

SERVICING MANAGEMENT PLAN

Coffee Shop with Drive-Thru

Site: Harvey's Drive-Thru

Planning Application: 2025/62/91796/W

Applicant: Cubic Expression UK Ltd

Plan Reference: Proposed Test Fit / Site Layout Plan

Date: 17/08/2026

1. Introduction

This Servicing Management Plan has been prepared in support of the proposed development of a 68-seat coffee shop incorporating a drive-thru facility and associated customer parking.

The proposed development provides **19 parking spaces**, including:

- 1 disabled parking space;
- 1 waiting bay;
- 2 staff electric vehicle charging spaces; and
- associated customer parking spaces.

The site also incorporates cycle parking/storage and internal vehicular circulation.

The purpose of this Servicing Management Plan is to establish a clear and controlled arrangement for deliveries, servicing, waste collection and maintenance activity associated with the proposed coffee shop.

The plan has been prepared having regard to the constrained nature of the site and the need to ensure that servicing activity does not adversely affect:

- the safe operation of the public highway;
- customer parking;
- pedestrian movements;
- the drive-thru circulation system;
- the site access;
- emergency access; or
- the amenity of neighbouring properties.

The servicing strategy is based upon the principle that routine delivery vehicles will enter the site, undertake their delivery within the site, and leave without waiting on or obstructing the public highway.

2. Existing / Proposed Site Arrangement

The submitted site plan indicates a compact roadside development with the coffee shop building centrally located within the site and parking/circulation areas arranged around it.

The plan identifies 19 parking spaces together with a disabled parking space, a waiting bay, staff EV charging spaces and cycle storage.

The site is accessed directly from the surrounding highway network.

Given the relatively compact arrangement of the site, the management of delivery vehicles is important to prevent conflict between servicing movements and customer vehicles.

Accordingly, servicing will be managed by the operator and will not be treated as an unrestricted use of the customer circulation area.

3. Servicing Strategy

The fundamental servicing strategy will be as follows:

1. Deliveries will be pre-booked and controlled by the site operator.
2. Delivery vehicles will enter the site through the approved site access.
3. Drivers will proceed into the internal circulation area and stop at the designated servicing position agreed by the Site Manager.
4. Deliveries will be undertaken from within the site.
5. The drive-thru lane will remain operational and unobstructed wherever practicable.
6. Delivery vehicles will not wait on the public highway.
7. Delivery vehicles will not routinely occupy customer parking spaces.
8. The disabled parking space will not be used for servicing.
9. The EV charging spaces will not be used for deliveries.
10. The waiting bay will remain available for its intended purpose and will not be used as a permanent loading area.
11. Delivery vehicles will leave the site immediately following completion of unloading.
12. Larger or abnormal deliveries will be specifically arranged with the Site Manager in advance.

The operator will ensure that the servicing arrangement is actively managed rather than relying upon individual delivery drivers to determine where vehicles should stop.

4. Proposed Delivery Route

The proposed delivery route is based upon use of the existing site access and internal circulation system shown on the submitted site plan.

Arrival

A delivery vehicle will approach the site from the public highway and enter through the approved site access.

Following entry, the vehicle will proceed at low speed into the internal circulation area.

The driver will follow the internal vehicle circulation route and will not stop immediately adjacent to the site entrance unless instructed to do so by the Site Manager.

Internal Movement

The vehicle will proceed to the agreed servicing position within the site.

The servicing position will be selected so that:

- the vehicle remains wholly within the site;
- the public highway remains unobstructed;
- pedestrian routes remain available;
- the drive-thru circulation is maintained;
- the disabled parking space remains available;
- EV charging spaces remain available; and
- customer vehicles can continue to circulate.

Departure

Once unloading has been completed, the delivery vehicle will rejoin the internal circulation route and leave via the approved site access.

Vehicles will not remain on site following completion of the delivery.

5. Servicing Route – Operational Requirement

Because the site is relatively compact, delivery vehicles will be required to follow a **controlled route** rather than independently selecting a stopping position.

The Site Manager will brief regular suppliers on the approved delivery arrangement.

The following instruction will apply:

Delivery vehicles must enter the site, proceed to the designated servicing position, complete unloading and leave the site promptly. Vehicles must not wait on the public highway or obstruct the drive-thru, disabled parking, EV charging spaces, pedestrian routes or customer circulation.

This requirement will be incorporated into supplier and delivery-driver instructions.

6. Delivery Vehicle Types

The majority of routine deliveries are anticipated to be undertaken by light goods vehicles and small/medium rigid delivery vehicles.

Typical deliveries may include:

- coffee and beverage products;
- milk and dairy products;
- bakery products;
- food and chilled products;
- cleaning materials;
- packaging;
- consumables;
- maintenance supplies; and
- general parcels.

The operator will seek to use delivery vehicles appropriate to the scale and physical constraints of the site.

Large articulated vehicles are not anticipated to be required for routine servicing of the coffee shop.

Where a supplier proposes to use a larger vehicle, the delivery will be arranged in advance with the Site Manager.

