



LIDL UK GMBH

# PROPOSED LIDL FOODSTORE, FRASER ROAD, ERITH

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## SERVICING MANAGEMENT PLAN

FEBRUARY 2018



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## Proposed Lidl Foodstore, Fraser Road, Erith Servicing Management Plan

Project No: J323173



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# 1 Introduction

## 1.1 Document Context

1.1.1 This Servicing Management Plan (SMP) has been prepared by mode transport planning (mode) on behalf of Lidl UKI GmbH (Lidl). It supports a full planning application submitted by Lidl, for the proposed redevelopment of five non-food retail units with a proposed Lidl foodstore at the Madford Trading Park in Erith, London Borough of Bexley. The application site is located as per **Figure 1.1**.

**Figure 1.1: Site Location Plan**



1.1.2 The proposed Lidl foodstore comprises a Gross Internal Area (GIA) of 2211m<sup>2</sup> (with 1405m<sup>2</sup> sales area). 111 parking spaces and 38 cycle parking spaces will be provided, accessed by a new T-junction onto an existing access with Fraser Road, shared with an existing Wickes store immediately to the east. The proposed site layout is attached as **Appendix A**.

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## 1.2 Document Purpose

1.2.1 The SMP identifies the following aspects in relation to the future site operation:

- Types of servicing vehicles accessing the site;
- Onsite servicing arrangements;
- Frequency and timing of servicing activity;
- Proposed service vehicle routing; and
- Lidl management mechanisms to ensure efficient and safe servicing activity occurs at the site.

1.2.2 The remainder of this report is structured under the following chapter headings:

- **Chapter 2 – Policy Context** identifies the freight-based policy context;
- **Chapter 3 – Local Context** outlines the local site context;
- **Chapter 4 – Site Specific Servicing** outlines the site-specific servicing arrangements;
- **Chapter 5 – Measures and Initiatives** outlines the proposed servicing details, measures and initiatives;
- **Chapter 6 – Monitoring and Review** sets out a monitoring and review strategy; and
- **Chapter 7** provides a summary conclusion.

1.2.3 This SMP is applicable to all delivery vehicles servicing the Lidl foodstore, which are principally undertaken by Lidl themselves. Compliance and implementation of the SMP will be monitored and reviewed by the management of the store.

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## 2 Policy Context

### 2.1 National Policy

2.1.1 The National Planning Policy Framework (NPPF) sets out the governments planning policies for England and how these are expected to be applied.

2.1.2 The NPPF presumes in favour of sustainable development and is a material consideration in planning decisions. Twelve core land-use planning principles are put forward to underpin both plan making and decision making, one of which is to “*actively manage patterns of growth to make the fullest possible use of public transport, walking and cycling, and focus significant developments in locations which are or can be made sustainable.*”

2.1.3 Paragraph 35 and the NPPF states that Plans should be designed to “accommodate the efficient delivery of goods and supplies”.

### 2.2 Regional Policy

#### The London Plan

2.2.1 Policy 6.14 of the current London Plan (adopted March 2016) specifically relates to freight. In regard to development proposals, it stipulates that:

*“locate developments that generate high numbers of freight movements close to major transport routes.*

*promote the uptake of the Fleet Operators Recognition Scheme, construction logistics plans, delivery and servicing Plans and more innovative freight solutions, reflecting the positive experience of the Olympics and seeking opportunities to minimise congestion impacts and improve safety. These should be secured in line with the London Freight Plan and should be co-ordinated with travel plans and the development of approaches to consolidate freight*

*increase the use of the Blue Ribbon Network for freight transport will be encouraged.”*

#### The Draft London Plan 2017

2.2.2 The draft London Plan 2017 has been published for public consultation until March 2018. Whilst not an adopted document, it does provide an indication of the direction of planning policy at the regional level in the future and is a material consideration for planning applications.

2.2.3 Draft Policy T7 considers freight and servicing movements and encourages planning that will include servicing strategies for areas, which would seek to:

- *“Reduce freight trips to, from and within these areas;*
- *Coordinate the provision of infrastructure and facilities to manage freight and servicing at an area-wide level; and*
- *Seek to reduce emissions from freight, such as through sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles”.*

2.2.4 It also states that:

*“Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.”*

### **London Freight Plan**

2.2.5 The London Freight Plan incorporates guidance on SMP's. It states that:

*“Delivery and Servicing Plans (DSPs) will be used to increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions.*

*DSP's aim to reduce delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including consolidation and out-of-hour deliveries.”*

## **2.3 Good Practice Guidelines**

### **Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Retailers (DfT, April 2014)**

2.3.1 The 'Quiet Deliveries Good Practice Guidance' covers the key problems for retailers, freight operators, local authorities and community stakeholders, reducing congestion and delays that affect freight and retail business, as well as local communities, particularly residents. The guidance is based on lessons learned from Quiet Deliveries trials held by DfT, Freight Transport Association (FTA) and Noise Abatement Society (NAS) in 2010-11 and from the experience during the London 2012 Games.

