

**APPLICATION FOR CHANGE OF USE FROM RETAIL TO OFFICE,
54 OLDHAM STREET, MANCHESTER M1 1JJ**

SERVICING MANAGEMENT PLAN



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SERVICING MANAGEMENT PLAN

1.0 Introduction and Background

- 1.1 This Servicing Management Plan (SMP) has been produced to support a planning application for a change of use from retail to office at 54 Oldham Street, Manchester. The site is located within the Northern Quarter of Manchester city centre. The Servicing Management Plan provides a structure to demonstrate how servicing and deliveries to the proposed office development can be achieved without creating any operational highway issues or highway safety issues.
- 1.2 This SMP has been produced to address comment made in the Highway response to the planning application by Manchester City Council (MCC).
- 1.3 The Framework SMP is set out as follows :-
- Section 2 contains the purpose for the document along with reference to national and local policy and guidance;
 - Section 3 describes the existing road network including road characteristics of Oldham Street, which will be used to facilitate servicing and deliveries to the development, and the restrictions on waiting and loading and the loading facilities in the area;
 - Section 4 explains the development proposals and the servicing and deliveries to the premises including the types, size and frequency;
 - Section 5 describes the measures of the Framework SMP to minimise the impact of servicing and deliveries; and
 - Section 6 provides a summary and conclusion of the Framework SMP.

2.0 Purpose of the Servicing Management Plan

- 2.1 This section provides the rationale for producing this document and comments on relevant policy and guidance.
- The SMP
- 2.2 The SMP could also be known as a Delivery and Servicing Plan (DSP) and provides a framework to help achieve the better servicing and deliveries to and from the development.
- 2.3 An effective SMP can produce a number of benefits including a reduction in the environmental impact of development, improved road safety, ensure designated loading facilities are used for servicing and deliveries and more efficient and reliable servicing and delivery operations are achieved by undertaking routes that avoid peak traffic periods.

2.4 The SMP will cover :-

- The type of servicing and deliveries expected at the development (waste collection, office supplies);
- Types of vehicles expected;
- Locations for loading and unloading to take place;
- Frequency and timing of deliveries; and
- Accessing and negotiating the road.

Policy and Guidance

National Planning Policy Framework (NPPF) 2019

- 2.5 The NPPF 2019 indicates that plans and decisions should support the sustainable movement of people and goods. It further advises that developments should be designed and located such that the efficient delivery of goods and supplies can be achieved (para 110 refers).

Manchester Local Development Framework - Core Strategy Development Plan

- 2.6 The Core Strategy Development Plan was adopted in August 2012. The document contains a range of policies including Policy T1 on Sustainable Transport. Policy T1 indicates that the City Council would support proposals that :-
- Promote regeneration and economic vitality by relieving traffic congestion;
 - Improves routes and facilities that assist the sustainable and efficient movement of goods;
 - Reduces the negative impact of road traffic (congestion, air pollution, road casualties); and
 - Take account of a broad hierarchy in order :-
 - Pedestrians and disabled people
 - Cyclists and public transport
 - Commercial access
 - General off-peak traffic
 - General peak time traffic

Waste Storage and Collection Guidance for New Developments

- 2.7 Manchester City Council produced the Waste Storage and Collection Guidance for New Developments which was updated in September 2017. The guidance provides advice on the waste collection for commercial developments and traffic access for refuse vehicles and advises on the required turning space required. The advice on turning space relates to 32 tonne refuse vehicles.

Greater Manchester Transport Strategy 2040

- 2.8 The Greater Manchester Transport Strategy comments on the need to focus on making the existing transport network more efficient to enable more efficient serving to take place.