7. Delivery Frequency

The anticipated servicing profile is as follows:

Servicing Activity	Anticipated Frequency
Food / beverage deliveries	Daily / as required
Bakery deliveries	Daily / several times per week
Milk / dairy deliveries	Several times per week
General supplier deliveries	As required
Parcel/courier deliveries	As required
Waste/recycling collection	Scheduled collection
Maintenance contractors	As required
Emergency servicing	As required

The actual frequency will depend upon the final operator and supplier arrangements.

The operator will seek to consolidate deliveries wherever reasonably practicable to minimise unnecessary vehicle movements.

8. Delivery Times

Routine deliveries will normally be scheduled between:

07:00 and 18:00 Monday to Sunday.

Where practicable, deliveries will be programmed outside the busiest customer periods.

The operator will seek to avoid a situation where a delivery vehicle arrives simultaneously with a peak period of customer arrival or drive-thru demand.

Deliveries outside these hours will be restricted to exceptional circumstances, including:

- emergency deliveries;
- essential maintenance;
- equipment failure;
- utility-related works; or
- circumstances outside the reasonable control of the operator.

Any planning condition imposed by the Local Planning Authority relating to servicing hours will take precedence over this indicative arrangement.

9. Drive-Thru Protection

The drive-thru is an important element of the proposed development and its operation must not be compromised by deliveries.

Accordingly:

- delivery vehicles will not queue within the drive-thru;
- delivery vehicles will not use the drive-thru as a waiting area;
- drivers will not park within the drive-thru lane;
- servicing will be undertaken outside the drive-thru circulation wherever practicable;
- deliveries will be scheduled to minimise conflict with peak drive-thru demand; and
- the Site Manager will intervene if a delivery vehicle is positioned in a manner that obstructs the drive-thru.

If a delivery vehicle arrives while the servicing position is temporarily unavailable, it will remain off the public highway and, where safe and appropriate, the Site Manager will manage the vehicle's movement within the site.

10. Customer Parking

The 19 parking spaces are primarily intended for customers and designated staff/operational purposes.

The following parking spaces will not be used for routine loading:

- disabled parking space;
- EV charging spaces;
- waiting bay, unless specifically authorised for a short-duration operational purpose; and
- any space required to maintain emergency access or pedestrian circulation.

Routine delivery vehicles will not be permitted to occupy customer parking spaces for extended periods.

Where a short-duration delivery cannot be accommodated without temporarily affecting a parking space, the Site Manager will supervise the operation and ensure that the minimum possible area and time is involved.

Such temporary arrangements will not become the normal servicing method.

11. Pedestrian Safety

Pedestrian safety will be maintained throughout servicing operations.

Delivery drivers will be required to:

- drive at low speed;
- give priority to pedestrians;
- avoid stopping on pedestrian routes;
- avoid blocking the building entrance;
- use appropriate vehicle lighting;
- exercise particular caution during reversing; and
- follow instructions issued by site staff.

Where unloading requires goods to be moved across an area used by customers, the operation will be supervised by the delivery driver and/or Site Manager.

Deliveries will be undertaken as quickly and safely as reasonably practicable.

12. Reversing

The operator will seek to minimise reversing movements.

Where reversing is required due to the dimensions of a delivery vehicle and the site layout, the vehicle will manoeuvre at low speed with appropriate observation.

Regular suppliers will be encouraged to use vehicles that can be accommodated with the minimum practicable reversing requirement.

If a particular delivery vehicle cannot safely manoeuvre within the site, the operator will require an alternative vehicle or alternative delivery arrangement.

13. Larger Delivery Vehicles

The site is not intended to operate as a distribution facility and routine deliveries will therefore be undertaken by appropriately sized vehicles.

If an unusually large vehicle is required, the delivery must be agreed with the Site Manager before arrival.

The Site Manager will consider:

- vehicle dimensions;
- swept path;
- available circulation space;
- customer activity;
- drive-thru demand;
- pedestrian activity;
- parking availability; and
- whether temporary traffic management is required.

If the vehicle cannot be safely accommodated, the delivery will be refused or rescheduled using a smaller vehicle.

14. Waste and Recycling

Waste and recycling will be stored within the designated waste storage area associated with the development.

The operator will maintain separate waste streams where required, including:

- general waste;
- mixed recycling;
- cardboard;
- food waste;
- glass, where applicable; and
- other specialist waste streams.

Waste will not be permitted to accumulate within customer parking spaces, pedestrian areas or the public highway.

Waste collection will be pre-arranged with the waste contractor.

Collection vehicles will access the site using the approved site access and will be managed in accordance with the same principles as delivery vehicles.

Waste collection will be scheduled to minimise conflict with customer activity and the drive-thru.

15. Waste Collection Vehicles

Waste collection vehicles will be appropriately sized for the site.

The waste contractor will be informed that:

- vehicles must not obstruct the public highway;
- vehicles must not block the site entrance;
- the drive-thru must remain operational where practicable;
- pedestrian routes must remain clear;
- unnecessary engine idling must be avoided; and
- collections must be completed promptly.

The operator will review waste collection arrangements if the collection vehicle size changes.

