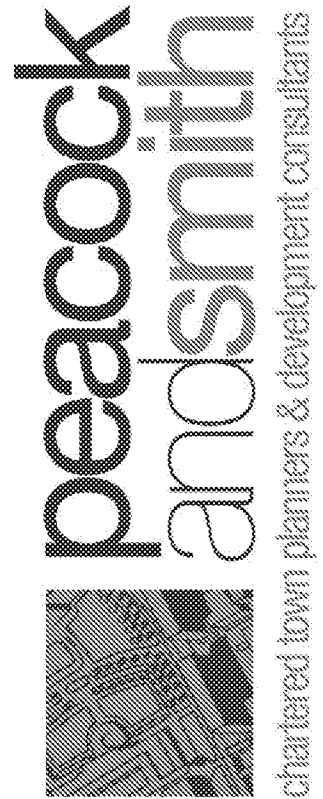




**WM MORRISON SUPERMARKETS PLC
HAWTHORN ROAD, THE WICK, LITTLEHAMPTON**

PLANNING STATEMENT

JULY 2015

Peacock and Smith Ltd
Second Floor
2 Sycamore Street
London
EC1Y 0SE



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1. INTRODUCTION

Introduction

- 1.01 This Report comprises a statement prepared in support of an application submitted on behalf of Wm Morrison Supermarkets plc ("Morrisons") to vary Condition 10 of planning permission ref: LU/307/12/ (a copy of which is appended to this Statement at **Appendix 1**) dated 14 February 2013, which relates to the delivery hours of the Morrisons foodstore, located on Hawthorn Road, Littlehampton, BN17 7LR.

Background

- 1.02 Food retailing is a highly competitive business and it is essential that major food retailers are able to organise their operations in an efficient manner. An important part of this is the need to ensure that the delivery system to the store operates efficiently, providing the freshest produce at the store in time for it to be merchandised, at minimal cost whilst also considering other factors such as road congestion and the carbon footprint of such activities.
- 1.03 A significant proportion of deliveries to Morrisons stores are made during the night (defined in acoustic terms as 23:00 – 07:00 hours). This provides a number of advantages including:
- Fresh produce arrives, is unloaded and made available for purchase prior to the store opening;
 - Delivery vehicles do not add to congestion during busier periods thereby minimising journey times and the carbon footprint;
 - Ensuring vehicles can be unloaded in an efficient manner as opposed to unloading several vehicles at a time which leads to inefficient work and excessive noise as this has to be done as quickly as possible;
 - Prevents congestion of delivery vehicles in and around the delivery yard/foodstore;
- 1.04 The current restriction precludes the delivery of goods to the store and petrol filling station between the hours of 23.00 – 06:00.
- 1.05 The variation of Condition 10 will allow deliveries to the store to be staggered and thereby provide the benefits identified at paragraph 1.03 above. We are proposing

only to vary the Monday to Saturday delivery hours by one hour in the morning. Therefore the new delivery times would be as follows: 05:00-23.00 Monday to Saturday and 06:00-23:00 Sundays and Bank Holidays i.e. to start an hour earlier in the morning between Monday and Saturday only.

Planning History

- 1.06 The store was constructed following planning approval ref: LU/271/11 - Erection of class A1 (retail) foodstore with associated servicing, car & cycle parking off Hawthorn Road, hard & soft landscaping, petrol filling station with associated kiosk & external works to existing office building to create an Enterprise Hub with new point of access off Courtwick Lane & associated landscape works & cycle parking provision (Approved 24/04/12)
- 1.07 There have been various Non-Material, Minor-Material Amendments and Section 73 applications to vary planning conditions attached to the above approval. However, the most relevant is application ref: LU/307/12/ - Application for variation of condition 15 imposed under planning approval LU/271/11/ (approved 14/02/13).

Planning Issues

- 1.08 Since the reason for Condition 10 of planning permission ref. LU/307/12/ relates to the need to safeguard the residential amenity of neighbouring properties the main issue arising from this application is the potential impact on residential amenity. However, as outlined below, neither the Noise Policy Statement for England nor the National Planning Policy Framework (which reflects the Noise Policy Statement) expects noise to be considered in isolation, separately from the economic, social and other environmental dimensions of proposed developments:

Structure of the Report

- 1.09 This report is written in the following sections:
- (a) Section 2 describes the application site;
 - (b) Section 3 summarises the salient elements of the planning policy context against which the proposal should be assessed;
 - (c) Section 4 provides an analysis of the issues highlighted above; and

- (d) Section 5 sets out overall conclusions and the consistency of the proposal with relevant planning policy.

2. SITE DESCRIPTION

- 2.01 The Morrisons store is located on Hawthorn Road, the Wick, Littlehampton (Please see site plan under **Appendix 2**). To the North of the site is a car park and office building, beyond which are residential properties facing onto Courtwick Lane.
- 2.03 To the East the site is bounded by Lyminster Road, beyond which are residential properties.
- 2.04 The boundary to the South is bound by Hawthorn Road beyond which is a landscaped verge and the A259.
- 2.05 The western boundary is bordered by existing commercial premises / offices.
- 2.06 The service yard is located along the south western corner of the store.. The service yard with turning area is also accessed from Hawthorn Road.

3. PLANNING POLICY CONTEXT

3.01 The purpose of this Section is to establish the planning policy framework against which the criteria of the application should be assessed.

3.02 Section 38(6) of the Planning and Compulsory Purchase Act 2004 requires that an application for planning permission shall be determined in accordance with the Development Plan, unless material considerations indicate otherwise. Conversely, applications which are not in accordance with relevant policies in the Plan should not be allowed unless material considerations justify a grant of planning permission.

3.03 However, Paragraph 215 of the NPPF confirms that following a period of 12 months from the day of publication of the NPPF due weight should be given to relevant policies in existing plans according to their degree of consistency with the Framework (the closer the policies in the plan to the policies in the Framework, the greater the weight may be given).

3.04 The Statutory Development Plan comprises:

- **The 'saved policies' of the adopted Arun District Local Plan 2003**

3.05 Further material policy considerations include:

- Emerging Plan: Arun District Local Plan 2011-2031
- The National Planning Policy Framework (2012);
- Planning Practice Guidance (2014); and
- Noise Policy Statement for England (2010).

3.06 Each of these documents is reviewed as follows.

Development Plan

Arun District Local Plan 2003 (Saved Policies)

3.07 The site is not allocated with the Local Plan, however there are a number of policies that are relevant to this application.

- 3.08 Policy GEN7 refers to the 'Form of New Development' and states that development will be permitted provided it (inter alia): *"(iv) does not have an unacceptable adverse impact on adjoining occupiers, land, uses or property and, where relevant, facilitates the development of adjoining sites"*.
- 3.09 Furthermore, Policy GEN32 refers to 'Noise Pollution' and states that *"development which is a potential source of significant noise pollution will not be permitted unless the Council is satisfied that appropriate measures have been included in the proposal to reduce noise pollution to acceptable levels. Details of such measures will be required as part of the planning application."*

Other Material Policy Considerations

Arun Local Plan 2011 – 2031 (Publication Version)

- 3.10 Draft Policy QE SP1 refers to the 'Quality of the environment' and states that the Council will ensure that development does not have a significantly negative impact upon residential amenity.

The National Planning Policy Framework (NPPF) (2012)

- 3.11 The NPPF contains national planning policy on a variety of different subjects and how these are expected to be applied. The Framework is to be read in conjunction with the Planning Practice Guidance (2014).
- 3.12 The NPPF does not change the requirement for planning decisions to be made in accordance with the development plan unless material considerations indicate otherwise (Section 38 (6) of the Planning and Compulsory Purchase Act 2004).
- 3.13 The NPPF confirms that the purpose of planning is to help achieve sustainable development. There are three dimensions to sustainable development, which are:
- **An economic role** – contributing to building a strong, responsive and competitive economy, by ensuring that sufficient land of the right type is available in the right places and at the right time to support growth and innovation; and by identifying and coordinating development requirements, including the provision of infrastructure;

- **A social role** – supporting strong, vibrant and healthy communities, by providing the supply of housing required to meet the needs of present and future generations; and by creating a high quality built environment, with accessible local services that reflect the community's needs and support its health, social and cultural well-being; and
- **An environmental role** – contributing to protecting and enhancing our natural, built and historic environment; and, as part of this, helping to improve biodiversity, use natural resources prudently, minimise waste and pollution, and mitigate and adapt to climate change including moving to a low carbon economy.

3.14 Paragraph 14 confirms that at the heart of the NPPF is a presumption in favour of sustainable development, which should be seen as a golden thread running through both plan-making and decision-taking. In respect of decision taking this means:

- Approving development proposals that accord with the development plan without delay; and
- Where the development plan is absent, silent or relevant policies are out-of-date, granting permission unless:
 - Any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole; or
 - Specific policies in this Framework indicate development should be restricted.

3.15 Paragraph 17 outlines a number of core planning principles, which undermine both plan-making and decision-taking. These include the statement that planning should *inter alia*.....

- Proactively drive and support sustainable economic development to deliver the homes, business and industrial units, infrastructure and thriving local places that the country needs.....;
- Always seek to secure high quality design and a good standard of amenity for all existing and future occupants of land and buildings;
- Support the transition to a low carbon future in change climate.....; and
- Contribute to conserving and enhancing the natural environment and reducing pollution.....

- 3.16 Paragraphs 18 and 19 confirm that the government is committed to securing economic growth in order to create jobs and prosperity, building on the country's inherent strengths, and to meeting the twin challenges of global competition and of a low carbon future. In addition, the government is committed to ensuring that the planning system does all it can to support sustainable economic growth with the planning system encouraging and not acting as an impediment to sustainable growth. Therefore significant weight should be placed on the need to support economic growth through the planning system.
- 3.17 In respect of promoting sustainable transport, paragraph 30 is clear that encouragement should be given to solutions which support reductions in greenhouse gas emissions and reduce congestion.
- 3.18 Having regard to decision taking, paragraph 187 states that the advice to Local Planning Authorities is that solutions rather than problems should be looked for with decision takers at every level seeking to approve applications for sustainable development where possible.
- 3.19 Paragraph 196 re-iterates that the planning system is plan-led and that planning law requires applications for planning permission to be determined in accordance with the development plan unless material considerations indicate otherwise. In respect of decision making, the NPPF is a material considerations. Paragraph 197 re-iterates that LPAs should apply the presumption in favour of sustainable development.

