store. Details of the nominated persons will be submitted to LCC in advance of occupation.
- 5.3 The Store Manager will be encouraged to work together to ensure that the following tasks are undertaken:
- Issuing written/email instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted by them;
  - Scheduling deliveries and monitoring the success of the this strategy, revising as appropriate;
  - Supervising as deliveries of goods and stock are transferred directly from vehicles to holding and storage areas within the appropriate retail units, ensuring that pedestrian obstruction is kept to a minimum;
  - Ensure that no goods or refuse are stored on or obstruct the public highway at any time;
  - Ensure that the car parking spaces required to allow a 12m delivery truck to turn on site are free at the appropriate time;
  - Retain the contact details of all delivery companies to the site and, where possible; details of individual drivers. These are to be noted on the delivery schedule;
  - Contacting delivery companies to ensure that drivers are on time. In the event that a delivery is late and the next 'delivery slot' is occupied, the driver will be told to leave the site and return at the next available slot;
  - Reviewing the delivery companies and their commitment to delivery and servicing best practice;
  - Active liaison with suppliers to encourage them, where possible, to use small and fuel efficient vehicles;
  - Active liaison with suppliers to ensure that all servicing activity takes place from the dedicated loading bay within the site; and
  - Monitoring the misuse of the loading bay by unauthorised suppliers and members of the public, taking action as appropriate.



## Delivery and Risk Assessment (DRA)

- 5.4 In addition to adhering to the initiatives contained within this DSMP, the Co-Operative will also adopt a Delivery and Risk Assessment (DRA), which is the standard way that the company provides instructions to drivers and staff. It clearly details how deliveries should be made in compliance with the DSMP.
- 5.5 An example of an existing stores risk assessment form is included at **Appendix D**.

## Delivery Timing Communication & Schedules

- 5.6 In order to avoid deliveries coinciding, the Store Manager will work with suppliers in order to schedule activities. Traffic conditions on the local highways network, and the lack of a holding area for additional vehicles, make it impracticable to tightly coordinate delivery times.
- 5.7 The Store Manager will retain the contact details of all delivery companies to the store and, where possible, individual drivers. Deliveries will be scheduled in 30-minute time slots. The Store Manager will phone their delivery companies to check that the driver is on time. If the delivery is late and the next slot is occupied, the driver will be told to return at an alternative time.
- 5.8 The Store Manager and staff will therefore ensure that they are ready to receive the vehicle so that delivery turnaround time can be kept to a minimum within standard safety and efficiency procedures.
- 5.9 In accordance with Condition 15 of the consented planning application:
- 'No loading or unloading, servicing, collections or deliveries shall be carried out on the site outside the hours of 07:00 and 19:00 daily.*
- Reason: to safeguard the amenity of nearby occupiers in accordance with Policy GEN6 of the Liverpool Unitary Development Plan.'*
- 5.10 It suggested that large deliveries, particularly those requiring a 12m truck, be undertaken outside of peak hours to minimise the potential disruption on both customers within the site and users of the local highway network.
- 5.11 The scheduling strategy is to be monitored and reviewed for effectiveness; revisions will be made if found unsatisfactory.

## Good Neighbour Practices

- 5.12 Owing to the site's proximity to residential areas, occupants of the retail units will abide by the following best practices to keep noise to a minimum:
- Switch off vehicle engine, fridge and radio whilst on-site; and
  - Be considerate when opening and closing vehicle doors (i.e. do not 'slam').



## Operational Safety Practices

5.13 The Store Managers will observe the safety practices of drivers and staff involved in delivery and servicing activity at the site. The Manager will ensure that:

- All relevant Personal Protection Equipment is worn during deliveries (e.g. reflective boots, jacket and gloves);
- Audible and visual warning devices are displayed/used;
- High visibility clothing is worn during deliveries;
- Only trained persons are involved in delivery and servicing activity;
- A risk assessment is undertaken in advance of new deliveries;
- Traffic cones are laid out around the tail lift of delivery vehicles; and
- At least two people are available to assist with loading and unloading activity at any one time.



