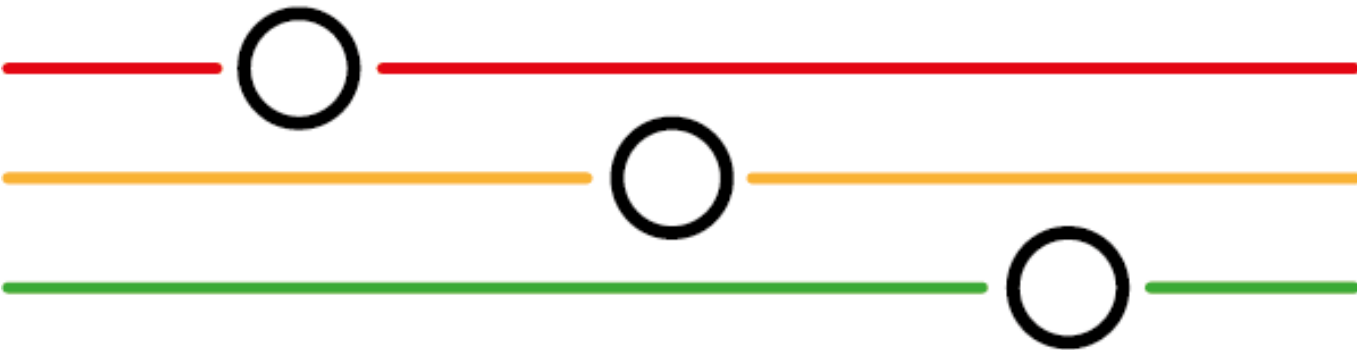




Lion Share Properties Ltd

Proposed Drive-Thru Coffee Shop Redevelopment,
Victoria Retail Park, Victoria Street, Bury

Service Management Plan

3704424



NOVEMBER 2024

Report Details

Report Number:	3704424-SMP
Report Title:	Service Management Plan, Proposed Drive-Thru Coffee Shop Redevelopment, Victoria Retail Park, Victoria Street, Bury
Client:	Lion Share Properties Ltd
Date:	28 November 2024
Status:	-

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1 Introduction

1.1 General

Dynamic Transport Planning Ltd is instructed Lion Share Properties Ltd to prepare a Service and Delivery Management Plan (SMP) in order to provide a strategy for managing the servicing/delivery and refuse collection operations at a retail building at Victoria Retail Park, Victoria Street, Bury.

The site is subject to a live planning application, submitted in October 2024 (Application Reference: 71243) for the proposed redevelopment of an existing retail unit within Victoria Retail Park to a drive-thru coffee shop.

The above application was supported on highways grounds by DTP, who provided a Transport Assessment (Reference: DTP-3704424-TA). The application has been subject to consultation comments provided by the Local Highway Authority, which query the servicing arrangements and potential conflicts within the retail park car park.

Therefore, this SMP has been produced to support the live application and considers servicing and deliveries for the retail building, including the following operational aspects:

- Delivery and servicing arrangements;
- Number and types of deliveries;
- Time of deliveries; and
- Location of deliveries.

2 Site Location

2.1 General

The application site is currently occupied by an existing retail (Class E) building situated to the south of the Victoria Retail Park, accessed via Victoria Street. The site is located approximately 900m west of Bury Town Centre, 7.5km east of Bolton Town Centre and 12.5km north-west of Manchester City Centre.

The location of the site is shown at **Figure 2.1**:

Figure 2.1 – Site Location Plan



2.2 Primary Site Access Routes

The primary access route to the development will be taken via the A58 Bolton Road, accessed via Victoria Street, to the south of the site. To the south-west of the site the A58 routes to Bolton City Centre and to the north-east the road routes towards the M66 via J2 'Heap Bridge Interchange'.

2.3 Redevelopment Site

The proposals for the site comprise the partial conversion of the existing 715m² non-food retail building into a drive-thru coffee shop, together with amendments to the associated car parking area. The drive-thru redevelopment will replace a portion of the existing building, which currently comprises a vacant non-food retail unit.

