



A Planning Application by
THE ARCH COMPANY

In respect of
**Arches 1-4 and 6-11, Corporation Street,
MANCHESTER**

Framework Delivery and Servicing Management Plan

February 2023



Document Management

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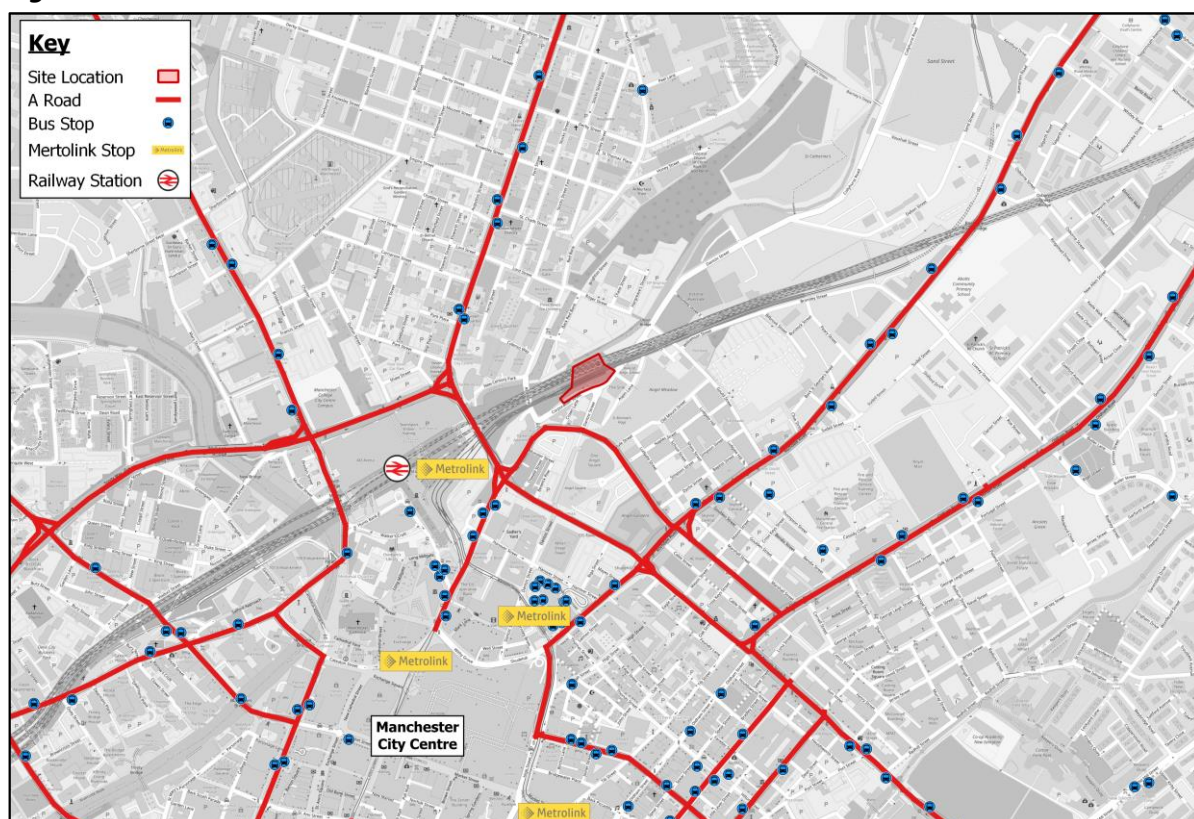
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A Site Plans

1 Introduction

- 1.1 Transport Planning Associates (TPA) has been appointed by The Arch Company to prepare a Framework Delivery and Servicing Plan (DSP) in relation to the proposed change of use application at Arches 1-4 and 6-11 Corporation Street, Manchester (the site).
- 1.2 The site falls within the jurisdiction of Manchester City Council (MCC). A DSP is required to support the proposed development and is necessary to validate the application with MCC.
- 1.3 The site is located along Corporation Street on the eastern edge of Manchester City Centre and comprises 10 arches situated under the Manchester Victoria East Rail Junction, a key railway junction located directly to the northeast of Manchester Victoria Rail Station. The site's location, in the context of the local public transport and highway networks, is outlined in **Figure 1.1** below.

Figure 1.1 Site Location Plan



Source: © OpenStreetMap – Note: Indicative site boundary; Contains OS data © Crown copyright [and database right] [2022].

- 1.4 The Arch Company as the site owner will be responsible for the implementation of this DSP. Contact details are as follows:

Phone: 0800 830 840 - **Email:** info@thearchco.com

Development Proposals

- 1.5 At present, the arches are predominantly empty (extant nil use), although Arch 5 (outside this application), is currently in use as a cycle repair shop / café. The development proposals comprise:

"Change of use for drinking establishments with expanded food provision & an open Class E (Commercial, Businesses and Services) to include retail, office, light industrial and restaurant/café uses, provision of a new substation with associated access and parking, along with external and internal refurbishment works including treatments to the front and rear facades for Arches 1-4 & 6 -11 at Corporation Street, Manchester, M4 4DG".