- 2.9 The Transport Strategy advises that tackling congestion will continue to be a key priority in the conurbation. It further points out that given the limited scope for new major improvements then the strategy will focus on a number of measures including the role of new technology and enabling more efficient servicing and deliveries.
- 2.10 The Transport Strategy indicates that road traffic on key routes and the centre will need to be managed to ensure the best use of the available capacity. Maintaining and improving access for deliveries is acknowledged as important in the Transport Strategy.
- Delivery and Servicing Planning Toolkit
- 2.11 Transport for Greater Manchester (TfGM) has produced the Delivery and Servicing Planning Toolkit (DaSPT) to support the local economy by promoting more sustainable and efficient freight transport and movement of goods. The toolkit is specifically designed to assist with deliveries in congested city centre and town centre locations.
- 2.12 The DaSPT advises that establishing a Delivery and Service Plan (DSP) could help to make deliveries more efficient and reliable. A DSP will improve the local environment around the development by reducing congestion, collisions and road traffic emissions. The toolkit advises that a DSP can help businesses :-
- Manage deliveries more effectively;
 - Improves the efficiency in the supply chain; and
 - Work smarter with suppliers and contractors.
- 2.13 The 'Managing Deliveries Table' Appendix in the DaSPT contains a number of items for businesses to consider to improve the efficiency of deliveries and servicing including :-
- Raise awareness of the site location to suppliers;
 - Arrange delivery / servicing to take place at off-peak periods;
 - Decrease the time contractors spend on site;
 - Road trip reduction;
 - Reduce or consolidate the number of suppliers;
 - Increase the use of local suppliers;
 - Develop the use of legal loading locations; and
 - Encourage best practice amongst suppliers / contractors.

3.0 Existing Road Characteristics

- 3.1 The site of the change of use scheme from retail to office development is 54 Oldham Street, Manchester. The building location is shown below in Figure 1.

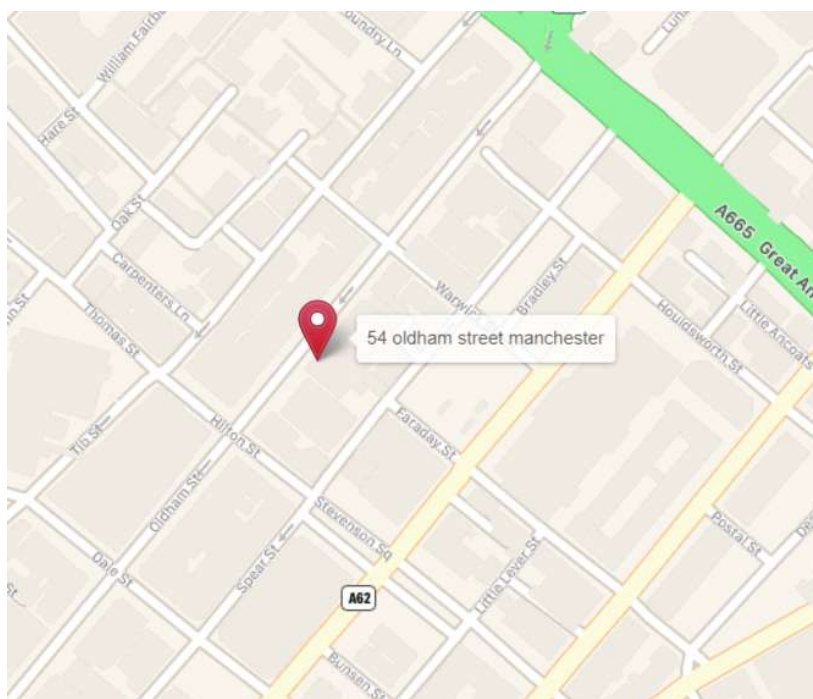


Figure 1 – Location of Development Site in the Context of the Local Road Network

3.2 Road Layout and Hierarchy

- 3.3 The proposed change of use from retail to office development is located at 54 Oldham Street, Manchester and on the south-easterly side of the road. Oldham Street is covered by a one-way traffic order in a south-westerly direction. The one-way order commences at Great Ancoats Street and ends at Hilton Street. Oldham Street is subject to a 20mph speed limit. There are wide footways on either side of Oldham Street in the vicinity of the building and there are rows of traffic bollards inset from the kerb edge to restrict parking on the pavement. There is a system of street lighting present along Oldham Street.
- 3.4 There are a range of waiting, loading and movement restrictions in force along Oldham Street and nearby streets. Waiting is restricted between the hours 8am to 6pm along the south-easterly side of Oldham Street. Loading is restricted between the hours of 8am to 10am and 4pm to 6pm on Monday to Friday in the vicinity of the building. There is a taxi bay located outside of the building. There are three loading bays located on Spear Street which operate between 8am and 8pm.
- 3.5 The section of Oldham Street south-west of Hilton is subject to a prohibition of driving order except for buses and taxis. Access is permitted into the section of Oldham Street for certain time periods.

4.0 Development Proposals

4.1 Land Uses

- 4.2 The planning submission is seeking to change the existing retail use into office development in the building at 54 Oldham Street, Manchester. The proposed office development will comprise a total floor area of 333 square metres, which will include a small extension to the existing building at ground floor level. The office development and proposed layout is set out in **Appendix A**.