Planning Practice Guidance (Noise) (2014)

- 3.20 As outlined above, the NPPF is supported by a range of guidance on a variety of topics. In this instance, the most relevant topic is noise.
- 3.21 Paragraph 002 confirms that noise can override other planning considerations. However, neither the Noise Policy Statement for England nor the National Planning Policy Framework (which reflects the Noise Policy Statement) expects noise to be considered in isolation, separately from the economic, social and other environmental dimensions of proposed development.
- 3.22 When determining the noise impact, LPAs and decision takers should take account of the acoustic environment and in doing so consider:

- Whether or not a significant adverse effect is occurring or likely to occur;
- Whether or not an adverse effect is occurring or likely to occur; and
- Whether or not a good standard of amenity can be achieved.

In line with the Explanatory Note of the Noise Policy Statement for England, this would include identifying whether the overall effect of the noise exposure is, or would be, above or below the significant observed adverse effect level and the lowest observed effect level for the given situation. As noise is a complex technical issues, it may be appropriate to seek experienced specialist assistance when applying this policy.

3.23 Paragraph 006 outlines a number of factors which can influence whether noise could be a concern. Such factors include *inter alia*:

- The source and absolute level of the noise together with the time of day it occurs. Some types and level of noise will cause a greater adverse effect at night than if they occurred during the day – this is because people tend to be more sensitive to noise at night as they are trying to sleep. The adverse effect can also be greater simply because there is less background noise at night.

Noise Policy Statement for England (2010)

3.24 The NPSE outlines the Noise Policy Aims as

“Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development:

- Avoid significant adverse impacts on health and quality of life;
- Mitigate and minimise adverse impacts on health and quality of life; and
- Where possible, contribute to the improvement of health and quality of life”.

3.25 Paragraph 2.7 confirms that the application of the NPSE should enable noise to be considered alongside other relevant issues and not to be considered in isolation. In the past, the wider benefits of a particular policy, development or other activity may not have been given adequate weight when assessing the noise implications.

- 3.26 Paragraph 2.23 states that the first aim of the NPSE is that significant adverse effects on health and quality of life should be avoided while also taking into account the guiding principles of sustainable development.
- 3.27 Paragraph 2.24 states that the second aim of the NPSE refers to the situation where the impact lies somewhere between LOAEL¹ and SOAEL². It requires that all reasonable steps should be taken to mitigate and minimise adverse effects on health and quality of life while also taking into account the guiding principles of sustainable development. This does not mean that such adverse effects can occur.
- 3.28 Paragraph 2.25 confirms that the third aim of the NPSE is to, where possible, positively improve health and quality of life through the pro-active management of noise while also taking into account the guiding principles of sustainable development, recognising that there will be opportunities for such measures to be taken and that they will deliver potential benefits to society. The protection of quiet places and quiet times as well as the enhancement of the acoustic environment will assist with delivering this aim.

Summary

- 3.29 Both the statutory development plan and emerging Local Plan contain policies of relevance to the application proposal. These policies seek to respect the amenities of existing and future occupiers of residential dwellings.
- 3.30 The NPPF is clear that the golden thread running through planning is the presumption in favour of sustainable development and that there are three dimensions to sustainable development: an economic role, a social role and an environmental role.
- 3.31 The NPSE and Planning Practice Guidance are clear that whilst noise can override other considerations, it should not be considered in isolation, separately from the economic, social and environmental dimensions (the three dimensions of sustainable development) of proposed development.
- 3.32 The NPPF confirms that encouragement should be given to solutions which support reductions in greenhouse gas emissions and reduce congestion.

¹ Lowest Observed Adverse Effect Level – this is the level above which adverse effects on health and quality of life can be detected

² Significant Observed Adverse Effect Level – this is the level above which significant adverse effects on health and quality of life occur

3.33 Within NPPF is a presumption in favour of sustainable development, which should be seen as a golden thread running through both plan-making and decision-taking. In respect of decision taking this means:

- Approving development proposals that accord with the development plan without delay; and
- Where the development plan is absent, silent or relevant policies are out-of-date, granting permission unless:
 - Any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole; or
 - Specific policies in this Framework indicate development should be restricted.

4. PLANNING ANALYSIS

Introduction

- 4.01 This Section addresses the issues identified at paragraph 1.08 above.

Impact on Residential Amenity

- 4.02 The reason for Condition 10 of planning permission ref. LU/307/12/ relates to the need to safeguard the residential amenity of neighbouring properties, therefore the main issue arising from this application is the potential impact on residential amenity.
- 4.03 The change to the delivery hours at this store will not have a significant effect on the amenity of nearby residents. The current delivery hours are between 06:00 and 23.00. This application seeks to vary the delivery hours by one hour in the morning for Monday to Saturday only (i.e. deliveries to start at 05:00).
- 4.04 The site is located within a mixed commercial and residential area, however the loading bay is located on the western side of the store, next to an existing commercial / office premises. Furthermore the service yard is accessed from Hawthorn Road. In light of this we expect that any potential noise from the service yard access / yard itself will not have any significant impact on surrounding residents (i.e. Lyminster Road and Courtwick Lane). Indeed, this was the view expressed by officers in approving the previous application to vary delivery hours to the store.
- 4.05 For several years Morrisons stores have operated a Quiet Delivery System in order to minimise the disruption to the nearest dwellings that is associated with deliveries to the store during the night. Certain methods can be implemented, such as switching off reversing alarms and refrigeration units, the driver calling ahead in order for the service yard gates to be opened in advance and the use of different unloading techniques to be used at night.
- 4.06 The use of the Morrisons Quiet Delivery System can reduce the maximum sound levels whilst unloading delivery vehicles by a significant amount even at a short distance from the rear of the vehicle, this noise level is further reduced by the time it reaches the nearest residential property. The full Quiet Delivery System statement is attached in **Appendix 3**. Such a system could be implemented at the store for

specified times and this can be secured by planning conditions, if this was deemed necessary.

Other considerations

- 4.07 As outlined above, at paragraph 3.22 planning practice guidance confirms that the impact of noise should not be the sole consideration in determining planning applications, but regard should also be had to the economic, social and environmental dimensions of the proposal.
- 4.08 In respect of the economic dimension, if approved, the proposal would improve the efficiency of deliveries to the store and reduce the journey times / fuel consumption by delivering outside peak traffic periods. This will lead to positive economic benefits and should therefore be afforded significant weight as per the provisions of paragraph 19 of the NPPF.
- 4.09 In respect of the social dimension, the proposed removal of condition two would ensure that the accessible local service is able to provide the relevant goods that the community requires as soon as the store is open for trading. This therefore reduces the need to travel longer distances to other stores.
- 4.10 The proposal would also have a positive impact on the environment by reducing the carbon footprint of delivery vehicles and customer vehicles i.e. it should reduce the journey times / fuel consumption for delivery vehicles and reduce the need for customers to travel to other stores for goods that may not be available when the store opens. The proposal is therefore consistent with paragraph 30 of the NPPF.

Summary

- 4.11 Having regard to the above information, it is clear that the proposal would not have an adverse impact on residential amenity.
- 4.12 In addition, the proposal has a number of benefits in respect of the three dimensions which form sustainable development.
- 4.13 The proposal is therefore considered to represent a sustainable form of development.

5. CONCLUSIONS

5.01 The analysis set out at Section 4 above demonstrates that:

- (a) the proposed variation of Condition 10 of planning permission ref. LU/307/12/ will not increase the potential for noise harm to residents in the locality; and
- (b) the variation of Condition 10 has a number of benefits in respect of the three dimensions that form sustainable development and can therefore be classed as sustainable development.

5.02 As such it can be concluded in relation to relevant planning policy that the proposal is compliant with the provisions of the Policies GEN7 and GEN32 of the Arun Local Plan 2003 (saved Policies) and draft Policy QE SP1 in the emerging Arun Local 2011 – 2031.

5.03 In addition, the proposal is consistent with national planning policy contained in the NPPF and Planning Practice Guidance (Noise) and the Noise Policy Statement England.

5.03 Accordingly, with the above in mind, it is respectfully requested that as stipulated at paragraph 14 of the NPPF, the application to vary Condition 10 from planning permission ref: LU/307/12 is **approved** without delay

APPENDIX 1

Planning Decision

LU/307/12



Town & Country Planning Act 1990 (as amended)
Town and Country Planning (Development Management
Procedure) (England) Order 2010 (as amended)
Application for Planning Permission
DECISION NOTICE

Application Ref: LU/307/12/

1 To Addressee

Peacock & Smith Ltd
 Second Floor
 1 Naoroji Street
 London
 WC1X 0GB

2 Site Address

Former Body Shop HQ
 Morrisons

BN17 7LR

3 Description of Development

Application for variation of condition 15 imposed under planning approval LU/271/11/ to vary delivery, loading or unloading times

4 In pursuance of their powers under this Act and related Orders and Regulations the Council **PERMIT** this development to be carried out in accordance with the application and plans and subject to compliance with the conditions specified.

