

TIM HORTONS, IMPERIAL RETAIL PARK, GRAVESEND

SERVICE VEHICLE MANAGEMENT PLAN

PREPARED ON BEHALF OF:

TH UK & IRELAND LTD



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CRA Ref: 724-01/SVMP01 Rev A

Date: 11 May 2022

File ref: D:\Cameron Rose Associates\Projects\724_TH,
Gravesend\TEXT\REPORTS\220511_724-01-SVMP01 Rev A_Service
Vehicle Management Plan_FINAL.docx

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CONTENTS

1.0	INTRODUCTION	1
2.0	DEVELOPMENT DETAIL.....	3
3.0	SERVICING PROCEDURES.....	5
4.0	MONITORING AND REVIEW PROCEDURE.....	8

FIGURE

2-1	SITE LOCATION
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APPENDICES

A	SWEPT PATH AUTOTRACK ANALYSIS
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1.0 INTRODUCTION

1.1 Background

1.1.1 This Delivery Service Vehicle Management Plan (DSMP) has been prepared by Cameron Rose Associates on behalf of TH UK & Ireland Ltd in order to provide details of servicing and delivery arrangements for the Tim Hortons coffee shop/ restaurant with drive thru, at Imperial Retail Park, Gravesend.

1.1.2 This plan have been written to discharge Condition 13 of the planning consent, which states:

‘Before the use of the commercial/business unit as hereby permitted is first commenced a Delivery Service Vehicle Management Plan (DSMP) shall be submitted to and approved in writing by the Local Planning Authority. The DSMP shall include the timing and control of deliveries and parking and turning arrangements for the development. Any measures described in the DSMP shall be implemented within the time period identified within the DSMP and maintained thereafter in accordance with the approved details’.

1.1.3 The DSMP will ensure that deliveries made to the site are conducted in a considerate and responsible manner. The plan will cover the following aspects of the delivery process:

- The scheduling;
- The drive thru restaurants responsibilities; and
- The driver’s responsibilities.

1.2 Structure

1.2.1 The remainder of the note is set out as follows:

- **Section 2.0** of this report provides information on the development details including the development proposals and vehicular access arrangements;

- **Section 3.0** provides a detailed commentary on the servicing requirements at the coffee shop/ restaurant with drive thru, including a swept path analysis of a refuse collection vehicle carrying out a standard delivery and noise reduction measures;
- **Section 4.0** provides information on the monitoring procedures for the site.

2.0 DEVELOPMENT DETAIL

- 2.1.1 The proposals related to Unit G of the Imperial Retail Park in Gravesend. The unit previously operated as a Pizza Hut restaurant and had a Gross External Area of 382 sqm. Planning consent has been granted for a coffee shop/ restaurant for the sale of food and drink for consumption on and off the premise. The proposed building will comprise a Gross External Area of 382 sqm. The site location is illustrated in **Figure 2-1**.

