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LIDL

Ickenham Road, Ruislip

Delivery and Service Management Plan

Final Report

January 2025

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Infrastructure Highways Transport

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1.0 INTRODUCTION

1.1 The Planning Application

1.1.1 This Delivery and Service Management Plan has been prepared by Cora IHT on behalf of Lidl, for a new discount foodstore located off Ickenham Road in Ruislip, London. **Figure 1.1** illustrates the site location.

Figure 1.1: Site Location

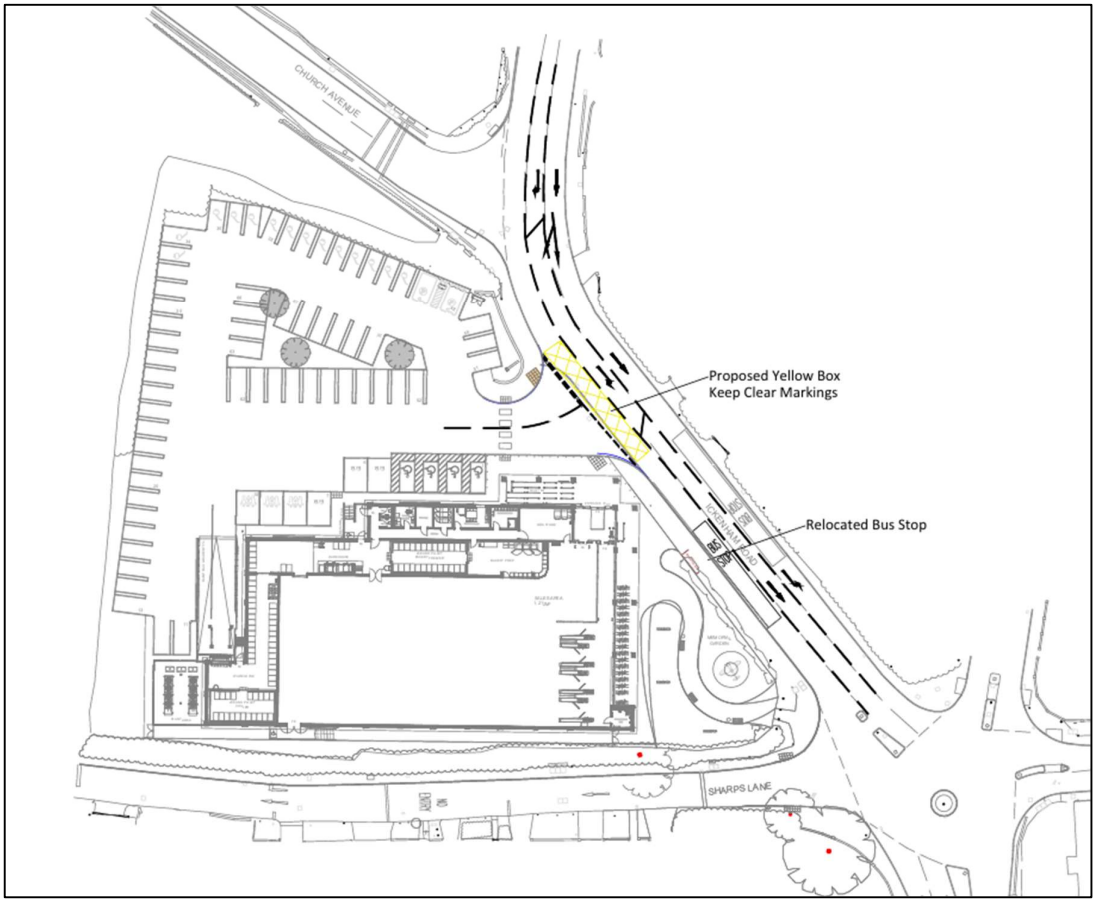
1.2 The Development

1.2.1 The proposed new Lidl store will provide a sales area of circa 1,212m^2, whilst the total GIA is 1,809m^2 which includes the warehouse and ancillary areas. The total area of the red line boundary measures circa 1.596 Acres / 0.646 Hectares.

1.2.2 Vehicular access to the development site is proposed via the existing priority access to the site currently serving the Premier Inn Hotel off the B466 Ickenham Road, adjacent to the Church Avenue / Ickenham Road priority junction. The existing site access is to be adapted to achieve a 9m clear width.

