

Service Management Plan

- 1.1 This Service Management Plan (SMP) has been prepared in relation to the consented new Lidl foodstore on London Road, East Grinstead.
- 1.2 Planning permission was granted by Mid Sussex District under planning reference DM/24/0981 on 11 October 2024 for the demolition of the existing Homebase DIY retail unit at 219-225 London Road to enable construction of Class E(a) retail foodstore with associated parking, landscaping and access works.
- 1.3 This SMP has been prepared in relation to Condition 11 of the decision notice, which states:
'No part of the development shall be first occupied until a Service Management Plan has been submitted to and approved in writing by the Local Planning Authority. This shall set out the arrangements for the loading and unloading of deliveries, in terms of location, frequency and vehicle routing, and set out arrangements for the collection of refuse. Once occupied the use shall be carried out only in accordance with the approved Plan.'
- 1.4 The SMP is applicable to all delivery / service vehicles accessing the site and will be reviewed on a periodic basis.
- 1.5 Compliance and implementation of the SMP will be monitored by the store manager and regional / head office management team as appropriate, with regular training undertaken with delivery drivers and staff members as and when required.

Delivery Areas

- 1.6 A delivery vehicle loading bay is provided to the north east of the store. Appropriate signage will be provided to ensure that the loading bay remains clear of non-authorised vehicles.
- 1.7 Given Lidl's operational requirements, with a maximum of one delivery vehicle onsite at any one time, provision of loading / delivery space for a single vehicle is considered appropriate without causing problems for other site users.
- 1.8 Goods will be transferred directly from the delivery vehicle trailer into the warehouse via a loading platform, with the rear of the loading bay ramped down to facilitate this.

Vehicle Types

- 1.9 Lidl primarily use 16.5m articulated vehicles for deliveries, with each vehicle typically serving a maximum of two stores on each delivery run to ensure both efficiency of operation and the sustainability of the business.

Delivery Numbers

- 1.10 Initial delivery information provided by Lidl indicates that the East Grinstead store would generate on average up to 3 deliveries per day over the week. During busier seasonal periods, such as Christmas, delivery numbers could potentially increase by around 1 additional delivery per day on average.
- 1.11 Lidl store deliveries include all frozen, chilled and ambient goods, with the same delivery vehicle collecting store waste / recycling and returning this to the distribution centre.
- 1.12 Lidl's logistics team will manage store delivery schedules to ensure that no more than one vehicle is onsite at any one time.

Delivery Times

- 1.13 Deliveries shall only take place in line with what is agreed with the local authority. Where feasible, Lidl will endeavour to undertake deliveries outside of the busiest local highway peak periods to minimise potential impact upon the local highway network.
- 1.14 In relation to timing restrictions, Condition 21 of the associated planning permission notes that delivery vehicle arrivals / departers and associated loading / unloading would be restricted to between the hours of 07:00 - 21:00 Monday to Saturday and 08:30 - 18:00 on Sundays / bank holidays.
- 1.15 Once onsite and docked, delivery vehicles are typically onsite for between 30 - 60 minutes to facilitate the unloading of goods and loading of any waste / recycling before departing.

Manoeuvring within the Site

- 1.16 A speed limit of 10mph for delivery vehicles will be in place within the site and suitable lighting provided to ensure good visibility.
- 1.17 Within the site, delivery vehicles would manoeuvre in the northeastern section of the car park, with swept path analysis plans showing the proposed route of delivery vehicles attached to this document at **Appendix A**.

Delivery Vehicle Routing

- 1.18 The Lidl foodstore would be served by Lidl's Northfleet Regional Distribution Centre (RDC). To optimise deliveries, vehicles typically serve more than one store on a single journey, serving stores within the same geographical area.
- 1.19 There are various routing options for accessing the site, although based upon being served by the Northfleet RDC, it is envisaged that deliveries will most likely approach from / depart towards the northwest to access the regional / strategic highway network (A22 / M25).

