

DESIGN & ACCESS STATEMENT

TESCO STORE, CLICK & COLLECT FACILITY

1.0 Description

- 1.1 The following statement provides our analysis with regard to the design and access issues relating to the proposed 'Click and Collect' customer collection canopy at this Tesco Store. This statement has been produced in accordance with the requirements of Section 62 and Section 327A of the 'Town and Country Planning Act' 1990 as inserted by Section 42 of the 'Planning and Compulsory Purchase Act' 2004, and Article 4C of the 'Town and Country Planning (General Development Procedure) Order' 1995 (as amended).

2.0 Use

- 2.1 The application relates to the installation of a customer collection canopy & ancillary canopies at the rear of the store.
- 2.2 Tesco propose to offer customers a new service, where the customer orders their shopping and pays for it online, then a personal shopper (member of staff) at the store picks each individual customers shopping. This picked shopping is processed and stored in the existing Home Shopping department within the store.
- 2.3 The 'Click & Collect' orders are then taken to the customer collection storage area and adjacent canopy. The purpose of the main canopy is only to provide protection to customers loading their cars during any period of inclement weather. The ancillary canopies provide protection to staff wheeling the customers' shopping from the Home Shopping area to the Click & Collect area.
- 2.4 Customers will be allocated a predetermined collection timeslot when ordering their shopping & will then collect their shopping orders from the 'Click & Collect' area.
- 2.5 This new service is aimed at customers who lead busy life styles and cannot guarantee that they will be at home to take receipt of the normal home delivery service provided by the store, or for any customer who does not have time to spend shopping at the store but still needs to source their weekly provisions.

3.0 Site Analysis

- 3.1 Pedestrian access to the Tesco site is available at various points on the perimeter.
- 3.2 Customer vehicular access is provided off the main Highway.
- 3.3 The boundaries are mainly soft landscaped to the highways frontages. The car park is set onto a relatively level plateau with the store itself positioned within it.

4.0 Context Analysis

- 4.1 The site consists of a Tesco store with a Petrol Filling Station adjacent constructed in a similar style.
- 4.2 The car park is an open space with some small landscaped beds in areas and containing the normal street furniture to be expected in an environment of this sort.
- 4.3 A full retail assessment & other associated assessments would normally have been undertaken to accompany the original application proving the need for the development and its relationship to local shops, schools etc & public transport. This relationship would not have changed since the store opened.

5.0 Layout

- 5.1 The new customer collection canopy & adjacent area does not result in any new Retail space simply a holding area for the ordered goods.
- 5.2 The proposed 'Click & Collect' facility will be located towards the rear of the store accessed from the customer car park. Road markings & signage will delineate the customer route.
- 5.3 The proposed canopy is 9.6 metres long by 9.6 metres deep, self supporting on canopy posts.
- 5.4 The customer collection area is marked out to the underside of the canopy providing space for two cars and loading areas. Upon arrival the customer presses an intercom to announce their presence.

6.0 Scale

- 6.1 There is to be only one 'Click and Collect' facility located at the store.
- 6.2 The collection canopy is in keeping with other ancillary buildings located at the store and has been sized to provide minimum impact whilst providing acceptable working tolerances to suit the Click & Collect operation.
- 6.3 The clear height under the canopy provides sufficient clearance for private passenger transport.

7.0 Landscaping

- 7.1 The proposal does not adversely affect existing landscape provision nor will it present a maintenance issue in respect of the building overall.
- 7.2 Any adjacent planted areas will be remodelled during the course of the installation.
- 7.3 Both trees to be removed are immature.

8.0 Appearance

- 8.1 The proposed customer collection canopy and link canopy will be formed from coloured metal panels on steel posts.

9.0 Access

9.1 Customer

- 9.1.1 It is expected that customers using the 'Click & Collect' facility will visit the store by car as the operation replaces their normal visit to the store for 'their weekly shop'.
- 9.1.2 Customer access is level & unimpeded via the access road into the area; new signs will be erected on route guiding customers to the destination (signs being subject to a separate advertisement application).

9.2 Staff

- 9.2.1 Staff will transport the customers' shopping from the Home Shopping Facility within the store under cover of the proposed canopies.
- 9.2.2 The shopping is then delivered direct to the customer who parks under the collection canopy.

10.0 Community safety

- 10.1 Traffic routes are clearly marked out with directional arrows and signs. Pedestrian routes are identified and protected where appropriate with kerbs or bollards.
- 10.2 The store is appropriately illuminated at night & is monitored by Tesco security staff.

11.0 Environmental Sustainability

- 11.1 The proposal is not designed to increase customer visits to the store but assist the customer during their normal shopping trip. This suggests the Proposal is car neutral in respect of customer journeys.
- 11.2 Transport of the 'shopping' from the store to the customer collection point is carried out without any motorised assistance.
- 11.3 The 'Click & Collect' canopies are entirely recyclable and could be dismantled for use at another location.