



Delivery Noise Management Plan

Solent Road, Havant, PO9 1DQ
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Prepared For:
Chancerygate (Erdington) Limited

Prepared By:
TRC
Work.Life, 20 Red Lion Street,
London, WC1R 4PQ

Registered office: 150 Minories, London EC3N 1LS
Company Number: 06749633



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Executive Summary

TRC Companies Ltd, (TRC), was commissioned by Chancerygate (Erdington) Limited (the Client), to provide a delivery noise management plan for the delivery of goods and movement of vehicles at the site on Solent Road, Havant, PO9 1QD.

To aid this work, a review of relevant Department for Transport Guidance (and Freight Transport Association) is presented in this report.

Section 3 of this report sets out the measures to be put in place to control noise from deliveries at the site.

This Executive Summary is part of this complete report; any findings, opinions, or conclusions in this Executive Summary are made in context with the complete report. TRC recommends that the user reads the entire report for all supporting information related to findings, opinions, and conclusions.

1.0 Introduction

TRC Companies Ltd, (TRC), was commissioned by Chancerygate (Erdington) Limited (the Client), to provide a delivery noise management plan for the delivery of goods and movement of vehicles at the site on Solent Road, Havant, PO9 1QD.

This management plan and report is based on recommendations from the Department for Transport's Quiet Deliveries Good Practice Guidance, which covers the key noise issues for retailers, freight operators, local authorities and community stakeholders. The Freight Transport Association were one of the main contributors to this guidance.

1.1 Current Site and Proposed Development

The Site is centred at national grid reference (471090,106155) and consists of a vacant single plot with an area of 14,250m². The Site lies within the administrative area of Havant Borough Council and it is located in an area of the borough which is predominantly mixed-used commercial and residential.

The site is bound by Solent Road and the A27 to the south, Portsmouth Water offices to the north, Bosmere medical practice to the east, along with Brockhampton Lane and residential properties (within 10m from the site's eastern boundary). Likewise, to the west, properties on Manor Court are adjacent to the site (within 10m from the site's western boundary).

The proposal is to construct four two storey light-industrial units (combination of B1c, B2 and B8 use) and an office building. The light industrial units are of speculative nature and the warehouse elements will be left as shells for fitting out by occupiers to suit their particular needs.

The Site location is presented in Figure 1, and the proposed layout in Figure 2 below.

1.2 Purpose of this Management Plan

The purpose of this management plan is to set out management measures to reduce the potential noise impact, at nearby residential properties, of deliveries and the use of vehicles at the Site.

1.3 Local Authority Liaison

This delivery noise management plan was requested by Havant Borough Council as one of the planning conditions for the development.

1.4 Summary of Noise Assessment Work Already Undertaken

A noise assessment was undertaken by TRC Companies (ref 415989.0000.0000) to support the planning application for the site. This assessment demonstrated that the Site layout has been designed to minimise the potential noise impact, with the proposed new units providing significant noise-shielding at the nearby residential receptors. As such, the predicted noise levels at existing sensitive receptors from vehicle operations (HGVs) is lower than existing ambient noise levels (which consists of vehicle movements and exiting industrial noise) and meets the criteria for good living and resting conditions for dwellings, as defined by BS 8233.

Furthermore, with regards to fixed plant noise, noise impacts have been assessed at the closest receptor. These levels are significantly below existing background noise, therefore no impacts are predicted based on a BS4142 assessment. Therefore, the assessment found that the site can operate without time restrictions, whilst avoiding noise impacts at nearby noise sensitive residential receptors.



Project Title	Figure Title	Image Source	Map Scale	Author
Solent Road, Havant	Site Location	OSM Standard, Google Satellite	1:2500	
Client	Figure Reference	Date	Version No.	Approver
Chancerygate (Erdington) Limited	Figure 1	21/12/21	01	



Project Title	Figure Title	Image Source	Map Scale	Author
Solent Road, Havant	Site Layout	N/A	N/A	<i>LS</i>
Client	Figure Reference	Date	Version No.	Approver
Chancerygate (Erdington) Limited	Figure 2	21/12/2021	01	<i>LS</i>

2.0 Relevant Guidance

2.1 Department for Transport – Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Freight Operators

The aim of this DfT 2014 guidance is to clarify how out-of-hour deliveries can allow a more sustainable way of distribution of goods and bring advantages to the local community and other road users, whilst avoiding noise impacts at residential properties. The guidance provides local flexibility in designing and implementing quiet deliveries and seeks to boost and sustain economic growth while engaging with local authorities, communities and other important stakeholders.