- 1.20 Consequently, it is envisaged that delivery vehicles would typically turn left-in / right-out of the site from / onto London Road.
- 1.21 Associated swept path analysis for delivery vehicles undertaking all manoeuvres on entry to / exit from the site, including turning right-in / left-out, are provided in **Appendix A**.

[Access Manoeuvre Restrictions](#)

- 1.22 The resulting swept path analysis indicates that the only restricted manoeuvres for delivery vehicles would be right-in and left-out manoeuvres.
- 1.23 Whilst a delivery vehicle could potentially turn right-in, accessing the site on approach from the southeast, it would have to turn from the northwest bound running carriageway rather than from the provided right turn lane, which may result in potential highway conflict / safety concerns. Similarly, whilst delivery vehicles could also exit the site towards the southeast, this would result in vehicles encroaching into the right turn lane on London Road.
- 1.24 Consequently, as part of this SMP it is highlighted that right-in and left-out manoeuvres are not permitted for delivery vehicles, with all vehicles required to approach / depart the site from the north west.

Considerate Behaviour

- 1.25 In addition to the management of delivery numbers and scheduling, mitigation measures will be in place in order to minimise impact upon nearby residents / premises, including:
- When / where appropriate vehicle reversing 'audible warning' and on-board vehicle refrigeration units to be switched off. Notably, in line with Condition 22 of the associated planning permission, whilst onsite delivery vehicle reversing alarms and operation of any onboard refrigeration units would only be permitted between the hours of 08:00 to 21:00 Monday to Saturday and 08:30 - 18:00 on Sundays / bank holidays;
 - No idling while waiting or loading / unloading;
 - At all times, deliveries to be undertaken with minimal noise in terms of vehicle manoeuvring, engine noise ("revving"), gear changes and application of brakes, and moving goods to / from the vehicle; and
 - Vehicle headlights and radio switched off when parked in the delivery bay.

