

35 Pratt Street, London, NW1 0BG

Application Reference: 2018/3951/P

Delivery and Servicing Management Plan

This Delivery and Servicing Management Plan has been prepared in support of a planning application (ref: 2018/3951/P) for the following development at the above address:

“Change of use from a restaurant (Use Class A3) to a hot food takeaway (Use Class A5), installation of extraction and ventilation equipment and associated works.”

Servicing Deliveries

The store will receive three servicing deliveries per week, on Monday, Wednesday and Friday. Deliveries will be made between 09.00 and 18.00 hours and will utilise a 7.5 tonne truck. Additional ad hoc deliveries may be made at the request of the store within the permitted hours.

The servicing vehicles would park legally along Pratt Street as close to the premises as possible while the delivery is unloaded in the same manner that vehicles servicing the existing commercial units along Pratt Street would operate.

Delivery Drivers

In relation to the numbers of delivery drivers, the precise number cannot be known until the store is operating. However, based on other similar stores there would typically be 2-4 drivers operating during the day (until 6pm) and 6-8 drivers during the busy evening period (between 6pm and 9pm). After this time, the trade would reduce and the number of drivers would likely revert to 2-4 until closing time.

The delivery drivers will only be making short stops to collect orders and will be out delivering pizzas for the majority of the time. Therefore, it is very unlikely that there would be any more than 2 drivers needing to park near the store at the same time.

The deliveries may be carried out via a mixture of cars, mopeds, electric mopeds and bicycles. There is a motorcycle parking area only to the front of the store which could accommodate a number of mopeds and it is highly likely space will be available for at least 1 or 2 mopeds to park during the majority of the time.

Furthermore, there are on-street car parking spaces within the vicinity of the site which are unrestricted after 6.30pm in the week and after 5.30pm on the weekends. Therefore, these spaces are unrestricted when the proposed takeaway will be at its busiest.

The majority of delivery drivers will own their vehicles and will take these home with them after their shift is finished. However, some of the electric mopeds may be stored within the store itself during closing hours. Therefore, no delivery vehicles will need to be parked/stored on-street or outside of the application site when the takeaway is not in operation.

In line with the proposed opening hours, the proposed takeaway will be open to customer collections and deliveries between the hours of 11.00 and 23.00. No hot food deliveries will be made from the unit outside of these hours.

The delivery drivers will undertake a training programme, code of conduct training and compulsory basic training to ensure that they are respectful to any neighbours, the customers of the takeaway and other road users.

At all times during the store's opening hours, a manager will be on duty. The manager will be a visible presence within the store, ensuring effective staff management and management of delivery drivers as well as customers.

In addition to this, signs will be posted within the store and at the rear of the building to remind delivery drivers of their responsibilities to ensure noise and disturbance is kept to a minimum. Such signs will inform delivery drivers that they must switch off their engines once parked, ensure they do not slam car doors, play music loudly etc. These measures will be further enforced by the store managers.