## 6 Monitoring and Review

- 6.1 The Store Manager will maintain a record of delivery and servicing activity, which will include the following information:
- Day;
  - Date;
  - Delivery slot(s) booked;
  - Type of vehicle;
  - Goods carried;
  - Company/driver contact details;
  - Time of arrival;
  - Time of departure;
  - Location of the delivery; and
  - Any other comments.
- 6.2 One critical aspect is scheduling of deliveries. It has been detailed that it is not practicable to tightly coordinate deliveries due to the lack of an additional vehicle holding area near the site. Deliveries will be scheduled in 30-minute slots to ensure they do not overlap; this is to be monitored and reviewed, with revisions made if found unsatisfactory.
- 6.3 The Store Manager will monitor and review the success of the DSMP and, if considered necessary or appropriate, will propose changes to the plan (to be approved in writing by LCC).
- 6.4 The plan will be the subject of a regular review (six months after first occupation of the retail unit and annually thereafter) with LCC. Additionally, if considered necessary or appropriate by LCC (e.g. as a result of the effects of other developments coming on stream), further reviews will be held.

## **7 Obligations and Conclusion**

### **Obligations**

- 7.1 The agreed contents of this DSMP must be complied with by the Co-Operative, unless otherwise agreed in writing by LCC. The Co-Operative will work with LCC to review this DSMP when required. Any amendments to the DSMP must be approved in writing by LCC and complied with thereafter.

