Our Cultural Heart – Phase 1 Strategic Service Management Plan

1. Introduction & Purpose

Our Cultural Heart (OCH) is a mixed-use cultural quarter in Huddersfield town centre, comprising a library, food hall, museum & gallery, outdoor event space/public square, urban park and multi storey car park and venue.

This Strategic Service Management Plan (SSMP) is submitted to a partial discharge of Condition 20 requiring approval prior to the first occupation of the permitted uses (excluding public realm and outdoor event space).

At the time of drafting this document, the food hall and library (which also accommodates the West Yorkshire Archive Services) are under construction. Pre-construction works have commenced for the museum and gallery, with additional phases in development.

This SSMP applies to how servicing, deliveries and operational logistics will be managed across development to ensure safe, efficient, and sustainable operations. to all indoor uses within Phase 1 (excluding public realm and public square).

Events held in the public square will adhere to a separate Events Management Plan. This SSMP will be coordinated alongside the Events Management Plan to ensure effective traffic management and to prevent excessive congestion at any one time.

2. Site Context

Phase 1 is located in central Huddersfield, adjacent to key pedestrian routes and public transport hubs. The site is constrained by high levels of pedestrian footfall, limited on-site vehicle capacity, and its close proximity to surrounding residential and commercial properties.

Delivery vehicle access is via designated service tunnels and controlled access points.

Primary users of the SSMP will include staff, contractors, suppliers, and waste operators.

3. Servicing & Delivery Arrangements

Delivery Hours

Delivery hours will be restricted for large deliveries when possible to avoid peak pedestrian/visitor hours and minimises conflict with public transport peaks.

Where a component is hosting its own event, or collaborating with the outdoor event space, extended delivery hours may be required. Such arrangements will be subject to prior approval and appropriate management.

Frequency of Deliveries

The library including West Yorkshire Archive is expected to have a low frequency of large items but will receive frequent deliveries of items such as books and archival documents. Smaller items that may be hand delivered could use the public access main entrances during opening hours.

The food hall will have separate deliveries, with fresh produce and consumables supplied daily where required directed through the basement tunnel network. Deliveries will be expected to be consolidated where possible.

All waste and recycling collections will adhere to the Waste Management Plan.

Vehicle Types

Light good vehicles and small rigid HGVs suitable for town centre access are preferred. No articulated HGVs are permitted due to town centre constraints unless given prior agreement. Electric vans and low emission vehicles to be encouraged wherever possible.

Highway Safety

All servicing traffic directed via main roads, avoiding residential streets. If multiple large deliveries occur, they aim to have staggered arrivals to prevent queuing on the public highway.

Marshalled deliveries during busy times; clear signage and barriers where service routes intersect with public areas.

Service vehicle routes will be designed to avoid conflict with cycle lanes.

4. Health, Safety & Accessibility

Emergency access will be maintained at all times for fire and ambulance services.

Risk assessment will be regularly updated to reflect operational changes.

5. Sustainability Measures

Electric/low emission service vehicles will be encouraged where possible.

Consolidated deliveries to reduce trips.

Preference for engagement with local suppliers to minimise travel distances.