



Service and Delivery Management Plan

Leonardo Hotel
Manchester Piccadilly

Introduction

This document has been prepared to detail final arrangements to both refuse collection and deliveries and coach pick up / drop off.

This will cover the frequency and dimensions of vehicles requiring access to the site, along with final details of the location for loading/unloading.

The development will therefore be fully implemented in accordance with these details.

Service Management Plan

Service Management Plan A Service Management Plan is designed to provide a framework to improve the management of all delivery and servicing vehicle movements to and from the site. The overarching focus of the strategy is to encourage efficient and sustainable movements, in this case in relation to goods and deliveries, rather than people. The Service Delivery Management Plan is therefore an important tool for managing transport impacts.

Service and Delivery Management Plan Objectives

- To minimise the impacts of delivery and service movements, particularly at peak times
- To facilitate sustainable delivery and service travel
- To promote smart operations to reduce demand for delivery and service travel
- To encourage the use of sustainable vehicles for delivery, including the user of greener vehicles
- To manage the timing of deliveries to reduce the impact in peak periods, and
- To ensure appropriate routing strategies are in place for travel.

SERVICING AND REFUSE COLLECTION ARRANGEMENTS

Vehicular Access

In accordance with policy and best practice guidance, the design and movement strategy for the site has been carefully prepared to ensure that the redevelopment facilitates the efficient movement of vehicles and delivery of goods and supplies. Due to the site's location there are double yellow lines on front of the site and along Adair St, therefore no stopping allowed at any time.

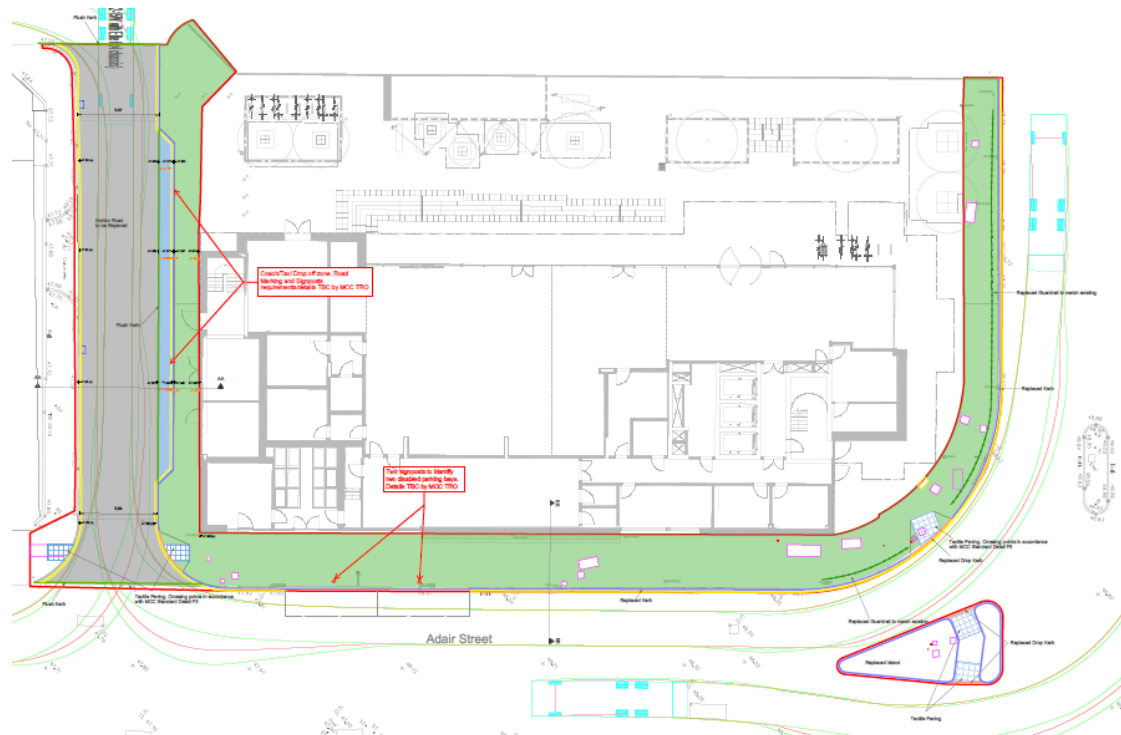
Delivery Arrangements

Commercial

All servicing will occur from Norton Street which will incorporate a layby to facilitate delivery and drop off vehicles such as taxis etc.

It is anticipated that service related vehicles seeking to deliver to the hotel would be small to medium sized boxed vans and will not exceed 11m rigid sized vehicles. Deliveries will general be on a 6 day week basis from Monday to Saturday.

To cater for deliveries, the deliveries will be either very early in the morning or after 6pm for Linen Deliveries. Day time deliveries will not affect traffic on Adair St given the Hotel layby facilities on Norton Street and has capacity for a single large goods vehicle or two small light goods vehicles.



The layby on Norton Street ensures that delivery and service vehicles are accommodated off Adair St and will minimise interaction/obstruction of other traffic movements and it is situated close for ease of access.

Upon arriving at the site, vehicles will turn left or right onto Norton Street and can access the layby. Norton Street is not one way and lends itself to some element of manoeuvrability with service vehicles.

Refuse Collection Arrangements

Commercial

Bins are accommodated within the hotel building beside the layby. Refuse vehicles will service the site early in the morning and all the refuse collection for the hotel will be taken away. Refuse vehicles will do the collection from Norton Street, normally early in the morning.

Delivery Management

Timing of Deliveries

Where feasible, companies with regular deliveries to and from the hotel will be encouraged to arrange these outside of the peak hours, in order to alleviate pressure on the local roads network.

The hotel will coordinate deliveries and inform the companies for the best times to access the site and where to load/unload goods and encourage deliveries and maintenances out of peak hours.

Loading / Unloading

It is important that suppliers are informed the appropriate routes to and from the site, but also that designated areas available for unloading / loading associated with the hotel.

Reducing Servicing and Delivery Trips

Local Suppliers

Where appropriate, the hotel sources items locally, or from the same supplier to reduce the potential impact on road network. This is achievable with current supplier links with 2 existing properties already trading in Manchester city centre.

CONCLUSION

This document has outlined a strategy to encourage the adoption of sustainable practices in regards to the management of servicing and deliveries at the site. The overarching aim of this process is to minimise the impact of these activities both on site and the surrounding highway network. Particular focus will be placed on offering the most consistent and regular delivery and servicing patterns.