

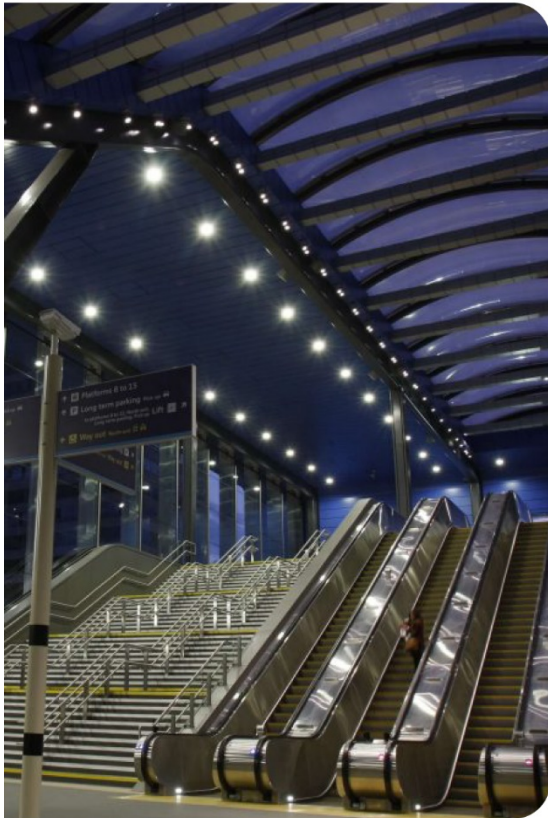


Chicken Cabins Ltd

Proposed KFC Restaurant and Drive- Thru, Altrincham Road, Baguley

Delivery and Servicing Plan

January 2022



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Delivery and Servicing Plan

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PROJECT NO:

J325186

DATE:

January 2022

REPORT No:	FILE NAME	PREPARED:	DATE OF ISSUE:	STATUS:	CHECKED:	AUTHORISED:
V1.1	220128 J325186 DSP V1.1.docx	LB	28 January 2022	Final	CS	LF

CHANGE LOG

VERSION	DATE:	CHECKED BY:	REASON FOR CHANGE:
1.1	28 January 2022	LF	Site Layout Update

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APPENDICES

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APPENDIX A Site Layout

APPENDIX B Swept Path Analysis – Deliveries

1. Introduction

1.1 Overview

- 1.1.1 This Delivery and Servicing Plan (DSP) has been prepared by mode transport planning (mode) on behalf of Chicken Cabins Ltd. It accompanies a planning application for a 250m² (GIA) KFC restaurant and takeaway unit with associated drive-thru lane on land located within the existing Tesco car park at Altrincham Road, Baguley.
- 1.1.2 This DSP aims to ensure the delivery and servicing activity of the prospective occupier's logistics provider can be undertaken in a safe, efficient and sustainable manner. The document has been created in accordance with the guidance provided by the Department of Transport's (DfT) 'Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Retailers'.
- 1.1.3 This DSP is applicable to all delivery vehicles servicing the proposed restaurant and takeaway unit. Compliance and implementation of the DSP will be monitored and reviewed by the future operator along with any suppliers or recycling and refuse collection providers.
- 1.1.4 In addition to this DSP, a separate Transport Assessment has been prepared by mode. Together these documents form the transport strategy for the proposed development.

1.2 Structure of this Report

- 1.2.1 The remainder of this DSP is structured as follows:

- **Section 2** – Planning Policy Context;
- **Section 3** – Local Situation;
- **Section 4** – Servicing Management;
- **Section 5** – Waste Management;
- **Section 6** – Delivery Aggregators
- **Section 7** – Monitoring and Review; and
- **Section 8** – Summary.

2. Planning Policy Context

2.1 National Policy

2.1.1 The National Planning Policy Framework (NPPF) sets out Government's planning policies for England and how these are expected to be applied. The NPPF was published in March 2012 and was revised in July 2021. The NPPF continues to presume in favour of sustainable development and is a material consideration in a planning decision.