Minor modifications, including a reduction in the total floor area of the building, will be undertaken to accommodate construction of the drive-thru lane. The redevelopment will reduce the existing total footprint of the building by approximately 55m² GFA, resulting in a total GFA of 185m² for the drive-thru coffee shop.

As a result of the proposed redevelopment there will be a loss of four parking bays from the existing wider site parking provision, resulting in a total of 99 parking bays remaining to serve the wider site. The capacity of the existing car parking provision was assessed within the submitted TA provided by DTP.

In addition to the works to the retail unit to provide a drive-thru coffee shop, additional works will also provide a new bin store and servicing area for the adjacent retail unit within the same building.

3 Delivery and Servicing Strategy

3.1 Delivery/Servicing Details

The proposed development comprises the erection of a drive-thru coffee shop (Unit 2). For developments of this nature, any food items are generally prepared at a central hub and brought to site to reheat or retail. Details regarding the location for deliveries as well as the type, frequency and duration are detailed below.

The applicant has confirmed that the adjacent non-food retail unit (Unit 1) also receives daily deliveries by a vehicle no larger than a 3.5t panel van.

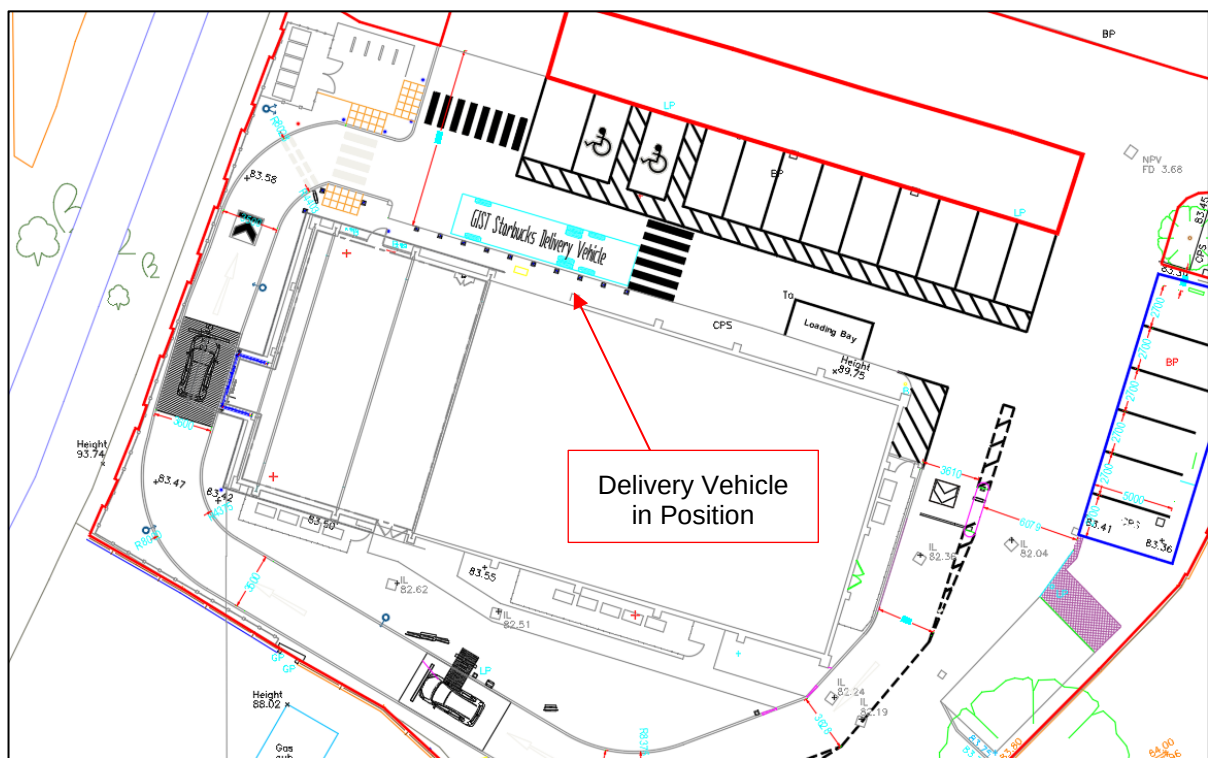
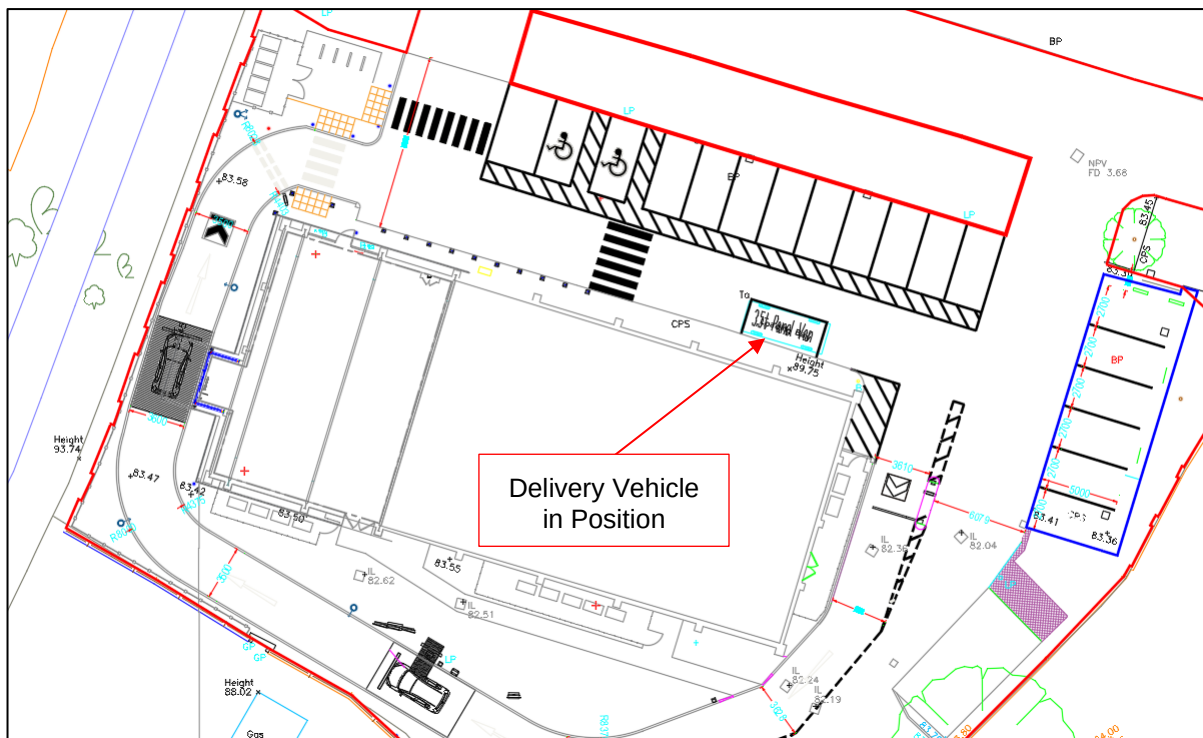
3.2 Location of Deliveries