1.2.3 **Figure 1.2** provides an extract of the proposed access arrangement. **Appendix A** shows the full access plan.

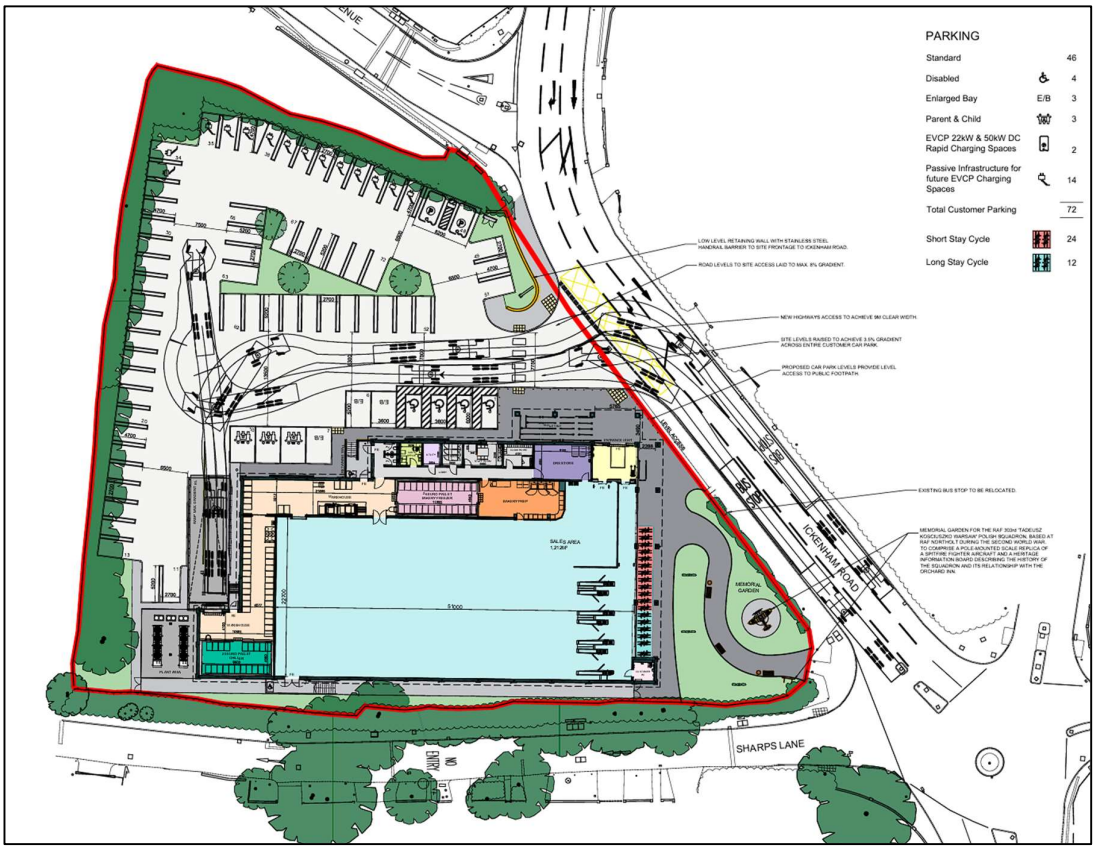
Figure 1.2: Proposed Access Arrangement



1.2.4 The proposed development will provide a site layout designed in accordance with current best practice to accommodate pedestrians and cyclists. **Figure 1.3** provides an extract of the proposed site layout in addition to service vehicle tracking using a 15.6m artic HGV within the development site. **Appendix B** shows the full site layout plan.

1.2.5 Direct pedestrian access will also be provided off Ickenham Road, located adjacent to the bus stops and 5-arm roundabout junction.

Figure 1.3: Proposed Site Layout



1.2.6 The Lidl store proposes a total of 72 spaces are to be provided on site, including 4 disabled, 3 parent & child bays and 2 electric charging bays. Passive infrastructure for 14 EVCP spaces will also be made available in the future.

1.2.7 A total of 6 self-storage bays for cycles is proposed, with 24 of those cycle spaces for short-stay and 12 of those are for long-stay cycles.