The principle of quiet deliveries is to enable companies and organisations to create and receive deliveries outside core hours. This flexibility has numerous advantages for all impacted parties, such as decreased traffic, lower emissions, and business efficiency.

For local authorities, quiet deliveries can assist their local economies (including their town centres) grow and develop, with changes to the environment and road safety, in a manner that does not compromise the quality of life for residents.

For residents and communities affected by larger goods vehicle movement, quiet deliveries are intended to minimise the potential impact of vehicle movements outside of core hours.

The guidance sets out a range of noise management measures which can be broadly categorised as follows:

- **Managerial measures** – steps to be implemented by at a managerial level. For example, ensuring that all new tenants are aware that the site is in a residential area and that they must therefore comply with this management plan.
- **Physical measures** – for example, ensuring that the physical infrastructure on site is well maintained.
- **Behavioural measures** – steps which influence the behaviour of drivers and site staff - for example, avoiding shouting, use of horns.

3.0 Delivery Noise Management Plan

The noise management measures presented in Table 1 below will be implemented as far as necessary and where reasonably practicable in order to control noise from deliveries on and to the site.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
Managerial	Developer	Ensuring all tenants receive copies of this plan and are aware of its importance, and brief all staff involved in delivery activities.	Developer to ensure that all new tenants/ site operators are provided with this plan and understand the importance of minimizing the impact of night-time delivery noise, and that they in turn should brief suppliers and carriers.	Developer to keep a record of this and include it as part of new tenant 'check list'.
Physical	Delivery point	Ensuring all equipment – both on the vehicle and at the delivery point – is in good working order and maintained or modernised to minimise noise when in operation.	Site operator to keep maintenance up to date with regular checks.	Site operator to keep log of this
		Ensure delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing.	Site operator to keep maintenance up to date with regular checks.	Site operator to keep log of this
		Switch off any external tannoy (P.A.) systems.	Site operator to switch off the P.A. systems before night-time.	Have a check list of to be followed by site staff.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
		Avoid using external bells at delivery points.	Site operator to ensure that bells are disabled during the night-time. Signs at the entry of the site warning of the residential surrounding buildings.	Have a check list of to be followed by site staff.
		Switch off the radio when delivery point doors are open.	Site operator to ensure that this is implemented during the night-time. Advise site staff of this measure and to be observant of this.	Have a check list of to be followed by site staff.
		Ensure the delivery point and surrounding areas are clear of obstructions so vehicles can maneuver easily.	Site operator to ensure that site staff check the area before the arrival of deliveries.	Have a check list of to be followed by site staff.
		Keep doors other than the delivery point closed to ensure noise does not escape.	Site staff to open doors only when necessary.	Have a check list of to be followed by site staff.
		Where possible, prepare all empty handling units, salvage and returns behind closed doors. Check they are in the correct condition and position and at the right height before taking them out. This will minimise outdoor activity and unnecessary noise.	Site staff to ensure this is implemented.	Have a check list of to be followed by site staff.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
		Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling.	Driver and site staff to plan ahead and make sure site staff is available.	Have a check list of to be followed by site staff.
	Driver/Carrier Supplier/	Using newer and quieter delivery vehicles and equipment, where practicable.	Site operator to advise carriers of this.	Have a site staff member review this.
Behavioural	Driver/Carrier Supplier/	If driver arrives early for their delivery slot, do not wait near residential property and switch off the engine.	Site operator to advise carriers of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Reversing alarms should be switched off or modified for white noise, if not subject to health and safety requirements or localised risk assessment issues (e.g. proximity to a cycle route).	Site operator to advise carriers of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Engines should be switched off immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Refrigeration equipment should be switched off in advance of arrival at premises where practicable.	Site operator to advise carriers/ driver of this measure.	Have a site staff member review this.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
			Signs at the entry of the site warning of the residential surrounding buildings.	
		If the radio is on, ensure the cab windows are closed and switch the radio off before opening the door. Minimise the frequency of opening and closing vehicle doors and do so quietly.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Allow extra time if needed to unload as quietly as possible. Take particular care to minimise rattle from metal-on-metal contact when moving roll cages.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		If opening a gate/cellar flap/roller shutter door to gain access, do so gently and as little as possible.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Lower flaps on tail-lifts carefully and quietly.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
		When moving gates, locks and load restraint bars ensure they are placed gently in their resting position/stowage point – do not drop or drag them on the ground. When safe to do so, use sidelights rather than headlights while off-road and manoeuvring, to minimise light intrusion.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Minimise excessive air brake noise.	Site operator to advise carriers/ driver of this measure, wherever practicable. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		When working in the vehicle load space avoid banging cages into the vehicle walls.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		When finished unloading/loading, close up the vehicle quietly.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this,