- 1.6 The site plans are presented in **Appendix A**. The scheme will be car-free and proposes the retention of the existing access arrangements, although maintenance vehicle parking will be provided adjacent to the proposed substation with this accessed from Dantzic Street.

Guidance

National Planning Policy Framework

- 1.7 The National Planning Policy Framework (NPPF), which was last updated in July 2021, sets out the Government's planning policies for England and the application thereof, providing a framework within which local authorities can produce plans for development.
- 1.8 Regarding the delivery and serving of goods, the NPPF notes that it should be ensured that all developments:

*"allow for the efficient delivery of goods, and access by service and emergency vehicles."*¹

Local Guidance

- 1.9 This DSP has been prepared with reference to Transport for Greater Manchester's (TfGM's) 'Delivery and Service Planning Toolkit'². The role of the toolkit is to:

"help businesses to identify opportunities to better manage deliveries and ensure supplies are delivered when they are needed. The DSP will also help to reduce the negative impacts of delivery-related activities, such as harmful emissions, congestion and collisions, including moving freight

¹ NPPF. Para 112

² Transport for Greater Manchester. *Delivery and Service Planning Toolkit*. Available at: <https://assets.ctfassets.net/nv7y93idf4jq/6Pk0IIGNFYa4m02yGWiyKk/cb3025913027c1745b716b67fd8f1ac3/Freight-toolkit-for-small-businesses.pdf>

on low-emission vehicles. The toolkit is specifically designed to target deliveries in congested areas such as city and town centres as well as key radial routes.”³

1.10 Within the TfGM Toolkit, it states that a DSP:

“could help to make your deliveries more efficient and reliable whilst saving you money in the process. They will also help to improve the quality of the environment around your business by reducing congestion, collisions and emissions; ultimately making the area more attractive to people who live, work and visit there”⁴.

1.11 The TfGM Toolkit goes on to note that a DSP should cover:

- *“Goods deliveries / collections;*
- *Catering and vending;*
- *The management of waste and recycling;*
- *Servicing activities; and*
- *Construction site management.”⁵*

1.12 A DSP can be employed at any site that receives delivery and servicing activity, this includes sites that are public or private, small or large or shared by multiple organisations. Consequently, it is important to understand that a DSP is not just for the occupiers of an operational site but is also for:

- Developers;
- Site occupiers;
- Site users (owners, managers, staff etc);
- Freight operators / suppliers;
- Local residents; and
- Local authorities.

Scope of Report

1.13 This DSP will set out the proposed delivery and servicing arrangements for the proposed development. It is structured thus:

- **Chapter 2:** Aims, Objectives and Targets;
- **Chapter 3:** The Site;
- **Chapter 4:** Measures to Reduce the Impact; and
- **Chapter 5:** Monitoring and Review.

³ Page 4. Delivery and Service Planning Toolkit. Transport for Greater Manchester.

⁴ Page 6. Delivery and Service Planning Toolkit. Transport for Greater Manchester.

⁵ Page 6. Delivery and Service Planning Toolkit. Transport for Greater Manchester.

2 Aims, Objectives and Targets

- 2.1 This chapter of the DSP will set out the overarching aims of the plan and the objectives that will be used to achieve the aims. The chapter will also set out the targets that are to be assessed as part of the future monitoring and review process.

Aims

- 2.2 The aims of this DSP are:

- To outline the measures that will be implemented to encourage the efficient and sustainable movement of deliveries and servicing activities;
- To mitigate against the anticipated transport impacts of the development;
- To reduce the number of delivery trips that are required to visit the site, in particular during the peak hours (08:00-09:00 and 17:00-18:00); and
- To create a greener and safer environment for staff and visitors as well as for the staff of delivery and refuse collection organisations.

Objectives

- 2.3 The objectives of this DSP include to:

- Outline the way in which goods, services and waste can be delivered or removed from the site in a method that is safe, efficient, legal and environmentally friendly;
- Set out a plan and the measures that will be implemented at the site to order to reduce the number and frequency of delivery and servicing trips at peak times (08:00-09:00 and 17:00-18:00);
- Promote the use of low or zero-emission vehicles for delivery and servicing where possible;
- Raise awareness of the servicing and refuse collection process for the development;
- Ensure appropriate routing strategies are in place for travel;
- Minimise the opportunity for conflict between servicing, refuse collection, occupiers, staff and visitors; and
- Minimise the impact of the servicing and refuse collection for the site on the local community and maintain good relations with neighbouring residents and businesses.