2.1.2 Paragraph 110 of the NPPF states that when assessing specific sites used for development applications, it should be ensured that:

- *"Appropriate opportunities to promote sustainable transport modes can be - or have been - taken up, given the type of development and its location;*
- *Safe and suitable access to the site can be achieved for all users; and*
- *Any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree."*

2.1.3 Paragraph 111 of the 2019 NPPF ultimately states the following for transport:

- *"Development should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or residual cumulative impacts on the road network would be severe."*

2.1.4 Paragraph 112 states that development should *"allow for the efficient delivery of goods, and access by service and emergency vehicles."*

2.2 Local Guidance

Manchester City Council Hot Food Takeaway SPD (2017)

2.2.1 The MCC Hot Food Takeaway SPD was adopted in March 2017 to provide further guidance on applications proposing the development of hot food takeaway units.

2.2.2 Policy 2, related to amenity, details several factors that a hot food takeaway unit will be considered against, with one of these being highway safety. MCC state that planning permission will only be granted *"where there would not be an adverse impact on highway safety and the amenity of the surrounding area. Proposals should take account of the likely needs of both customers and the operator's delivery requirements. Regard will be given to:*

- *Existing traffic conditions;*
- *The availability of public parking provision in close proximity to the premises...;*
- *The availability of an adequate loading and unloading area."*

2.3 Good Practice Guidelines

2.3.1 The Quiet Deliveries Good Practice Guidance published by DfT in April 2014, covers the key problems for retailers, freight operators, local authorities and community stakeholders, reducing congestion and delays that affect freight and retail business, as well as local communities, particularly residents. This guidance is based on lessons learnt from Quiet Deliveries trials held by DfT, Freight Transport Association (FTA) and Noise Abatement Society (NAS) in 2010-11 and from the experience during the London 2012 Games.

2.3.2 The core principle of the DfT document on quiet deliveries is:

- *“about enabling businesses and organisations to make and receive deliveries outside the main working day. The flexibility will generate multiple benefits for all affected parties, such as reduced congestion, lower emissions and business efficiency.”*

2.3.3 Through pilot schemes and case studies it was found that:

- *“If delivery times are extended into evenings / night-time periods in a well-managed manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities.”*

2.4 Summary

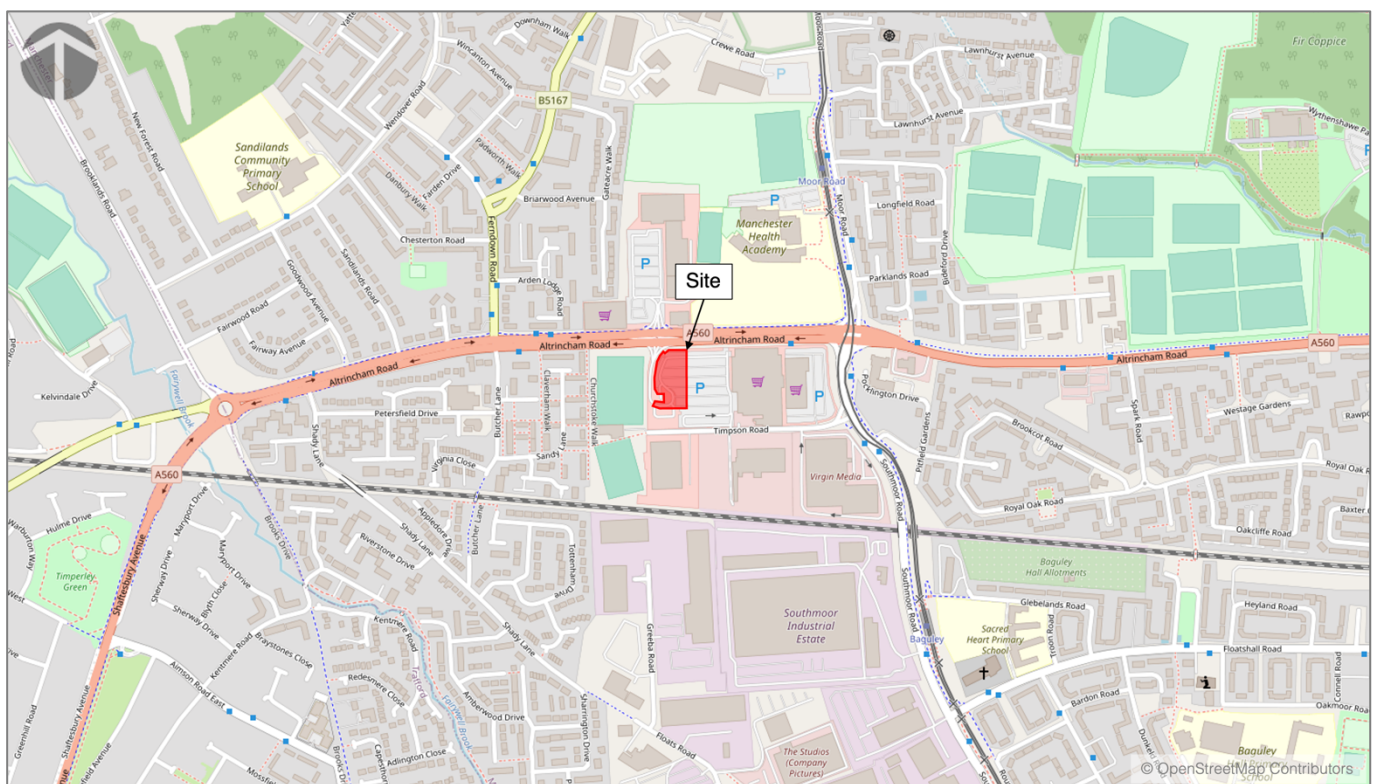
2.4.1 This DSP for the proposed restaurant and takeaway unit accords with the relevant national and local level transport policy and Good Practice Guidance. This DSP will ensure that deliveries are managed to minimise impacts on the local road network. Furthermore, servicing and delivery activity will be managed in such a way as to ensure it operates efficiently and minimises any adverse impacts.