1.3 Servicing Provisions

1.3.1 The servicing ramp for the foodstore is located adjacent to the customer site access.

1.3.2 The foodstore will be serviced by 16.5m artic vehicles.

1.4 Scope of this Report

1.4.1 The focus of this Delivery and Service Plan is for delivery vehicles. However, other initiatives relevant to staff and visitor travel will also be included so as to minimise the overall impact of the store on the local highway network.

1.4.2 A crucial element of a Delivery and Service Plan is that it is responsive to the site's constraints and is tailored to fit the individual site rather than being an 'off the shelf' document. It will take into account the key characteristics, and operator's working methods and the servicing procedures of the site.

1.4.3 The report has been set out in four sections, including this introduction:

- **Section 2** identifies the need for a Service management plan and outlines a commitment to implement the measures contained within it;
- **Section 3** provides a review of the site operations; and
- **Section 4** outlines the proposed vehicle routing and mitigation measures.

2.0 SERVICE MANAGEMENT PLAN

2.1 What is a Service Management Plan?

2.1.1 A Service Management Plan provides a framework to ensure that all vehicle activities to and from a site are working effectively for an organisation.

2.1.2 Service Management Plans assist companies to:

- Proactively manage deliveries and staff / customer vehicle movements to reduce the number of delivery and servicing trips, particularly during peak periods;
- Identify and promote areas where safe and legal loading can take place; and
- Select delivery companies who can demonstrate their commitment to following best practice, for example, the Freight Operator Recognition Scheme [FORS].

2.1.3 Any site that receives deliveries and servicing activities can benefit from a Service Management Plan, whether it is small or large, or shared by multiple organisations.

2.2 Commitment

2.2.1 The occupier will be committed to the implementation of this plan, which will contribute to carbon reduction. The occupants of the site will also be committed to the implementation of this plan.

2.2.2 The core element of this Service Management Plan is the action plan. Each action will be allocated to a senior member of staff who will take responsibility for its progress.

2.3 Aim and Objectives

2.3.1 The principal aim of this Service Management Plan is:

- To minimise the negative impacts of delivery and servicing transport generated by the store.

2.3.2 To support the fulfilment of this aim, the following objectives have been identified:

- Reduce the frequency of servicing trips associated with the delivery of goods and equipment to the store through the use of a responsible procurement strategy and departmental practice;
- Minimise the negative impacts from fleet vehicles;
- Ensure low carbon, safe, legal and environmental best practice for delivery and servicing vehicles created by suppliers and couriers; and
- Promote good practice to other local employers and the community, and set the standards in delivery and servicing.

2.3.3 A Service Management Plan is a dynamic document and over time it is anticipated that, as delivery and service contracts come up for review, the procedures established as a result of this plan will further reduce the service vehicle impacts identified.

2.4 Service Management Plan Process

2.4.1 A Service Management Plan consists of two elements:

- Understanding current situation; and
- Tools and techniques to provide betterment.

2.5 Understanding the Current Situation

2.5.1 The process of understanding the current situation includes:

- Gathering data - surveys should capture all relevant vehicle activity over the course of a month, to try and ensure any irregular activities are included. The best way of collecting vehicle movement information will depend on the organisation structure and processes. In such cases, reception or security staff will be ideally placed to register and log delivery and servicing activities;
- Reviewing business operations - As well as collecting data on existing vehicle movements, there needs to be an understanding of how the organisation's working practices impact on freight activity;
- Assessment of site - Identifying safe and legal loading and unloading locations will make deliveries easier, reduce local congestion and create a site safer for everyone; and
- Analysing the results - Look for quick wins while analysing the data (e.g. consolidating daily deliveries to once / twice a week). Longer term success may require further detailed involvement of specific staff or departments to deliver betterment.

2.6 Tools and Techniques to Provide Betterment

2.6.1 Once the process of understanding the current situation is complete, a range of activities can be adopted to better manage freight activity and save costs. These tools and techniques could include the following:

<u>Managing Deliveries:</u>

- Inform suppliers of delivery location;
- Implement a delivery booking system;
- More deliveries outside of peak or normal working hours; and
- Reduce the time spent on site by suppliers.