Targets

- 2.4 Targets are essential for monitoring the progress and success of any DSP and should be "SMART":

- **Specific**
- **Measurable**
- **Achievable**

- **Realistic**
- **Time-bound**

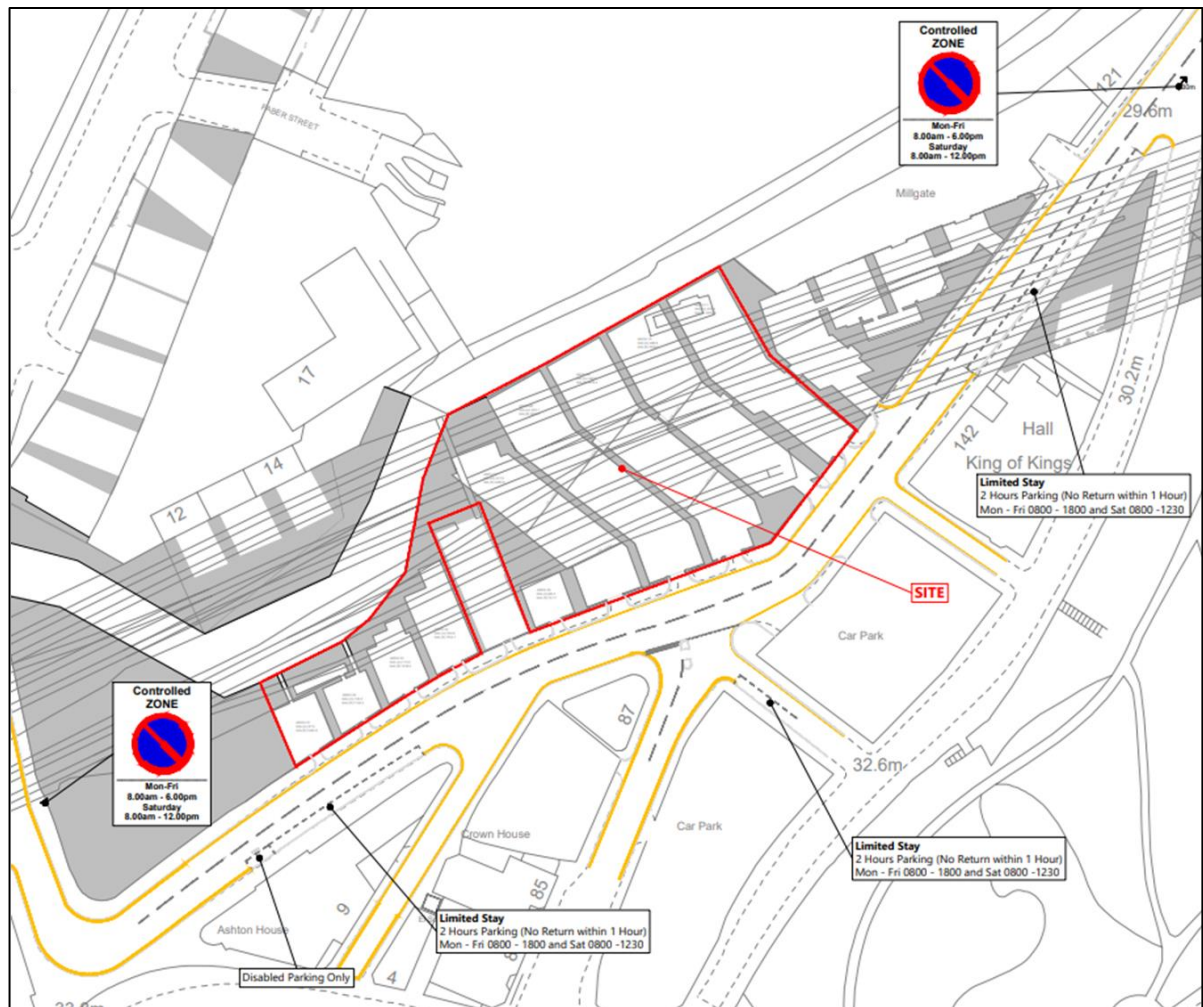
- 2.5 Any objective should be attainable and realistic. It is important to keep in mind that although the site benefits from good public transport links, this may still be not accessible for particular trip requirements, such as servicing or deliveries.
- 2.6 The targets for this DSP are:
- To ensure that 75% of suppliers to / from the site are members of the FORS accreditation scheme;
 - No Penalty Charge Notices (PCNs) are issued as a result of delivery vehicles parked on Corporation Street or Dantzic Street;
 - No damage to street furniture, including to the low bridges located within close proximity of the site;
 - No deliveries recorded between the hours of 23:00 and 05:00;
 - No injuries recorded from the servicing or delivery arrangements; and
 - No complaints from local residents or businesses resulting from the delivery and servicing arrangements at the site.
- 2.7 The achievement of these targets will be assessed as part of the monitoring and review procedure, which is set out in **Chapter 5** of this DSP.

3 The Site

- 3.1 This chapter of the DSP will describe the baseline transport conditions and the kerb-side loading opportunities of the site.

Site Location

- 3.2 As outlined previously, the site is located along Corporation Street on the eastern edge of Manchester City Centre and comprises 10 arches situated under the Manchester Victoria East Junction.
- 3.3 Within the vicinity of the site, both Corporation Street and Dantzic Street are two-lane single carriageway roads, with a width of approximately 7.5m. A section of Dantzic Street between Miller Street and Angel Street is pedestrianised.
- 3.4 Access to the wider road network can be achieved via either Corporation Street or Dantzic Street with these roads providing access to the A664, A665 and A6010 from where the Strategic Road Network (M60, M602, A57(M) and M62) can be accessed.
- 3.5 There are two road restrictions within the local area, these being:
- A Low Bridge on Red Bank (60m west of site) – with a Height Restriction of 3.8m (12'-6"); and
 - Dalton Street (500m east of site) – Unsuitable for Heavy Goods Vehicles (HGVs).
- 3.6 There are single yellow line parking restrictions along the entity of the site frontage; no signage with regards to operation times is provided due to the presence of a 'Controlled Zone' along Corporation Street / Dantzic Street. The Controlled Zone is subject to a No Waiting restriction and operates Monday to Friday between 08:00 and 18:00 and Saturday between 08:00 and 12:30.
- 3.7 The existing parking restrictions within the vicinity of the site are outlined in **TPA Drawing 2209-029 SK01**, an extract of which is outlined in **Figure 3.1** below.