- 1 The development hereby approved shall be carried out in accordance with the following approved plans:
- PO-100 Site Plan Existing
 PO-101 Site Plan Proposed
 PO-110 Site Plan Landscaping Existing
 PO-111 Site Plan landscaping existing and proposed trees
 P1-110 Morrisons Ground Floor Plan
 P1-111 Morrisons First Floor Plan
 P1-112 Morrisons Roof Plan
 P1-120 Enterprise Hub Ground Floor Plan
 P1-121 Enterprise Hub First Floor Plan
 P2-101 Morrisons Sections
 P3-103 Enterprise Hub Elevations
 P(000)09 Proposed Elevations
 P(000)10 Proposed Entrance Tower Amendment
 P(000)01 Rev B- Proposed Site Plan
 P(000)20 Rev A- Proposed PFS Layout
 P(000)21 - Proposed PFS Elevations
- Reason: For the avoidance of doubt and in the interests of amenity and the environment in accordance with policy GEN 7 of the Arun District Local Plan.
- 2 Prior to first use of the food retail store hereby approved, the Enterprise Hub element of the scheme shall be completed and made available for its intended purposes for lease or rent by suitable businesses.
- Reason: To accord with the stated intentions of the submitted Design and Access Statement in accordance with Policy GEN7 of the Arun District Local Plan.
- 3 The gross floorspace of the food retail store hereby approved shall not exceed 4744 square metres. The net retail sales area (defined by the National Retail Planning Forum, and reproduced in Appendix A of the PPS4 Practice Guide, 2009) to be used for the sale of convenience goods at the food retail store shall not exceed 1,980 square metres and the comparison goods net sales area at the store shall not exceed 348 square metres.
- Other than the mezzanine floors included in Drawing No p1-111, no mezzanine floors are to be inserted in any part of the building, retail floorspace or non-retail floorspace areas, whatsoever, without the prior approval of the Local Planning Authority.
- Reason: To accord with the stated intentions of the submitted Design and Access Statement, and the submitted Retail Impact Assessment in accordance with paragraph 23 to 27 of the NPPF.
- 4 a) The means of vehicular access to the foodstore development, including access to the service yard shall be from the A259 only.
 b) There shall be no means of vehicular access, except for emergency vehicles, to the foodstore/service yard from Courtwick Lane
- REASON: In the interests of road safety in accordance with policy GEN7 of the Arun District Local Plan

- 5 a) The means of vehicular access to the Enterprise Hub development shall be from Courtwick Lane only.
b) There shall be no means of vehicular access, except for emergency vehicles, to the Enterprise Hub from the A259.

REASON: In the interests of road safety in accordance with policy GEN7 of the Arun District Local Plan

- 6 The buildings shall not be occupied until the parking spaces, and turning facilities shown on the submitted plans have been provided and constructed. The areas of land so provided shall not thereafter be used for any purpose other than the parking and turning of vehicles.

Reason: To ensure that adequate and satisfactory provision is made for the accommodation of vehicles clear of the highways in accordance with policy GEN7 of the Arun District Local Plan.

- 7 A detailed Travel Plan shall be submitted to and approved in writing by the Local Planning Authority prior to the use of the food retail store and Enterprise Hub hereby permitted. The initiatives and timescales contained within the Travel Plan shall be implemented as approved.

REASON: In the interests of road safety in accordance with policy GEN7 of the Arun District Local Plan

- 8 The proposed sales area of the Petrol Filling Station as shown on the submitted drawing P(000)20 Rev A- Proposed PFS Layout, shall be restricted to 42 square metres and no more than 90% of the sales area shall be dedicated to the sale of convenience goods. Furthermore, the range of convenience goods shall be restricted to confectionery, magazines, tobacco, soft drinks, fresh foods (limited to milk, sandwiches and snacks)

Reason: For the avoidance of doubt and to accord with the stated intentions of the submitted Retail Impact Assessment and to safeguard to vitality and viability of Wick Centre and Littlehampton Town centre in accordance with the provisions of the NPPF and policy DEV26 and DEV27 of the Arun District Local Plan.

- 9 The petrol filling station shall not be brought into use until the forecourt has been laid out and surfaced in accordance with details approved by the Local Planning Authority and the forecourt shall thereafter be kept free from any displays of vehicles or goods, obstructions, erections and structures other than the pump installations.

REASON: In the interests of residential amenity in accordance with policy GEN7 of the Arun District Local Plan.

- 10 No deliveries, loading or unloading shall take place outside the hours 06.00 to 23.00 for the Foodstore or the Petrol Filling Station hereby approved.

Reason: To safeguard the residential amenity of the neighbouring properties in accordance with Arun District Local Plan policies GEN7, GEN32, GEN33 and GEN34.

- 11 If, during development, contamination not previously identified is found to be present at the site then no further development (unless otherwise agreed in writing with the Local Planning Authority) shall be carried out until the developer has submitted, and obtained written approval from the Local Planning Authority for, a remediation strategy detailing how this unsuspected contamination shall be dealt with. The remediation strategy shall be implemented as approved.
- Reason: The site lies on the upper Chalk, a principal aquifer. Appropriate assessment of the former contaminative uses on site need to be undertaken and risk assessed so that future pollution of surface water and groundwater can be mitigated in accordance with the NPPF.
- 12 Piling or any other foundation designs using penetrative methods shall not be permitted other than with the express written consent of the Local Planning Authority, which may be given for those parts of the site where it has been demonstrated that there is no resultant unacceptable risk to groundwater. The development shall be carried out in accordance with the approved details.
- Reason: The site lies on the upper Chalk, a principal aquifer. Appropriate assessment of the former contaminative uses on site need to be undertaken and risk assessed so that future pollution of surface water and groundwater can be mitigated in accordance with the NPPF.
- 13 The development permitted by this planning permission shall only be carried out in accordance with the approved Flood Risk Assessment (FRA) (Upton McGougan - September 2011) and the following mitigation measures detailed within the FRA shall be implemented prior to the first use of the food retail store hereby approved:
1. Limiting the surface water run-off generated by the 1 in 100 year flood event plus climate change critical storm, so that it will not exceed the run-off from the undeveloped site and not increase the risk of flooding off-site.
 2. Identification of overland flood flow routes from any surcharged systems
- Reason: To prevent flooding by ensuring the satisfactory storage of/disposal of surface water from the site in accordance with the NPPF.
- 14 **INFORMATIVE**
If it is the applicant's intention to carry out any of the roadworks included in the application so that they affect maintainable highways, permission under the Town and Country Planning Act should not be construed as approval to the highway engineering details necessary for inclusion in an Agreement under Section 278 of the Highways Act 1980.
- 15 **INFORMATIVE**
The permission hereby granted shall not be construed as authority to carry out works on the highway. The applicant is advised that a licence must be obtained from the Highway Authority before any works are carried out on any footway, footpath, carriageway, verge or other land forming part of the highway.
- 16 **INFORMATIVE**
A fee may be charged for input to, and future monitoring of, any Travel Plan

- 17 **INFORMATIVE**
The applicant is advised that as part of the detailed design of the highway works required by the above conditions, the County Highway Authority may require necessary accommodation works to street lights, road signs, road markings, highway drainage, surface covers, street trees, highway verges, highway surfaces, surface edge restraints and any other street furniture/equipment
- 18 **INFORMATIVE**
A formal application for connection to the public sewerage system is required in order to service this development, please contact Atkins Ltd, Anglo St James House, 39a Southgate Street, Winchester, S023 9EH (Tel 01962 858688)
- 19 **INFORMATIVE:**
Summary of Reasons for Grant Article 31 Development Management Procedure Order 2010
- SUMMARY**
This planning permission is granted because it complies with the policies listed below in that (the development would not cause any material adverse effect on visual or residential amenity on the surrounding area and its character)and there are no material considerations to indicate otherwise.
- RELEVANT POLICIES**
- LOCAL PLAN:** GEN2, GEN7, GEN18, DEV26, DEV27, GEN32, GEN33, GEN34
- Regional Spatial Strategy for the South-East:** SEPCC1, SEPCC2, SEPCC4, SEPCC6, SEPT4, SEPRN1, SEPRN11
- NATIONAL POLICIES:** National Planning Policy Framework
- This is only a summary of reasons for granting to comply with Article 31 and full reasons appear in the Officer report.

INFORMATIVE: The list of approved plans as set out in Condition 1 above should be read in conjunction with applications LU/178/12/NMA; LU/215/12/MMA; LU/226/12/MMA; and LU/314/12/NMA.



Karl Roberts
Assistant Director Planning & Economic Regeneration

Case Officer: Mr C Cronin

Date of Decision:

14 February 2013

Arun District Council
The Arun Civic Centre
Maltravers Road
Littlehampton
West Sussex BN17 5LF

IT IS IMPORTANT THAT YOU READ THE NOTES ATTACHED TO THIS DOCUMENT

NOTES RELATING TO PLANNING APPLICATION TOWN AND COUNTRY PLANNING ACT 1990

APPEALS TO THE SECRETARY OF STATE

If you are aggrieved by the decision of your local planning authority to refuse permission for the proposed development or to grant it subject to conditions, then you can appeal to the First Secretary of State under section 78 of the Town and Country Planning Act 1990.

If this is a decision on a planning application relating to the same or substantially the same land and development as is already the subject of an enforcement notice, if you want to appeal against your local planning authority's decision on your application, then you must do so within 28 days of the date of this notice.

If an enforcement notice is served relating to the same or substantially the same land and development as in your application and if you want to appeal against your local planning authority's decision on your application, then you must do so within: 28 days of the date of service of the enforcement notice, or within 6 months (12 weeks in case of a householder appeal) of the date of this notice, whichever period expires earlier.

If you want to appeal, then you must do so within 6 months of the date of this notice using a form which you can get from the Secretary of State, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN or on line at www.planningportal.gov.uk/pcs

The Secretary of State can allow a longer period for giving notice of an appeal, but he will not normally be prepared to use this power unless there are special circumstances which excuse the delay in giving notice of appeal.

The Secretary of State need not consider an appeal if it seems to him that the local planning authority could not have granted planning permission for the proposed development or could not have granted it without the conditions they imposed, having regard to the statutory requirements, to the provisions of any development order and to any directions given under a development order.

In practice, the Secretary of State does not refuse to consider appeals solely because the local planning authority based their decision on a direction given by him.

PURCHASE NOTICES

If either the local planning authority or the Secretary of State refused permission to develop land or grants it subject to conditions, the owner may claim that he can neither put the land to a reasonably beneficial use in its existing state nor render the land capable of a reasonably beneficial use by the carrying out of any development which has been or would be permitted.

In these circumstances, the owner may serve a purchase notice on the Council (that is, where the land is situated in a National Park, the National Park authority for the Park, or in any other case the district council in whose area the land is situated). This notice will require the Council to purchase the owner's interest in the land in accordance with the provisions of Chapter 1 of Part VI of the Town & Country Planning Act 1990.

Please note that this decision notice only relates to matters under the Planning Acts and does not give consent under any other legislation that may apply to the

development. You will need to carry out your own checks to determine whether any other consents or permissions are required. For example, the Building Regulations are likely to apply to most developments, and a Highways Licence may be required from West Sussex County Council for any development within the public highway (including the placing of skips on highway land).