<u>Reviewing Supply Chain Operations:</u>

- Reduce delivery, servicing and collection frequencies;
- Establish a centralised ordering system;
- Use of procurement process;
- Reduce or consolidate the number of suppliers;
- Review how waste is collected; and
- Scheduled servicing trips out of hours and identify vehicle trip reduction.

Working with Suppliers:

- Promote the use of low or no emission vehicle modes;
- Promote the use of legal loading locations; and
- Encourage best practice scheme membership amongst suppliers.

3.0 SITE OPERATION

3.1 Opening Hours

3.1.1 The store will open be open for business between the hours of 0800 hours and 2200 hours Mondays to Saturdays and Bank Holidays and 1000 to 1700 hours on Sundays and shall be closed for business at all other times.

- 08:00 to 22:00 hours Monday to Saturday;
- 10:00 to 17:00 hours Sunday and Bank Holidays.

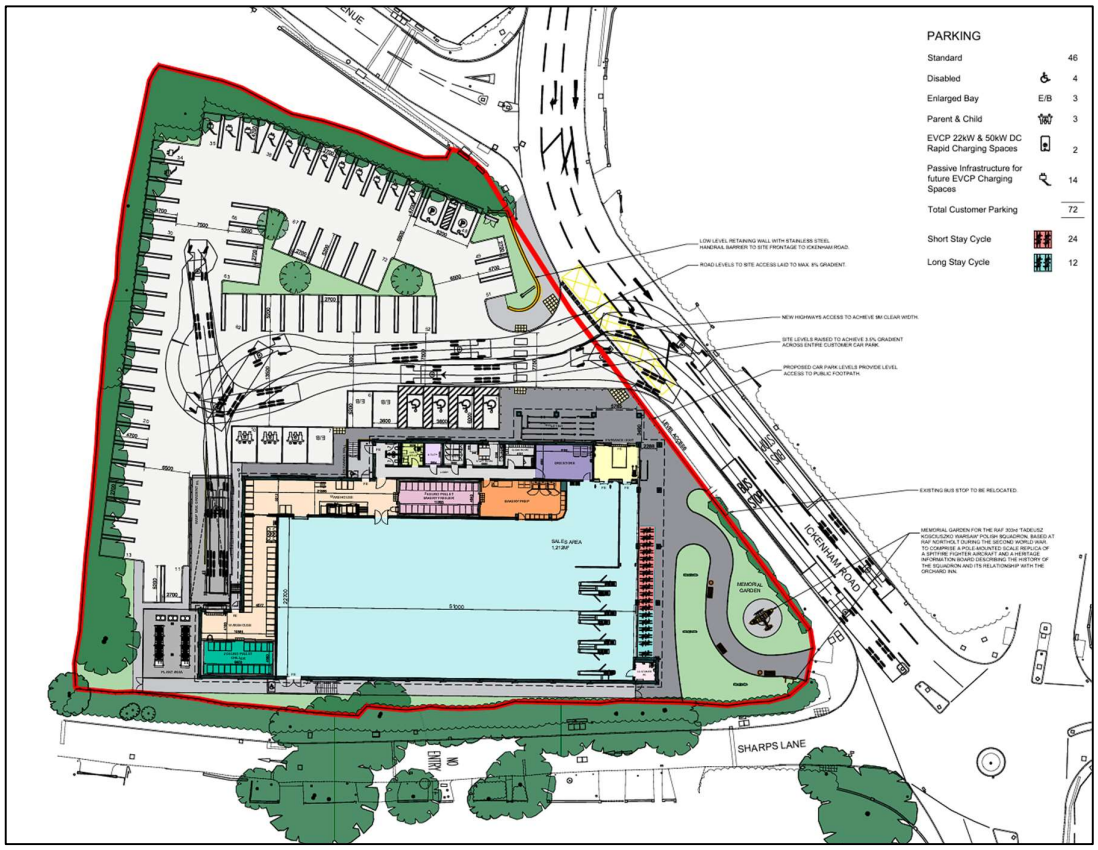
3.1.2 There are no time restrictions for servicing.

3.2 Servicing Movements

3.2.1 The Delivery and Service Plan surveys will be carried out within 3 months of occupation. In the meantime, there will be no more than four 16.5m artic vehicles per day. There is no refuse vehicle collection, all waste will be removed by the delivery vehicle.