Figure 3.1 Local Parking Restrictions

Existing Site Use and Layout

3.8 The site has a total floor area of 2,961m² as outlined in **Table 3.1**.

Table 3.1 Existing and Proposed Floor Areas

Description	GIA sqft	GIA sqm
Arch 1	1,050	98
Arch 2	1,132	105
Arch 3	1,219	113
Arch 4	1,752	163
Arch 6	738	69
Arch 7	4,491	417
Arch 8	5,631	523
Arch 9	5,819	541
Arch 10	5,240	487
Arch 11	4,677	435
TOTAL	31,749	2,951

Source: The Arch Company

- 3.9 The arches front onto Corporation Street / Dantzic Street, with arches 1-8 fronting onto Corporation Street and arches 9-11 fronting onto Dantzic Street. Each of the arches is provided with its own bell mouth junction.

Deliveries and Servicing

- 3.10 As outlined in **Chapter 1** the arches are currently vacant and not in use, therefore they currently have no regular servicing or delivery activity. However, if any servicing or deliveries are required (such as for maintenance) then this would take place along the site frontage on Corporation Street / Dantzic Street or through the utilisation of the limited-stay parking bays.
- 3.11 It is worth noting that Arch 5, outside the remit of this application, but currently in use, adopts this servicing arrangement. The principle of servicing on street is therefore established and is carried out with no issues or disruptions to the local network.

The Proposed Development

- 3.12 As detailed in the introduction, the planning application seeks the:

"Change of use for drinking establishments with expanded food provision & an open Class E (Commercial, Businesses and Services) to include retail, office, light industrial and restaurant/café uses, provision of a new substation with associated access and parking, along with external and

internal refurbishment works including treatments to the front and rear facades for Arches 1-4 & 6 -11 at Corporation Street, Manchester, M4 4DG”.

- 3.13 It should be noted that the development does not propose any increase in floor space, just a change of use.
- 3.14 The scheme will be car-free and proposes the retention of the existing pedestrian access arrangements, although maintenance vehicle parking will be provided adjacent to the proposed substation, accessed from Dantzic Street. Refer to **Appendix A** for the location of the substation and maintenance parking.

Deliveries

- 3.15 Deliveries to each unit will vary and will not be known until the operators / occupiers have been confirmed. Due to the size of the units and their location the deliveries will take place on-street.
- 3.16 Given the size of the units, a majority of the deliveries are expected to be undertaken by vans, although HGVs could potentially be used, compatibly with the height restrictions on Corporation Street outlined earlier. Therefore the swept paths outlined later in this section were undertaken using a 10m rigid vehicle, in order to assess a potential worst-case scenario.
- 3.17 The majority of the deliveries to the site will be related to either the delivery of new stock and supplies or the distribution of orders. The deliveries may also include postal services including Royal Mail, DPD, UPS, DHL and / or other service providers.
- 3.18 Any deliveries will be able to utilise either the single yellow lines (outside of their controlled hours or for up to 20 minutes, for loading and unloading only) or the limited stay 2 hour parking bays located on the south side of Corporation Street / Dantzic Street when delivering / collecting stock from the site. This will be the case for both vans and HGVs.
- 3.19 Deliveries will be received by staff at each of the units and as such, they are likely to be aware of delivery dates / times and therefore suitable preparation can be undertaken.
- 3.20 To demonstrate the suitability of the delivery strategy, illustrative swept paths have been undertaken, these are outlined in **TPA Drawing 2209-029 SP01**. To assume a worst-case scenario the swept paths have been undertaken with a 10m rigid vehicle, also noting the height restrictions on street.
- 3.21 As demonstrated in **Drawing 2209-029 SP01**, when a refuse vehicle is parked / stopped on the single yellow lines (at any of the units) two large cars can pass simultaneously. Therefore, any delay arising

from the delivery arrangements is likely to be negligible and will have no impact on the safe operation of either Corporation Street or Dantzic Street. As noted, this is the current arrangement for Arch 5 (outside the application and to be retained).