Services to be undertaken

- 4.3 The office is proposed to be operated as a recruitment business. The layout of the building will allow the business to meet with clients and prospective candidates in the meeting rooms and interview rooms. The office space layout will allow recruitment consultants to undertake the majority of their caseload from the desk space. The recruitment consultants will conduct much of their contact over the telephone and via email with clients and prospective job candidates. There will be a need to meet clients and prospective job candidates face-to-face and this will either be done at the building at 54 Oldham Street or off-site. When meetings and interviews are to be undertaken at the building these will be pre-booked and operated through an appointment system. This appointment system will allow the Applicant to monitor and manage the interview rooms and meeting rooms effectively and to limit the number of clients / visitors coming into the building. Meetings and visits to the premises will be limited to normal office hours of the business.
- 4.4 The Coronavirus pandemic has seen a wide take-up of technology to facilitate meetings from remote locations. The need and use of video-conferencing may still be used for meetings that need to be arranged a short notice and when clients and candidates are located a considerable distance away. However, the office layout has been developed to deal with the short term issues with the easing of the lockdown for the Coronavirus and the longer term.

Staff Travel

- 4.5 Off-site travel by staff can be undertaken in a number of ways but the key way for travel will be by public transport. Staff who have travelled to the city centre by car can use their car to travel to appointments with clients. There are also a number of car clubs and car hire facilities located to the office and they could be used when travel by car is needed (ie public transport journey is not practical).

4.6 [Servicing to the Development](#)

Servicing Trip Generation

- 4.7 A review has been undertaken of the TRICS analysis of forecast travel to the proposed office development. The analysis has been examined to consider the potential servicing trip generation for the office scheme. The potential servicing trip generation is set out in Table 1 below.

[Table 1 Servicing Trip Generation](#)

	Vehicles			Mode Share %		
	IN	OUT	TOTAL	IN	OUT	TOTAL
LGVs	1	2	3	97	97	97

4.8 The above analysis should be considered to provide an indication of the potential servicing traffic generation for the proposed office scheme as the TRICS database has not specifically been developed for analysis of servicing and delivery requirements. When surveys are undertaken to update the TRICS database they may be undertaken on days when not all servicing and delivery vehicles travel to the site being surveyed. It is worth noting for the scale of the office development the forecast did not identify any servicing / deliveries by articulated vehicles.

4.9 An assessment has also been made of the servicing and delivery requirements for the proposed office development knowing the type of business planned, the location of the business and the local context for servicing and deliveries. Table 2 below provides the servicing and delivery schedule for the proposed office development.

Table 2 Servicing Schedule

Activity	Vehicle Size	Frequency	Timing of Delivery
Refuse Collection – General Waste	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Once or twice per week with short stops of less than 10 minutes	Morning after 10am or Evening after 5pm (when supplier commencing the run)
Refuse Collection – Recyclable Waste	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Once or twice per week with short stops of less than 10 minutes	Evening after 5pm (when the supplier commences the run)
Waste Collection – Sanitary bins	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Twice per week with short stops of less than 10 minutes	Afternoon before 4pm
Office Cleaning	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Daily with visits of 2 hours	Before 8am and Evening after 6pm
Parcels, mail	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Twice Daily	Morning before 1pm (Deliveries) After 3pm (Collections for out going mail, parcels).
Stationery (paper, ink, etc)	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Once per week	Morning before 1pm
Office Items (water, etc)	Panel Van (approx. size 5.34m (L) x 1.99m (W))	Once per week	Morning before 1pm

- 4.10 The above Table is considered to provide a robust assessment of the maximum servicing and delivery requirements for the proposed office scheme.

Servicing and Deliveries

- 4.11 A small bin store will be located in the existing courtyard area with 4No. 240L wheeled bins. The wheeled bins will be stored in the yard area then moved through the office to the kerbside on the collection day.
- 4.12 The servicing and delivery strategy contained later in this section has been developed through engaging with suppliers.

Refuse Collection – General Waste

- 4.13 The intention is to use New Look Waste Disposal to deal with general non-recyclable waste. New Look Waste Disposal already operate a delivery route in the city centre and waste can be collected daily each morning or each evening after 5pm. New Look Waste Disposal are a local supplier with their head office located in Trafford Park.
- 4.14 When undertaking the waste collection route, New Look will use a 3.5 tonne panel van. The SMP assumes that general refuse is collected once or twice per week.