APPENDIX 2

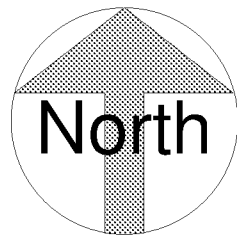
Site Plan

CONSTRUCTION STAFF AND OPERATIVES MUST ENSURE THE PRINCIPAL CONTRACTOR HAS PROVIDED THOROUGH AND ACCURATE INFORMATION ON ALL HEALTH AND SAFETY ASPECTS RELATING TO THE DESIGNS IDENTIFIED ON THIS DRAWING INCLUDING THE REVIEW OF:

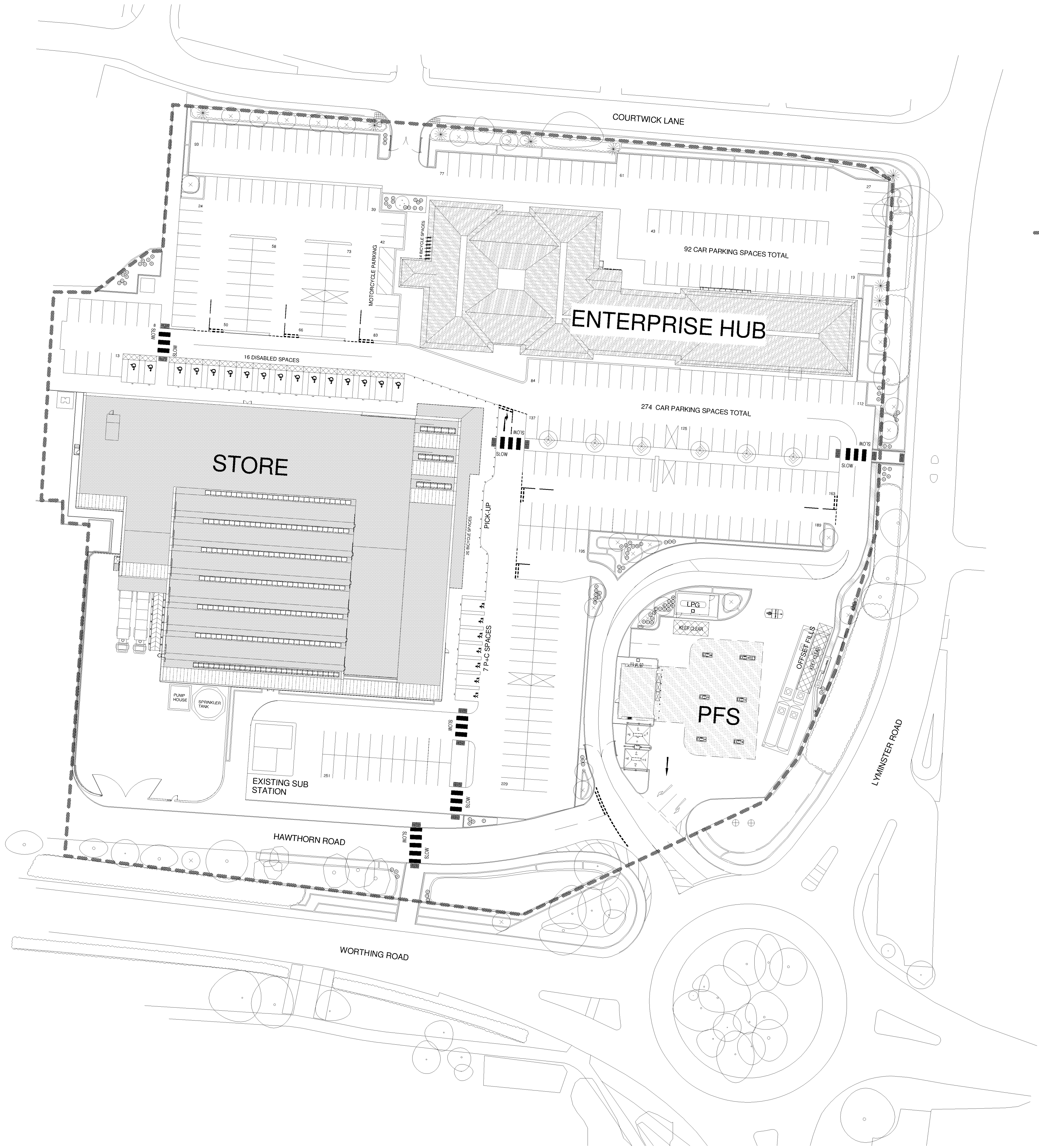
- DESIGNERS/CONTRACTORS RISK ASSESSMENTS
- METHOD STATEMENTS
- PERMIT TO WORK
- CONSTRUCTION PHASE HEALTH AND SAFETY PLAN

THE DESIGNERS NOTE THAT THE FOLLOWING HEALTH AND SAFETY RISKS HAVE NOT BEEN ELIMINATED DURING THE DESIGN PROCESS:

RISKS



PLANNING BOUNDARY



D SPRINKLER TANK AND PUMP HOUSE SWITCHED ROUND 26.11.12 AP

PLANNING ISSUE

C NORTH DIRECTION INDICATED ON DRAWING 03.09.12 AP

B GENERAL PLAN UPDATE 10.08.12 AP

A	PFS LAYOUT AMENDED FOLLOWING WRM COMMENTS. LANDSCAPING UPDATED TO SUIT PLANNERS COMMENTS FOR PRE COMMENCEMENT CONDITION	24.07.12	AP	
	revision	date	by	chk

All dimensions to be verified on site, and the Architect informed of any discrepancy. All drawings and specifications should be read in conjunction with the Health and Safety Plan; all conflicts should be reported to the CDM Co-ordinator.

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client
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AJP	TP	04/07/12	1 : 500

project
**PROPOSED NEW SUPERMARKET
THE WICK SITE
LITTLEHAMPTON**

drawing title

PROPOSED SITE PLAN

project number	drawing number	revision
6940	P(000)01	D

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APPENDIX 3

Quiet Delivery System

Wm Morrison Supermarkets Plc
Quiet Delivery (Noise Management) System

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1. Summary

1.1 The Government encourages night time deliveries to supermarkets in order to reduce congestion and greenhouse gas emissions, provided that this does not disturb neighbouring residents. The recent Noise Policy Statement for England and National Planning Policy Framework make it clear that noise is one factor that must be considered alongside the sustainability of development proposals.

1.2 For many years Morrisons stores have been designed to minimise the noise level produced at the nearest dwellings associated with deliveries to the store during the night. The need for vehicles to wait outside the service yard can be avoided by the driver contacting the store shortly before arrival so that the gate is opened as the vehicle arrives, enabling it to drive directly into the service yard. Deliveries during the night can avoid the inefficiencies and associated problems with vehicles waiting at the store, including ‘stacking’ outside the service yard early in the morning, which may lead to traffic congestion as well as additional noise.

1.3 Noise from gates being opened or closed or an arrival bell can be attenuated using a variety of techniques to ensure that this does not disturb nearby residents. Trailer refrigeration units can be switched off shortly before the vehicle arrives at the store, ensuring that this potential source of noise is ‘controlled at source’. Similarly the vast majority of Morrisons’ stores have a secure service yard with restricted access so that there is no need for reversing alarms (which are switched off before the vehicle leaves the distribution centre). At the few other stores one of the store personnel can act as a ‘banksman’, again reducing the need for reversing alarms to be used at the store. Morrisons’ delivery vehicles are fitted with air brake silencers to control the noise that is occasionally produced by air brakes fitted to vehicles such as these.

1.4 In most cases the only activity occurring in the service yard during the night is one person opening and closing the gate to let delivery vehicles enter or leave the store. Morrisons has developed a training programme to ensure that personnel are aware of the importance of ‘Quiet Working’ and how this can avoid producing unnecessary noise.

1.5 Significant research has been undertaken to identify the most effective ways to reduce the noise associated with unloading activities. For most sites (those with dock levellers or dock plates) this is the correct use of a ‘Piek compliant’ hand pallet truck to transfer the goods from the trailer to the warehouse and a ride on pallet truck to move the goods within the warehouse. In addition to this suitable treatment to the dock plate/leveller can further reduce the levels of noise produced as the pallet truck passes between the warehouse and trailer.

1.6 Where goods are unloaded either using a scissor lift or directly with a fork lift truck, the most effective way is to avoid the use of a scissor lift during the night, using a ‘Piek compliant’ hand pallet truck inside the trailer and a fork lift truck to transfer the goods into the warehouse.

1.7 At most stores the noise associated with the movement of cages or dollies is less significant than that from pallets. At the few stores where this is not the case this can be attenuated by methods such as acoustic screens and/or absorptive wall treatment.

1.8 Appropriate signage is displayed around the service yards to reinforce the training and management controls to ensure that Morrisons' personnel minimise noise by using 'Quiet Working' practices. This ensures that nearby residents are not disturbed, even when sleeping with open bedroom windows.

1.9 The noise climate at any location varies with time and 'ideal' noise levels are not always achieved due to many factors including passing aircraft, boisterous pedestrians or car horns for example. Despite Morrisons' best efforts higher than ideal levels of noise may rarely be produced due to exceptional circumstances beyond Morrisons' control. However, Morrisons' store managers endeavour to maintain good communications with neighbouring residents and encourage the residents to bring any such problems to their attention to ensure that they are promptly resolved.

1.10 Morrisons uses good practice to ensure that the noise associated with deliveries to stores during the night is minimised and complies with guidance issued by the World Health Organisation and is consistent with recent Government planning guidance. This is intended to 'protect vulnerable groups against sleep disturbance', even when sleeping with open bedroom windows.

2. Introduction

2.1 Whilst it might appear that the time of day at which deliveries are made to supermarkets is relatively unimportant, it can be highly significant for several different reasons including: availability of produce; potential disturbance to neighbouring residents; operational efficiency, costs and selling price; road traffic congestion, carbon footprint and sustainability.

2.2 Between 2004 and 2006 the Department for Transport (DfT), Department for Environment, Food and Rural Affairs (Defra), Department for Trade and Industry (DTI), Department for Communities and Local Government (DCLG), Cabinet Office's Better Regulation Executive (BRE) and the Freight Transport Association (FTA) worked together to produce '**Delivering the goods: Guidance on delivery restrictions**^[1]'. One of the aims of this guidance is '*to help reduce burdens associated with delivery restrictions where possible*'.

2.3 Objectives include '*minimising congestion and making better use of transport infrastructure, improving safety and reducing greenhouse gas emissions*'. It is also recognised that '*night time delivery curfews cause the distribution industry problems, and can often result in deliveries being made when the roads are already congested*'.