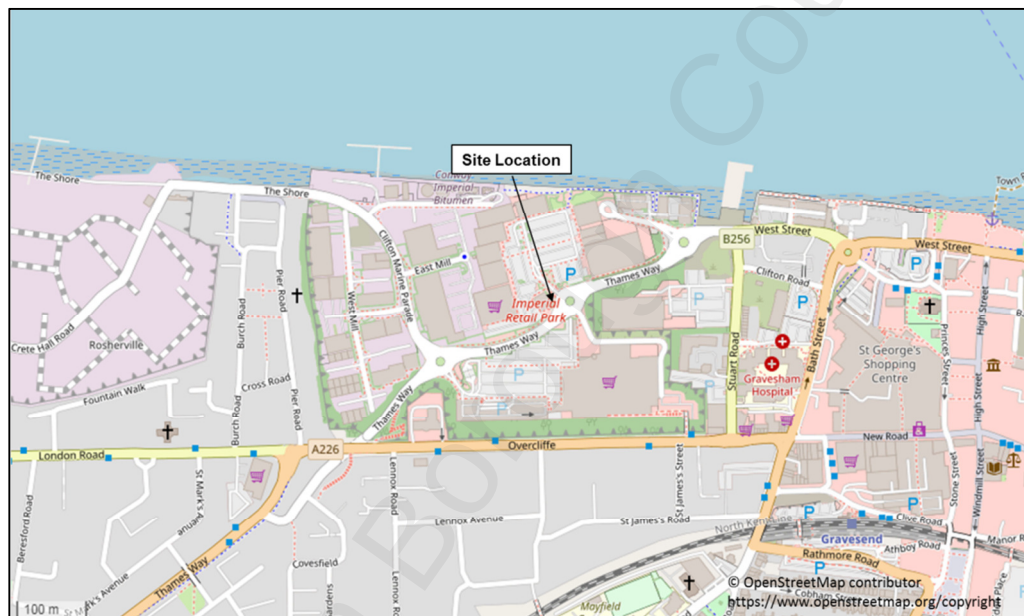


Figure 2-1: Site Location

- 2.1.2 Access to the unit will remain unchanged from the existing. The entry off Imperial Retail Park access road to the north of its roundabout junction with Thames Way, will remain entry only; with two entry lanes.
- 2.1.3 The proposed development will retain the existing configuration of car parking in the area adjacent to the coffee shop/ restaurant with drive thru, albeit with the loss of two car parking spaces to gain access to the drive-thru lane.
- 2.1.4 The aisle fronting the unit adjacent to Tim Hortons will continue to operate on a two-way basis. The route around the restaurant will be one-way; facilitating ease of access for the drive-thru. The direction of travel on the aisle along the frontage of the coffee shop/ restaurant with drive thru will be reversed from a southbound to northbound direction.

- 2.1.5 Cycle parking in the form of Sheffield stands will be provided to the front of the unit. This will comprise three Sheffield stands providing cycle parking for six cycles.
- 2.1.6 Servicing will take place from the central aisle of the parking area adjacent to the coffee shop/ restaurant with drive thru. This area will be coned off by staff prior to delivery timeslot. The servicing of the unit is discussed further in **Section 3.0**.

3.0 SERVICING PROCEDURES

3.1 Deliveries

3.1.1 Servicing will take place from the central aisle of the parking area adjacent to the coffee shop/ restaurant with drive thru. This area will be coned off by staff prior to delivery timeslot.

3.1.2 Delivery and service vehicles will exit the designated service area in a forward gear via the car park aisle. When required for servicing, management will suspend the parking bay to allow for waste collection and deliveries.

3.1.3 Deliveries will be undertaken during out of hours/ off-peak periods in order to minimise the impact on the coffee shop/ restaurant with drive thru.

3.1.4 The majority of Tim Hortons delivery vehicles are Class 2 LGV, mainly Scania or DAF (some Mercedes) single axle 18 tonne rigid trucks. The dimensions of the vehicles used are:

- Height - 4.0 metres;
- Length - 10.0 metres; and
- Width - 2.5 metres.

3.1.5 This vehicle would however be smaller than a refuse vehicle, which may also access the loading area, to collect from the coffee shop/ restaurant with drive thru. Therefore to demonstrate the acceptability of the serving arrangement, swept path analysis of a refuse vehicle entering and exiting the loading bay is illustrated in drawing 724-01/ATR-01 attached in **Appendix A**.

3.2 Scheduling

3.2.1 Tim Horton runs a strict delivery process, with all deliveries on a three-day order and deliver basis; whereby orders made on day one would be delivered two days later. This process ensures that stock levels are maintained across the country.

3.2.2 Once the delivery vehicle has arrived at the restaurant, deliveries average 30 – 45 minutes in duration. The timeframe of the process varies due to the size of the delivery and the requirements of each store. Tim Hortons' suppliers provide rolled cage deliveries, which speed up the process and minimise dwell times. Only one delivery vehicle would be present on site at any one time.