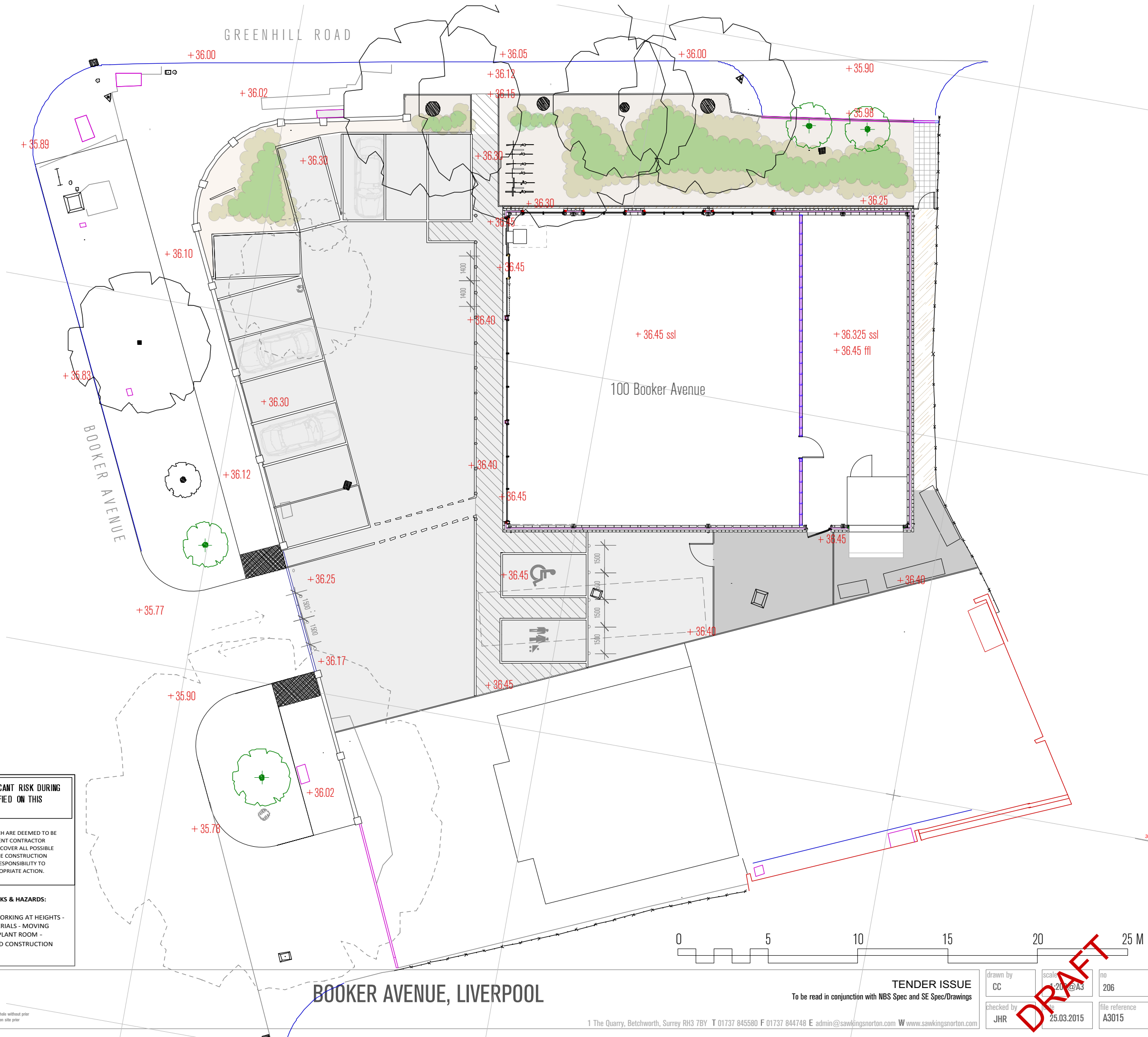
### **Conclusion**

- 7.2 The DSMP will encourage efficient servicing and deliveries to the retail unit at the site, by encouraging the Co-Operative to work with the aim of causing minimal impact to the operation of the local highway network.

## **Appendix A**

### **Proposed Site Layout Plan**





HAZARDS LEADING TO UNUSUAL OR SIGNIFICANT RISK DURING THE CONSTRUCTION PROCESS ARE IDENTIFIED ON THIS DRAWING AS:

NOTE: THE LIST BELOW IDENTIFIES CERTAIN RISKS WHICH ARE DEEMED TO BE UNUSUAL, ABNORMAL OR UNEXPECTED TO A COMPETENT CONTRACTOR CARRYING OUT WORK OF THIS NATURE BUT DOES NOT COVER ALL POSSIBLE SITUATIONS WHICH MAY BE ENCOUNTERED DURING THE CONSTRUCTION PROCESS. IT IS THEREFORE THE MAIN CONTRACTOR'S RESPONSIBILITY TO IDENTIFY ANY FURTHER RISKS/HAZARDS AND TAKE APPROPRIATE ACTION.

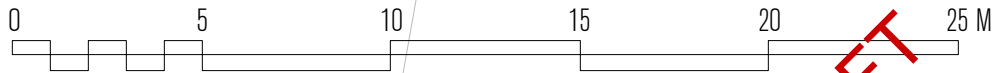
SAWKINGS + NORTON ARCHITECTS SPECIFIC RISKS & HAZARDS:

WORKING ADJACENT TO A PUBLIC HIGHWAY - WORKING AT HEIGHTS - RISK OF FALLING OBJECTS - LIFTING HEAVY MATERIALS - MOVING LARGE OBJECTS - ACCESS TO ROOF - ACCESS TO PLANT ROOM - MAINTENANCE TO RAINWATER SYSTEM - SHARED CONSTRUCTION ACCESS - WORKING IN CONFINED SPACES

revisions and notes

sawking+norton copyright 2013. This drawing must not be reproduced in part or whole without prior written consent. Do not scale from this drawing. Check and confirm all dimensions on site prior to commencing work. IF IN DOUBT ASK.

BOOKER AVENUE, LIVERPOOL



TENDER ISSUE

To be read in conjunction with NBS Spec and SE Spec/Drawings

drawn by	scale	no
CC	1:200 @ A3	206
checked by	date	file reference
JHR	25.03.2015	A3015