2.4 This guidance states that:

LPAs should carefully consider the need for conditions, reviewing them when a business applies for a variation. A local authority should consider approving an application to relax conditions if:

- *Night time/early am deliveries are desirable for the business*
- *Noise and light will not disturb neighbours as a result, and*
- *The local authority and the business agree on the range of measures to be implemented to mitigate the impact of deliveries.*

2.5 More recently the **Quiet Deliveries Demonstration Scheme**^[2] (QDDS) has been developed as a result of work by various Government departments and other bodies such as the Noise Abatement Society (NAS). It identifies a wide range of benefits including reduced congestion and carbon emissions, improved operational efficiency and cost, improved air quality and a full range of the freshest produce available on the shelves at all times that can be achieved when existing delivery restrictions may be relaxed to enable deliveries to supermarkets during the night.

2.6 However, this is predicated on implementing control measures and working practices to ensure that neighbouring residents are not disturbed and where appropriate advocates the use of a trial period to enable the benefits to be evaluated and to check that the residents are not disturbed in practice. Depending upon individual site circumstances this may also result in lower noise levels for residents at times when deliveries are currently permitted.

2.7 One of the factors that QDDS identifies is the relative impact of noise associated with night time deliveries, depending upon the characteristics of the existing soundscape in the vicinity of the store at these times. For example a delivery vehicle entering or leaving an urban store from a busy road will be insignificant, whereas it will be more noticeable if entering or leaving a service yard beside dwellings where there is no other vehicular activity during the quieter part of the night. Any assessment of the impact of noise should also take account of the soundscape which may provide some masking making what may otherwise appear to be an unacceptable situation acceptable in reality.

2.8 The QDDS trial schemes demonstrated that with appropriate mitigation measures, including good communication with local residents, deliveries can be made to stores during the night, where they are currently prohibited, without disturbing the sleeping residents.

2.9 It is also worth noting that the Dutch Government has developed a ‘**Piek**’ scheme to address the same matter. Because a relatively large proportion of shops in the Netherlands have residential flats located directly above or in close proximity to the goods in entrance of the store, the Dutch have adopted a default criterion of achieving maximum noise levels of 60dB(A), which is derived from World Health Organisation guidance to ‘protect vulnerable groups against sleep disturbance’, at a distance of 7.5 metres from the noise source. However, despite an extensive research and development programme, some difficulties have been encountered in achieving this and the noise level from trucks and shopping trolleys remains about 5dB(A) above the target level. It has also been established that for much of the equipment associated with deliveries to stores, the costs of treating existing equipment are prohibitively high and it is more appropriate to aim for these noise levels to be achieved over an extended period of time, as older noisier equipment is gradually replaced with newer quieter equipment.

2.10 The relatively recently issued Noise Policy Statement for England^[3] (NPSE) and National Planning Policy Framework^[4] (NPPF) both emphasise the importance of considering noise as part of the overall sustainability of a proposal and have a presumption in favour of appropriate sustainable development. These make it clear that when considering the acoustic impact of a development proposal the impact upon sustainability of differing noise levels must be considered alongside any potential impact on amenity.

2.11 An important part of Morrisons' success over the years has been the efficient use of delivery vehicles to minimise transportation costs and ensure the right products are available at the right location and at the right time. This has provided the direct benefits to customers of a full range of the freshest produce being on the shelves from the moment the store opens in the morning, and lower prices due to the efficient use of transport, minimising the associated costs of distribution. In addition to this, the wider community has also benefited from reduced congestion with fewer delivery vehicles on the roads at the busiest times, and less greenhouse gas emission due both to more efficient use of fuel and the reduced mileage enabled by more efficient delivery systems. These latter sustainability issues are becoming increasingly important, as identified in the most recent Government policies.

2.12 Night time deliveries are an essential part of Morrisons' strategy for providing customers with a complete range of the freshest produce that is available, on the shelves, from the moment the store opens. Customers rightly expect retailers to make available the complete range of products at all times when the store is trading. Morrisons' logistics are organised to achieve this in the most efficient manner that is essential for any successful major retailer to provide customers with quality produce at competitive prices. This is sufficiently important to Morrisons' way of operating that where it has not been possible to obtain planning consent for twenty four hour deliveries at several stores in the past, this decision has been reversed at subsequent planning appeals.

2.13 A key part of this success has been Morrisons' capability to demonstrate a proven track record of successfully delivering throughout the night at many noise sensitive locations. As part of this, Morrisons' culture is geared towards minimising the noise associated with deliveries to stores, particularly but not exclusively during the night.

2.14 Because this is such a significant matter, Morrisons has put a high priority on being able to make deliveries to stores during the night without disturbing nearby residents who may be sleeping with open bedroom windows. Since the 1980's and probably even earlier, Morrisons designed the layout of new stores and the associated service yards to facilitate this, as a result of which a large number of Morrisons stores can operate efficiently without disturbing neighbouring residents. However, some of Morrisons' older stores or acquisitions were not designed for this purpose and in some cases dwellings have been constructed closer to stores, creating potential problems for night time deliveries.

2.15 In order to minimise the noise associated with deliveries to stores during the night, Morrisons has developed a Quiet Delivery System (QDS). This reduces the maximum sound levels by at least 10dB(A) which means that suitable noise levels can be achieved at dwellings only one third of the distance from the unloading area than would otherwise be the case. This enables deliveries to be made to more stores during the night, without disturbing nearby residents who may be sleeping with open bedroom windows.

3. Criteria

3.1 The World Health Organisation (WHO) has issued guidance^[5, 6] which is intended to protect people from disturbance due to noise. This has been incorporated into other UK guidance such as BS8233: 1999^[7], PPG24 Planning and Noise^[8] (now superseded by NPPF), and the Noise Policy Statement for England.

3.2 In Guidelines for Community Noise^[5] the WHO identified that a steady level of 30dB(A) within bedrooms was suitable to protect even vulnerable groups from sleep disturbance and that occasional maximum levels of up to 60dB(A) were similarly suitable. Allowing 15dB(A) for the attenuation provided by partly open windows, these equated to suitable external levels of 45dB(A) for steady noise and 60dB(A) for occasional maximum noise levels respectively.

3.3 Night Noise Guidelines for Europe^[6] is more concerned with establishing suitable long term average outdoor noise levels and identifies several thresholds for the outdoor average night time noise level L_{Night} based on standard toxicology methodology: 'No Observed Effect Level' (NOEL) of 30dB(A) and 'Lowest Observed Adverse Effect Level' (LOAEL) of 40dB(A). There is also some concern that there may be potential for sleep disturbance with maximum noise levels slightly lower than previously identified, probably around 42dB(A) rather than 45dB(A). Allowing the same attenuation of 15dB(A) for a partly open bedroom windows gives external LOAEL levels of 40dB(A) for steady noise and 57dB(A) for maximum noise levels.

3.4 NPSE extends this concept by introducing the Significant Observed Adverse Effect Level (SOAEL), stating that *'It is not possible to have a single objective noise-based measure that defines SOAEL that is applicable to all sources of noise in all situations. Consequently, the SOAEL is likely to be different for different noise sources, for different receptors and at different times.'*

3.5 NPSE sets out three aims with explanations:

1. *Avoid significant adverse impacts on health and quality of life from environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development.*

Explanation: The first aim of the NPSE states that significant adverse effects on health and quality of life should be avoided while also taking into account the guiding principles of sustainable development (paragraph 1.8).

2. *Mitigate and minimise adverse impacts on health and quality of life from environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development.*

Explanation: The second aim of the NPSE refers to the situation where the impact lies somewhere between LOAEL and SOAEL. It requires that all reasonable steps should be taken to mitigate and minimise adverse effects on health and quality of life while also taking into account the guiding principles of sustainable development (paragraph 1.8). This does not mean that such adverse effects cannot occur.

3. *Where possible, contribute to the improvement of health and quality of life through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development.*

Explanation: This aim seeks, where possible, positively to improve health and quality of life through the pro-active management of noise while also taking into account the guiding principles of sustainable development (paragraph 1.8), recognising that there will be opportunities for such measures to be taken and that they will deliver potential benefits to society. The protection of quiet places and quiet times as well as the enhancement of the acoustic environment will assist with delivering this aim.

3.6 NPSE recognises that it may be acceptable for there to be adverse impacts on health and quality of life due to noise, if this is outweighed by other greater benefits when considering the overall sustainability of a development. It also clarifies that the impact on sustainability of compliance with noise limits must be considered. This appears to lead to several conclusions:

3.7 Where noise associated with a proposed development is above the LOAEL threshold the potential impact on health and quality of life must be considered as part of the overall sustainability of the proposal.

3.8 Where noise associated with a proposed development does not exceed the LOAEL threshold the potential impact on sustainability must be assessed if considering limiting noise to something lower than the LOAEL.

3.9 Where noise associated with a proposed development does not exceed the NOEL threshold the potential impact on sustainability must be assessed if considering limiting noise to something lower than the NOEL, particularly given that the noise level is already at the level at which there is no observed effect.

3.10 Where appropriate, consideration should be given to the potential benefits of protecting a particularly quiet place or time, although the potential impact upon sustainability of achieving relatively low noise levels must also be considered.

3.11 BS4142: 1997 'Method for rating industrial noise affecting mixed residential and industrial areas' is often mis-applied to this type of assessment. It was referred to in the now superseded PPG24, for the assessment of industrial noise, but is not referred to in the current NPSE guidance, which adopts a more sophisticated approach, considering noise as part of the overall sustainability context and comparing this with the potential for an adverse impact (based upon WHO guidance).