3.2.3 All deliveries will be made on rolled cages, which get pulled into the relevant storage areas, stocked and the cages returned to the goods vehicle. The incoming goods would be stored in three storage areas within the coffee shop/ restaurant with drive thru, namely one dry storage area, one frozen storage area and one chilled storage area.

3.3 Driver Responsibilities

3.3.1 The delivery driver will be responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicle, customer, employee or pedestrian.

3.3.2 Delivery drivers will be issued with an instruction pack with details of necessary actions to be undertaken. This will include turning off the refrigeration unit before approaching the store. The final approach to the store will be made with a minimal amount of noise as will the exit from the store.

3.3.3 While vehicles are stationary within the servicing area, their engines and radios will be switched off. After dark, headlights will be switched off.

3.3.4 When manoeuvring within the site, drivers will engage gears quietly, keep engine revs to the minimum, apply their brakes gently and close the driver's door quietly.

3.3.5 Cab radios will be switched off while the vehicle is stationary in the servicing area.

3.3.6 Should servicing take place when the store is closed, the delivery driver is required, as soon as they pull on to site, but before going near the loading bay, to turn off cab radios and chiller motors.

3.4 Refuse Collection

- 3.4.1 Refuse collection will be undertaken privately. Refuse bins would be located in a bin store close to the drive-thru exit for ease of collections. A swept path of a 11.2 metre Refuse Collection Vehicle is illustrated in drawing 724-01/ATR-01 attached in **Appendix A**.
- 3.4.2 A proportion of recyclable waste will be removed for central recycling and processing in the delivery vehicles.

3.5 Pedestrian Marshals

- 3.5.1 A Pedestrian Marshal role will be implemented at the site. Pedestrian marshals are provided with a training course and high visibility jackets prior to assuming the role. It should be noted that these pedestrian marshals are not banks man for the delivery vehicle driver.
- 3.5.2 Appointed to make pedestrians aware of the manoeuvring service vehicles a pedestrian marshal's role is to stop or guide pedestrians in a safe and efficient manner. Taught about the vehicle blind side and appropriate hand signals to use to advise pedestrians of what is required of them, the pedestrian marshal is required to take-up a clearly visible location, as illustrated below by way of extracts from the training course.

4.0 MONITORING AND REVIEW PROCEDURE

- 4.1.1 In the case of any complaints received from local residents or any contraventions of the service and delivery management plan noted, TH UK & Ireland Ltd will investigate and undertake remedial action immediately. Details of any complaints, including name and address of the complainant, reason for complaint, time of complaint and action taken will be maintained and made available to the local authority upon request.
- 4.1.2 The store manager will be notified of all complaints received and any contraventions of the Service Vehicle Management Plan noted.
- 4.1.3 The Service Vehicle Management Plan will be reviewed periodically taking into account any issues which have arisen, to ensure that additional measures required are implemented.
- 4.1.4 Details of complaints received by Gravesham Borough Council will be recorded and details passed to the Manager for investigation and where necessary, to undertake any remedial action.