Waste

- 3.22 The main servicing requirement for the development will be refuse collection, with the residual waste resulting from the development being collected by a private waste contractor. Further details of this are outlined below.
- 3.23 Refuse collection is anticipated to take place two or three times a week, although depending on the requirements of each unit there may be some variations to this. Other than the refuse collection, the development is likely to have low levels of servicing requirements.
- 3.24 Refuse collection will be undertaken on-street, consistent with the existing refuse collection undertaken for the surrounding properties and businesses in the local area. The operator of each unit will be required to move bins and recycling to and from the kerbside for collection. This must be done in a timely manner to ensure minimal impact on the footways along Corporation Street and Dantzic Street.
- 3.25 All units, as required by law, will need to enter into an agreement with a registered waste collection organisation. This will need to be completed prior to the occupation of each unit. In order to reduce the number of trips, all units will be encouraged to use the same waste collection organisation.
- 3.26 Each unit will be provided with a dedicated bin and recycling store. The bin and recycling store will be located within the curtilage of each unit, with details of this to be provided to MCC once available. Information on the estimated volume, number and type of waste to be collected at each unit will also be provided to MCC in due course. This level of detail is not available at planning stage.
- 3.27 The operator of each unit will be responsible for their bin and recycling store. They will be required to ensure that their bin store is kept clean and well maintained, with any spillages or overflowing bins cleaned up.
- 3.28 It is envisaged that all servicing vehicles will access the site via Corporation Street / Dantzic Street with via Red Bank (from either Lord Street or North Street) with vehicles leaving the site routing via either Gould Street or Colleyhurst Road. All companies will be made aware of the height restrictions on Corporation Street.

- 3.29 To demonstrate the suitability of the proposed servicing strategy, illustrative swept paths have been undertaken, these are outlined in **TPA Drawing 2209-029 SP02**. As demonstrated in the drawing, when a refuse vehicle is parked / stopped on the single yellow lines (at any of the units) two large cars can pass simultaneously. Therefore, any delay arising from servicing arrangements is likely to be negligible and will have no impact on the safe operation of Corporation Street or Dantzic Street.
- 3.30 It is noted that maintenance vehicle parking is to be provided adjacent to the proposed substation and therefore, any maintenance vehicles accessing the site will be required to park in this location.

4 Measures to reduce the Impact

- 4.1 This chapter of the DSP will identify a number of measures to reduce the potential impact of the site.

Measures

Delivery Management

- 4.2 All deliveries will be required to report the operator of their unit upon arrival to the site, with each unit required to keep a record of the deliveries, including arrival / departure times and supplier details.
- 4.3 Each of the units will be required to use reputable companies / couriers when deliveries are made to the site. Where possible this will include vehicles that are members of the Fleet Operator Recognition Scheme (FORS) scheme.
- 4.4 Staff at each of the units will be aware of incoming deliveries and will ensure that the site is ready to receive the delivery.
- 4.5 Delivery vehicles will be required to follow any local signposted restrictions, concerning stopping, loading and parking, when travelling to / from the site.
- 4.6 Where possible, there will be a requirement for each of the units to arrange the deliveries and servicing times so that they do not clash with one another or to consolidate deliveries into as few vehicles as possible.

Noise Reduction

- 4.7 Delivery vehicle engines, chiller, freezers and radios will be required to be switched off at all times during the unloading / loading to ensure that vehicle noise is kept to a minimum.
- 4.8 The Freight Transport Association's code of practice gives guidance to its members on minimising and, where practical, avoiding disturbance to local residents when making deliveries. In line with the Freight Transport Association's guidelines, delivery personnel will be required to check:
- Automatic cab radios are switched off;
 - Doors and tailgates are opened and closed carefully;

- Drivers will not make telephone calls outside of the cab; and
- Potential trolleys and palletisers used for making the delivery are properly maintained to minimise noise.

Safer Vehicles

- 4.9 FORS is a voluntary accreditation scheme to help van and lorry operators become safer, more efficient and more environmentally friendly. Where possible the procurement strategy will be used to encourage operators to adopt the latest safety and environmental standards including FORS.

Delivery Times

- 4.10 Deliveries will be prohibited between 23:00 and 05:00 to ensure that local residents are not disturbed. In addition, where possible deliveries will be arranged outside of the highway network peak hour periods.
- 4.11 As noted, delivery vehicles will be required to follow the local signposted restrictions, concerning stopping, loading and parking.

Pedestrian Safety

- 4.12 If required, a suitably trained employee will be available to assist during unloading / loading operations. This member of staff would be able to assist with the movements of goods along the footway, ensuring that pedestrian safety is maintained at all times.