3.12 BS4142 simply 'averages' the short duration impulsive sound events that are typical of unloading activities and compares it with the background noise level (quietest 10%). It is inappropriate for several reasons:

- 3.12.1 This averaging tends to minimise the significance of the short duration events but attempts to compensate for this by adding a 5dB 'Rating' penalty. This relatively crude correction takes little account of the characteristics of the short duration noise event characteristics (other than the averaging effect), simply judging it as to have 'acoustically distinguishing' characteristics.
- 3.12.2 BS4142 compares the average source noise level (possibly with a Rating penalty) against the (background noise) level that would otherwise occur for the quietest 10% of the time. It specifically excludes any consideration of the residual soundscape for the vast majority (90%) of the time. This means that a BS4142 assessment will return the same result for a dwelling that is 'in the middle of nowhere' with a steady, low noise level during the night and for a house that is in a similarly quiet location but with some (possibly five to ten per hour) vehicles travelling at high speed along a road within a few metres of the house throughout the night. Although the background noise level (considered by BS4142) may be the same for these dwellings the average noise levels (ignored by BS4142) may differ by more than 20dB(A) and the maximum noise levels may differ by more than 40dB(A).
- 3.12.3 It compares this averaged level with the quietest 10% measured outside the dwelling (the assessment of noise within dwellings is specifically excluded from this methodology), taking no account of sleep disturbance criteria that are far more appropriate for this application. In quieter locations the actual noise level within a dwelling will be controlled by other noise generated in the dwelling such as central heating systems, refrigerators, water movement in pipes, and during the night even the noise from people snoring. The primary concern for the assessment of deliveries to the store during the night is to ensure that residents who are asleep or trying to get to sleep are not disturbed by the noise associated with this, even when sleeping with open bedroom windows. A simplistic comparison against the residual or background noise level outside a property during the night is not as appropriate for this as ensuring that a suitable noise level is actually achieved inside the nearest bedrooms.
- 3.13 Because of the inappropriateness of the averaging method, in many cases the use of BS4142 would suggest a higher level of noise as being of only marginal significance than the more appropriate and stringent WHO criterion used by Morrisons to ensure that neighbouring residents are not disturbed.
- 3.14 This issue has been rehearsed previously at several Public Inquiries where Morrisons successfully demonstrated that they can make deliveries to the store of concern, without disturbing nearby residents. Examples of this include the Inspectors' decisions at Heywood and Northampton.
- 3.15 Morrisons has been working to the WHO guidance since it was published and to other similar standards before that time. This has enabled Morrisons to successfully make deliveries to stores in noise sensitive locations throughout the night without disturbing residents for several decades. During this time people's awareness of and sensitivity to noise has increased and Morrisons has continued to provide effective noise mitigation strategies specific to the individual characteristics of each store.

3.16 Taking account of the WHO guidance, QDDS, NPSE and NPPF indicates that given the very significant sustainability benefits that can be provided by making deliveries to stores during the night, an appropriate starting point is to aim to limit the maximum levels of noise due to unloading operations and associated activities to around 57dB(A) outside the nearest dwellings during the night, and to compare the noise from delivery vehicles to that from other road traffic in the vicinity of the store. Higher levels may be appropriate when considering the sustainability benefits, particularly where the existing soundscape will provide masking noise, but there does not appear to be any merit in achieving significantly lower noise levels unless protecting a particularly quiet location or time that contributes significantly to quality of life due to its quietness.

3.17 It is most appropriate to review the various aspects of deliveries that may produce noise with the potential to disturb neighbouring residents. For each of these the various noise producing activities or source of noise have been identified, together with potential mitigating factors and appropriate potential noise mitigation measures.

4. Delivery vehicle arrival

4.1 Delivery vehicles arriving at, manoeuvring around or departing from a store travel at relatively slow speed due to the manoeuvring involved. It is often, but not always, the case that other vehicles travel past the store at significantly higher speeds because they are driving without any significant manoeuvring. They consequently produce higher levels of noise than the relatively slowly moving delivery vehicles. At some stores the maximum level of noise produced by other vehicles driving past dwellings in the vicinity of the store is actually higher during the night than during the day. This is because these other vehicles are able to travel more quickly at night due to the reduced traffic at these times.

4.2 Measurements at many different Morrisons' stores and Distribution Centres over many years show that Morrisons' vehicles produce levels of between 70dB(A) and 75dB(A) at a distance of ten metres from the vehicle when travelling to, around or from the store.

4.3 As QDDS shows, the significance of noise produced by delivery vehicles depends greatly upon the soundscape at the nearest dwellings. Residents are more likely to notice (this is not necessarily the same as being disturbed by) the arrival of a delivery vehicle if there are no other vehicular movements at that time. Conversely, residents living near to a road that is regularly used during the night may be unable to tell whether a delivery vehicle has arrived at the store or not.

5. Air brakes

5.1 Air brake systems occasionally ‘vent’ air directly to atmosphere. This produces higher levels of sound for relatively short periods of time than otherwise prevails. This noise is a ‘high frequency broad band’ type of sound, generated at low level (close to the ground), both of which characteristics mean that it is more readily attenuated by mitigation measures such as acoustic screens, changes in direction, enclosures or acoustically absorptive surface treatment.

5.2 Aside from these factors, the recent guidance referred to in the Introduction states that air brake silencers should be fitted to vehicles making deliveries to stores in noise sensitive locations during the night. As would be expected from a leading retailer such as Morrisons, their vehicles have been fitted with air brake silencers since the mid 1990’s.

6 Vehicles waiting at the service yard

6.1 Morrisons’ Service yards are generally secure areas with restricted access, ensured by means of a boundary wall/fence and gates that are kept closed and locked except when vehicles enter or leave the service yard.

6.2 Morrisons’ standard practice requires drivers to switch their engines off if the vehicle will be waiting outside the service yard for an extended period of time. Although not all drivers of Morrisons’ vehicles are directly employed by Morrisons (some are agency personnel), they are made aware of this prior to leaving the Distribution Centre and are subject to similar management controls as Morrisons’ directly employed personnel. Similarly vehicles operated by the very small number of Morrisons’ suppliers who deliver to stores during the night, are subject to the same controls.

6.3 When a delivery vehicle arrives at the store the driver leaves the cab and rings a bell inside the store, using a switch which is usually located by the service yard gate, to notify the warehouse personnel of the arrival. The driver then returns to the cab and waits for the gate to be opened. This can create noise due to the closing of the cab door, possibly noise from a radio within the cab egressing when the cab door is open, and possibly noise from the bell breaking out of the store building. Drivers can turn off the radio before leaving the cab, although even where this does not happen, each of these sources of noise are relatively insignificant in comparison with other source of noise such as unloading activities that are associated with deliveries to the stores. However, in order to do everything that is reasonable to minimise noise and ensure that neighbouring residents are not disturbed several mitigation measures can be implemented.

6.4 For more noise sensitive locations it is possible for drivers to contact the store shortly before arrival, so that the Service yard gate is unlocked and then opened as the vehicle arrives, enabling it to drive directly into the Service yard, without delay. This removes all of these potential sources of noise. Alternatively, the drivers can be instructed to ensure the radio is switched off before opening the cab door and not to use the radio if a cab window is open, similarly to ensure that cab doors are closed gently. The bell can be modified so that it is inaudible at any distance from either the store building or the service yard gate as appropriate.

6.5 The ability to deliver during the night means that delivery times can be optimised to avoid a vehicle arriving whilst another vehicle is still being unloaded. Otherwise this can prevent the more recently arrived vehicle from driving directly to the unloading area. Aside from the production of excessive noise due to vehicles starting, stopping and manoeuvring unnecessarily, this is also an inefficient use of vehicles, leaving one waiting to be unloaded, increasing the overall journey time and potentially necessitating a larger fleet of delivery vehicles to make the same number of deliveries. In addition to Morrisons' strong desire to minimise noise production, there are strong environmental and commercial reasons to avoid, if possible, such an inefficient use of vehicles.

6.6 Where delivery times are restricted the usual result is that after deliveries can commence several vehicles need to be unloaded within a very limited time in order to ensure that the freshest produce is on the shelves in the shortest time so that a full range of produce is available for all customers when the store opens. In order to reduce any delays, it is therefore necessary to ensure that a vehicle is ready to manoeuvre to the unloading area as soon as there is sufficient space to receive it.

6.7 This generally leads to 'stacking' of delivery vehicles within, or more usually immediately outside the service yard. Aside from the associated operational inefficiencies, this tends to create additional noise due to the unnecessary manoeuvring and other activities and may affect traffic flow in the vicinity of the service yard. This 'stacking' is in nobody's interest but is often an unfortunate consequence of the need to unload several vehicles in the shortest possible time in the morning after deliveries are permitted.

7 Vehicles entering and leaving the service yard

7.1 Service yard gates typically consist of a galvanised rolled steel frame with an appropriate surface covering such as metal palisade uprights. When the gate is unlocked or locked, the operation of the latch mechanisms can result in 'metal to metal' contact, which may produce relatively high levels of 'impulsive' (short duration) sound. Similarly when the gate is closed the contact between the moving and fixed gates can also produce similar levels of sound.

7.2 The actual level of sound produced depends upon many factors such as how hard the metal surfaces close against each other and upon the design of the gates. Typically this can produce similar maximum levels of sound to those produced when unloading the delivery vehicles.

7.3 The main source of noise associated with use of the gate is due to the ‘metal to metal’ contact. This can be significantly reduced by the use of a suitable resilient layer to prevent this direct contact. One example is rubber ‘snubbers’ fitted to the gate stop so that the gate closes onto these instead of directly onto another metal component. The specific need for and design of suitable resilient treatment is relatively straightforward and depends upon specific site requirements – including the design of the gates and locking mechanism at any particular site. A sliding latch type of arrangement tends to produce higher sound levels than one that can freely pivot around into a keeper where it can be locked in place.

7.4 Where gate securing bolts can be dragged across the ground these can be replaced/modified so that the ends are held above ground level with springs until the bolt is pushed down into the securing location. This totally removes this potential source of noise.

8 Trailer Refrigeration Units

8.1 Two main types of refrigeration units are fitted to vehicles that make deliveries to Morrisons’ stores. The ‘over cab’ units located at the front of the trailer above the cab tend to produce higher levels of noise than the ‘under body’ units that are located below and to one side towards the rear of the trailer. In addition to this difference in noise level, the increased height of the over cab units tends to reduce the attenuation provided by acoustic screening, so that the resultant noise level on the opposite side of an acoustic screen can differ by more than 10dB(A) between these types of refrigeration units.

8.2 However, as part of Morrisons’ Quiet Delivery System that has been developed over the years, it is possible for refrigeration units to be turned off before the vehicle reaches the store. This totally removes this potential source of noise at noise sensitive sites where this is an appropriate mitigation measure.

