
Delivery and Servicing Code of Practice

Erection of a single storey building to provide coffee shop with drive-thru facility, servicing area, new and re-arranged car parking, landscaping, bin storage and associated works

(Ref. 2022/01393/PA)

Surface Car Park, The Range
235 Holyhead Road
Handsworth
Birmingham
B21 0AP

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1. Introduction

1.1. Background

1.1.1. This Delivery and Servicing Code of Practice has been prepared to accompany an application to discharge Condition 6 attached to planning permission (ref. 2022/01393/PA) at Surface Car Park, The Range, 235 Holyhead Road, Handsworth, Birmingham, B21 0AP (“the site”).

1.1.2. Planning permission was granted on 17th June 2022 for the:

“Erection of a single storey building to provide coffee shop with drive-thru facility, servicing area, new and re-arranged car parking, landscaping, bin storage and associated works.”

1.1.3. Planning permission was granted subject to twenty conditions. Of relevance in this case is Condition 6 which required the prior submission of a goods delivery strategy. In full, the condition reads:

“A Code of Best Practice for the management and operation of the delivery process, to include vehicle movements, reversing warnings, engine start up, the type and operation of equipment for both vertical and horizontal movement of goods, measures that contain noise breakout from the loading bay and adjacent areas and a signage scheme to include permitted delivery times, the need to switch off engines and that they are in a noise sensitive area shall be submitted to and approved in writing by the Local Planning Authority before the delivery times hereby permitted are first implemented, and such agreed Code shall be operated in its entirety thereafter whenever deliveries are carried out. The signage shall be displayed at the entrance to the development and at each loading bay at all times.”

1.1.4. The reason for the condition is given as:

“To prevent vehicles waiting in the public highway and causing disturbance to residential amenity in accordance with Policies PG3 and TP44 of the Birmingham Development Plan 2017 and the National Planning Policy Framework.”

1.1.5. This application is being progressed by the intended occupier, Costa Ltd (“Costa”). The application is submitted to Birmingham City Council, as the Local Planning Authority.

1.1.6. This Delivery and Servicing Code of Practice explains the management and operation of the delivery process.

1.2. Site Description

1.2.1. The application site consists of an area of surfaced car parking that is located within the existing car park of The Range home store at 235 Holyhead Road. The section of car parking is to the north of the existing The Range building, fronting onto both Holyhead Road to the north and the vehicular entrance into The Range car park to the east

2. Delivery and Servicing Management

- 2.1.1. The following section provides information of the management and operation of the delivery process required to discharge Condition 6 of the planning permission (Ref. 2022/01393/PA).

Delivery Frequencies

- 2.1.2. Deliveries associated with Costa's operations are as follows:

Delivery Type	Frequency	Duration
Food	7 days a week	20 minutes
Milk	6 days a week	20 minutes
Consumables	1 time per two weeks	30 minutes

- 2.1.3. Further dialogue with Costa has confirmed that the average length of time across their estate of a delivery is 18 minutes.

Delivery and Servicing Vehicles

- 2.1.4. The management of vehicle movement within the site has been presented within the supporting Swept path analysis of an 11m delivery vehicle (Drawing no. SP03) and the Swept path analysis of a DB32 refuse vehicle (Drawing no. SP02). These would be the largest vehicles that would serve this store.
- 2.1.5. As indicated on both plans, the swept path of vehicle movements has been carefully considered and will be managed accordingly. The Transport Statement submitted as part of the application for planning permission demonstrated acceptability of these visibility splays.
- 2.1.6. Delivery routings would ensure that at no point two deliveries be taking place at the same time. All deliveries would be from vans or rigid bodied light goods vehicles rather than from articulated lorries.

Delivery Procedure

- 2.1.7. Typically the delivery will be staffed by two people with the delivery vehicle driver and a member of Costa's staff.
- 2.1.8. Additionally, all delivery vehicles are fitted with audible reversing alarms to ensure that nearby vehicles/ pedestrians are aware of the reversing vehicle.
- 2.1.9. A Noise Impact Assessment (Ref. KR06961) was submitted as part of the planning application that has been permitted at the site (Ref. 2022/01393PA). The impact of the proposed Costa Coffee drive-thru and the resultant noise levels on the existing residential dwellings has therefore been assessed. This Noise Impact Assessment considered noise associated with deliveries not just when the unit was operational. Engine Start Up noise and noise breakout from the loading bay and adjacent areas has therefore been assessed.

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- 2.1.10. The type and operation of equipment for both vertical and horizontal movement of goods has been carefully considered. Delivery vehicles are fitted with tail-lifts to load and unload goods to and from the vehicle to the store and no other mechanical operation is proposed to be used. Vehicles are loaded and unloaded manually using differed media, including cages and totes to assist manual handling.
- 2.1.11. A signage scheme to include permitted delivery times is not included as part of the application. The management of delivery times and location of delivery will be marshalled by a member of the Costa staff. This method of management is used in a number of Costa sites and has proved sufficient and sound.
- 2.1.12. Delivery vehicles will be required to switch off their engines while unloading the vehicle to minimise noise breakout.

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3. Conclusion

3.1. Conclusion

- 3.1.1. Full planning permission has been granted for the erection of single storey building to provide a coffee shop with drive-thru facility at the site (ref. 2022/01393/PA). The intended occupier is Costa.
- 3.1.2. This Delivery and Servicing Code of Practice has been prepared and submitted to provide additional information in respect of a delivery and servicing code of practice in response to Condition 6 attached to the planning permission.
- 3.1.3. It is concluded the Costa store can operate from the site in a safe and efficient manner, making use of the proposed delivery and servicing provisions, without any detriment to the local highway network.

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