Promotion

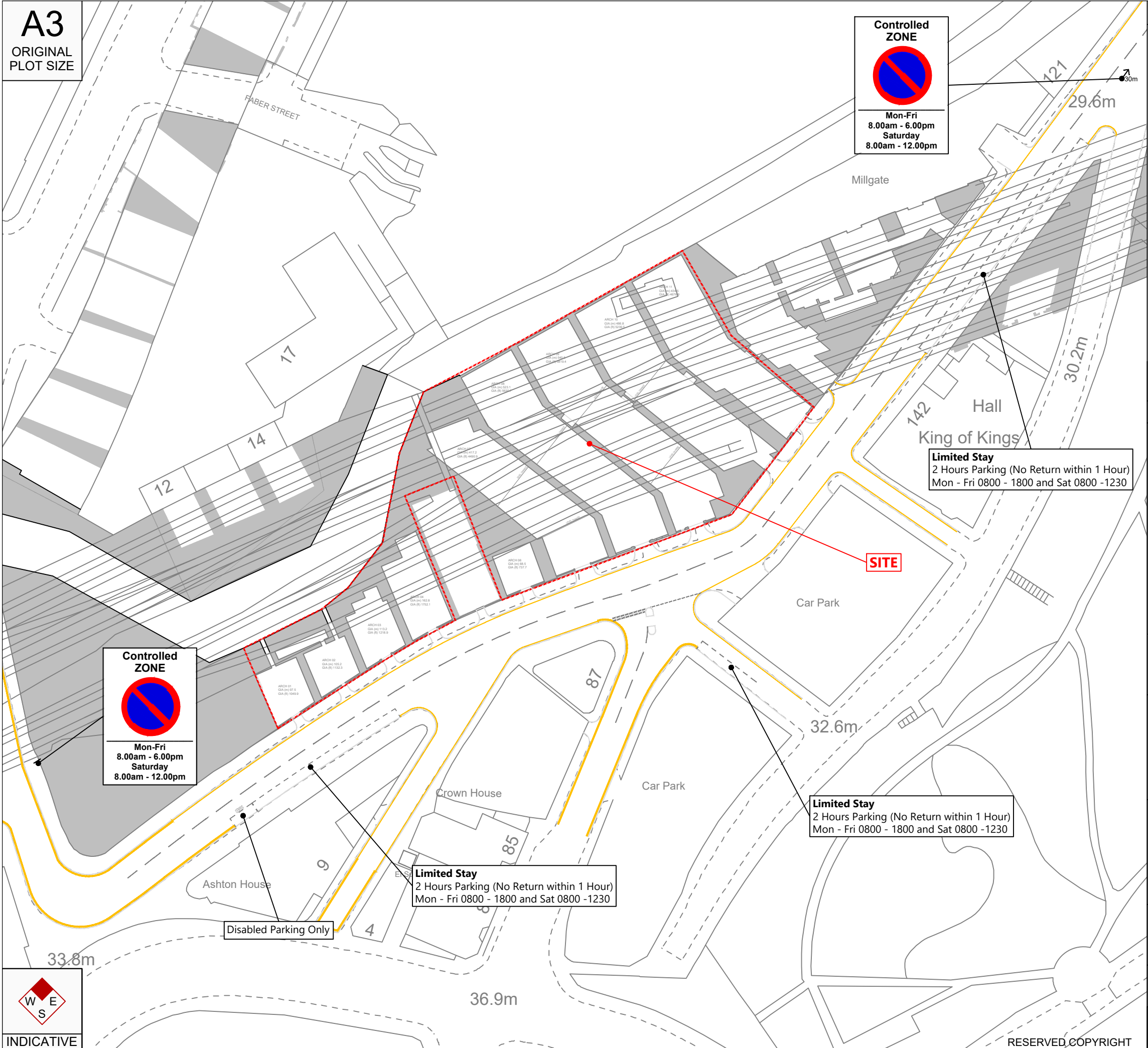
- 4.13 A copy of the DSP will be kept at each of the units, with all staff being able to access it when required.

5 Monitoring and Review

- 5.1 This chapter of the DSP will set out the method of monitoring and review.
- 5.2 As set out earlier, The Arch Company, as the site owner, will be responsible for the implementation of this DSP.
- 5.3 To ensure that the DSP operates effectively and that the impacts of delivery and servicing of the site on the surrounding area is minimised, the DSP will be monitored and updated to ensure that deliveries and services are:
- Proactively managed to reduce the number of delivery and servicing trips to and from the site, where possible;
 - Appropriately undertaken; and
 - Undertaken by delivery companies who can demonstrate commitment to following best practice.
- 5.4 To be able to accurately record the number of deliveries to the site, and to identify where operations may be consolidated between the different users, monitoring will be undertaken once the development has been occupied to record the delivery and servicing vehicle movements to and from the site over a month.
- 5.5 This exercise will be undertaken upon full occupation to ensure that the monitoring captures the typical operation of the site.
- 5.6 The monitoring will be undertaken by each of the operators with the results being collated by The Arch Company. The monitoring processes will record the following key information:
- Who is the service provider visiting the premises (e.g. supplier, third-party logistics or courier services);
 - The frequency of service provider visits;
 - The type of goods being moved to or from the premises;
 - The quantity or size of goods being moved;
 - The urgency of these goods movements;
 - Current on or off-street loading practices;
 - Mode of transport (e.g. bicycle, van, HGV) and vehicle size, if possible; and
 - Who is the delivery for.

- 5.7 This information will be collated by The Arch Company and will be used to review the identified practices and identify any potential issues or delivery / servicing conflicts that would need to be addressed in addition to identifying opportunities for more efficient deliveries and servicing.
- 5.8 Following the collection of the monitoring data (once the consented development has been completed), potential site-wide initiatives could be reviewed and implemented, where possible to be able to adopt a better management of vehicle activity travelling to and from the site.

