

CO-OPERATIVE CONVENIENCE STORE**Former Nuffield Arms Public House, Littlemore Road, Oxford****SERVICE MANAGEMENT PLAN (SMP)****DATE: 19.06.15 (rev 3)****1.0 Purpose of Management Plan**

- 1.01 This document has been prepared to illustrate the manner in which the site will be managed to facilitate deliveries to the convenience store and the associated safety measures to be applied.
- 1.02 The plan also seeks to ensure that the site will be serviced in a manner which minimises any impact on residential amenity.
- 1.03 The plan also explains how the site will be managed in terms of the proposed Co-op operation and consolidated car sales/servicing operation.

2.0 The Co-operative Store Development

- 2.01 The proposal is to create a new Co-op convenience store utilising the existing public house building (and an extension), to provide an improved local convenience offer for local residents.
- 2.02 Specific details relating to how the proposed Co-op store will operate are discussed further below.

3.0 Delivery Management Objective

- 3.01 The objective will be to ensure that deliveries are received, and that waste is collected, keeping noise disturbance and local traffic disruption to a minimum by effective and efficient use of the premises.

4.0 Deliveries & Collections

- 4.01 Co-Operative stores in the Oxford area are serviced by on a 'round robin' route with different assignments delivered to different stores by the same vehicle. The delivery logistics are therefore fairly complicated and the requirement for the delivery of goods is managed by a computer system and delivered when stock levels are low (apart from fresh produce which requires regular deliveries). However, through careful management, it is intended to reduce the number of deliveries as far as possible.

i. Delivery Hours

- 4.02 All deliveries are proposed to be made to the store after 7am or before 8pm (Mondays to Saturdays) with the exception of newspapers, which may be delivered before 7am in a van.
- 4.03 On Sundays, all deliveries other than newspapers will be after 9am.

ii. Delivery Frequency

- 4.04 It is currently planned that 6 fresh and frozen deliveries will be made per week (on the same vehicle); and 3 ambient deliveries per week from the nearest Co-op depot (at Andover).

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- 4.05 Additional deliveries to the store will take the form of the following:
- Bread from suppliers 6-7 times per week;
 - Newspapers and magazines from suppliers Daily;
 - Sandwiches from suppliers 6-7 times per week.
- 4.06 As a result there will be a maximum of 5 deliveries per day.
- 4.07 Deliveries can be specified as part of any planning permission to occur outside of the 'school run hours'.
- 4.08 Delivery targets are set to minimise the time taken for vehicle turnaround on site (up to a maximum of 30 minutes), thus reducing the potential for congestion during deliveries and minimising impact on amenity.
- 4.09 The Co-Op store management will monitor deliveries and collections to ensure that deliveries are made as efficiently as possible, in an attempt to reduce the need for the number of deliveries (thereby results in improvements to amenity, pollution and cost efficiency). This is, for example, reducing the number of ambient and freezer deliveries per week if possible.
- 4.10 Regional and distribution management will carry out periodic checks to ensure modifications are put in place, as necessary, to resolve any problems.

iii. Delivery Vehicles

- 4.11 Deliveries from the Co-op depot will typically be made using a 10m rigid lorry.
- 4.12 Bread deliveries are typically from a 6m rigid vehicle with sandwiches and newspapers both being delivered using a transit style van.
- 4.13 All delivery vehicles are fitted with 'white noise reversing alarms'. These alarms emit sound over a wide range of frequencies and can be directed towards the area where staff and the public may be at risk, thus reducing noise nuisance for local residents, as far as possible.
- 4.14 The site has been designed so that vehicles can enter the site in a forward gear from Bartholomew Road, reverse towards the servicing bay, and back up directly into this area to allow the easy loading/unloading of goods. Vehicles can then exit the site in a forward gear also using Bartholomew Road. Easy site management through design ultimately reduces the potential for impact on residential amenity by reducing the distance that goods need to be moved over the site.
- 4.15 When a 10m delivery vehicle enters and exits the site, car parking spaces 6-8 will need to be coned off to allow the vehicle to manoeuvre.

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iv. Waiting Strategy

4.16 Deliveries will be co-ordinated so that delivery vehicles will not be delivering at the same time. When parked, all vehicles will have their engines and refrigeration units switched off.

v. General Requirements for Deliveries

- No use of audible reversing equipment before 9.00am and after 7.00pm.
- Noise levels to be kept at a minimum.
- Vehicle refrigeration units and radios to be turned off.
- Mechanical noise generation from vehicles manoeuvring into unloading positions to be kept to a minimum. Drivers should seek to-
 - Engage gears with a minimum of noise
 - Keep engine revs to a minimum
 - Apply brakes gently
 - Close doors with minimal noise

vi. Unloading / re-loading

- Ensure engine and refrigeration units are switched off once the vehicle is stationary and in the unloading position.
- All loading and unloading of goods to take place within the agreed locations whenever possible.
- Drivers should seek to-
 - Lower loading plates into the correct position with minimal noise
 - Avoid making contact with trailer walls, lift guardrails or other obstructions
 - Maintain conversation to a minimum
- Movement of goods to and from the store and delivery vehicles will be via trolleys/cages or by hand into the dedicated service area.
- Additional mitigation is proposed including the laying of heavy rubber matting between the back of the delivery vehicle and the delivery door to prevent cages moving on concrete and the associated noise.
- All deliveries will be under the supervision of the Store Manager, or Duty Manager, who will be responsible for ensuring that the procedures contained in this SMP are adhered to at all times.

vii. The return journey

- All vehicle doors should be closed with minimal noise.
- Where possible, drivers should refrain from starting vehicle refrigeration units until the vehicle is away from the site.
- Drivers should seek to-
 - Engage gears with minimal noise
 - Keep engine revs to a minimum
 - Apply brakes gently
 - Accelerate gently until the vehicle is a reasonable distance from the store.

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5.0 Hours of Operation and Staffing

6.01 The proposed hours of operation of the store are 7am to 11pm seven days a week.

6.02 Staff are not allowed on the premises 30 minutes before opening and must be off the premises 30 minutes after closing.

6.0 Refuse Collection & Storage

6.01 There will be no separate collections for waste and recycling. This will be collected and taken away from the site by one of the delivery vehicles which is scheduled to visit the site. This is referred to as 'back hauling'.

7.0 Training and Ongoing Management

7.01 The following training and management measures will be implemented throughout a 12 month trial period

7.02 Regular training will be undertaken by the Co-op management to drivers to ensure that this Management Plan will be adhered to.

7.03 Local Coop store management will undertake a minimum of weekly checks to ensure that this plan is adhered to

7.04 The Coop regional management will undertake unannounced checks (in conjunction with their existing schedule of unannounced checks) to ensure that this Management Plan is being adhered to

7.05 A 24hour/7 day a week Customer Careline number will be displayed at the front of the store, should any customers or members of the public have any concerns they wish to report and discuss.

7.06 Co-op management will liaise, as necessary, with the relevant Council Officers to ensure the Service Management Plan operates in the most effective manner possible.

8.0 Noise from Plant

8.01 Plant shall be regularly maintained and serviced to ensure it is operating at its full efficiency.

8.02 Noise from plant and machinery at the site shall not exceed the following noise limits as set down in the Noise Assessment by 24Acoustics (Ref: R5418-1 Rev 2):

- Daytime (07:00 – 23:00) 39dB LAeq, 1 hr
- Night time (23:00 – 07:00) 23dB LAeq, 15 min.