Servicing will be undertaken from the parking area, along the frontage of the coffee shop unit, where dropped kerbs will allow ease of manual handling of goods between the vehicle and drive-thru unit, providing close access to the service access at the northern end of the building.

A new lay-by area will be marked out along the frontage of Unit 1 as a drop-off and collection area for the 3.5t panel van. The swept path analysis submitted at **Appendix 1** demonstrates that a 3.5t panel van can suitably manoeuvre into this area and that even with this vehicle in position, a large car can still route around this to access the car parking area.

Vehicle tracking has been undertaken for an 11.36m rigid HGV as the largest anticipated service vehicle to use the site, as shown at **Appendix 1**. The tracking demonstrates this would enter the site in a forward gear, making use of the hatching located at the drive-thru lane egress. The vehicle would then exit the site in a forward gear, as shown in **Figure 3.1 and 3.2**.

Figure 3.1 and 3.2: Location of Delivery Vehicles in Position



3.3 Delivery Types and Times

Developments of this nature require a daily delivery of produce, typically taking place in the early AM or later in the PM period, outside of peak times, to ensure that all produce is fresh to be sold.

The drive-thru coffee shop will require a daily delivery typically undertaken by a vehicle no larger than a 11.36m rigid vehicle.

Deliveries occur outside of peak times of operation with these typically taking place prior to store opening or post-close to ensure products are fresh.

Regular refuse collection will be undertaken by a refuse vehicle no larger than an 11.36m for the unit, comprising typical twice weekly collections. It is likely a private waste company will be procured for refuse collection instead of a council collection. This will provide a greater degree of control for the operator around vehicle collection times.

Refuse collection for the unit will be undertaken to the frontage of the site. All refuse collections are expected to take around five minutes.

Unit 1 requires collections and drop-offs made by vehicles no larger than a 3.5t panel van, occurring daily.

3.4 Delivery Details and Vehicle Types

The following provides the schedule of deliveries for the proposed use:

Use	Rate	Hours	Notes
Drive-Thru	Daily	Typically, outside of peak hours, prior to 08:00 or after 18:00. No deliveries shall occur between 22:00 and 07:00.	Deliveries typically take place prior to store opening or post-close to ensure products are fresh. Deliveries are expected to take no longer than 20 minutes.
Unit 1	Daily	Typically, outside of peak hours of operation.	Collections or drop-offs taking no longer than 10 minutes.
Refuse collection	Up to twice per week	Between 09:00 and 17:00	Refuse collection is expected to take no more than five minutes and will be requested to be undertaken outside of site operation.

Use	Vehicle Type
Drive-Thru Coffee Shop	Truck sizes are all rigid vehicles up to 11.36m
Refuse Collection	Commercial waste agreement allows specific vehicles to be agreed for each commercial site, will be smaller than the delivery vehicle.
Unit 1	Vehicles no larger than a 3.5t panel van.

3.5 Delivery Co-ordination

As noted above, deliveries and refuse collection for the site will be requested to be undertaken outside of opening hours either early or late in the day

Deliveries will be co-ordinated to ensure that no delivery vehicles are at the site between the hours of 22:00 and 07:00, and only a single delivery vehicle is accessing the site at any given time. Advanced computerised planning tools (such as Paragon) will be utilised, which enables the requirements of delivery destinations to be set and ensures they are complied with on every occasion the delivery is planned.

The site is allocated a 1-hour delivery slot, and the delivery will take place within this. Notification of the planned delivery is emailed to the store and the delivery managed appropriately.

On the day of the delivery, the GPS system will automatically email the store 30-minutes prior to the vehicles arrival.

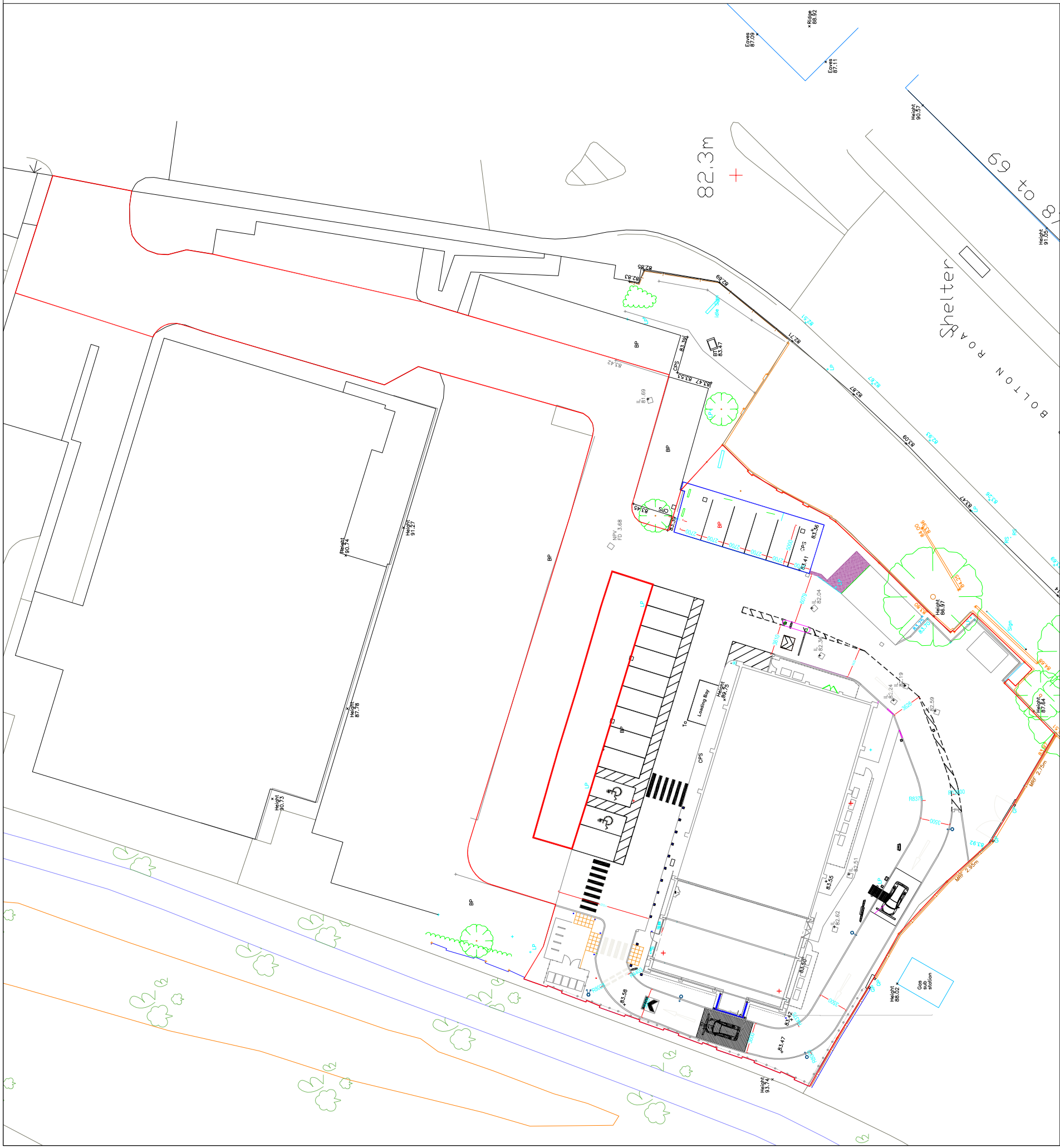
It is again noted that deliveries are expected to occur outside of what would be considered peak usage of the site.