3. Local Situation

3.1 Site Location

3.1.1 The application site is located within the car park of Tesco Baguley to the north of the petrol station, replacing standard car parking bays and the hand car wash. The Tesco car park is accessed from the A560 Altrincham Road. The location of the application site in the context of the local highway network is illustrated in **Figure 3.1**.

Figure 3.1 Site Location



3.2 Local Highway Network

- 3.2.1 The A560 Altrincham Road is a dual-lane two-way road to the north of the application site, subject to a 30mph speed limit and provides access to the Tesco car park via a signalised crossroads junction which also serves Brookway Retail Park.
- 3.2.2 From the A560 Altrincham Road, the access road to Tesco continues south and a pull-in area is provided for access to the existing recycling area. The access road also provides access to the Tesco petrol filling station to the south-east corner of the car park.
- 3.2.3 The Tesco car park is also provided with an exit-only access to Timpson Road, located to the south-west corner of the car park. Timpson Road forms a signalised junction with Southmoor Road to the east of the Tesco store. Timpson Road also serves as access to the neighbouring Lidl store.

3.2.4 East of the application site, the A560 Altrincham Road junctions with Southmoor Road, which continues south into Roundthorn Business Park and Industrial Estate. The A560 Altrincham Road continues east to junction with the M56 and A5103. The A5103 continues north towards Manchester and the M60 West, whilst the M56 South continues towards Manchester Airport and the M6 and the M56 East joins the M60 East.

3.2.5 To the west of the site, the A560 Altrincham Road provides access towards Sale via Brocklands Road, or through Timperley into Altrincham to junction with the A56.

3.3 KFC Restaurant and Takeaway Unit Specifications

3.3.1 The proposed KFC unit will accommodate a floor area of 250m² (GIA), located in the west of the existing Tesco car park, and will share the existing parking spaces provided within the Tesco car park.

3.3.2 The unit is a standalone restaurant with a drive-thru lane circulating clockwise around the building with vehicles entering to the north and exiting to the west of the unit.

3.3.3 Customer access to the restaurant will be through the main entrance located on the northern façade of the building and a separate delivery and refuse collection entrance will be provided.

3.3.4 A copy of the proposed site layout is contained in [Appendix A](#).

3.4 On-Site Servicing Arrangements

3.4.1 All servicing and delivery arrangements will take place on site with the servicing vehicles able to access the site using the existing internal road infrastructure.

