

Delivery Management Plan

Eagle House,
2 Talbot Road,
Port Talbot,
SA13 1DH



CASTELL GROUP
Property Development Specialists

Introduction

This Delivery Management Plan (DMP) has been prepared to discharge planning condition 17 of the approved development at Eagle House, Neath Port Talbot. The condition states:

“Prior to first beneficial use of the commercial element of the development, a delivery management plan shall be submitted to and approved in writing by the Local Planning Authority.”

The purpose of this plan is to ensure that delivery operations to the commercial unit are carried out in a manner that minimizes disruption to residents, maintains safety, and adheres to local planning requirements. This document outlines the operational context, delivery procedures, and mitigation measures to address potential impacts arising from deliveries to the commercial unit.

1. Development Context

1.1 Commercial Use

The commercial unit at Eagle House is restricted to **A2 use class** under Condition 27 of the planning permission (P2021/0856). The condition specifies:

“The ground floor of the hereby approved development shall be used for A2 - financial and professional services uses and for no other purpose (including any other purpose in class A1- retail of the schedule to the Town and Country Planning (Use Classes) Order 1987 (or in any provision equivalent to that class in any statutory instrument revoking and re-enacting that order with or without modification).”

This use class encompasses services such as banks, building societies, estate agencies, and other professional and financial services. Due to this designation, the anticipated delivery activity will be minimal.

1.2 Residential Component

The development includes 18 affordable residential units situated above the commercial unit. These units were approved under the same planning application (P2021/0856). The proximity of these residences necessitates careful planning to avoid conflicts between commercial operations and residential amenities.

1.3 Operating Hours

The commercial unit's operating hours are restricted as follows:

- **Monday to Friday:** 08:00 – 18:00
- **Saturday:** 09:00 – 13:00
- **Sunday and Bank Holidays:** No deliveries permitted.

These restrictions ensure that delivery activities occur at times that minimise disturbances to residents and align with the unit's operational needs.

2. Delivery Operations

2.1 Delivery Frequency

Deliveries to the commercial unit will be **infrequent**, reflecting the minimal operational requirements of A2 financial and professional services. It is anticipated that deliveries will primarily include office supplies or similar small-scale items, reducing the need for regular vehicular trips.

2.2 Delivery Times

Deliveries will occur during the **mornings/ early afternoons**, which align with the unit's operating hours. This timing avoids early morning or late-night disturbances, reducing the impact on residential tenants and neighbouring properties.

2.3 Delivery Vehicle Types

Delivery vehicles will predominantly consist of **vans**. Given the limited volume and size of goods required for the commercial use, larger vehicles such as lorries or articulated trucks are not anticipated.

2.4 Loading/Unloading Process

All deliveries will be **unloaded directly from vehicles** at the site. Drivers will be instructed to complete loading and unloading quickly and efficiently to minimize any disruption to residents or pedestrians.

3. Access and Parking Arrangements

3.1 Access Routes

Delivery vehicles will access the site via **Oakwood Lane** off **Talbot Road**, established routes that provide convenient and direct access to the development. These routes avoid narrow residential streets, minimising potential conflicts with local traffic.

3.2 Parking Restrictions

There are 10 dedicated commercial spaces, of which can be used for deliveries. While the development does not feature a dedicated delivery bay, the anticipated low frequency of deliveries ensures that shared spaces can adequately accommodate delivery vehicles.

4. Noise and Disturbance Mitigation

- **Low Impact Deliveries:** As deliveries are minimal and involve non-bulky items, noise impacts are inherently low.
- **Restricted Delivery Hours:** Deliveries are limited to the morning/ early afternoon hours on operational days, avoiding unsociable hours and ensuring minimal disruption to residents. This will also mitigate deliveries during peak times.

No additional noise mitigation measures are proposed given the limited nature of delivery activities.

5. Health and Safety Measures

To ensure pedestrian and resident safety:

- Delivery operations will occur during **non-peak residential hours**, reducing potential interactions between vehicles and pedestrians.
- Delivery drivers will be required to ensure that vehicles are stationary and secure before unloading goods.

These measures mitigate risks associated with vehicle movements in shared spaces.

6. Environmental Considerations

Due to the infrequent nature of deliveries and the small scale of goods, no specific environmental measures are proposed. The limited reliance on large delivery vehicles further reduces potential environmental impacts, such as emissions or noise pollution.

7. Communication and Complaints

- Suppliers will be informed of delivery restrictions, including permitted times and vehicle types, during the ordering process.
 - Complaints from residents related to delivery operations will be directed to **Tai Tarian**, which will be reported back to the commercial lease holders **Castell Group** the managing agent for the development. This ensures that residents and stakeholders have a clear point of contact for addressing concerns.
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Conclusion

This Delivery Management Plan provides a structured approach to managing delivery operations at Eagle House, ensuring compliance with planning condition 17 while minimising impacts on residents and the surrounding environment. The proposed measures balance the operational needs of the commercial unit with the residential nature of the development, maintaining a safe, quiet, and functional site.

The plan's emphasis on minimal deliveries, restricted times, and shared spaces ensures that potential conflicts are effectively mitigated. This document demonstrates the commitment of the site's stakeholders to uphold planning obligations and support harmonious operations within the local community.