3.6 Review and Management

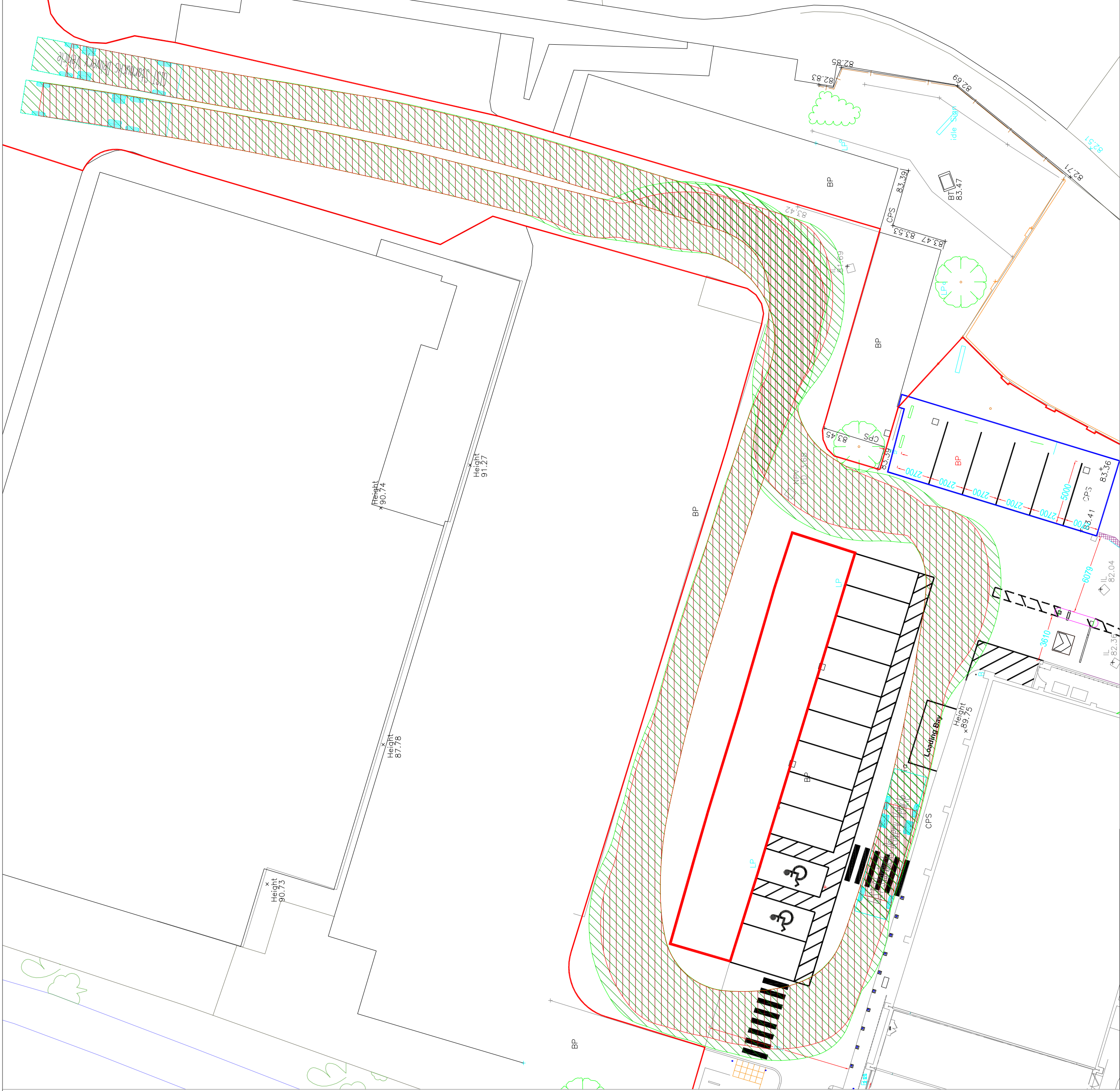
This SMP forms a live document that will be the responsibility of the store manager to maintain. The operation of deliveries will be monitored by the site manager and should issues arise this will be reviewed and updated in agreement with the operator and area manager if required.