16. Engine Idling

A policy of no unnecessary vehicle idling will operate on the site.

Delivery and servicing drivers will be instructed to switch off engines while stationary wherever operationally practicable.

Exceptions may apply where engine operation is necessary for:

- refrigeration;
- specialist loading equipment;

- vehicle safety systems;
- operational requirements; or
- emergency circumstances.

This measure will assist in reducing unnecessary noise and emissions.

17. Highway Safety

No routine servicing activity will take place on the public highway.

Delivery drivers will be expressly instructed not to:

- wait on the carriageway;
- park on the footway;
- block the site access;
- obstruct highway visibility;
- queue onto the highway;
- unload goods onto the highway; or
- use the highway as an informal servicing area.

If the site cannot accommodate a delivery vehicle at the time of arrival, the driver will be instructed to leave the immediate area and return at an agreed time.

18. Site Manager's Responsibilities

The Site Manager will be responsible for implementing this Servicing Management Plan.

The Site Manager will:

1. Brief staff regarding servicing procedures.
 2. Inform regular suppliers of the approved arrangements.
 3. Monitor delivery vehicle movements.
 4. Prevent inappropriate use of parking spaces.
 5. Prevent delivery vehicles from obstructing the drive-thru.
 6. Coordinate waste collections.
 7. Deal with unexpected servicing problems.
 8. Record recurring servicing issues.
 9. Liaise with suppliers where non-compliance occurs.
 10. Review the servicing arrangements where operational problems arise.
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19. Supplier Instructions

The following information will be provided to regular delivery companies:

SITE DELIVERY INSTRUCTIONS

- Use the approved site entrance.
 - Do not wait on the public highway.
 - Proceed directly to the designated servicing position.
 - Do not obstruct the drive-thru.
 - Do not use the disabled parking space for deliveries.
 - Do not occupy EV charging spaces.
 - Do not block pedestrian routes.
 - Keep vehicle speeds low.
 - Switch off the engine when stationary where practicable.
 - Complete unloading promptly.
 - Leave the site immediately after delivery.
 - Follow instructions from the Site Manager.
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20. Abnormal / Unplanned Deliveries

Occasional unplanned deliveries may occur.

Where an unexpected delivery arrives and the normal servicing position is unavailable, the Site Manager will determine whether the vehicle can be safely accommodated.

The driver will not be permitted to wait on the public highway.

If the delivery cannot be safely accommodated, the driver will be instructed to leave and return at a suitable time.

This procedure is intended to prevent occasional operational events from creating highway obstruction or conflict with customer traffic.

21. Emergency Access

Emergency vehicle access will be maintained at all times.

Servicing vehicles will not be permitted to obstruct emergency access routes.

In the event of an emergency, delivery vehicles will be moved immediately when safe to do so.

The Site Manager will have responsibility for ensuring that servicing activity does not compromise emergency access.

22. Monitoring and Review

The servicing operation will be monitored during the initial period of occupation.

Particular attention will be given to:

- delivery vehicle manoeuvring;
- customer vehicle conflict;
- drive-thru obstruction;
- pedestrian interaction;
- highway obstruction;
- delivery timing;
- waste collection;
- noise; and
- supplier compliance.

Where recurring problems are identified, the operator will implement reasonable corrective measures.

The SMP will be reviewed following any material change to:

- the site layout;
- the drive-thru arrangement;
- parking provision;
- delivery vehicle type;
- delivery frequency;
- operating hours; or
- waste collection arrangements.

23. Proposed Servicing Route – Summary

The proposed operational route can be summarised as:

PUBLIC HIGHWAY

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APPROVED SITE ACCESS

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INTERNAL SITE CIRCULATION

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DESIGNATED SERVICING / LOADING POSITION

UNLOAD / LOAD

REJOIN INTERNAL CIRCULATION

EXIT VIA APPROVED SITE ACCESS

PUBLIC HIGHWAY

At no stage should a routine delivery vehicle be required to wait on the public highway.

The servicing operation will be managed to ensure that the delivery vehicle does not create a permanent obstruction to the drive-thru, customer parking, pedestrian routes or emergency access.

24. Conclusion

The proposed coffee shop is a relatively compact roadside development with 19 parking spaces and a drive-thru facility.

The servicing strategy has therefore been designed around **controlled, short-duration servicing movements**, rather than providing for unrestricted delivery vehicle access throughout the site.

The key principles are:

- all routine deliveries are to be undertaken within the site;
- no routine loading will take place from the public highway;
- delivery vehicles will use the approved site access;
- deliveries will be controlled by the Site Manager;
- appropriately sized delivery vehicles will be used;
- the drive-thru will be protected from servicing activity;
- the disabled parking space and EV charging spaces will remain available;
- customer parking will not routinely be used for deliveries;
- pedestrian routes will be maintained;
- waste collections will be pre-arranged;
- unnecessary engine idling will be avoided;
- larger deliveries will be agreed in advance; and
- the servicing arrangements will be monitored and reviewed.

The measures contained within this Servicing Management Plan will provide a clear operational framework for the safe and efficient servicing of the proposed coffee shop and drive-thru development.