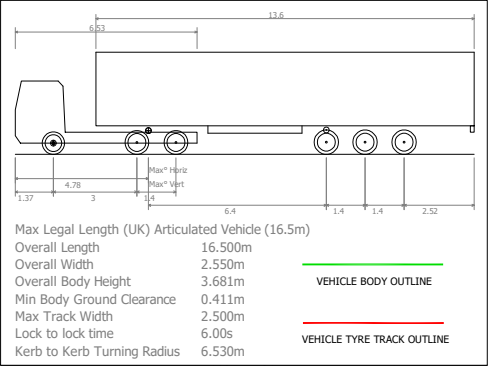
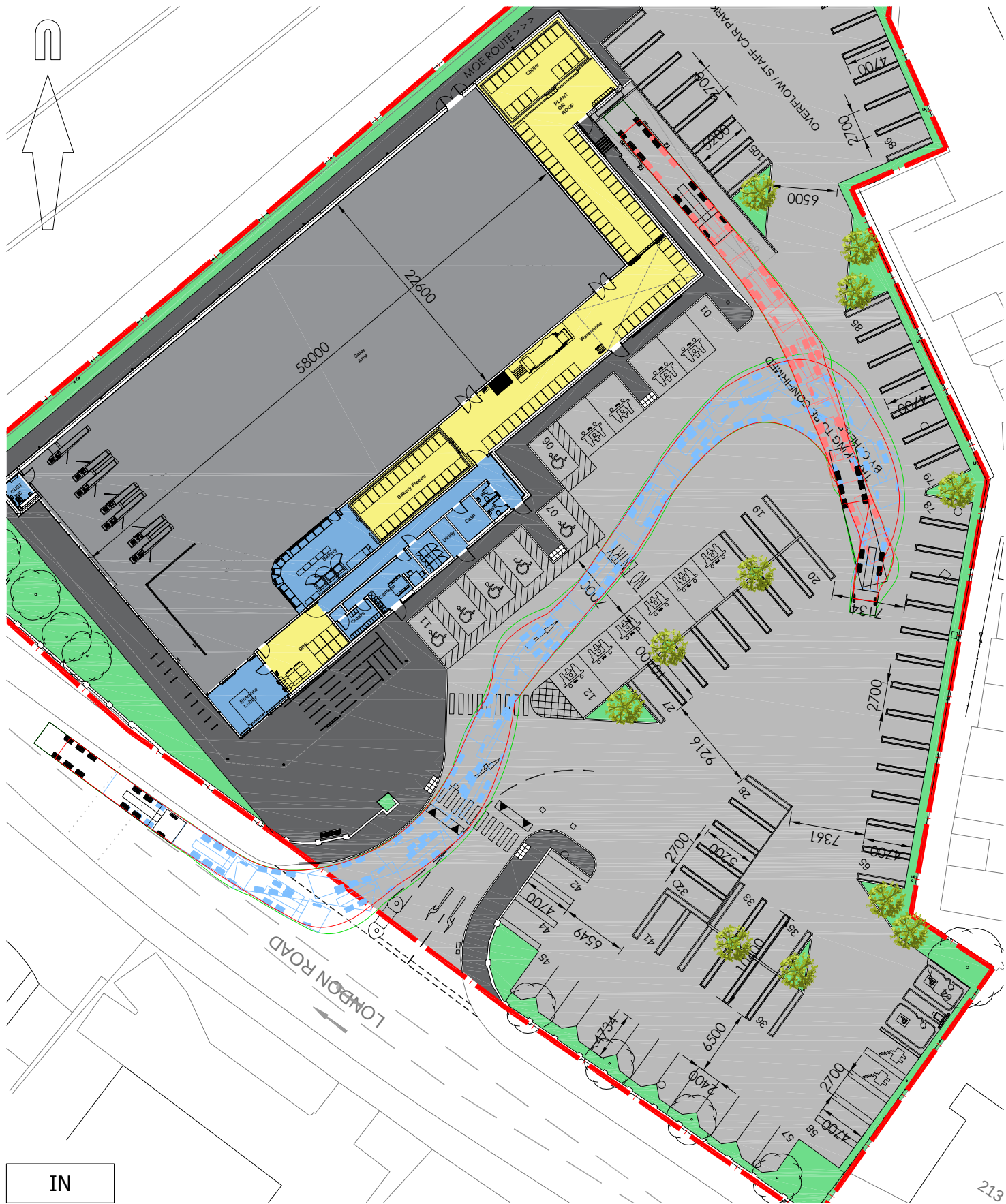
Author: RB

Checked: RG

Date: 27/02/25

Revision: Final 02

APPENDIX A: HGV Tracking Plan(s)