sawkings + norton  
architects  
architecture + design + management

title	client
Proposed Site Landscaping	TPS-DES Developments

## **Appendix B**

### **Swept Path Analysis Drawing**

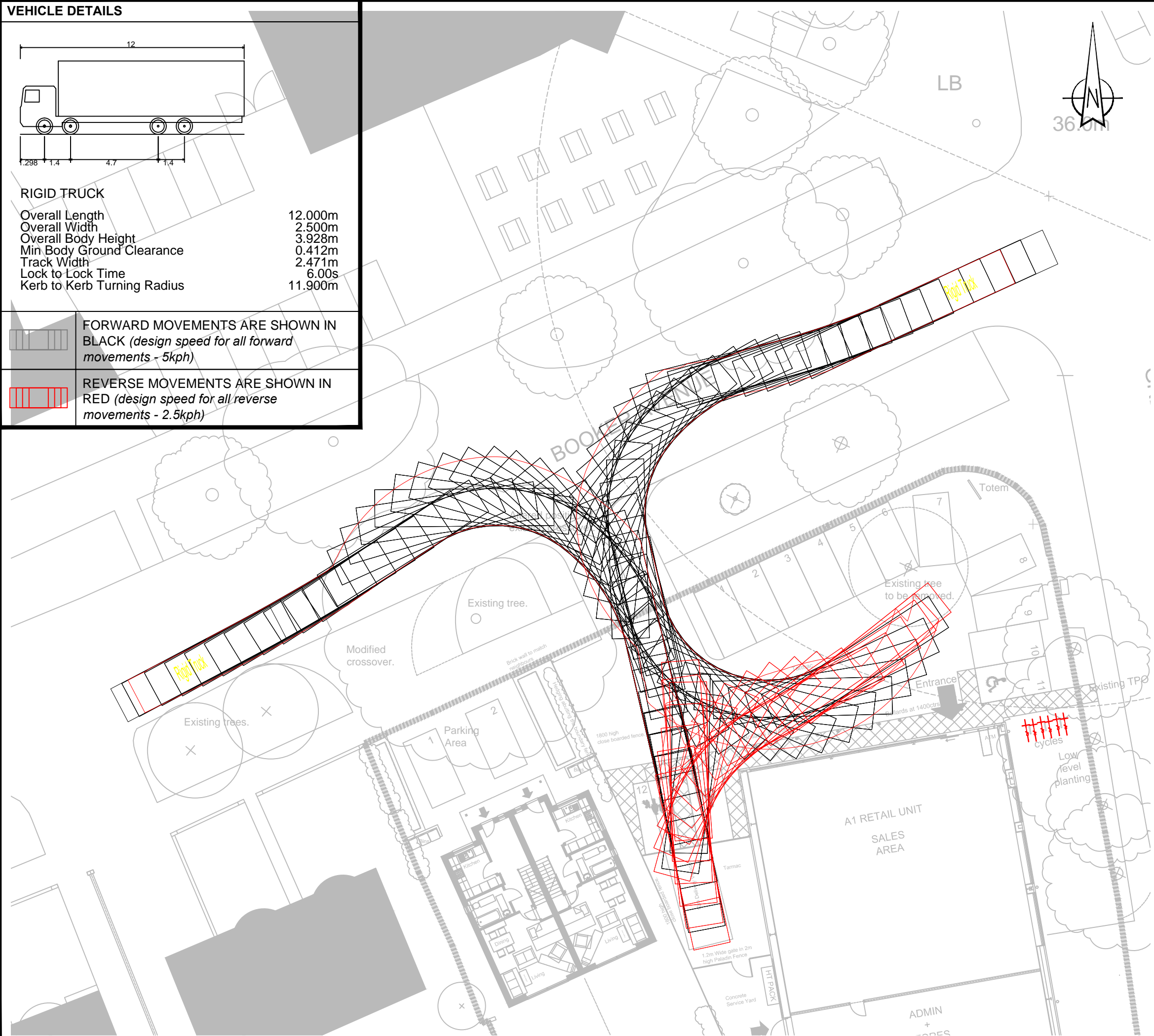
VEHICLE DETAILS

RIGID TRUCK

Overall Length 12.000m  
Overall Width 2.500m  
Overall Body Height 3.928m  
Min Body Ground Clearance 0.412m  
Track Width 2.471m  
Lock to Lock Time 6.00s  
Kerb to Kerb Turning Radius 11.900m

FORWARD MOVEMENTS ARE SHOWN IN BLACK (design speed for all forward movements - 5kph)