3.4.2 The proposed servicing arrangement will see KFC's logistics provider's vehicle (an 11.5m rigid vehicle) access the site from the A560 Altrincham Road. Vehicles utilise the internal access road to the car park and pull into a designated delivery bay located immediately south of the KFC unit and drive-thru.

3.4.3 When egressing the site, the vehicle will exit the delivery bay in a forward gear and then continue south through the Tesco Petrol Filling Station, exiting via the gated access onto Timpson Road. Given prior notice of the delivery, these gates will be open to allow the delivery vehicle onto Timpson Road.

3.4.4 The bin store is located to the south of the proposed unit ensuring that carry distances are within suitable carry distances. Level access is provided between the bin store, delivery/refuse entrance and where the delivery/collection vehicle will wait.

3.4.5 The proposed servicing arrangement for the KFC unit is illustrated in [Appendix B](#).

- 3.4.6 Staff of the proposed KFC unit will be responsible for ensuring that the identified servicing area is kept clear ahead of the delivery vehicle arriving on-site and the timing within the identified daytime servicing window would be communicated to staff in advance of the vehicle's arrival.

4. Servicing Management

4.1 Logistics Overview

- 4.1.1 Deliveries to the proposed KFC unit will be undertaken by Best Food Logistics, who are the main distributor for all food items (excluding Kitchen Equipment) for KFC in the UK.
- 4.1.2 Best Food Logistics utilise a fleet of multi-temperature vehicles to complete deliveries to KFC, allowing frozen, ambient and chilled products to be delivered in one visit, using the same vehicle.
- 4.1.3 All product items are picked and delivered to restaurants on UK standard CHEP pallets. It is the responsibility of the Best Food Logistics delivery driver to safely deliver all products into the KFC restaurant. The driver will transport the pallets to the safest location close to the restaurant access point. From there they will decant each of the products from the pallets to a manual sack truck and safely transport the goods from the pallet to the storage areas within the KFC restaurant.
- 4.1.4 Deliveries are typically completed using rigid vehicles up to 11.5m, although there are a fleet of 4 standard sized vehicles that can be used to complete deliveries to KFC restaurants.
- 4.1.5 On average, the delivery vehicle will be parked up for up to one hour whilst completing the delivery. Delivery vehicles will be fully parked within the servicing area to the south of the proposed KFC unit.

4.2 Servicing Management

- 4.2.1 Typically, a standard KFC unit receives 3 deliveries per week, however the frequency of deliveries can vary dependent on site-specific factors.
- 4.2.2 Best Food Logistics can make deliveries to each restaurant within their contracted window of 06:00-17:00. In this location, there will be liaison with Tesco to determine timings for deliveries to ensure that the unit and the petrol filling station are able to operate with scheduled servicing and still utilise the same egress. Where possible, deliveries for the proposed KFC unit will occur prior to the KFC unit operating.
- 4.2.3 Any restrictions within the operational window are implemented by Best Food Logistics based on their on-site survey and any legal/third party restrictions. Best Food Logistics would continue to survey the servicing bay operation and seek to identify a time period whereby regular servicing activity could be undertaken for the KFC unit.
- 4.2.4 In this case, it is recommended that all deliveries take place away from operational hours i.e., during the morning before the start of trading hours, in order to minimise conflict between customers / customer parking activity.

- 4.2.5 On completion of the delivery, all used pallets and shrink wrap from the site will be removed by the servicing vehicle. In addition, they will collect all empty delivery trays and dollies, which are then returned to the appropriate suppliers.

4.3 Logistics Route Management

- 4.3.1 To efficiently plan their delivery routes, Best Food Logistics use a market leading planning tool (Paragon) to manage the individual requirements of each delivery destination and thus provide the most efficient and effective routes to meet these requirements.
- 4.3.2 Within the contracted delivery window, the Paragon tool will allocate a 2-hour delivery slot for each restaurant within which they plan to complete the delivery. Each restaurant is pre-notified of their allocated 2-hour delivery slot 2 weeks in advance of the delivery date. In certain circumstances, once actual order volumes are received from restaurants, there may be the requirement to make changes to these delivery slots. Any such changes would be communicated at a minimum of 48 hours' notice.
- 4.3.3 On the day of delivery, Best Food Logistics use the GPS technology within their vehicles to track all deliveries. If a delivery is estimated outside of the pre-advised 2-hour delivery slot, restaurants are kept regularly updated on the progress of the vehicle and its estimated time of arrival.
- 4.3.4 In terms of vehicle routing, it is expected that the KFC servicing vehicle will access the site from the A560 Altrincham Road. When egressing the site, delivery vehicles will turn left onto Timpson Road, then north on Southmoor Road towards the A560 Altrincham Road. Vehicles will then route east along the A560 Altrincham Road towards the M56 junction.