Drawings



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- NOTES:
1. Parking restrictions based on Desktop Review undertaken January 2023.
 2. Indicative un-surveyed road markings.
 3. Based on mapping provided by Stephen George + Partners LLP

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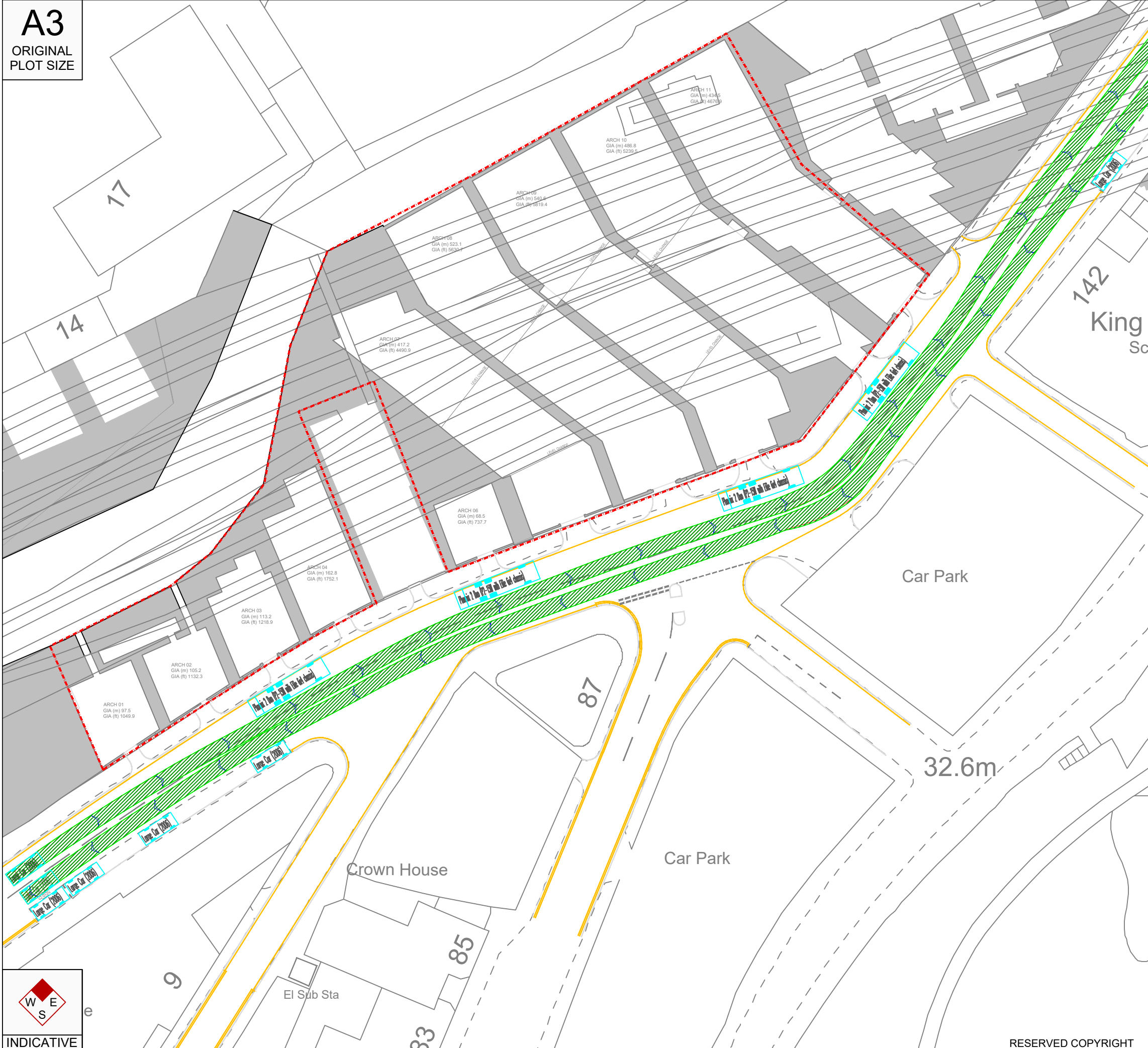
PROJECT:
**CORPORATION STREET,
MANCHESTER**

TITLE:
**LOCAL PARKING
RESTRICTIONS**

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FOR INFORMATION

SCALE: 1:750	DATE: 04/01/23	DRAWN: TS	CHECKED: TW	APPROVED: GDG
JOB NO: 2209-029	DRAWING NO: SK01	REVISION: -		

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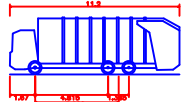


A3
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PLOT SIZE

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- NOTES:
1. Indicative un-surveyed road markings.
 2. Based on mapping provided by Stephen George + Partners LLP

Swept Path Vehicle Profiles:



Phoenix 2 Duo (P2-15W with Elite 6x4 chassis)	Large Car (2006)	
Overall Length	11.500m	5.079m
Overall Width	2.750m	1.872m
Overall Body Height	2.751m	1.872m
Min Body Ground Clearance	0.504m	0.310m
Max Track Width	2.500m	1.851m
Lock to lock time	4.00s	4.00s
Kerb to Kerb Turning Radius	9.500m	5.900m