3.2.2 The vehicles delivering goods to the store via the access road off the Park Lane. The vehicle will enter the site in a forward gear and turn right into the first car park aisle. The vehicle will then reverse back to align with the loading bay. Goods will be delivered in pallets, which will be unloaded from the back of the vehicle. When the vehicle has been unloaded it will leave the site in a forward gear. **Figure 3.1** illustrates the tracking movements.

Figure 3.1: 16.5m Artic Vehicle Tracking



3.3 Delivery Scheduling

3.3.1 The deliveries take approximately 45 minutes. There are 1-2 deliveries per day with an absolute maximum of 4 which will be scheduled so that they do not arrive at the same time.

3.3.2 All deliveries will be recorded on a daily basis including type of vehicle, routing and whether waste has been collected.

3.3.3 To minimise the impact of deliveries on the highway network through avoiding peak hours.

3.4 Targets

3.4.1 The delivery and servicing target will be as follows:

- 1-2 deliveries per day with an absolute maximum of 4;
- Servicing route to be adhered to; and
- Maximum of 1 service vehicle movement in the highway peak hour.

4.0 VEHICLE ROUTING AND MITIGATION MEASURES

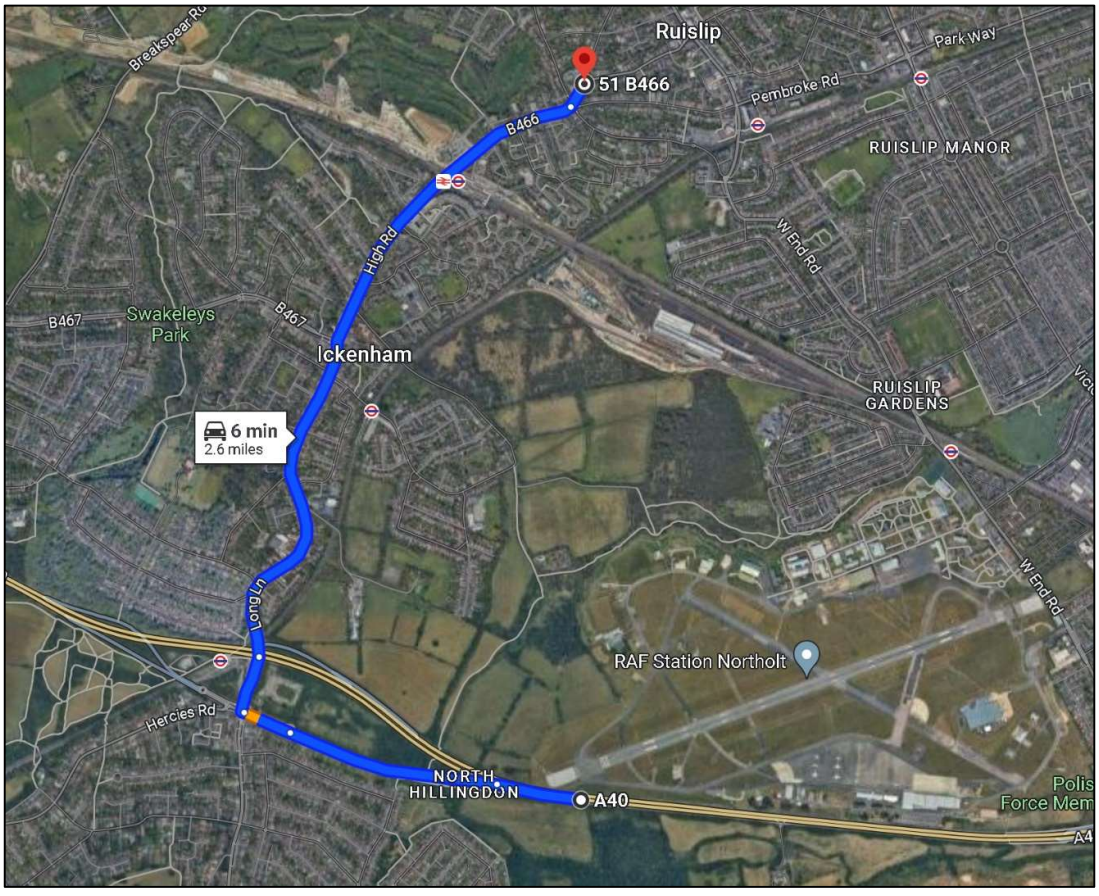
4.1 Introduction

4.1.1 Due to the nature of the area surrounding the site, this report includes consideration of the potential nuisance relating to the movement of HGVs by road. The vehicle routing plan for HGVs is provided alongside measures to mitigate the impact of vehicles on the highway, taking into account working hours, noise, vibration, dust, odour, and debris or mud on the highway.