9 Reversing Alarms

9.1 Morrisons' standard practice is for delivery vehicles to drive forwards into a secure service yard where no unauthorised people can gain access. During a night time delivery there is usually only one person, other than the driver, in the service yard whilst the vehicle is manoeuvring. The other person is responsible for opening and closing the gate, and informing the driver of any relevant information specific to that store or delivery.

9.2 This means that when the delivery vehicle is reversing within the service yard, the only person who may be in the vicinity of the vehicle is aware of it and trained for this situation. Consequently there is no need to use a reversing alarm within the service yard. This meant that in the past, Morrisons' own vehicles were not fitted with reversing alarms, although this is no longer the case because all new vehicles are now fitted with them as 'standard' by the manufacturer and it is relatively difficult to obtain vehicles without reversing alarms. However, Morrisons' standard practice calls for drivers to ensure that reversing alarms are switched off before the vehicle leaves the Distribution Centre. Drivers of other suppliers' vehicles are instructed to switch their reversing alarm off when the gate is opened, so there is no need to use reversing alarms at stores with secure service yards. The person who opens the gate to permit the delivery vehicle to enter the service yard can check with the driver that the reversing alarm and trailer refrigeration unit (if fitted) have been switched off. This provides a further check in the system to control these potential sources of noise and reduce the reliance on driver behaviour.

9.3 Morrisons' standard practices obviate the need for reversing alarms to be used when vehicles drive to, around or from the store, totally removing this as a potential source of noise, particularly at noise sensitive sites. For stores where there is not a secure yard, trained personnel can act as a banksman thereby reducing the need for reversing alarms in this case.

10 Service yard activity

10.1 Morrisons' standard practices minimise the amount of activity in the service yard particularly during the night. The produce is generally stored within the building and goods are transferred directly from the trailer into the warehouse. This means that there are usually few if any personnel within the service yard and consequently little if any noise is produced by people outside the building.

10.2 Some activities such as emptying waste bins or skips within the service yard can produce higher levels of noise. However, this generally occurs during the day rather than night time and at more noise sensitive sites the times of such activities can be controlled. Concern is occasionally expressed regarding noise associated with conversations and possibly shouted comments in the service yard; from radios in delivery vehicle cabs; or possibly from cab doors being 'slammed' shut. All of these are 'management issues' that are routinely controlled as part of Morrisons' noise management culture. As part of this Morrisons has developed a training programme specifically to raise awareness of the importance of controlling noise and how significant 'quiet working' practices can be.

10.3 This means that noise produced by other activities in the service yard is minimised and can be prevented during the night totally removing this as a potential source of noise, particularly at noise sensitive sites.

11 Unloading activity noise

11.1 At the majority of Morrisons' stores delivery vehicle reverse to a sealed unloading dock which provides a compressible seal (not airtight) between the vehicle and store building. This means that sound produced within the vehicle is contained and has to 'break out' of this sealed space. Measurements at several Morrisons' stores over many years indicates that this provides approximately 5dB(A) attenuation in comparison with unloading across an 'open' dock, where sound is reflected from the walls and other surfaces, potentially towards the nearest dwellings.

11.2 At some stores there is an open unloading dock area, usually with a canopy overhead to provide some weather protection. In this case delivery vehicles reverse to the edge of the dock and goods are then transferred from the rear of the trailer, across the open dock area and into the warehouse.

11.3 Where the service yard level is the same as the warehouse floor, goods need to be lowered from the rear of the trailer to the ground. This is generally achieved by using a scissor lift, with goods being transferred from the rear of the trailer onto the scissor lift which, when full, is then lowered to the ground. As an alternative in this case a fork lift truck can be used to lift the goods directly from the back of the trailer and transfer them into the warehouse, thereby avoiding the multiple handling operations associated with the scissor lift, but potentially slowing the unloading process down as only one pallet can be transferred at a time. If the vehicle has a tail lift this can also be used instead of a scissor lift, although that is not the case for Morrisons' own vehicles.

11.4 With a dock (sealed or open) the vehicle is unloaded by using a pallet truck to transfer the pallets directly into the warehouse. The pallet truck may be an electric ride on version, electrically powered pedestrian operated, or a manually operated hand pallet (pump) truck. For either type of electrically powered pallet truck, it enters directly into the back of the vehicle; picks up the next pallet; and then reverses back into the store. Hand pallet trucks may be turned around within the trailer where appropriate, such as when using a fork lift truck (FLT) to pick the goods up from the rear of the trailer, in which case the pallet truck is solely used to move the pallets from their original position to the rear edge of the trailer. Where a trailer is unloaded using a FLT, the first two pallets at the rear of the trailer are lifted directly out of the trailer by the FLT. Extension tines are then fitted to the FLT so that the next two pallets can be removed from the rear of the trailer. A pump truck is then lifted into the rear of the trailer and used to transfer all the remaining pallets to the rear of the trailer where the FLT (without extension tines) is then used to transfer the goods into the warehouse.

11.5 A dock leveller is set into the unloading dock and (quietly) mechanically/hydraulically lifts up and opens out to provide a continuous surface between the inside of the trailer and the unloading dock. The end of the dock leveller is supported on the trailer bed and rises or falls as the height of the trailer varies during unloading. Some damping and absorption can be fitted to the underside of a dock leveller if the level of noise

produced by the pallet truck passing over it is excessive. Deployment of a dock leveller is relatively quiet and not of any acoustic significance.

11.6 Dock plates consist of a counterbalanced pivoted metal plate that is lifted and rotated to span the gap between the dock and trailer. This can rise or fall to suit the difference in height between the dock and trailer. Deployment of a dock plate can produce relatively high levels of impulsive sound when it lands on the dock or trailer bed. Similarly as the trailer height varies during unloading the resultant gap under one edge of the dock plate can result in impulsive sound being produced if a pallet truck passes quickly over the dock plate. This can be slightly reduced by ensuring that the dock plate counterbalance system is properly adjusted and with the use of a resilient damping layer fitted to the underside of the dock plate, although the layer must incorporate a protective under layer to prevent it being damaged very quickly. The most effective way to minimise noise produced by dock plates is to ensure they are deployed carefully and to move the pallet truck across the dock plate reasonably slowly.

11.7 The noise from the pallet truck travelling across an open dock area is relatively low so that this is not a significant source of noise during deliveries to the store, despite the gap between the rear of the trailer and building which enables sound to break out from this area.

11.8 For stores with a scissor lift the pallets are moved out of the trailer and onto the scissor lift by means of a manually powered hand pallet truck. There is additional noise associated with operation of the 'gates' on the scissor lift platform and the movement of the hand pallet truck into and out of the pallets on the scissor lift. The use of a trailer tail lift is similar to a scissor lift. Alternatively where a vehicle is unloaded with a FLT this additional noise production does not occur provided that the FLT takes the pallets directly from the rear of the trailer into the building.

11.9 Over the years, measurements of 'standard' Morrisons' unloading arrangements using a ride on pallet truck through a sealed unloading dock at many different stores show that there are several sources of noise associated with this activity. The pallet truck creates noise as it is driven over the dock leveller or dock plate. As the pallet truck travels along the bed of the trailer to the next pallet further sound is produced. All of the acoustically significant sound is produced at the level of the trailer bed about 1.2 metres above yard level.

11.10 The pallet truck has wheels fitted to the front end of tines to support the weight of the pallet. As the tines enter the pallet the wheels rise over the lower slat at the 'front' of the pallet and then fall down onto the bed of the trailer. This produces a relatively high level of short duration impulsive sound. The wheels then rise and fall over the slat across the middle of the pallet producing a second sound event. The most significant of these events produce maximum levels of approximately 85dB(A) at a distance of 10 metres from the trailer, although typical levels are less than this. A hand pallet truck enters the pallet with less force than a ride on pallet truck and consequently produces lower levels of noise than a ride on pallet truck, although under typical conditions this difference is relatively slight. At other times, a ride on pallet truck may be driven relatively slowly into the pallet whereas a hand pallet truck may be pushed in rapidly, reversing the previous situation. Therefore under normal circumstances there may be relatively little difference in the levels of noise produced by hand powered or ride on pallet trucks entering pallets. Standard hand pallet trucks also tend to rattle more, principally when unloaded, due to their relatively light mass and lack of damping.

11.11 The sound level produced by the pallet truck travelling along the bed of the trailer is significantly lower than the maximum levels produced when the tines enter the pallet, typically equating to around 65dB(A) at a distance of 10 metres from the trailer.

11.12 The most significant source of noise remains that produced as the pallet truck enters the pallet. The actual level produced depends primarily upon the speed of the pallet truck. One way to reduce the noise level is therefore to ensure that the pallet truck is pushed or driven slowly at this time. This can be achieved by physically limiting the speed of powered pallet trucks, but this reduction is limited because the pallet truck needs to be able to move quickly enough to overcome slight obstructions. It should be noted that using a speed restricted electrically powered pallet truck to unload the vehicle may increase the overall time to such an extent that it is not viable. However, if a hand pallet truck is used correctly it can be pushed into the pallet very gently, producing relatively little noise, but can then be moved more quickly within the trailer and warehouse.

11.13 Some hand pallet trucks have been developed specifically to reduce the levels of noise produced whilst unloading. These are 'Piek compliant' (to conform to the Dutch government's scheme) and incorporate a range of noise reduction measures. When used correctly (as outlined above) this will reduce the maximum levels of noise by at least 10dB(A).

11.14 Using an FLT rather than a scissor lift at night removes all of the sources of noise associated with the additional handling onto and off the scissor lift. Provided that the yard area is relatively smooth and/or the FLT tines are prevented from rattling the transfer of goods from the rear of the trailer to the warehouse is relatively quiet and not acoustically significant. The extension tines should be fitted and removed within the warehouse and care must be taken to minimise noise when lifting the pallet truck into or out of the rear of the trailer. Implementing these measures will ensure that this method of unloading is as quiet as the more conventional QDS arrangements using a sealed dock.

11.15 Using a Piek compliant hand pallet truck directly across a dock leveller or dock plate, or in conjunction with a fork lift truck, to transfer the goods from inside the trailer to the warehouse is the best solution to reducing the levels of noise produced whilst unloading delivery vehicles. This can ensure that the maximum levels of noise occasionally produced during this activity are reduced from approximately 85dB(A) at a distance of ten metres from the trailer to 75dB(A) or lower.

