

39 West Street, Havant, PO9 1LA

Application Reference: PP-11788328

Operational Management Plan

This Operational Management Plan has been prepared in support of a planning application to vary Condition 4 of Planning Permission reference APP/18/O1234 relating to the opening hours of an existing Dominos Pizza hot food takeaway (Sui Generis).

Please note that this Plan relates only to the proposed extension of hours and no changes are proposed to the currently approved operation.

Condition 4 currently restricts the opening hours of the takeaway unit to between 0900 to 2300 Sundays to Thursdays and 0900 to 2400 on Fridays and Saturdays. However, based on the store's trading patterns the applicant believes there is sufficient demand to trade over the extended hours proposed and ultimately respond to the needs of local customers. As such the proposed wording of Condition 4 will read:

"The premises shall only be open to the public for trade or business between the hours of 09:00 and 23.00 Sunday to Thursday; and between 09:00 and 24.00 (midnight) on Fridays and Saturdays. No delivery of pizzas shall take place outside of the hours of 09.00 Sunday to Thursday and 01.00 the following morning and 09.00 on Fridays and Saturdays and 03.00 the following morning".

This document sets out the measures that will be put in place to ensure that no harm to amenity is caused to local residents in respect of visual impacts, odour or noise through the operational noise from delivery drivers and members of staff.

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In line with the approved opening hours, the existing store will be open to the public for business between 0900 to 2300 Monday to Friday and 0900 to 2400 (midnight) Saturday

and Sunday. The store will not be open customers outside of these hours.

Deliveries from the site will take place between the hours of 09.00 and 01.00 during the week and 09.00 and 03.00 on weekends. No hot food will be served from the unit outside of these hours.

The delivery drivers will use the 3 no. allocated car parking spaces in the rear servicing yard and shall continue to access the store from the door at the back of the building for the purposes of collecting orders.

All members of staff including 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.

Each delivery driver will return to site briefly (staying for approximately 2-3 minutes) to collect a number of orders and will then spend an average of 20 minutes making deliveries. As such, it is rare that more than one driver is at the site at any one time, generally a maximum of 2 no. drivers will be at the site at once during peak hours (not during the extended hours proposed)

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 management of all staff, delivery drivers and 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.

No alcohol will be sold or consumed on the site at any time.

Deliveries of goods to the site will be carried out by a 7.5 tonne van. The times for which shall be carried out strictly between the hours of 07:00 and 20:00 Monday to Saturdays and at no other time, which fully accords with the details set down within the original planning permission reference APP/18/O1234.

The applicant has previously installed High Definition CCTV cameras both inside the store and immediately to the front and rear of the property. The images are recorded off site and can be reviewed or captured for between 2 & 4 weeks at a time. Therefore, if necessary, the images will also be available to view by authorised persons such as the police.