Refuse Collection – Recyclable Waste

- 4.15 The SMP identifies Emerge Recycling to undertake the removal of recyclable waste from the premises.
- 4.16 Emerge are familiar with operating waste collections in the city centre. Emerge operate a route in the city centre and advise customers that waste will be collected from 5pm onwards. Emerge use a 3.5 tonne panel van to collect waste in the city centre. Waste bags are collected from customers who pay in advance for bags for the recycling collection service. Emerge operate their round by inspecting the street to see if there are any waste bags to remove. They only need to enter a street and call at premises when there is waste to collect. The SMP assumes that collections will occur once or twice per week but this is a robust worst-case scenario as there may be instances when collections are needed less frequently.

Office Cleaning

- 4.17 Office cleaning will be undertaken every day but this will be performed before 8am and then in the afternoon when the main office has closed.

Mail / Parcels

- 4.18 The recruitment business is not expected to generate much incoming or outgoing mail and parcels but the assessment shows that twice daily visits to the premises to drop-off and collect mail. This is considered a robust assessment. Mail drop-offs and collections can be undertaken from directly in front of the building between the hours of 10am and 4pm.

- Office Stationery and Other Items
- 4.19 Office stationery and other items such as computer printer paper, ink, etc and water for the office will be delivered on a frequency of no more than once per week. The items to be delivered will be relatively small and servicing and deliveries will be undertaken from directly in front of the office building.

5.0 The Service Management Plan (SMP) Measures

Overview

- 5.1 This section will provide commentary on measures that will minimise the impact and improve the efficiency of servicing and deliveries.

Use of Local Suppliers

- 5.2 The SMP encourages the end user(s) to utilise local suppliers and contractors that already operate in the city centre.

- 5.3 This will provide the benefit of :-

- Reducing delivery and fuel costs for contractors and suppliers;
- Ensure deliveries / servicing is more efficient and reliable;
- Reduce total distance travelled by suppliers; and
- Improve air quality.

Timing of Deliveries

- 5.4 Deliveries / waste collection will take place outside of the traffic peaks, thereby minimising disruption and being consistent with TfGM's Toolkit.

- 5.5 This will provide the benefit of :-

- Reducing the risk of collisions with vulnerable road users at peak traffic periods;
- Ensure deliveries / servicing are more efficient and reliable as less traffic will be using the routes; and
- Assist with improving air quality by avoiding vehicles being caught up in congestion.

Preference for smaller vehicles

- 5.6 The SMP indicates that the servicing and waste disposal will be undertaken by relatively small vans.

- 5.7 This will provide the benefit of :-

- Improving access to the premises and the road network, particularly being able to access and manoeuvre along Oldham Street and the surrounding streets; and
- Reduce fuel consumption and contribute to the local environment.

Communicating the location to suppliers

- 5.8 The SMP encourages the end user(s) of the site to convey information to suppliers which shows :-
- The building location in proximity to key routes;
 - Access / egress to the premises;
 - Location of servicing points for the premises and how access to refuse bins will be achieved;
 - Advice to suppliers on the access to use for providing supplies to the office; and
 - List the traffic restrictions in place (e.g. one-way street, restrictions on waiting and loading, locations and times that permit loading and unloading, etc).
- 5.9 This will provide the benefit of :-
- Informing suppliers of the location of premises;
 - Suppliers being able to consider the best traffic route to access the site;
 - Ensure that servicing activity is more reliable;
 - Reduces congestion on the roads; and
 - Helps to avoid competition for the loading facilities.
- Develop the use of legal loading locations
- 5.10 This SMP encourages the end user(s) to inform suppliers of the legitimate places that vehicles are able to load / unload and wait or stop.
- 5.11 This will provide the benefit of :-
- Reducing congestion on the road network;
 - Improve the local environment; and
 - Improve access to the premises.

6.0 Summary and Conclusions

- 6.1 The SMP has been produced to support a planning application for a change of use from retail to office use at 54 Oldham Street, Manchester. It has been developed following the comments received from Manchester City Council.
- 6.2 The servicing and delivery requirements of the office development have been considered and are outlined in the Transport Statement and covered in more detail in this Servicing Management Plan. The SMP has been prepared to describe the servicing and delivery demands for the scheme and demonstrate how they can effectively be undertaken in the context of the existing waiting, loading and access restrictions. The Servicing Management Plan demonstrates that the servicing and deliveries can be performed without the potential for creating any highway or safety issues.
- 6.3 The SMP has been produced following engagement with some potential suppliers on the size and type of vehicles and timing of servicing and deliveries. The SMP sets out the size of vehicles, frequency and duration for various servicing and delivery

activities. The SMP provides several measures that will minimise the impact of servicing and deliveries for the development.