12 Cages and dollies

12.1 Although most produce is delivered on pallets, some suppliers who deliver directly to the stores use cages or similar devices for their goods. This is the case for milk, where the cages can be wheeled directly out of the trailer and into the refrigerated display area on the shop floor. Similarly, bread is delivered in trays that stack on top of each other, supported by a wheeled ‘dolly’. Measurements and observations at various Morrisons’ stores show that the sound produced by the movement of milk cages inside a trailer is much lower than the maximum levels produced whilst unloading pallets. When cages are wheeled in the open between a trailer and the building the noise level is similar to that of other unloading activities however, it is possible to attenuate this by means of acoustic screening. The noise level produced by the movement of bread trays is significantly less than from the metal cages.

12.2 Unlike the broadband ‘impulsive’ sound of the tines hitting the bed of the trailer, that produced by the cages when wheeled between the trailer and store is of a higher frequency content. This is more effectively attenuated by acoustic screening that projects into the direct path between the noise source and a listener. In addition to this, reflections from building surfaces are more effectively controlled by acoustic absorption applied to these surfaces.

12.3 Softer wheels can be used to reduce the noise produced by these cages, but this raises several complications. The cages are provided and managed by the supplier, who is unlikely to be able to either replace all of the wheels on all of their cages, or to ensure that only ‘quieter’ wheeled cages are used at identified Morrisons’ stores. These wheels are less durable than the harder wheels. This can cause increased maintenance problems and possible Health and Safety issues in the event of a wheel failing, when a harder one would not have done so.

12.4 At the relatively small number of stores where the noise produced by the movement of cages is a potential issue, this can generally be addressed by means of suitable acoustic screening to the edge of the unloading dock, possibly with acoustic absorption to appropriate building surfaces around this area.

13 Salvage and multiple drops

13.1 Empty pallets and some goods need to be returned to the distribution centre. This is done without creating any extra journeys by loading this ‘salvage’ into the trailer after it has been unloaded. This loading activity creates similar or even higher levels of noise than unloading. If higher noise levels are produced it is generally because a stack of empty pallets is lighter than most loaded pallets so there is less ‘damping’ due to the reduced mass, also the pallets may tend to ‘knock’ against each other.

13.2 This source of noise can be totally removed at night, by ensuring that salvage is not returned until the first ‘morning’ delivery. Where there is limited space this can create difficulties due to the presence of stacks of pallets that would ordinarily have been removed before further full pallets arrived, although it is generally possible to organise matters so that this can be achieved.

13.3 Similarly, if a delivery vehicle only delivers part of the load to one store, the remainder of the load has to be secured before departure. This can produce relatively high impulsive noise levels and at particularly sensitive sites should be avoided as part of the night time delivery noise management system.

14 After unloading is completed

14.1 When a trailer has been unloaded, the trailer rear door is closed, which is acoustically insignificant, the engine is started and the vehicle is driven back out of the service yard. There are various sources of noise associated with this activity, but they are the same as those previously considered and do not need separate consideration at this point.

15 Other noise mitigation measures

15.1 The various noise mitigation measures identified above are primarily concerned with the optimal solution of removing or reducing noise at source. However, further attenuation can be provided where appropriate by treatment to the propagation path between the source of noise and noise sensitive locations (dwellings).

15.2 Most of Morrisons' stores have a brick or similar service yard wall which can provide acoustic screening attenuation. An open palisade type metal fence does not provide this attenuation but can be made solid where necessary. Similarly, if a service yard wall provides limited screening attenuation it may be possible to increase this by raising the height of the wall either using the same building materials or alternatives such as a suitable timber fence on top of the existing service yard wall. There is generally little benefit in using proprietary acoustic materials as an acoustic barrier rather than conventional building materials such as timber or brickwork.

15.3 Noise associated with unloading activities is produced at the bed of the trailer approximately 1.2 metres above yard level. The source height for road traffic noise is conventionally taken as 0.5 metres above ground level, although it may be prudent to allow a conservative source height estimate of 1 metre above yard level for vehicular manoeuvring noise. These factors can be used to provide an estimate of the likely screening attenuation that can be achieved by a service yard wall or localised acoustic screen.

15.4 Where a service yard wall just intersects the line of sight it will provide approximately screening 5dB(A) attenuation. Where it projects significantly into the direct sound path it is more likely to provide around 10dB(A) attenuation and around 15dB(A) screening may be achieved in some cases such as when the store building is between the yard and dwellings. A more accurate estimate can be provided by calculating the actual path difference provided by the acoustic barrier.

15.5 The use of resilient surfaces has been reviewed on several occasions. Whilst these may appear to provide some attenuation to the noise produced by ground interaction, they tend to create other problems such as deterioration due to wear and tear which may create a hazard if moving heavy goods over a damaged surface. In most cases it is more appropriate to ensure that goods are moved over a relatively smooth surface, or that localised screening is used instead.

15.6 Where screening attenuation is used, it may be necessary to apply a suitable acoustically absorptive material to adjacent wall surfaces to prevent sound that would otherwise be reflected by the wall(s) from compromising the attenuation provided by the acoustic screen. This is relatively straightforward to do, but in such cases only needs to be applied to appropriate surfaces.

15.7 Where a delivery vehicle passes close to a dwelling it may be possible to alter the route taken to increase the separation distance and reduce the noise level at the dwelling. In some cases this may be more appropriate than using an acoustic barrier.

15.8 LNG powered vehicles produce sound of a different character and level to diesel powered vehicles. However, in the past Morrisons have found there are reliability problems with these vehicles. Clearly there is no benefit in having a slightly quieter vehicle that is only available for some of the time, rather than ensuring that a suitable noise level is achieved all of the time using 'standard' delivery vehicles.

16 Training, management, supervision and communication

16.1 The Dutch 'Piek' system has established that working practices are a major factor in the level of noise that is produced whilst unloading delivery vehicles. This is no surprise, but emphasises the importance of ensuring that all personnel are aware of their potential to create excessive noise and avoid this at all times. For example, if a pallet is carefully placed (taking due account of manual handling requirements) on another or on the ground, very little sound is produced. Conversely, if the pallet is allowed to fall down, relatively high levels of impulsive sound can be produced that have the potential to awaken residents sleeping in houses more than one hundred metres from the store. Similar considerations apply to many other activities including ensuring that fork lift trucks lift equipment around the Service yard rather than dragging it across the concrete; or avoiding shouted conversations, whistling etc.

16.2 Where practicable it is best to develop work systems which ensure that personnel will work quietly, an example is the use of Piek compliant hand pallet trucks. The twin wheel arrangement reduces the impact energy as the wheels on the tines enter the pallet and the damping reduces rattling as the pallet truck is wheeled over textured or otherwise uneven surfaces.

16.3 Because efficient logistics is such an important part of Morrisons' continuing success in the highly competitive food retailing industry, Morrisons' culture is geared towards making night time deliveries a success. This means that the various measures that are necessary in order to achieve this are regarded as highly important within Morrisons. This reinforces the message that all personnel must ensure their working practices are consistent with these aims. This culture is supported by appropriate training and management and new personnel for whom this is relevant are made aware of this as part of their induction and training process.

17 Signage

17.1 As part of Morrisons' established culture, stores have signs prominently displayed in every service yard reminding Morrisons' own personnel and all others to ensure that excessive noise production is prevented. This reinforces the emphasis given by Morrisons' culture on minimising the noise associated with deliveries to stores, particularly but not exclusively during the night and is one part of Morrisons' established record of delivering to many stores in noise sensitive areas, throughout the night, without disturbing the nearby residents, even when sleeping with open bedroom windows.

18 Exceptions

18.1 Inevitably there will be some infrequent occasions when higher levels of noise are produced than would ideally be the case. However, this should be balanced against the fact that such higher levels of noise occur at virtually all dwellings near to Morrisons' service yards, due to many factors other than Morrisons' activities. For example, this may include the noise from passing vehicles, aircraft, dogs barking, birdsong, or even noise from other commercial (or even domestic) premises.

18.2 When considering this, it must be remembered that Morrisons' has a proven track record of making deliveries to many stores in noise sensitive locations for many years, without disturbing residents.

18.3 Another important part of this success is the way in which Morrisons' try to encourage communication with neighbouring residents and to demonstrate to them that their concerns are taken seriously. Research has shown that if noise is perceived to be avoidable and unnecessary it is approximately as annoying as alternative noise that is 10dB(A) higher but perceived to be unavoidable and necessary. By taking care to ensure that neighbouring residents' concerns (not just relating to noise) are taken seriously and resolved wherever practicable, the residents will be more understanding if, on rare occasions, for reasons beyond Morrisons' control higher than ideal levels of noise are produced. This was part of the system successfully utilised by QDDS.

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EXAMPLE Wm MORRISON, XXXXX – DRAFT QUIET DELIVERY SYSTEM

In order to prevent the noise associated with deliveries from disturbing neighbouring residents it is important that all of the relevant control measures below are adhered to at all times:

1. Unless otherwise instructed, drivers must ensure that trailer refrigeration units (if fitted) are switched off before arriving at the site.
2. Ensure the arrival bell (if fitted) is inaudible at any dwellings in the vicinity of the site, particularly during the middle of the night.
3. Avoid any unnecessary activity outside the building during the night and take care at all times to avoid unnecessary noise production – for example rather than letting a pallet fall to the ground, lower it down instead (observing appropriate manual handling practices).
4. Ensure salvage or other materials are not loaded into trailers outside store trading hours, keeping the amount of unloading and associated activity to the necessary minimum at these times.
5. Ensure that all personnel are aware of the need to avoid unnecessary noise, know how to do so, that this message is reinforced with correct signage at prominent locations and adherence is supported and monitored by management.
6. Ensure that all unloading equipment is used correctly and that the correct (Piek compliant) pallet truck is used correctly for unloading all deliveries during the night.
7. To prevent noise within the building from breaking out keep doors closed, particularly during the night.
8. Establish good communications with neighbouring residents, ensuring they realise that their concerns are taken seriously and they know how to raise any issues that they may have with the store. If people realise that their concerns are taken seriously and that care is taken to prevent excessive noise, they are less likely to be disturbed than would otherwise be the case.
9. If there is a major failure that will prevent this system being adhered to, such as unavailability of the 'Piek compliant' pallet truck, postpone the night time deliveries until the morning or the problem has been resolved.