5. Waste Management

5.1 Refuse Collection

- 5.1.1 Refuse and recycling storage is provided by contract with Biffa, who supply bins to the site, which will be stored in the dedicated bin store location to the south of the unit.
- 5.1.2 Biffa typically utilise a 10m trade waste collection vehicle to service the bins, although it is expected that Biffa will utilise vehicles currently serving the surrounding area.
- 5.1.3 The off-highway waste collections would occur at any point within the delivery and servicing window. Typically, such collections occur during the working day and outside of peak trading or highway network peak hours.
- 5.1.4 The frequency of waste collections is typically 3 to 4 collections per week, depending on-peak trading periods and existing operations within the area.
- 5.1.5 The operational team at KFC are in dialogue with both Best Food Logistics and Biffa and are therefore able to mitigate any conflicts associated with multiple vehicle arrivals through early detection in the logistical planning process.

5.2 Oil Management

- 5.2.1 There is a requirement to collect and store oil/fat/grease particles in an oil management tank provided within the unit. Typically, oil is collected 3 times per year by a specialist waste collector for recycling into biofuels. The oil would be transferred in specific containers on a vehicle no larger than a 12-metre rigid vehicle.
- 5.2.2 The oil management is organised by the KFC operational team who will coordinate collections around the Best Food Logistics and Biffa servicing requirements and would notify the restaurant management of planned collections.

6. Delivery Aggregators

6.1 Overview

- 6.1.1 Delivery aggregators will operate from the site with Just Eat being the main provider at present for delivery services from the KFC unit to customers ordering via the app from off-site.
- 6.1.2 The proposed KFC unit includes a 'Walk-Up Window' specifically for delivery drivers. There will be no crossover conflict between the delivery operation and the servicing operation as both will occur in different areas.
- 6.1.3 A typical Just Eat delivery is undertaken as follows:
- An order is placed to the restaurant either through the Just Eat mobile app or webpage;
 - The restaurant prepares the desired food order;
 - A Just Eat employee attends the restaurant at the specified time for the collection of the food once prepared. All Just Eat employees use bicycles or motorcycles to deliver the food.
 - The rider takes the food to the specified customer location;
 - The rider may then collect a new order from another restaurant or return and fulfil a new order from the same restaurant.
 - The food delivery market is a reactive business, localised to the surrounding area. The typical order, collection and delivery process is completed on average within 32 minutes.
- 6.1.4 When a rider is instructed to undertake a food collection from the restaurant for delivery, they will be informed of the permitted bicycle or motorcycle parking situation at the restaurant. This ensures riders are aware they cannot leave their bicycle or motorcycle parked in an undesignated area, as this could cause potential blockages along the footways adjacent to the site. At this unit, riders will be directed to use the designated delivery bikes parking spaces and would use the external delivery pick-up point on the west of the unit to make collections.
- 6.1.5 It should be noted that when a Just Eat rider utilises the on-site parking, they will only be parked for a short period of time, approximately 2-5 minutes per order. Restaurant staff will be informed of the situation with regard to the riders parking in this location. A maximum of 5 riders will be permitted to collect food at any given time. Therefore, restaurant staff will help to manage the riders arriving at the restaurant and will check they have parked appropriately.
- 6.1.6 Overall, given that the existing Just Eat ordering system and rider network is already in place on the wider network, the inclusion of this restaurant as a delivery option would not have any adverse impacts on the local highway network. Appropriate management measures and mitigation are in place to ensure the available off-street parking location is utilised.

