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LIDL

**A6010 Wilmslow Road
Rusholme, Manchester**

Service Management Plan

Final Report



March 2026

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1.0 INTRODUCTION

1.1 *The Application*

1.1.1 This Service Management Plan has been prepared by Cora IHT Ltd on behalf of Lidl, to support proposals for a new discount foodstore located off the A6010 Wilmslow Road in Rusholme, Manchester, located opposite Platt Fields Park / Park Lane.

1.1.2 **Figure 1.1** illustrates the site location.

Figure 1.1: Site Location



1.3 *Scope of this Report*

- 1.3.1 The focus of this Service Management Plan is to allow deliveries times to the Lidl store.
- 1.3.2 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.
- 1.3.3 A crucial element of the Service Management Plan is that it is responsive to the site's constraints and is tailored to fit the individual site. It will take into account the key characteristics, and operator's working methods and the servicing procedures of the site.
- 1.3.4 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:

Managing Deliveries:

- 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.

Reviewing Supply Chain Operations:

- 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 is open for business between the hours of 0800 hours and 2200 hours Mondays to Saturdays and Bank Holidays and 1000 to 1600 hours on Sundays and is closed for business at all other times.

3.2 *Servicing Movements*

- 3.2.1 The vehicle delivers goods to the store via the access road off Wilmslow Road. The vehicle will enter the site in a forward gear and turn left into the car park from the signal junction and route to the east side of the car park. The vehicle will then reverse back to align with the loading bay. When the vehicle has been unloaded it will leave the site in a forward gear. There is no refuse vehicle collection whilst all waste will be removed by the delivery vehicles.
- 3.2.2 The deliveries take approximately 45 minutes. There will be 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.
- 3.2.3 All deliveries will be recorded on a daily basis including type of vehicle, routing and whether waste has been collected.
- 3.2.4 **Appendix B** provide the service vehicle tracking drawing.

3.3 *Targets*

- 3.3.1 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

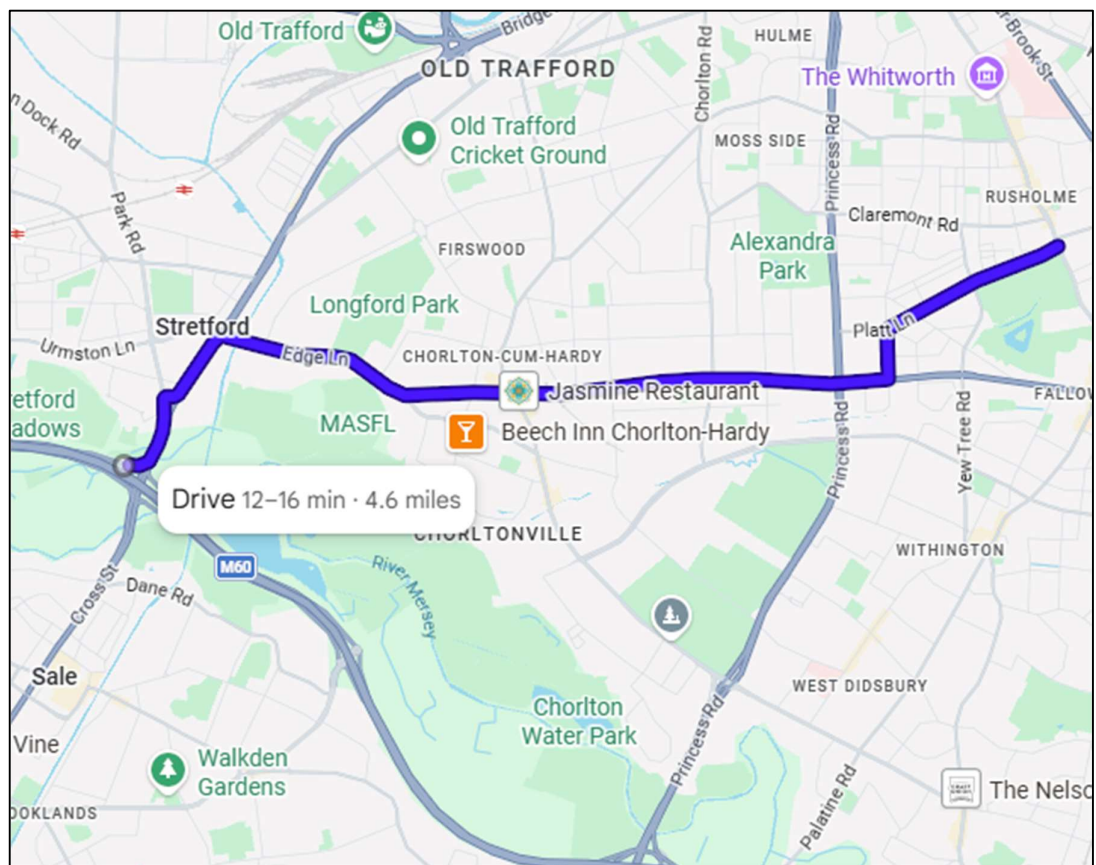
4.1 Introduction

- 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 on the highway.

4.2 Vehicle Routing Plan

- 4.2.1 All HGVs will be required to access the site via the main access off Platt Lane / Wilmslow Road. The main Lidl service route is shown in **Figure 4.1** via Platt Lane and the A5103 Princess Road to get to and from the M60 Junction 7 and M56 motorway although there may be occasionally variations depending on the service scheduling of other local Lidl stores.

Figure 4.1: Artic Vehicle Route



- 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 ready for collection; and
- Limited activity should take place within the service yard.

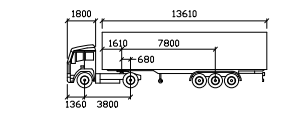
Appendices

Appendix A – Site Layout

Appendix B – Service Vehicle Tracking



- 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.



Artic			
	mm		
Tractor Width	: 2550	Lock to Lock Time	: 6.0
Trailer Width	: 2550	Steering Angle	: 42.7
Tractor Track	: 2550	Articulating Angle	: 70.0
Trailer Track	: 2550		

Rev	Date	Description	Ckd	By

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