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
		For keg deliveries, ensure that dropping beds are always used when dropping kegs into and out of the vehicle.	Site operator to advise carriers/ driver of this measure. Signs at the entry of the site warning of the residential surrounding buildings.	Have a site staff member review this.
		Driver to remain aware of the effect noise levels can have on local residents and behave accordingly – e.g. no shouting, minimizing banging and impact noise	Signs at the entry of the site warning of the residential surrounding buildings. Where practicable, drivers advised of this in advance. Site staff to remind drivers on an ongoing basis, particularly if the driver is generating noise.	N/A
		Be aware of how far your voice can carry when talking outside at night.	Advise driver of this measure. Have a sign warning of the residential area.	Have side staff available and observant.
		Do not whistle or shout to get the attention of store employees.	Advise driver of this measure. Have a sign warning of the residential area.	Have side staff available and observant.

Type of guidance	Who does this apply to?	Best practice recommendation	How is this implemented and by whom?	How is this monitored (if applicable)?
		Do not sound your horn.	Advise driver of this measure. Have a sign warning this is a residential area.	Have side staff present and observant.

4.0 Limitations and Exclusions

4.1 Reliance

The recommendations contained in this report represent TRC's professional opinions, based upon the currently available information, and are arrived at in accordance with currently acceptable professional standards. This report is based upon a specific scope of work requested by the Client. The contract between TRC and its Client outlines the scope of work, and only those tasks specifically authorised by that contract or outlined in this report were performed. This report is intended only for the use of TRC's Client and anyone else specifically identified in writing by TRC as a user of this report. TRC will not and cannot be liable for unauthorized reliance by any other third party. Other than as contained in this paragraph, TRC makes no express or implied warranty as to the contents of this report.

4.2 Third Party Information

TRC has been provided with information from third parties for information purposes only and without representation or warranty, express or implied as to its accuracy or completeness and without any liability on such third parties part to revise or update the information. Where reliance has been provided by third parties to potential purchasers, this is noted in our report.

In performing the services to which this report relates, TRC has relied upon the information obtained from third parties. TRC makes no representation or warranty, express or implied as to the accuracy or completeness of any statement or advice contained within this report that is based upon the information obtained from third parties and to the fullest extent permissible by law we hereby exclude any and all liability we may have in respect of the same, provided that nothing shall be taken as limiting TRC's liability in respect of personal injury (including death) caused by its negligence.

4.3 Interpretation of Findings

TRC's report is based upon the information provided to TRC and TRC's observations made during the subject property reconnaissance. Given the inherent limitations of environmental assessment work, TRC does not guarantee that the subject property is free of additional noise sources or considerations, or that latent or undiscovered conditions will not become evident in the future. TRC's report is prepared in accordance with the proposal and the standard terms and conditions agreed between the Client and TRC, and no other warranties, representations, or certifications are made.

5.0 References

The following documents/website were consulted in preparing this report:

- Department for Transport - Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Freight Operators