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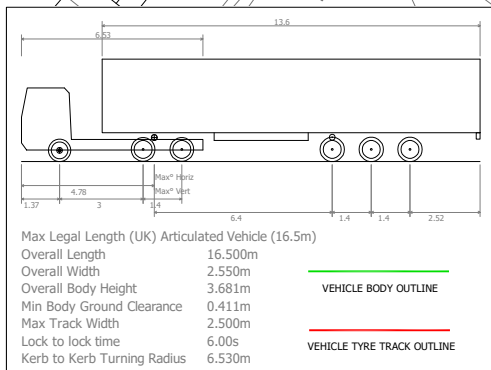
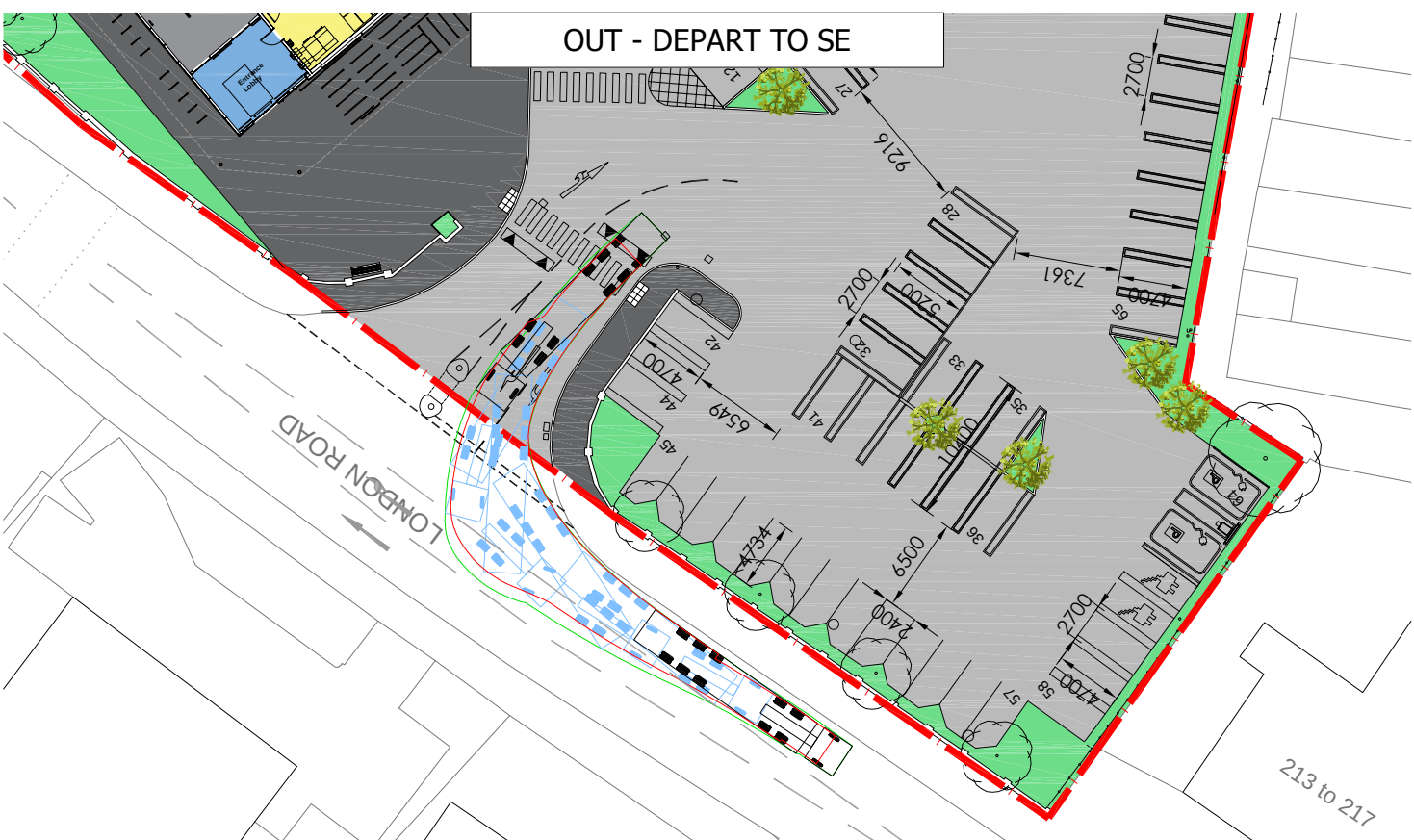
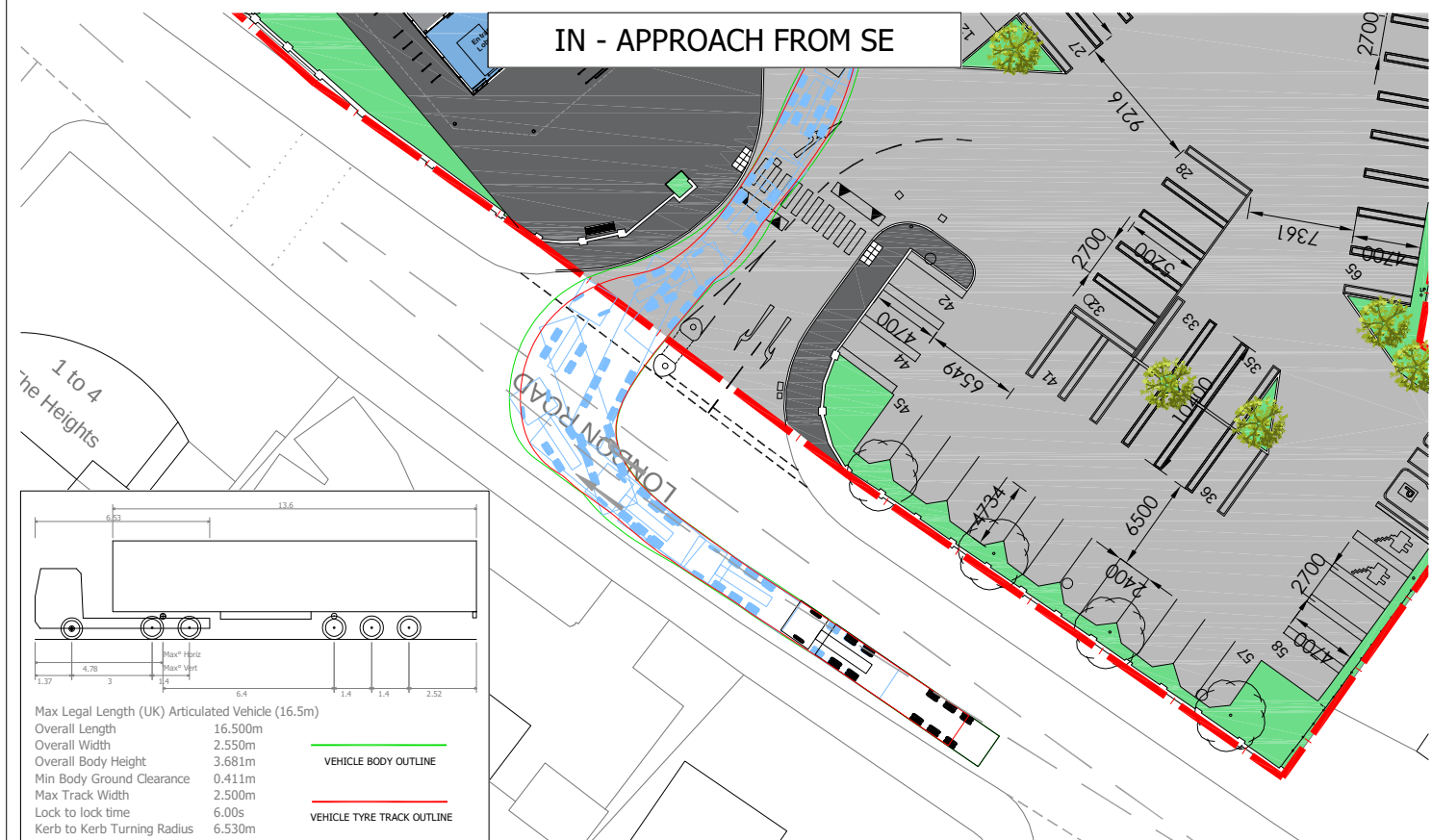
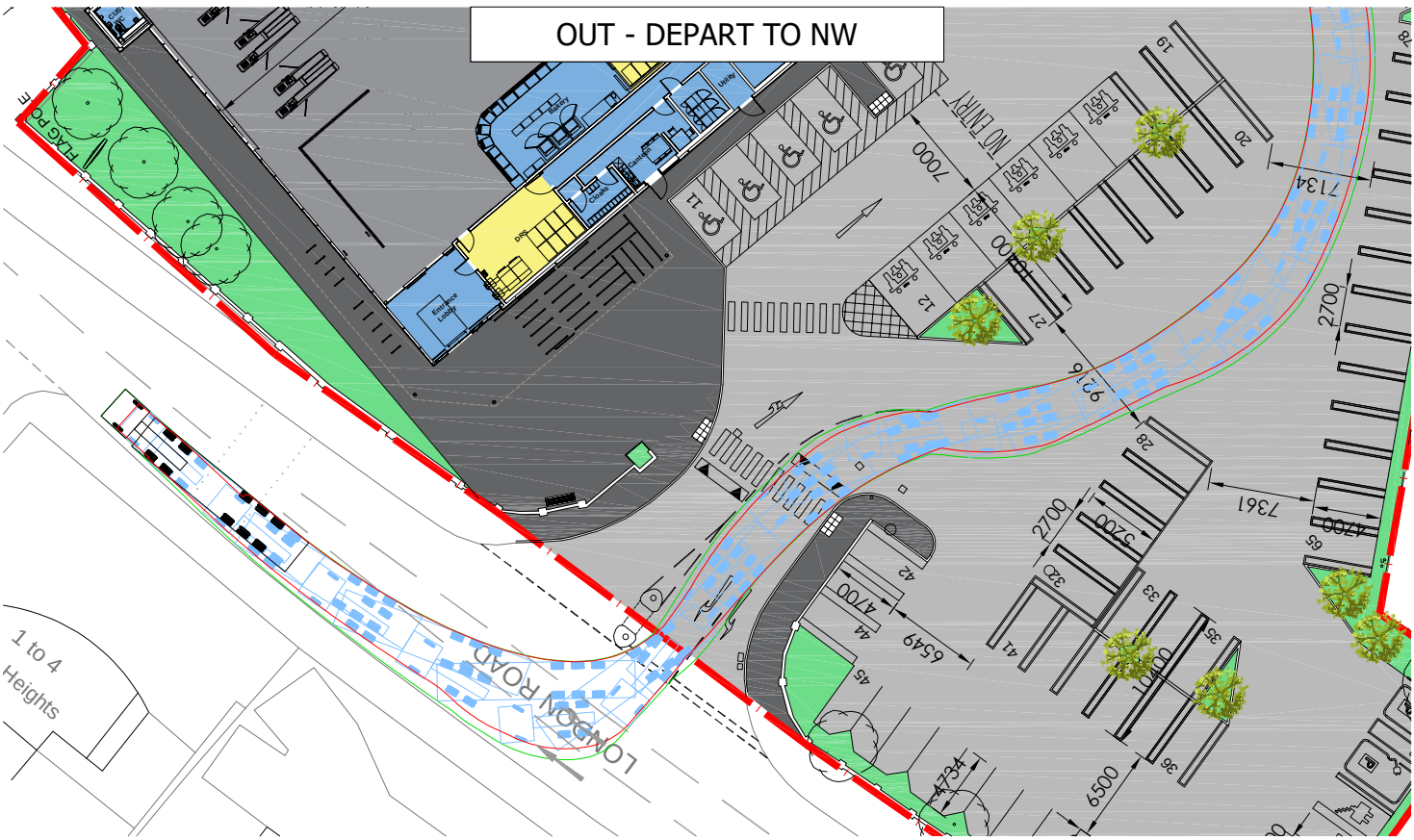
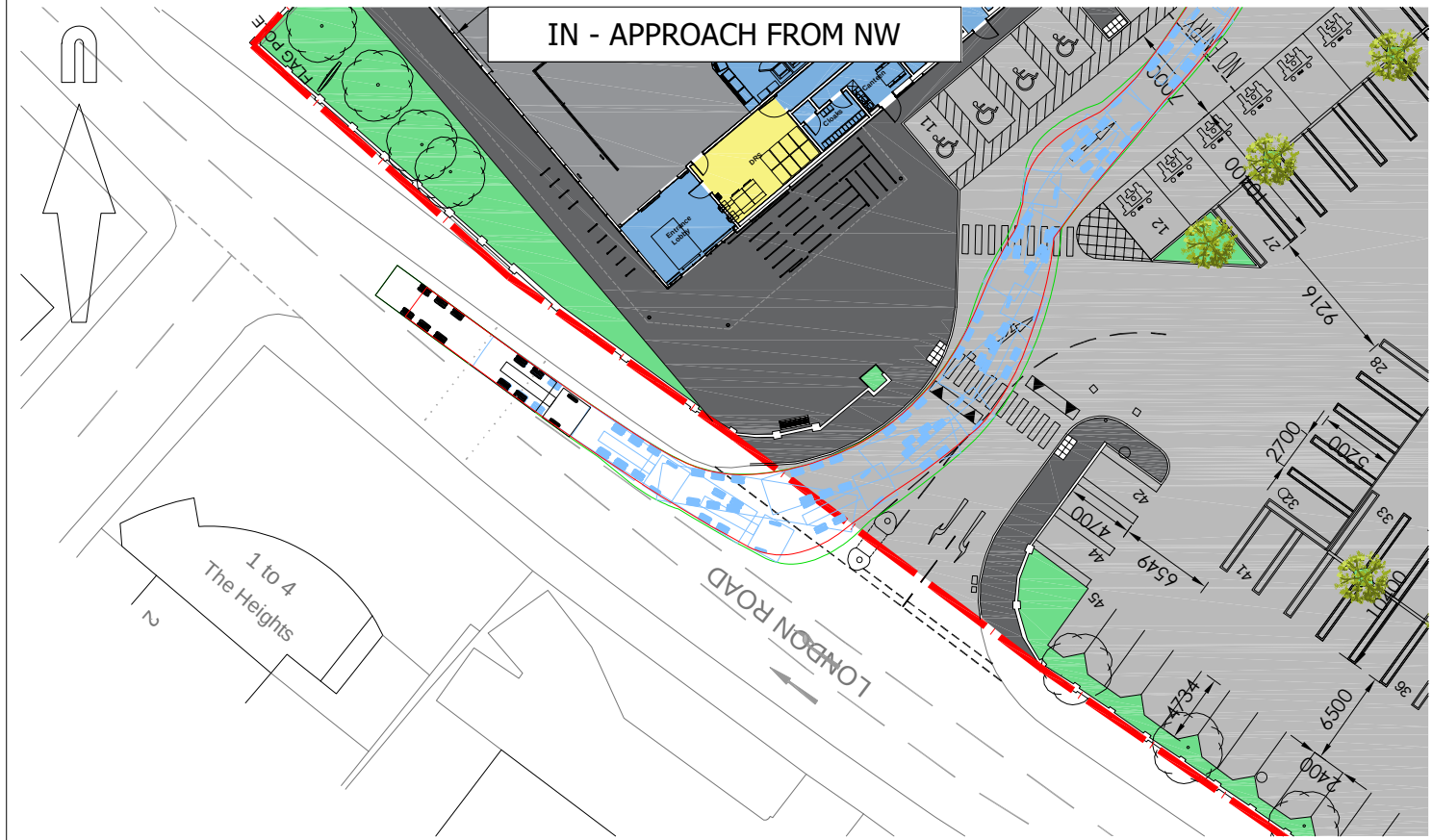
client
LIDL GREAT BRITAIN LIMITED

project
**PROPOSED LIDL FOODSTORE
LONDON ROAD, EAST GRINSTEAD**

title
SWEPT PATH ANALYSIS

**DELIVERY VEHICLE ACCESSING LOADING BAY
TYPICAL ROUTING - APPROACH FROM / DEPART TO
THE NORTH WEST (LEFT-IN / RIGHT-OUT)**

scale		drawn by		checked by	
1:500 @ A3		RB		HI	
date created	date revised	cad file	suitability		
23/11/23	13/12/24	241213 - TRACKING	-		
drawing number					
B/LIDLEGRINSTEAD3.1/TK01					



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client

LIDL GREAT BRITAIN LIMITED

project

PROPOSED LIDL FOODSTORE
LONDON ROAD, EAST GRINSTEAD

title

SWEPT PATH ANALYSIS

DELIVERY VEHICLE ACCESSING SITE
ALL MOVEMENTS

scale

1:500 @ A3

drawn by

RB

checked by

HI

date created

13/12/24

date revised

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241213 - TRACKING

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