2.3.2 The core principle of the DfT document on quiet deliveries is:

*“About enabling businesses and organisations to make and receive deliveries outside the main working day. The flexibility will generate multiple benefits for all affected parties, such as reduced congestion, lower emissions and business efficiency.”*

2.3.3 Through pilot schemes and case studies it was found that:

*“If delivery times are extended into the evenings/night-time periods in a well-managed manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities.”*

### **‘Delivery and Servicing Plans: Making Freight Work for You’ (TfL, 2010)**

2.3.4 The ‘Delivery and Servicing Plans’ guidance document provides advice to organisations with reliance on supply chains. The document introduces the purpose of a DSP and how the following benefits may be noticed by having one:

- Save time and money;
- Improve reliability;
- Improve safety;
- Reduce an organisation’s impact on the environment; and
- Provide benefits to other stakeholders, including suppliers / freight operators, local authorities and residents.

2.3.5 The document provides a framework for understanding the current situation, by considering the following:

- The importance of data gathering and gathering data;
- Reviewing the business’ operations;
- Undertaking a site assessment; and
- Tackling common challenges with data collection and analysing the results.

2.3.6 A range of tools and techniques are also suggested that if adopted could better manage freight activity. These include the following:

- **Managing deliveries** by informing suppliers of the delivery location, implementing a delivery booking system, moving deliveries outside of peak or normal working hours and reducing the time spent on-site by suppliers;

- 
- **Reviewing the supply chain operations** by reducing delivery, servicing and collection frequencies, establishing a centralised ordering system, using the procurement process, reducing or consolidating the number of suppliers, planning couriers and parcel deliveries / collection, consolidating waste, using consolidation centres, effectively scheduling trips, cooperative working with building tenants and neighbours and knowledge of planned events on the network; and
  - **Working actively with suppliers** to improve their operations by promoting the use of low or no emission vehicles / modes, reducing or consolidating the number of suppliers, promoting the use of legal loading locations, encouraging best practice scheme member amongst suppliers such as the Fleet Operators Recognition Scheme (FORS).

## **2.4 Summary**

- 2.4.1 This DSP accords with the relevant national, regional and local level transport policy and has adopted good practice guidance to further its effectiveness. The DSP will ensure that deliveries are managed to minimise impacts on the local road network.

### 3 Local Context

#### 3.1 Location

3.1.1 The application site is located on the western side of the Madford Trading Park, on the southern side of Fraser Road (A206) and opposite the Europa Trading Estate. A Wickes retail store is located on the eastern side of the Madford Trading Park and shares the single vehicle access for customers of the trading park onto Fraser Road. Along the southern boundary of the site there is a protected area of woodland.

3.1.2 More strategically, the application site is located approximately 760m west of the River Thames, 5.8km north-west of Dartford and 5.3km north of Bexleyheath. Belvedere is approximately 2.1 Kilometres west of the site and the nearest Lidl Distribution centre is located 2.2km to the north, adjacent to the Thames. This is demonstrated on **Figure 3.1**.

**Figure 3.1 Application Site Location (Strategic)**



3.1.3 Fraser Road (A206) continues as the A206 where it meets Bexley Road via a mini-roundabout arrangement, before interchanging with the Bronze Age Way / Queens Road

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(A2016) at the 'Erith Roundabout'. The A2016 provides a strategic A road connection laterally along the southern side of the Thames and is the most appropriate route for linking the application site with the Lidl Distribution centre in Belvedere.

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## 4 Site Specific Servicing Arrangements

### 4.1 Development Proposal

4.1.1 Lidl UK propose a redevelopment of the site by constructing a Lidl foodstore with a gross internal floorspace of 2,211 square metres. Other elements of the development are as follows:

- 1,405 square metres net sales floor area; and
- A car parking area with 111 spaces.

### 4.2 Servicing Strategy and Arrangements

4.2.1 Servicing by HGVs will continue to take place at the application site following the proposed change of land use. The proposed site layout plan will result in some change to the existing conditions.

4.2.2 The application site currently comprises five non-food retail occupiers, each with their own servicing operations. This is unlikely to have a coordinated approach and less control over the number of different deliveries and servicing taking place over the day and throughout the week.

4.2.3 Lidl's policy is to limit deliveries to one to two vehicles per store per day, with waste material generated by the store taken away by the same vehicle. During the seasonal periods, whereby demand is higher (e.g. Christmas and Easter) then the number of vehicle movements may increase, but typically up to 3-4 deliveries per day. This is likely to result in a more predictable and manageable servicing strategy than currently operates at the site.

4.2.4 Access to the Lidl servicing area is proposed to be provided through the car park via a relocated access point onto the Madford Trading Park access at junction with Fraser Road. A servicing bay will be provided adjacent to the western side of the proposed Lidl foodstore and be kept clear at all times other than when deliveries are taking place.

4.2.5 The servicing area is designed to accommodate the manoeuvre of a 16.5 metre refrigerated articulated vehicle. This will allow for access by Lidl's fleet of vehicles, typically having a 44 tonne tractor and a 13.6 metre twin evaporator refrigerated trailer.

4.2.6 Swept path analysis is provided to demonstrate the entry and egress manoeuvre of the servicing vehicle, which is included at **Appendix B** and identifies the vehicle making a left-in and right-out manoeuvre of the site onto Fraser Road.

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### **4.3 Vehicle Routing**

- 4.3.1 Deliveries to the foodstore will be made from the regional distribution centre in Belvedere and are expected to arrive and depart via the A2016, Erith Roundabout, Bexley Road (A206) and Fraser Road (A206). Servicing access will therefore be left-in and right-out from the site access junction.

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## 5 Measures and Initiatives

### 5.1 Management of the Plan

5.1.1 A member of staff will be appointed to oversee the management, development and monitoring of the SMP. The SMP principles and measures will be promoted to store employees and delivery drivers.

5.1.2 The key principles of the DFT Quiet Deliveries Good Practice Guide would be adopted which would include:

#### **General Servicing Best Practice:**

- *Making sure all equipment (vehicles and servicing area) and the acoustic fence surrounding the site is in good working order and maintained to minimise noise;*
- *Identify timings for deliveries in advance so both driver and store operatives are prepared for the arrival;*
- *Seek to ensure that delivery vehicles spend as little time possible attempting to access the service area, possibly tasking staff members to ensure that manoeuvring can be accomplished quickly and safely; and*
- *Ensure all staff are briefed and trained and follow the company code of practice.*

#### **Operation of the Servicing Area:**

- *During out of hours servicing switch off any bells/alarms/speakers when the servicing area doors are open;*
- *Avoid where possible caging banging together or against servicing equipment;*
- *Switch off reversing alarm for out of hours deliveries; and*
- *Turn-off service vehicle engines when not manoeuvring to prevent idling.*

5.1.3 The above list is not exhaustive and the SMP can be updated and added to as necessary, but it provides an indication of the measures that would be put in place.

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## 6 Monitoring and Review

### 6.1 Monitoring

- 6.1.1 The appointed member of staff will be responsible for the ongoing monitoring of the SMP.
- 6.1.2 The monitoring process will generate information by which the success of the SMP can be evaluated. The monitoring process will enable the SMP to be modified as appropriate to respond to any issues as they arise.
- 6.1.3 A record will be kept of any incidences, comments or feedback from staff or delivery drivers.

### 6.2 Review

- 6.2.1 Lidl will undertake an annual review of the SMP and will make any necessary changes or alterations as a result of this review. Stakeholders will be consulted where appropriate.

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## 7 Summary and Conclusion

### 7.1 Summary

- 7.1.1 The SMP has been prepared for the proposed Lidl foodstore on Fraser Road, Erith. The scheme would be serviced by a dedicated on-site service area which can accommodate all sizes of servicing vehicles up to the size of a 16.5m articulated lorry.
- 7.1.2 The Lidl operation is such that they operate and manage store deliveries and servicing from their regional distribution centre, thus allowing the management of deliveries to store in terms of timings of deliveries, driver training/experience and ensuring efficient practices (including collecting waste and returning vehicles).
- 7.1.3 The SMP has been drafted in accordance with regional and national policy in relation to the movement of freight. It will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.