7. Monitoring and Review

7.1 Monitoring

- 7.1.1 An appointed member of staff will be responsible for the ongoing monitoring of the DSP.
- 7.1.2 The monitoring process will generate information by which the success of the DSP can be evaluated, adopting good practice guidance where appropriate. The monitoring process will enable the DSP to be modified as appropriate to respond to any issues as they arise.
- 7.1.3 A record will be kept of any incidences, comments or feedback from staff or delivery drivers.

7.2 Review

- 7.2.1 The future occupier will undertake an annual review of this DSP and will make any necessary changes of alterations as a result of the review. Stakeholders will be consulted where appropriate.

8. Summary

8.1 Review

8.1.1 This Delivery and Servicing Plan (DSP) has been prepared by mode transport planning (mode) on behalf of Chicken Cabins Ltd. It accompanies a planning application for a KFC restaurant and takeaway unit with associated drive-thru lane on land located within the existing Tesco car park at Altrincham Road, Baguley.

8.1.2 This DSP has outlined the following to provide the necessary detail required at this planning stage:

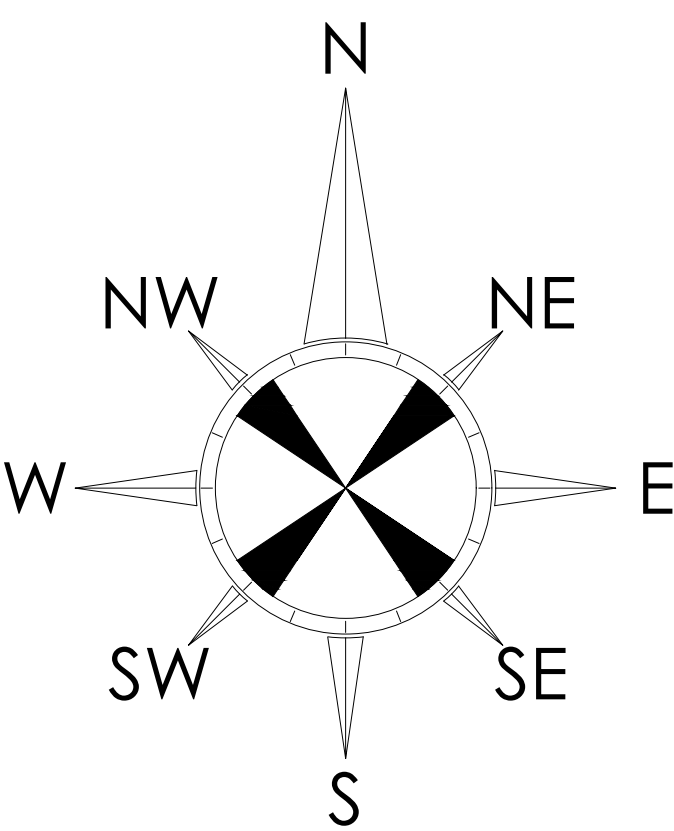
- Relevant national and local planning policy, along with applicable good practice guidance documents;
- The local situation including the local highway network, restaurant specifications and bin store location;
- Servicing and waste collection arrangements, expected specifications of servicing, refuse and oil management vehicles; and
- Monitoring and review processes undertaken by an appointed member of staff.

8.1.3 The measures set out within this DSP will ensure the successful and efficient operation of servicing and delivery activity on a daily basis, reducing the impact of servicing movements on the surrounding road network.

APPENDICES

APPENDIX A

Site Layout



TESCO
PETROL STATION

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A	28-1-22	Car park layout altered as instructed by planning consultant.
rev	date	description