- 6.4 The SMP demonstrates that servicing and deliveries can be undertaken effectively for the proposed office development and in compliance with the existing restrictions on waiting, loading and access. The SMP demonstrates that the servicing and delivery requirements for the proposed office building can be undertaken without creating any operational highway issues or road safety problems.

Appendix A

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LEGEND

— Site Boundary

C	24/03/20	SA	SH	Amended Plans	
B	18/03/20	SA	SH	Amended Front Elevation	
A	21/02/20	SA	SH	Amended Proposed	
-	14/02/20	SA	SH	Initial Issue	
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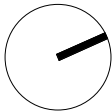
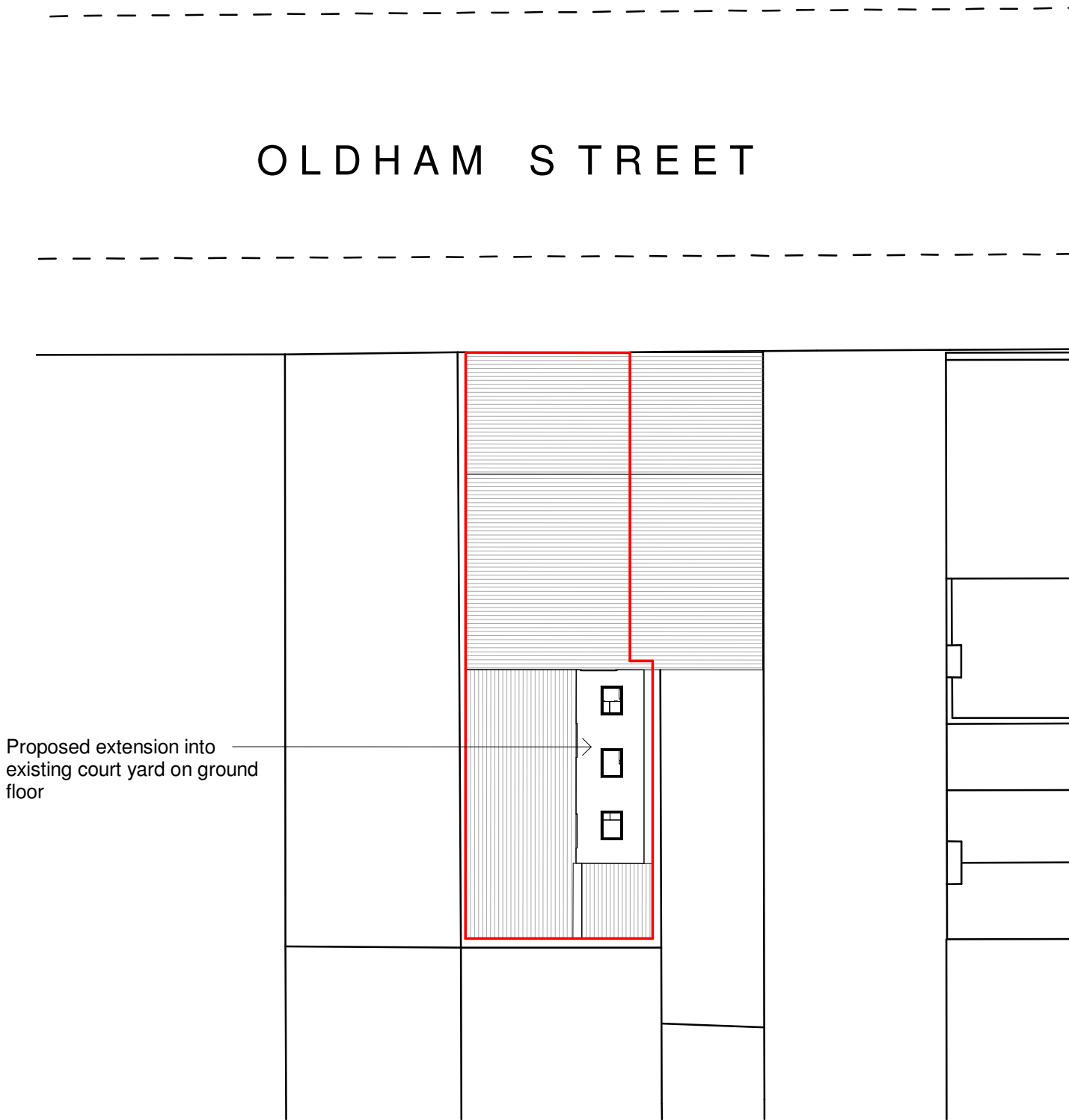
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Project Title
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Drawing Title
Proposed Site Plan

Drawing Number	Revision
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Drawing Status	
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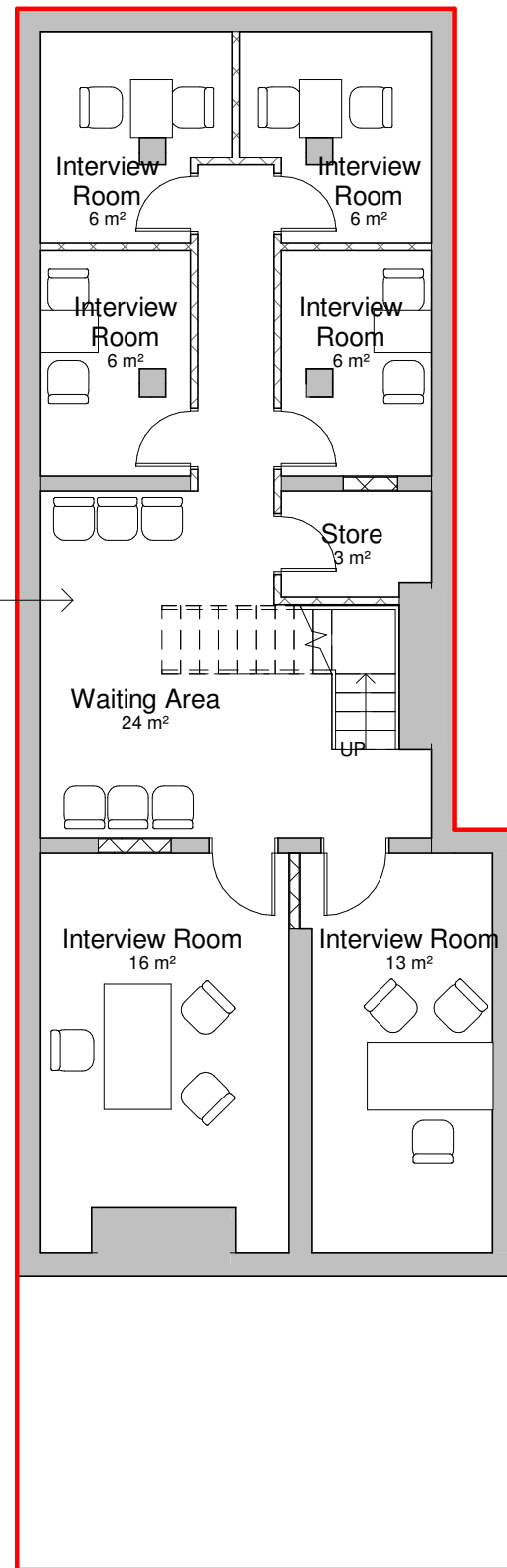
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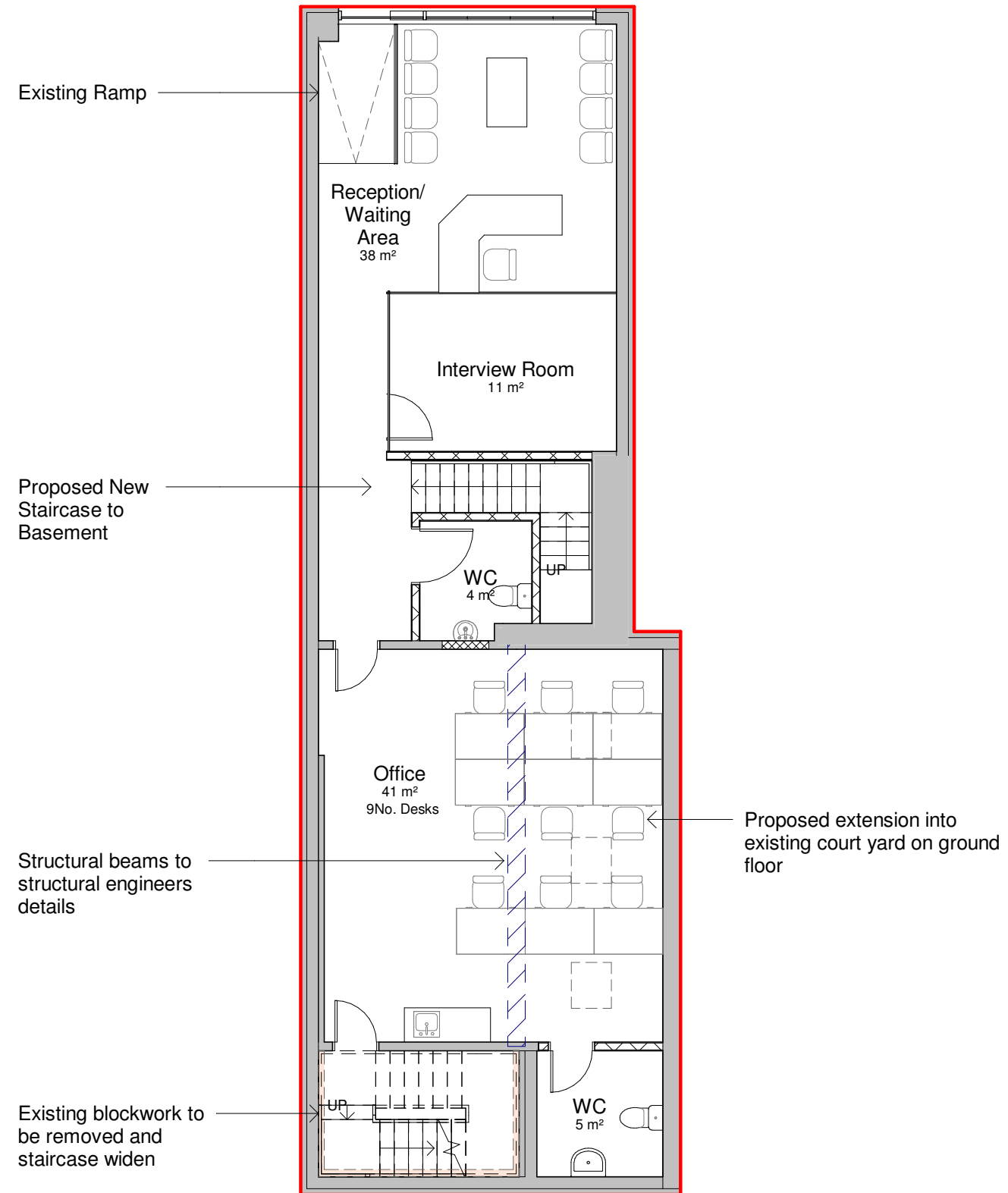
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Drawing Title
Proposed Basement and Ground Floor Plans

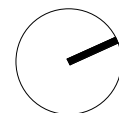
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Preliminary	



1 Proposed Basement Plan
1 : 100



2 Proposed Ground Floor Plan
1 : 100



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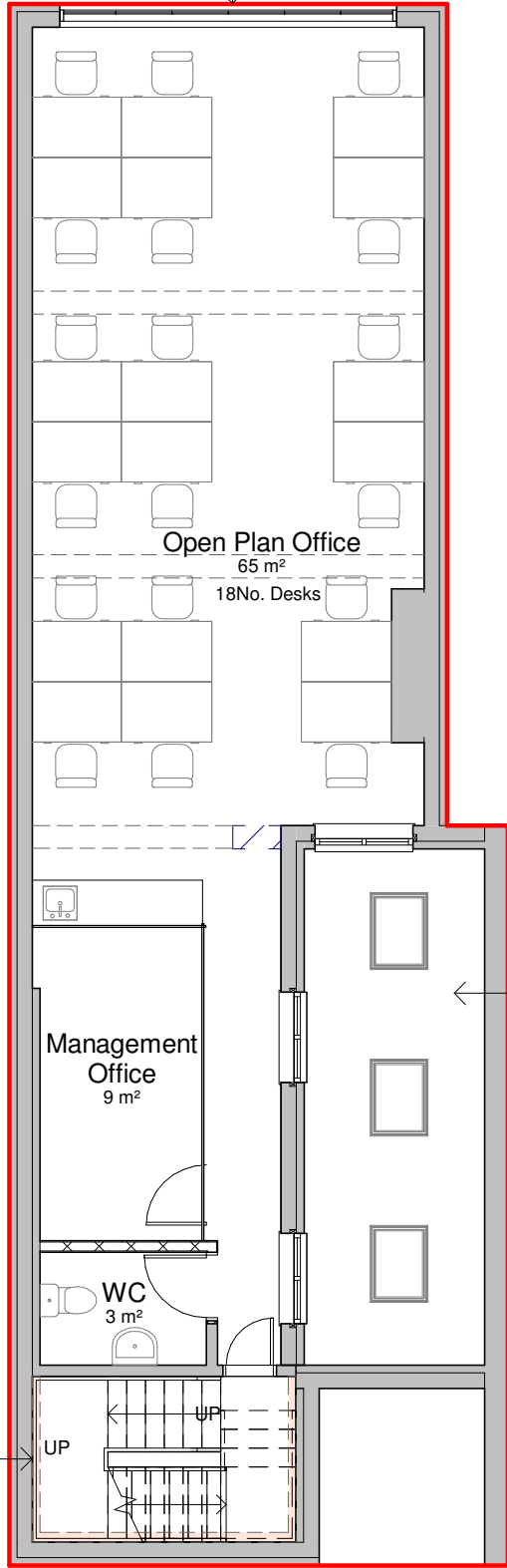
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Drawing Title
Proposed First and Second Floor Plans

Drawing Number	Revision
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Drawing Status	
Preliminary	

Proposed new floor to ceiling window

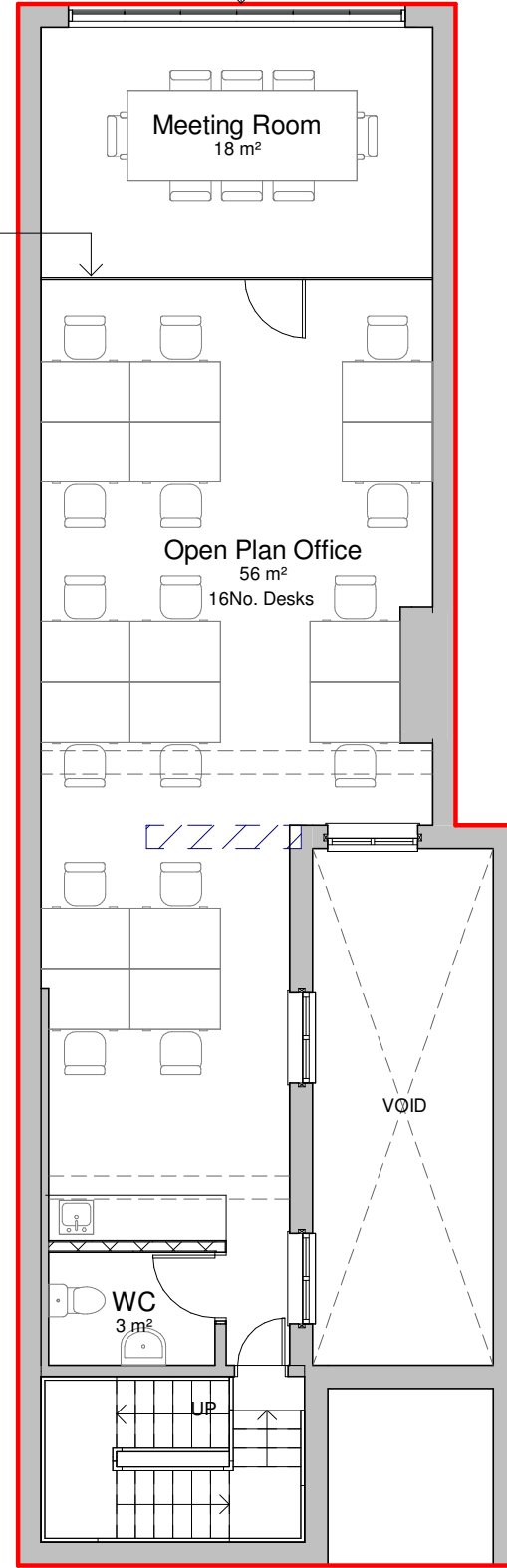


Existing blockwork to be removed and staircase widen

1 **Proposed First Floor Plan**
1 : 100

Proposed new floor to ceiling window

Proposed New Glass Partition



2 **Proposed Second Floor Plan**
1 : 100