— - - - - Vehicle Pathway
— — — — — Vehicle Overhang

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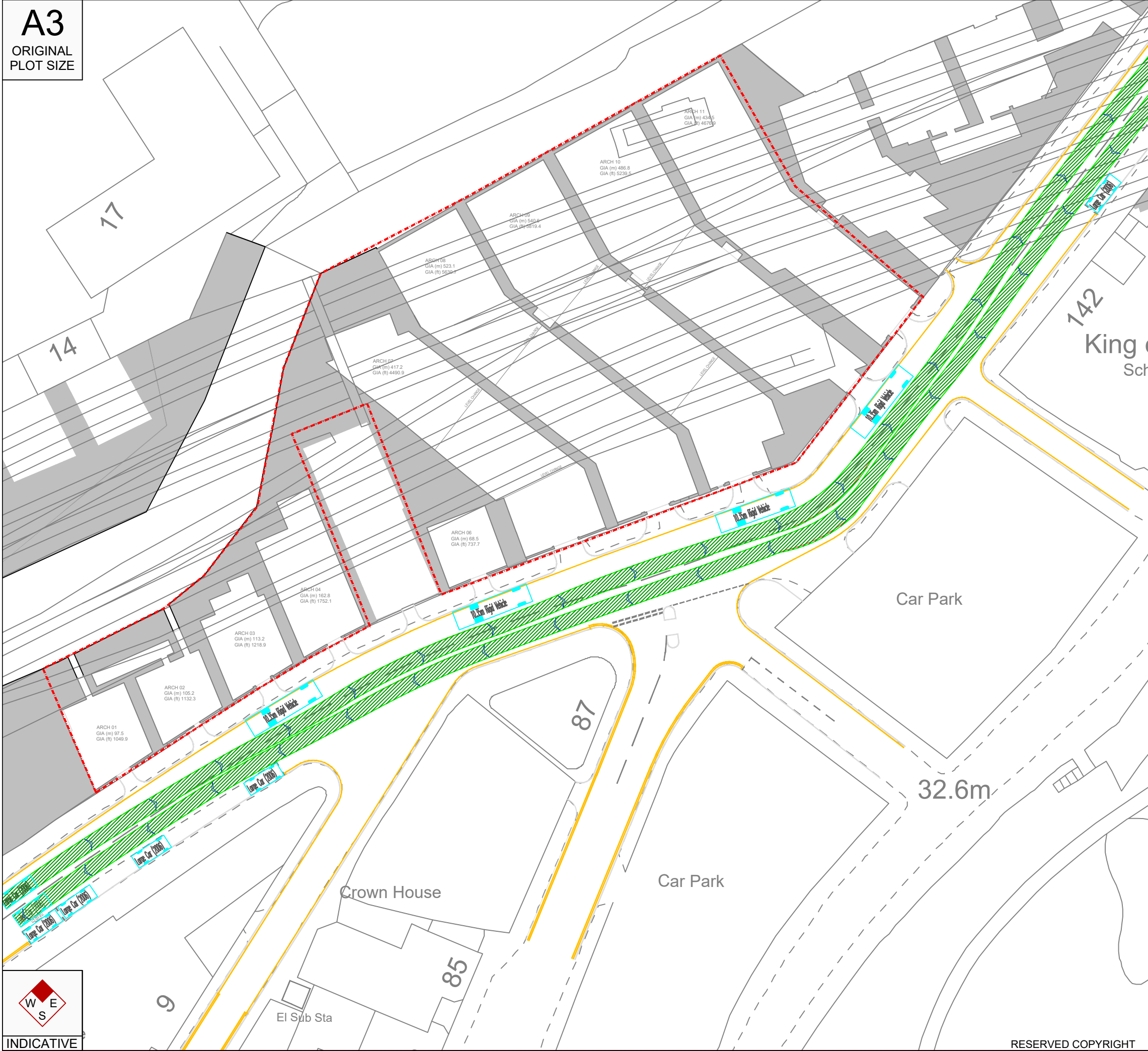
PROJECT:
**CORPORATION STREET,
MANCHESTER**

TITLE:
**SWEPT PATH ANALYSIS OF
LARGE CAR PASSING AN
11.2M REFUSE VEHICLE**

STATUS:
FOR INFORMATION

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- NOTES:
1. Indicative un-surveyed road markings.
 2. Based on mapping provided by Stephen George + Partners LLP

Swept Path Vehicle Profiles:

10.35m Rigid Vehicle	10.350m	Large Car (2006)	5.079m
Overall Length	2.450m	Overall Length	1.822m
Overall Width	2.520m	Overall Width	1.562m
Min Body Ground Clearance	2.520m	Min Body Ground Clearance	0.310m
Max Track Width	2.520m	Max Track Width	1.551m
Lock to lock time	10.35m	Lock to lock time	2.500m
Kerb to Kerb Turning Radius	10.800m	Kerb to Kerb Turning Radius	5.900m

Key:

	- Vehicle Pathway
	- Vehicle Overhang

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PROJECT:
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MANCHESTER**

TITLE:
**SWEPT PATH ANALYSIS OF
A LARGE CAR PASSING A
10.3M DELIVERY VEHICLE**

STATUS:
FOR INFORMATION

SCALE: 1:500	DATE: 04/01/23	DRAWN: TS	CHECKED: TW	APPROVED: GDG
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APPENDIX A