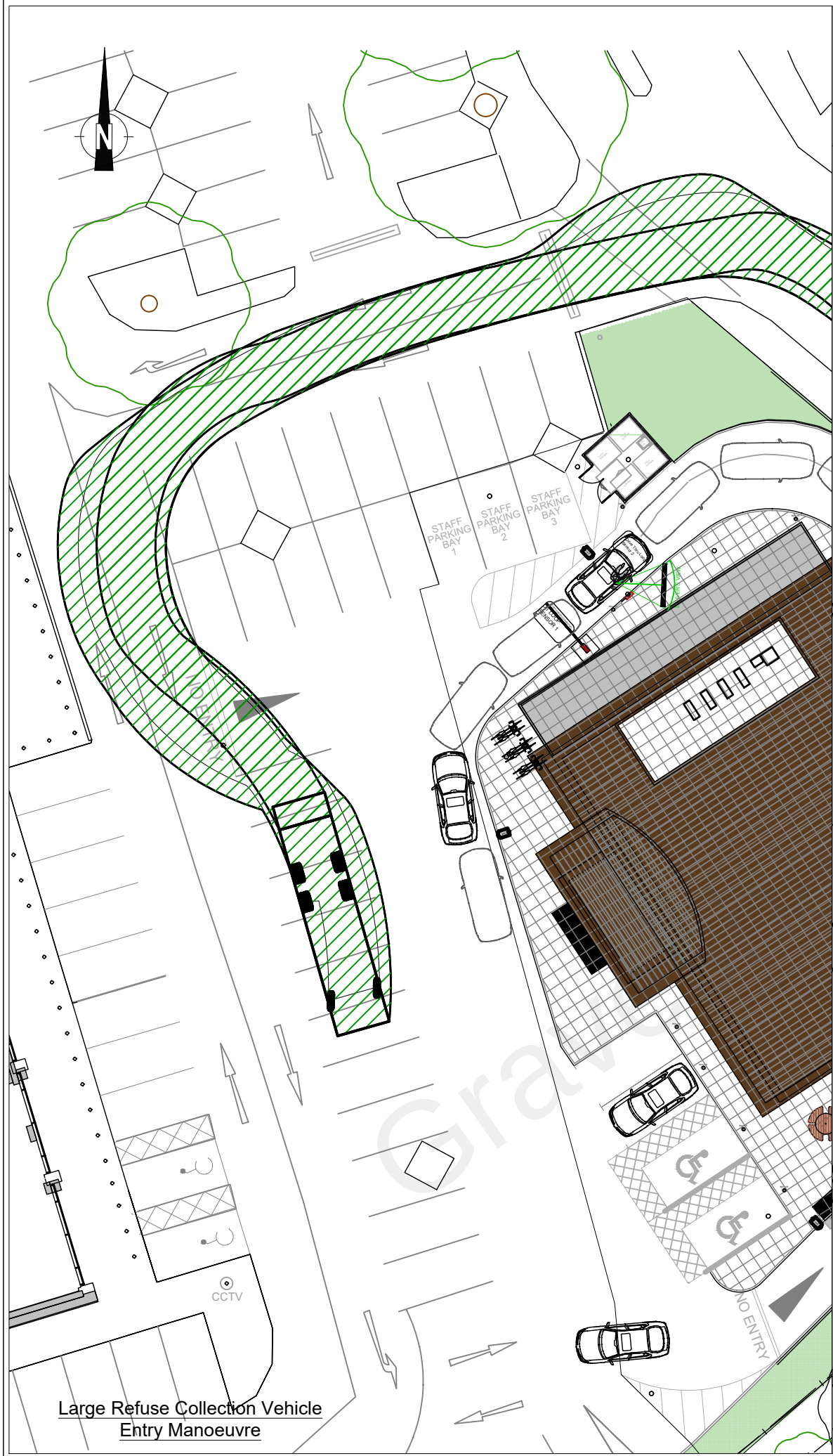


APPENDICES



APPENDIX A

SWEPT PATH AUTOTRACK ANALYSIS



Large Refuse Collection Vehicle
Entry Manoeuvre



Large Refuse Collection Vehicle
Exit Manoeuvre

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Follow any figured dimensions - do not scale. IF IN DOUBT ASK.

This drawing has been prepared for feasibility purposes and does not represent a construction plan. All design aspects to be confirmed at the appropriate detailed design stage.

Revision History		Date
A	desc	date a
B	desc	date b
C	desc	date c
D	desc	date d
E	desc	date e
F	desc	date f
G	desc	date g
H	desc	date h
I	desc	date i
J	desc	date j

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client:		Tim Hortons	
project:		Imperial Retail Park Gravesend	
drawing title:		Track Plot Analysis Entry and Exit Manoeuvre Large Refuse Collection Vehicle	
scale(s):	1/250	date:	21/04/22
drawing number:	724-01/ATR-01	drawn by:	IJM
xrefs:		checked:	CAB
		status:	Information
		rev:	-

DATE PRINTED: