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OPERATIONAL MANAGEMENT PLAN (OMP) SHORT

Site Operator:

Harvey's Takeaway

Waterloo Rd Waterloo

Huddersfield

West Yorkshire HD5 0AH

App No 2021/62/91172/W

1.0 INTRODUCTION

1.1 Planning History and Purpose of Report

1.1.1 Cubic Expression (UK) Ltd have prepared this Operational Management Plan for the permitted Harvey's Takeaway at Waterloo Rd Waterloo Huddersfield HD5 0AH.

1.1.2 Planning permission was approved for the site to provide a Hot Food Take-away application 2021/62/92272/W.

1.1.3 Condition 11 of the planning permission states that:

Before the development is first brought into use, an Operational Management Plan (OMP) shall be submitted to and approved in writing by the Local Planning Authority. It shall include the following elements:

- Times of servicing (i.e., deliveries of supplies to the site);
- Methods of monitoring and recording the number and percentage of food orders Made and delivered or collected through each of the following methods during the first 12 months of operation: delivery, click and collect, and drive-in/pick-up.

The operation of the proposed development, monitoring and recording of findings, shall be in full accordance with the OMP for the first 12 months of operation and, in the case of servicing times, at all times thereafter.

Reason: This is a pre-commencement condition to ensure that the amount of vehicular traffic associated with the proposed use can be effectively monitored at all times during its first year of operation in the interests of highway safety, so as to accord with the aims of Policies LP16(e) and LP21 of the Kirklees Local Plan.

1.1.4 This OMP has been prepared to Discharge Condition 11 ONLY.

1.1.5 This report sets out Harvey's extensive servicing experience and demonstrates that suitable arrangements would be implemented to receive deliveries of supplies into site. And also manage Takeaway's, Collection's and deliveries during opening hours. These measures are considered to be sufficient and reasonable to ensure efficient and safe operation of the site during servicing periods and opening hours.

1.2 Site Location and Road Network

1.2.1 The site is located on the junction of Waterloo Road Waterloo Huddersfield HD5 0AH

Figure 1A Site Location

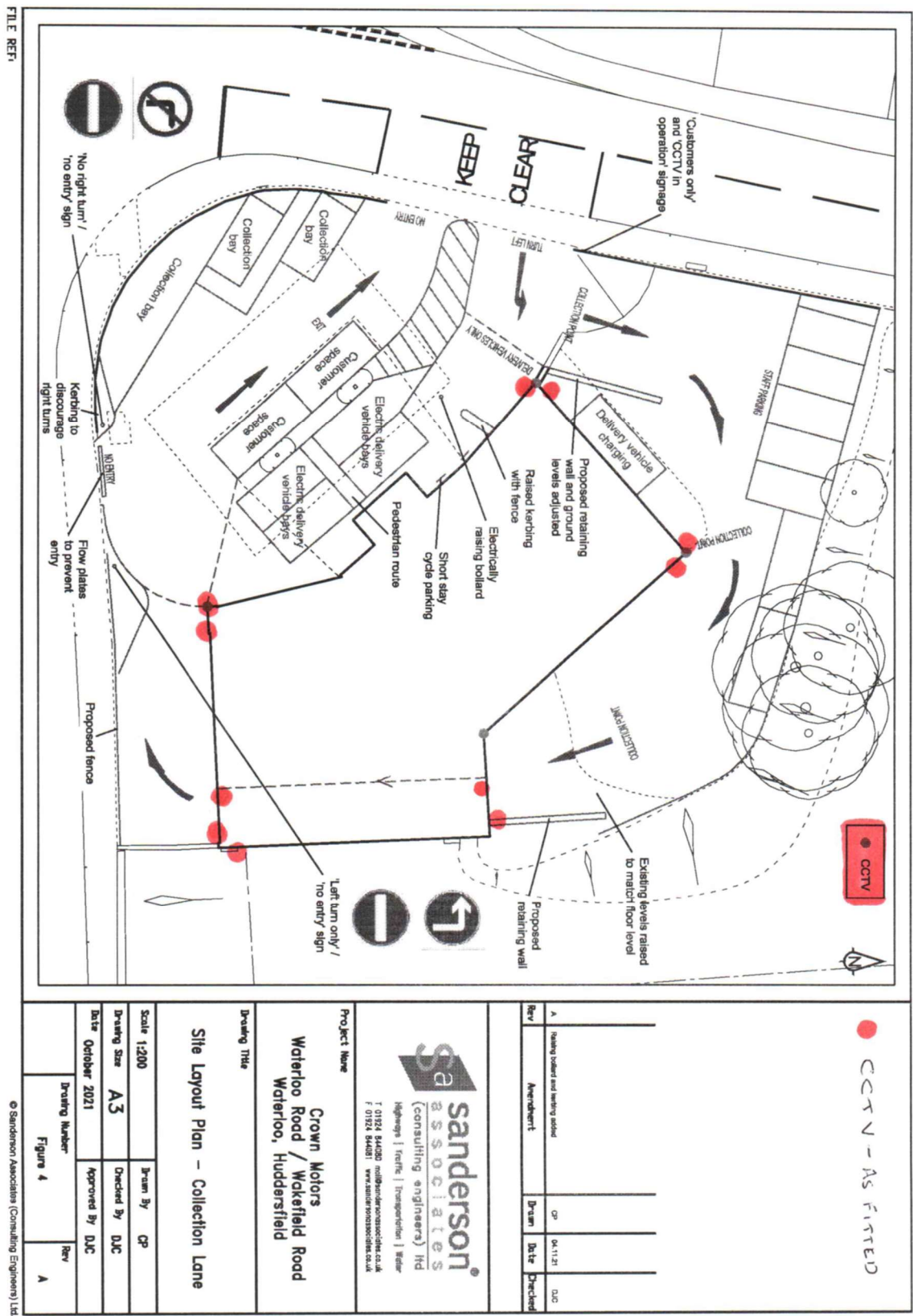


1.2.2 The previous use was car repairs/car showroom and petrol station.

1.2.3 The site and surrounding area are shown on the photo above.

1.2.4 The site layout and flow are shown in Figure 1B below.

Figure 1B Site Layout



2.0 Harvey's EXPERIENCE

2.1 Extent of Harvey's Servicing Experience

- 2.1.1 Harvey's has been trading in the Huddersfield since 2016. The company operates 3 other restaurants all within the Huddersfield area.
- 2.1.2 Servicing Harvey's restaurants while they are open is normal practice and does not present any operational difficulties.
- 2.1.3 With regard to the 3 restaurants, these are serviced by suppliers 5 times per week.

2.2 Health and Safety Policy and Review Process

- 2.2.1 As part of their on-going Health & Safety processes, every Harvey's store has a detailed manual covering the running of the restaurant. This includes receiving deliveries and provides generic details applicable to all restaurants. In addition to this, every restaurant has a further site- specific risk assessment undertaken which includes details relating to:
 - Obstructions
 - Long trolley distances
 - Using customer areas during deliveries (either in-store, or within the car park)
- 2.2.2 The Health and Safety Policy is reviewed annually and any staff who assist with receiving deliveries at the store are provided with specific detailed and documented training. When a delivery occurs, a minimum of two staff will assist with the storage of goods however this can be increased for a particularly large delivery or if the weather is especially hot, or inclement. All staff (and delivery drivers) wear high-visibility clothing when taking part in deliveries, to ensure visibility to traffic and customers (pedestrians) within the car park.

2.2.3 Any customers using the restaurant during delivery periods will be alerted to the additional activity occurring in the car park due to:

- The presence of staff in hi-vis clothing
- The presence of the suppliers branded delivery trucks in the car park

2.2.4 Health and safety of both staff and customers during deliveries is an important and integral aspect of Harvey's delivery management across all their restaurants.

2.3 Servicing Contractor and Vehicle Details

2.3.1 Harvey's uses only local suppliers for its fresh produce in the U.K. In addition to Harvey's own policy and risk assessment, each supplier also continuously reviews each site in line with their own Health & Safety policies.

2.3.2 Harvey's continually review and optimize their routes and schedules and will on occasions change the delivery window that a store has been assigned.

2.3.3 Goods are delivered by small lorries over 5 days a week. Generally, by drivers with a good local knowledge of the area and site

2.3.4 Multi temperature vehicles are used which allows all of the restaurant's requirements of chilled and ambient products to be delivered in one visit, reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions. Goods are stored within wheeled cages to minimize the number of shuttles between the delivery lorry and the restaurant, as opposed to individual boxes being carried.

2.3.5 Cooking oil from restaurants is recycled by Olleco. The new cooking oil is delivered by the delivery lorry along with all other Harvey's products. The used oil is stored by the restaurant and collected by the same vehicle along with all other crates and materials to be recycled.

3.0 Harvey's Times of Servicing and Procedure

3.1 Servicing Frequency, Timing and Duration

- 3.1.1 As noted in Section 2.1, deliveries would be expected to occur five times per week.
- 3.1.2 Vehicles are expected to be parked for between 10 to 30 minutes within the 1-hour delivery slot depending on the range and quantity of products being delivered.
- 3.1.3 Deliveries during peak trading periods are avoided to minimize any delays in delivery. Delivery times can, where necessary, be adopted to suit any site and are closely controlled in sensitive locations.

3.2 Our local Suppliers

- 3.2.1 Our local suppliers deal with our current restaurants on a daily basis which enables the requirements for an individual delivery destination to be set and also ensures that they are compiled on every occasion the delivery is planned.
- 3.2.2 Notification of inward deliveries is carried out by mobile phone and currently each restaurant is notified 1 hour before arrival before the delivery takes place. In practice however, most restaurants receive their deliveries at the same time on the same days each week and this will be the same for the proposed Take-away.
- 3.2.3 On the day of the delivery if no contact is received within an hour of arrival the shift manager would contact the supplier to remind them and get an accurate ETA.
- 3.2.4 Restaurant/Takeaway Managers can also track the progress of Some deliveries on their phone or other web browser (like a domestic carrier delivery).
- 3.2.5 Through this process of prior assessment and notification, Harvey's Takeaway are able to receive accurate arrival times and ensure that measures required within the parking area to accommodate the delivery vehicles are employed in good time prior to the delivery arrival.

3.3 Refuse Collection and Recycling

- 3.3.1 Waste minimization and recycling are promoted.
- 3.3.2 Waste minimization has been achieved through the redesign of tray liners and specifying the use of light-weight bin liners. Food wastage is minimized through the use of a computer system which monitors the amount of food served at given times of day, resulting in more accurate preparation and ordering of stock. This therefore, reduces the quantum of waste and frequency of collection required.
- 3.3.3 Delivery vehicles also collect all waste cardboard, food waste, cups, oil and empty delivery trays/crates which are returned to suppliers for re-use. This reduces the volume of refuse collected for land fill.
- 3.3.4 Refuse is collected by a private contractor 3 times per week and collect landfill waste only.

3.4 Vehicle Delivery Procedures and Noise

- 3.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement then the chiller and freezer can be switched off upon arrival at site.
- 3.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.
- 3.4.3 During any reversing some vehicles emit a reversing beep-beep sound. The reversing warning fitted to these vehicles, is a 'white noise' warning, which allows everybody in the immediate area of the vehicle to hear the warning, but the noise does not travel, which reduces the noise pollution.
- 3.4.4 The drivers are responsible for checking and ensuring that the vehicle movements do not come into conflict with any other vehicles, staff or pedestrians.

3.5 Summary

- 3.5.1 The above forms a 'tried and tested' methodology which is successfully implemented throughout the Country by leading restaurant operators and Harvey's current operating sites in Huddersfield. There is no reason that this system could not be successfully implemented at the permitted takeaway.

4.0 SERVICING PLAN: Harvey's Waterloo Huddersfield Takeaway

4.1 Servicing Procedure: Harvey's Waterloo Huddersfield Takeaway

- 4.1.1 The Harvey's takeaway will be serviced 5 times per week by small lorries. The takeaway will assign its suppliers a one-hour delivery slot within the conditioned servicing hours.
- 4.1.2 Deliveries during peak trading times are to be avoided.
- 4.1.3 The delivery vehicles will arrive through the Waterloo Rd entrance in a forward gear and depart through the Waterloo Rd exit in a forward gear.
- 4.1.4 When the delivery vehicle arrives, takeaway staff in high visibility clothing act as marshals within the car park whilst the vehicle maneuvers and parks.
- 4.1.5 Goods are trollied from the delivery vehicle to the service entrance of the store at the side of the building.
- 4.1.6 Once the delivery is complete the vehicle leaves the site in a forward gear.

4.2 Parking Management

- 4.2.1 As deliveries occur during the quieter trading periods, spaces are cleared within the car park to allow room for the delivery vehicle to offload goods. This has no operational impact and is in keeping with all Harvey's other restaurants.
- 4.2.2 In total, 12 parking spaces are used, as follows:

Table 4A Parking Spaces Used for Deliveries

Affected Spaces	Arrive	Parked	Depart
8 bays adjacent to drive thru lane	✓	✓	
4 central bays	✓		
12 bays total			

- 4.2.3 As shown, 8 spaces would be used during the offload of goods, with a further 4 overrun during arrival.

4.3 Refuse Collection: Harvey's Waterloo

- 4.3.1 Bins would be stored internally at the side of the building. Bins would be wheeled to the vehicle by refuse operatives.
- 4.3.2 Refuse would be collected by a private contractor, who already carries said collections at Harvey's other sites for recycling. Therefore, both parties have a good understanding of what is required.
- 4.3.3 Refuse collections would occur at Waterloo Huddersfield during quiet trading periods twice per week.
- 4.3.4 Refuse collections are planned to avoid coinciding with deliveries.

4.4 Monitoring Procedures- Incoming & Outgoing

- 4.4.1 Drivers are debriefed at the end of any shift and any issues are logged by the takeaway/manager. Restaurants & Takeaway's can also rate the drivers so any issues can be identified by Harvey's.

4.4.2 Methods of monitoring and recording the number and percentage of food orders. Made and delivered or collected through each of the following methods during the first 12 months of operation for delivery, click and collect and drive-in/pick-up.

Sales will be recorded by EPOS and summarized by relevant categories in spreadsheet form. Showing the number and percentage of delivery, click and collect and drive-in/pick-up. The takeaway manager will review each category on a monthly basis and present this to the Company shareholders on a quarterly basis.

5.0 SUMMARY AND CONCLUSION

5.1 Deliveries

- 5.1.1 Harvey's and its suppliers have extensive experience of undertaking deliveries at restaurants, whilst they are open and this presents no operational difficulties.
- 5.1.2
- 5.1.3 Health and Safety is an important aspect of Harvey's delivery management and is subject to a regular review process.
- 5.1.4 The implementation of this Delivery and Servicing Management Plan is seen as a contribution to the successful operation of the new restaurant and demonstrates the planning and management, to provide safe and efficient servicing from within the customer car park during the permitted hours.
- 5.1.5 The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the all-Harvey's sites.

Monitoring Delivery, Click & Collect and Drive In / Pick up

Sales will be recorded by EPOS and summarized by relevant categories in spreadsheet form. Showing the number and percentage of delivery, click and collect and drive-in/pick-up. The take-away manager will review each category on a monthly basis and present this to the Company shareholders on a quarterly basis.

Conclusions

- 5.1.6 This report has been prepared to discharge Condition 11 of Planning Approval reference **2021/62/91172/W**
- 5.1.7 This report has shown that Harvey's are experienced in managing deliveries and refuse at their stores. Likewise, their logistics partners are also experienced at dealing with deliveries to various restaurants in Huddersfield.
- 5.1.8 Staff are trained in receiving deliveries and managing customers and their vehicles before and during deliveries. Measures are in place to monitor deliveries and driver performance so any issues can be identified, reported and dealt with by Harvey's management.

In conclusion therefore, this document confirms the good practice already employed widely by Harvey's at their Huddersfield restaurants which will also be utilized at this Waterloo Rd Takeaway and it is considered that there are no justifiable reasons to not discharge Condition 11 accordingly.