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260 MODEL DRIVE THRU

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CHICKEN CABINS LTD

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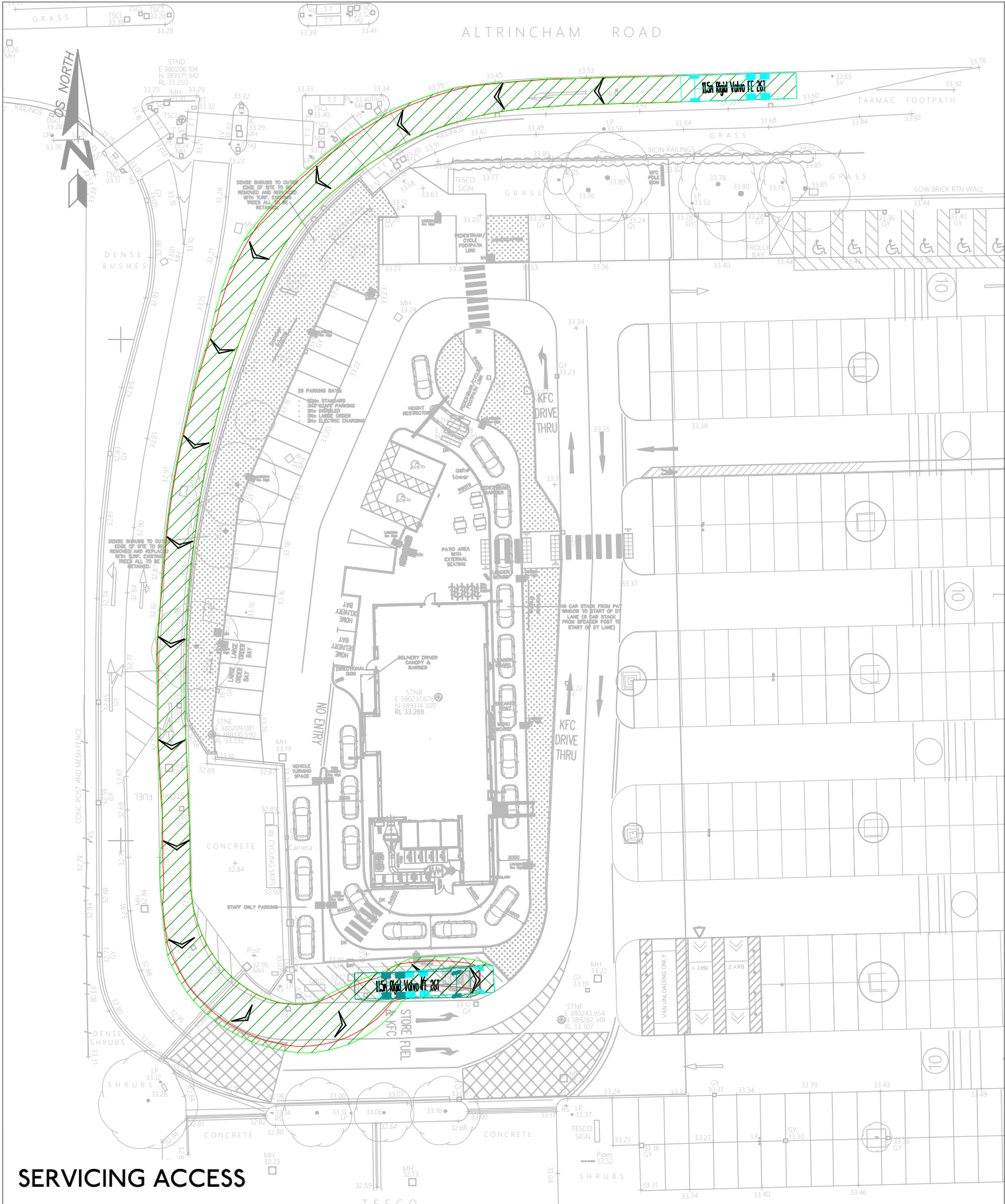
PROPOSED
SITE LAYOUT PLAN