4.2 Vehicle Routing Plan

4.2.1 HGVs will access the site via the A40 south of the site. Where possible all HGVs will be encouraged to access the site from the south as shown in **Figure 4.1**.

Figure 4.1: Service Vehicle Routing



4.2.2 The store manager will be required to schedule HGV traffic so that there are no vehicles waiting to enter the site at any one time. This will minimise the impact of HGV traffic on the surrounding properties.

4.3 Instructions for Drivers

4.3.1 Drivers will ensure they minimise noise disturbance in the following areas:

- Brake applications;
- Engine revs;
- Gear selection;
- Opening / closing of cab doors; and
- Cab radios must be switched off.

4.3.2 Driver training and best practice will be deployed to ensure minimal noise disturbance from vehicles when departing the site.

4.4 Instructions for Staff

4.4.1 Throughout the delivery day, the manager will be regularly checking vehicle arrival times. Staff will be asked to follow these instructions:

- Always be mindful of neighbours whilst unloading vehicles and ensure that noise is kept to a minimum;
- Warehouse radios to be switched off / turned down while in the marshalling / unloading area;
- No shouting or whistling;
- Ensure that the delivery yard is clear of obstructions so vehicles can move easily; and
- Make sure the delivery point is ready for the vehicle before it arrives to avoid vehicle idling.

4.5 Evening and Early Morning Operation Management Plan

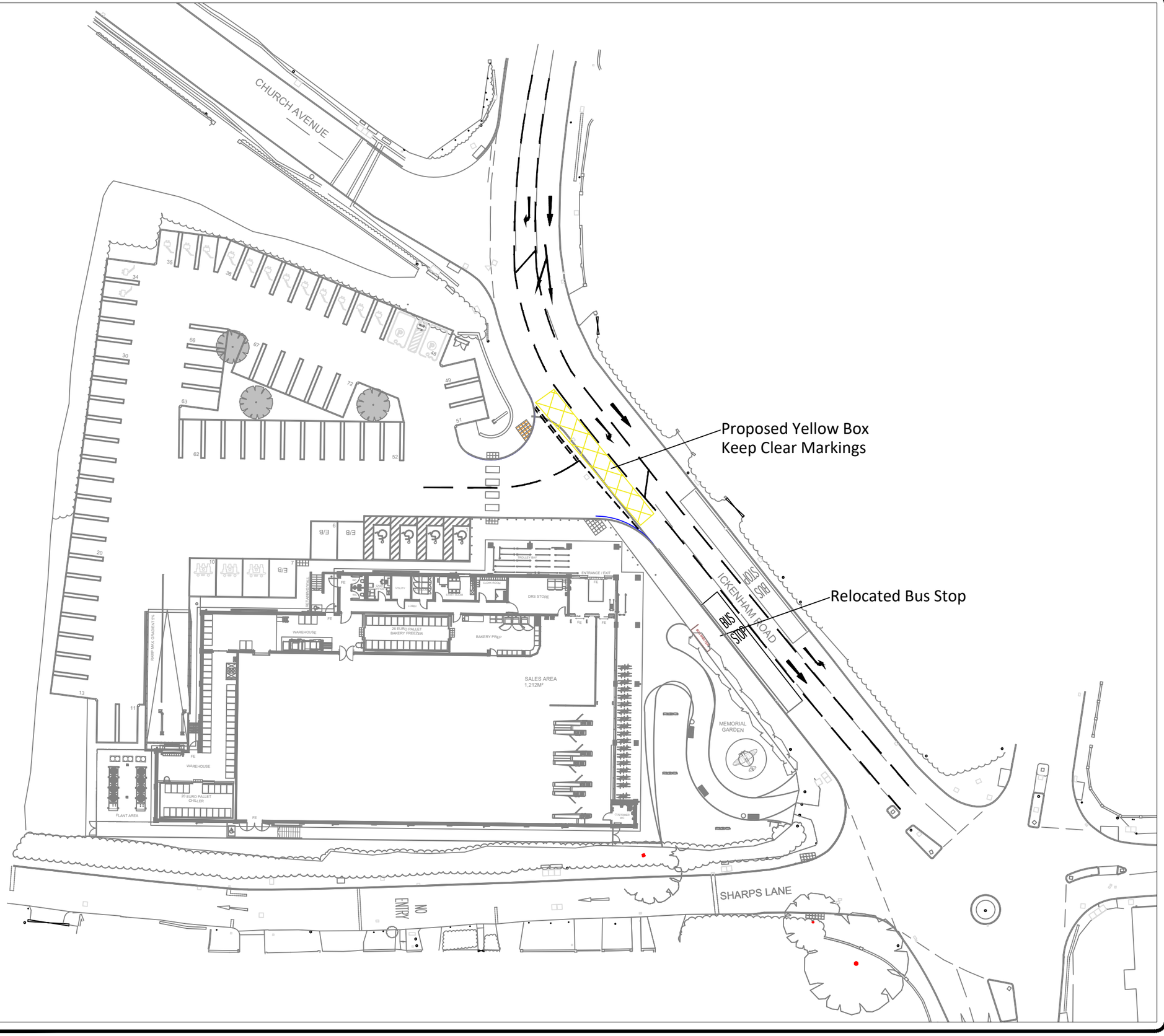
4.5.1 The following supervised Operation Management Plan will be introduced and monitored to reduce noise levels during the unloading operation.