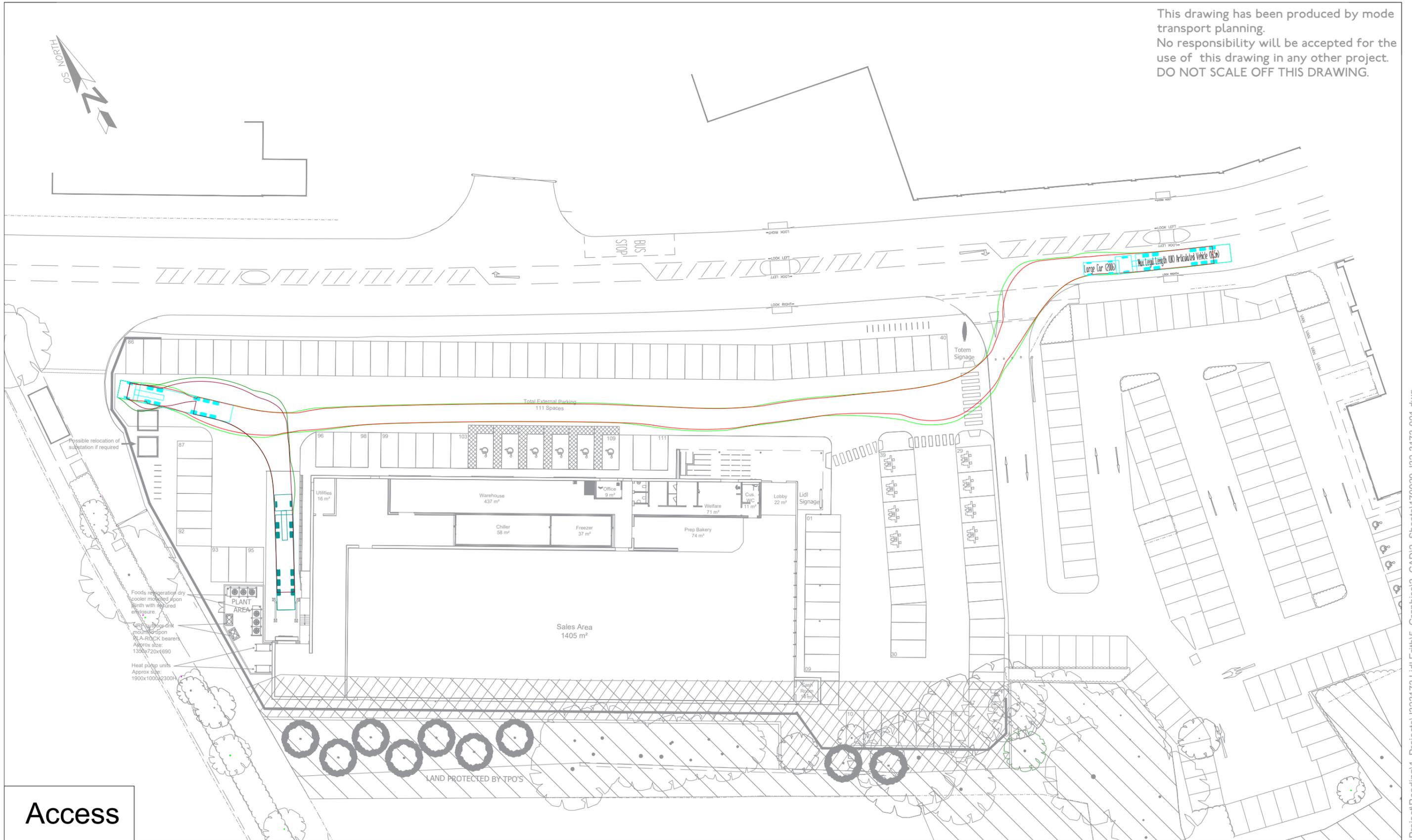
### 7.2 Conclusion

- 7.2.1 The measures set out within this SMP will ensure the successful and efficient operation of servicing/ delivery activity on a day to day basis, reducing the impact of servicing movements on the road network.
- 7.2.2 The SMP will be monitored on a regular basis by staff. An annual review will be undertaken by the relevant stakeholders.

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## Appendix A Swept Path Drawing

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## Access

drawing title  
**16.5m Articulated Servicing Vehicle Swept Path Analysis**

Refrigerated Articulated Vehicle (16.5m)

Overall Length	16.560m
Overall Width	2.600m
Overall Body Height	3.861m
Min Body Ground Clearance	0.411m
Max Track Width	2.500m
Lock to lock time	6.00s
Kerb to Kerb Turning Radius	6.530m

client  
**LIDL UK GmbH**

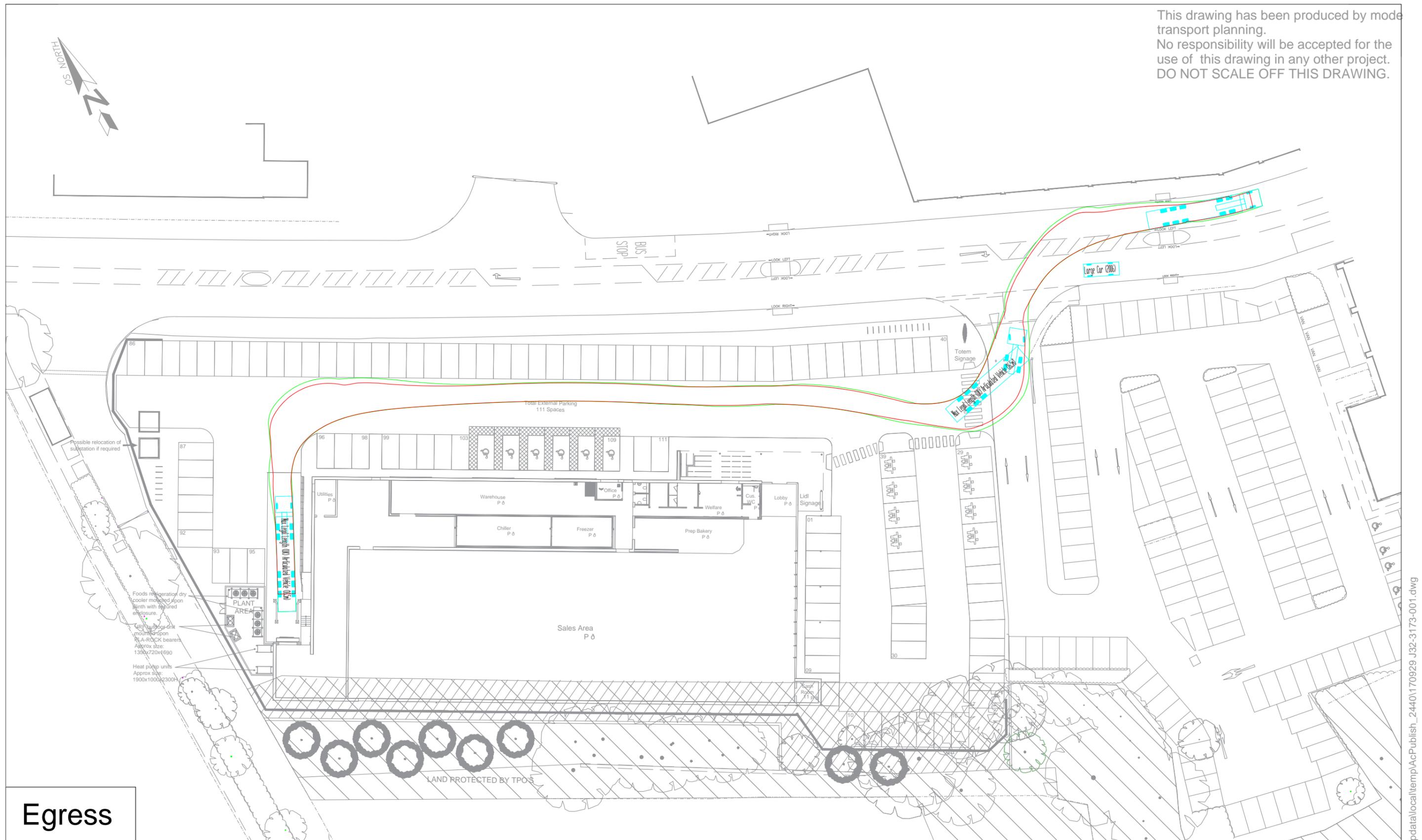
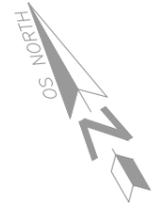
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# Egress

drawing title  
**16.5m Articulated Servicing Vehicle Swept Path Analysis**

Refrigerated Articulated Vehicle (16.5m)	16.560m
Overall Length	2.600m
Overall Body Height	3.681m
Min Body Ground Clearance	0.411m
Max Track Width	2.500m
Lock to lock time	6.00s
Kerb to Kerb Turning Radius	6.530m

client	LIDL UK GmbH
job title	LIDL Erith

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