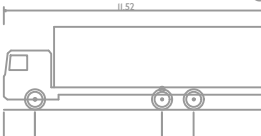
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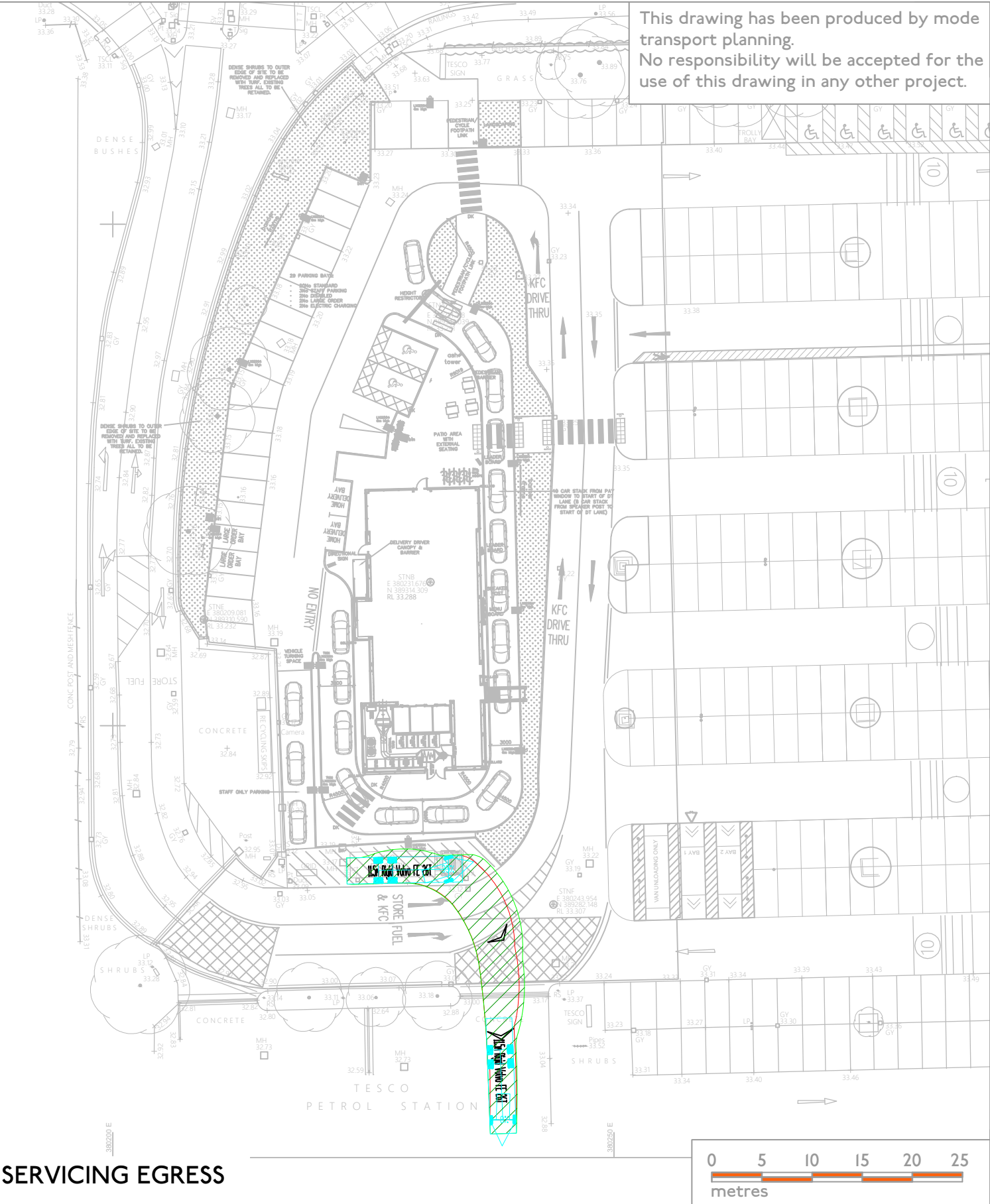
KFC drawing no.	FB ref.	revision
0000/2022/P121	2020/75	A

APPENDIX B

Swept Path Analysis – Deliveries



drawing title		client
VEHICLE SWEPT PATH ANALYSIS SERVICING		CHICKEN CABINS LTD
job title		ALTRINCHAM ROAD, BAGULEY
 11.5m Rigid Volvo FE 26T Overall Length 2.600m Overall Width 3.645m Overall Body Height 4.440m Min Body Ground Clearance 2.600m Track Width 3.00s Lock to lock time 10.73m		



mode transport planning Quadrant House Broad Street Mall Reading RG1 7QE 0118 211 8180 info@modetransport.co.uk www.modetransport.co.uk		mode transport planning		scale		1:500 @ A3		D C B A -		DR MF KB RJM RJM		LF CS LF LF LF		28/01/22 13/12/21 09/08/21 30/11/20 06/11/20		UPDATED SITE LAYOUT MASTERPLAN UPDATED MASTERPLAN & TRACKING UPDATED MASTERPLAN UPDATED FIRST ISSUE			
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