4.5.2 All personnel involved in the delivery operations will be provided with the necessary training and will fully understand the details set out below:

- The Driver unloads all stock. Staff are not permitted on the HGV trailer. All items are palletised and unloaded with a powered pallet truck;
- All waste will be stored in the marshalling area ready for collection; and
- Limited activity should take place within the service yard.

APPENDICES

Appendix A – Proposed Site Access



Notes:

1. All dimensions are to be checked on site before the commencement of works. Any discrepancies are to be reported to the Architect & Engineer for verification. Figured dimensions only are to be taken from this drawing.

2. This drawing is to be read in conjunction with all relevant Engineers' and Service Engineers' drawings and specifications. This drawing is copyright.

Rev	Date	Description	Ckd	By
A	10/01/25	Amended site layout	TC	MC

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Client

Lidl Great Britain Ltd.

Project

Ickenham Road
Ruislip

Title

Access Arrangement
Relocated Access

Drawing Status

Job No. 16-2273

Drawn	Checked	Scale at A3	Date	Issue Date
MC	TC	1:500	02/12/24	-

Drawing No. 002 A

Appendix B – Proposed site layout

NO DIMENSIONS TO BE SCALED FROM THIS DRAWING

Rev	Date	Reference	Drawn / Chk'd
P12	2025/01/03	CUSTOMER WC REVISED.	AA AA

PARKING

Standard		46
Disabled		4
Enlarged Bay	E/B	3
Parent & Child		3
EVCP 22kW & 50kW DC Rapid Charging Spaces		2
Passive Infrastructure for future EVCP Charging Spaces		14
Total Customer Parking		72
Short Stay Cycle		24
Long Stay Cycle		12

SCHEDULE OF ACCOMMODATION - KEY

Site Area	0.646Ha (1.596 Acres)	
GIA	1,825	sq m
GEA	1,902	sq m
Sales Area	1,212	sq m
WAREHOUSE		
Warehouse	217	sq m
Bakery Warehouse	52	sq m
Additional Chillers	44	sq m
DRS Store	40	sq m
Total Warehouse	353	sq m
ANCILLARY AREA		
Bakery Prep	65	sq m
Cash Office	10	sq m
Welfare Area, wcs, etc	87	sq m
Customer WC	9	sq m
Utility	8	sq m
Circulation	32	sq m
Internal Partitions	49	sq m
Total Ancillary	260	sq m

Client

Lidl Great Britain Ltd

Project

Lidl
Ickenham Road, Ruislip

Title

Site Plan as Proposed
Option C

Drawing Ref.	Revision
4478-0105	P12

Scale - unless otherwise stated		Status	Issued For
1:500	@ A3	S0	Preliminary

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