

3 St Chad's Drive, Kirkby, L32 8RA.

Application 25/00324/FUL

Delivery Driver and Customer Management Plan

This Delivery Driver Management Plan has been prepared in support of a planning application for the following development at the above address:

“Change of Use from a Bank (use class E) to a Hot Food Takeaway (use class sui generis) together with the installation of ventilation / extraction equipment and external alterations.”

This document sets out measures to be put in place for the future use to ensure that delivery driver and customer vehicles can be accommodated without causing harm to the highway network.

It seeks to ensure that delivery drivers and staff are directed to park in an appropriate manner, utilising the available public parking spaces at the nearby public car parks, including the Kirkby Retail car park approximately 50m to the north west as well as the New Kirkby Market short stay car park approximately 85m to the south east.

When delivery drivers are actively loading/unloading they are able to park on North Parade, just 15 metres west of the site, given there are no ‘no loading’ restrictions in this location.

The strategy will apply to all delivery vehicles used by the takeaway and will also be used to encourage customers to park in a safe and considerate manner.

Compliance with the strategy will be a requirement of employment and failure to comply with the below will result in disciplinary proceedings in accordance with Domino's criteria for First and Final Stage Written Warnings.

Compliance with all measures will be monitored by the Store Manager.

Delivery Vehicles

Delivery drivers using their own vehicles are employed directly by Domino's and no third-party services (Deliveroo, UberEats) are used.

During the day, there will only be an average of 1-2 delivery drivers associated with the premises who will utilise the existing public parking spaces within easy walking distance of the store.

The takeaways peak hours are between 5pm and 9pm on Friday and Saturday evenings, during which up to 6-8 delivery drivers can be employed to undertake deliveries. However, subsequent to Domino's efficient operating systems delivery drivers will spend much of their shift out making deliveries, collecting more than one order when they return to the store.

On average, delivery drivers spend no more than 2-3 minutes returning to the site to collect orders and are away from the store undertaking deliveries for the vast majority of the time. As such, it is expected that only one delivery driver (a maximum of two) during peak hours will be stopping at the premises at one time and drivers will simply be collecting orders/loading and then leave to undertake deliveries again.

When they are actively loading and unloading, which they will be doing during the majority of the time they are at the store, drivers will be able to park on North Parade to the west which is not

subject to any loading restrictions. However, they will be required to ensure they park in a safe and convenient manner i.e. not close to the junction with St Chad's Drive.

If drivers are required to park/wait near the store for any significant period of time, then they would park in the nearby public car parks.

The nearby Kirkby Retail car park provides 3 hours of free parking for visitors, which is restricted between 8am and 5pm Mondays to Saturdays to no return within 1 hour, which is more than suitable to accommodate delivery drivers demand for parking.

Delivery Drivers will not leave their vehicles on double-yellow lines for any period of time unless they are in the process of loading or unloading, and only in locations where loading is allowed. No delivery vehicles of any sort will be parked on the pedestrian crossing at any time.

All staff members, including delivery drivers, undertake a training programme, code of conduct training and compulsory basic training via Domino's online training portal 'SkillSlice.' This ensures that all delivery drivers are respectful of surrounding neighbours, customers and other road users.

In addition to the above, the following measures will be in place to ensure delivery drivers do not park in a dangerous or inconvenient manner directly outside the premises on St Chad's Drive, such measures include:

- As part of their induction process, drivers are informed that all vehicles are required to adhere to the Highway Code and that any parking violations will be the responsibility of the individual and not Domino's.
- A no idling policy is in operation, and drivers are required to keep disturbance to a minimum.
- Drivers are required to manoeuvre slowly and carefully with no over-revving of their engines.
- Signs will be posted in store to remind drivers not to park on St Chad's Drive obscuring, the crossing and disciplinary action will be taken if this is not adhered to.

At all times a manager is on duty, they are a visible presence within the store and aim to provide effective staff and delivery driver management. The above management measures will be enforced and staff who do not adhere to the measures, stopping on St Chad's Drive where it is restricted would be subject to disciplinary proceedings as there are comprehensive clauses in all employees' contracts which can be invoked in the unlikely event that disciplinary action is required.

Customer Vehicles

In line with the proposed opening hours, the takeaway will not be open to customer collections and deliveries outside of the opening hours of 1100 to 2300 daily.

Customer collections only comprise a small volume of Domino's trade and if collecting their order in a vehicle it is expected that customers will utilise the public parking available within the vicinity of the site to collect their order.

Notices will be placed within the site advising customers to park in a safe and legal manner in accordance with the Highway Code and advising of the nearby public car park options.

Given the site's Town Centre location, it is also expected that a number of customers will collect their orders as part of a linked trip to the Town Centre and therefore will park in the available public parking spaces to accommodate their trip.

There is also cycle parking (6 no. spaces) available directly outside the premises which can be used by both customers and staff if an alternative sustainable means of transport is to be used.