Appendix 1

Swept Path Analysis

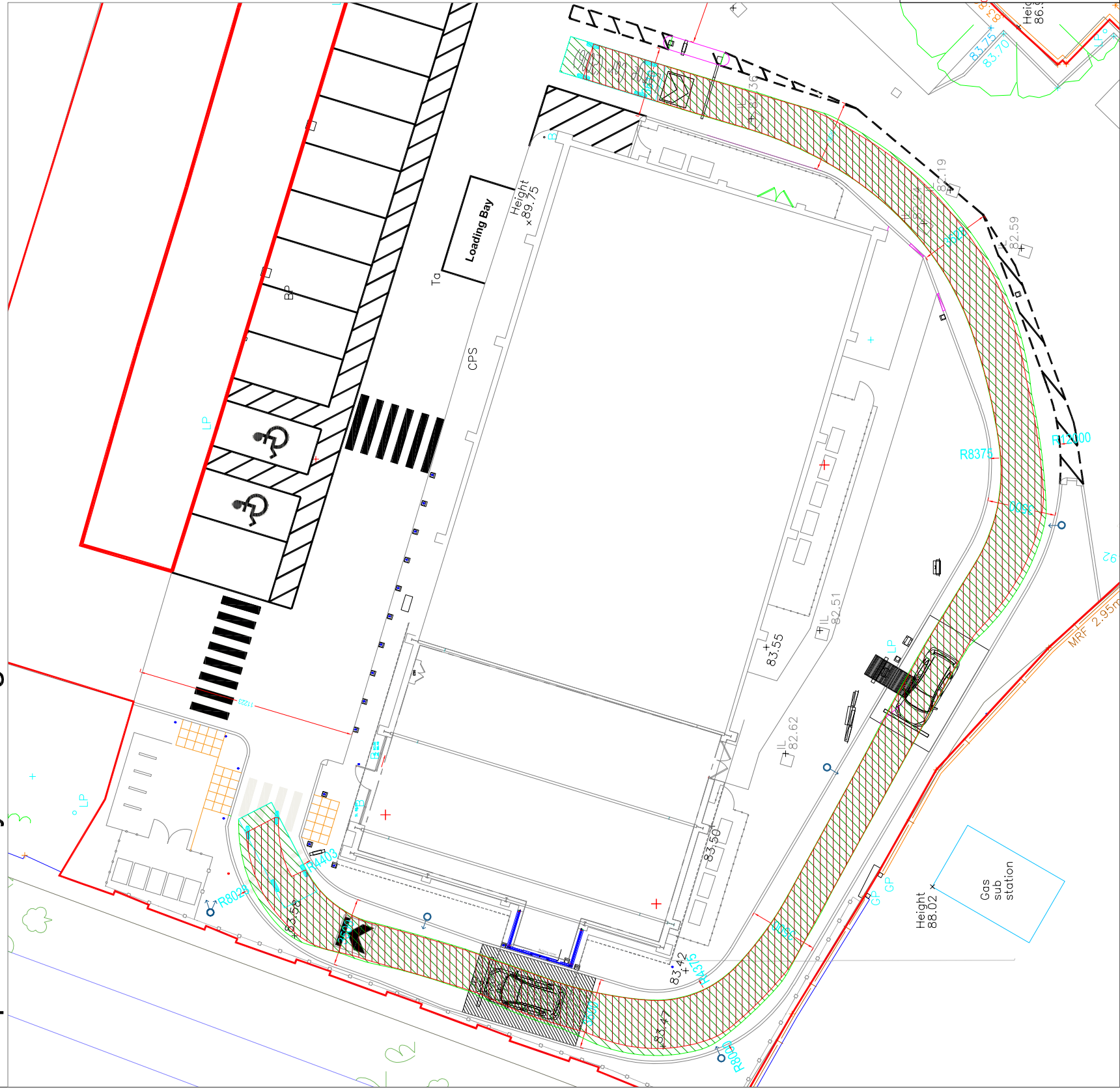


Proposed Site Layout - Scale 1/500

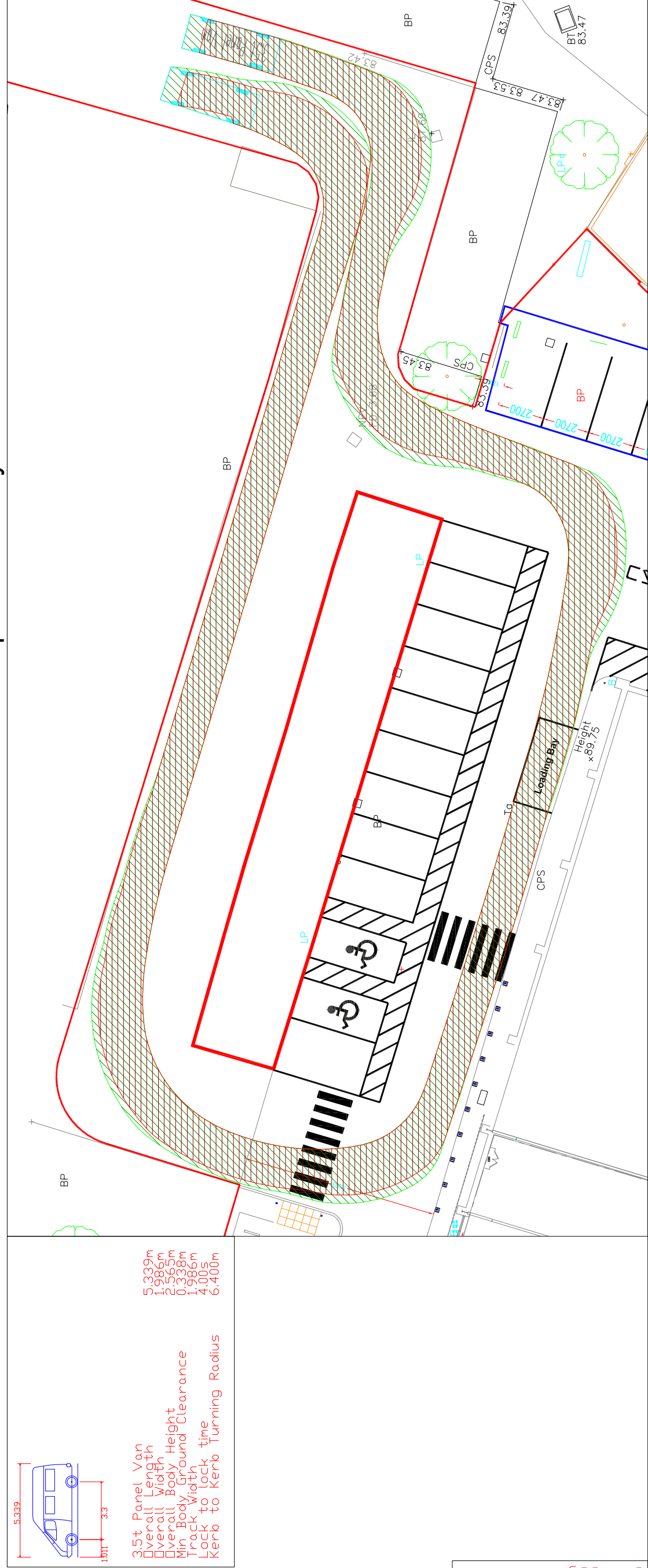


Swept Path Analysis - 11.36m Rigid - Scale 1/250

Swept Path Analysis - Large Car - Scale 1/250



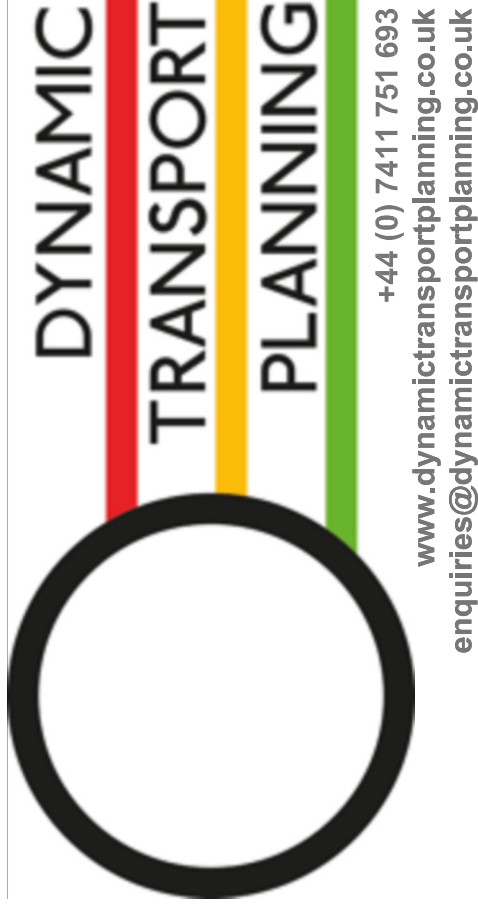
Swept Path Analysis - 3.5t Panel Van - Scale 1/250



Notes

All levels are stated in metres.
This drawing is to be read in colour.
All Dimensions are stated in Millimetres unless noted otherwise.
Drawing provided for planning purposes and NOT for construction purposes.
DTP are not responsible for the accuracy of data provided by clients or third parties.

Rev.	Date	Revisions	Drawn
E	28.11.24	Minor Site Layout Change	BF
D	02.07.24	Minor Site Layout Change	BF
C	27.06.24	Minor Site Layout Change	BF
B	30.11.23	Tracking Updated	BF
A	30.01.23	Minor Site Layout Change	JB
-	10.01.23	First Issue	JB



Client

Lion Share Properties Ltd

Project

Proposed Drive-Thru Coffee Shop
Redevelopment, Victoria Retail Park,
Bury

Drawing Title

Proposed Site Layout
Swept Path Analysis
11.36m Rigid, 3.5t Panel Van & Large
Car

Date

January 2023

Scale

As Specified @ A1

Drawn

JB

Approved

GS

Drawing Number

DTP/3700223/ATR001

Rev.

E