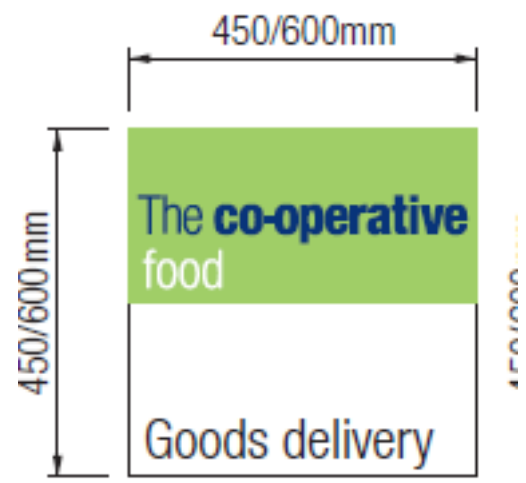
REVERSE MOVEMENTS ARE SHOWN IN RED (design speed for all reverse movements - 2.5kph)



REV	DETAILS	DRAWN	CHECKED	DATE
CLIENT: TPS DEZ Developments Ltd				
PROJECT: 100 Booker Avenue, Liverpool				
DRAWING TITLE: Vehicular Swept Path Analysis				
SCALES: 1:250		SHEET SIZE: A3		
DRAWN: Initials		CHECKED: Initials		DATE: Date
<div>WYG Transport part of WYG group</div> <div>100 St. John Street London EC1M 4EH t: 0207 250 7500 f: 0207 250 7501 e: transport@wyg.com</div>				
DRAWING NUMBER: A086135_TR07				REVISION:

## **Appendix C**

### **Example Signage**



## Appendix D

### Example Driver Risk Assessment Form





*Delivering***safety**first

# DO NOT READ WHILST VEHICLE IS IN MOTION

## A Delivery/Collection Point

Location & Access

The **co-operative**  
food

### Delivery/Collection Point Location

#### Address: 88019

Baddley Green Grocery  
964 Leek New Road  
Baddley Green  
Stoke on Trent  
St2 7HG



#### Contact Number

01782 570888

Date completed: 24/01/2011 VERSION 2: 01/06/11

M6 south exit J16 to roundabout 1<sup>st</sup> exit A500 fro Stoke on Trent. Continue for 7 miles. Exit A500 for A53 sign posted Leek at roundabout 1<sup>st</sup> exit A53 then get in right hand lane. Over fly over, to roundabout. 2<sup>nd</sup> exit A53 through lights. Staying A53 continue for 4 miles approx store on right hand side reverse off road to side of store.



#### NEW IMPROVED DELIVERY AREA.

Store located on busy A53.

Reverse off A53 into delivery area at rear / side of store.

### Delivery Point Access

#### Vehicle Restrictions

Max: 35ft trailer  
Driver to ensure DPIC is read before departure.  
Any issues found please report to your immediate team manager.

#### Specific Delivery Window

No deliveries before 7.00am.

#### Delivery Point Access

**NEW IMPROVED DELIVERY AREA.**

**Store located on busy A53.**

**Reverse off A53 into delivery area at rear / side of store.**

Vehicle parked close to the side of the store.

Use reversing alarms and hazard lights.

Combined deliveries accepted.

No pallet deliveries.

New customer car park has been installed at the rear of the store.

Risk to pedestrians, damage to vehicle and damage to property.

Ensure use of the correct size vehicle.

#### Checks to be Carried Out Prior to Departure

Trailer door is closed and sealed

Commence pre journey vehicle checks prior to departing

You have all the necessary PPE with you (gloves, Hi-Vis and safety footwear)





Delivering **safety** first

# DO NOT READ WHILST VEHICLE IS IN MOTION

## A Delivery/Collection Point

Delivery/Collection Point

The **co-operative**  
food

### Where to Park the Vehicle

#### Description

Driver to reverse off main road into delivery area.  
Delivery area close to new customer car park at the rear of the store.

Air suspension to be used to level vehicle when required.



### Goods Discharge point

#### Description

Use end flaps to unload cages from the tail lift.

De-Canter heavier cages.



### Special Instructions

**\*Adhere to manual handling training at all times.**

**\*Reversing alarms and hazard lights to be used.**

**\*Exercise caution when manoeuvring vehicle.**

**\* Caution required to avoid damage to satellite dish, bollards and building.**

**\*Risk to pedestrians in delivery area.**

### Mandatory PPE Required For This Delivery

High Visibility Clothing



Rigger Gloves



Safety Footwear



### Checks to be Carried Out Prior to Departure

Ensure all cages / stock is secured in the trailer

Ensure all restraints are correctly applied

Trailer door is closed and sealed