

Anchor Springs, Littlehampton

DELIVERY & SERVICING MANAGEMENT PLAN

for Proposed Hotel
on behalf of Premier Inn Hotels
2025/8391/DSMP01

April 2025

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1 INTRODUCTION

1.1 Report Context

- 1.1.1 RGP is commissioned by Premier Inn Hotels to provide transport and highways input in support of the proposed hotel at Anchor Springs, Littlehampton, BN17 6AT ("the site").
- 1.1.2 The site currently comprises a former retail food store with accompanying car park offering circa 100 spaces. The development proposals comprise of the redevelopment of the site to provide a 130-bedroom hotel to be operated by Whitbread under the Premier Inn brand, with the hardstanding car parking area retained.
- 1.1.3 As illustrated in the proposed Site Plan attached hereto at **Appendix A**, vehicle access would be afforded under the existing arrangements via Avon Road, including the formation of an inset delivery bay to the rear of the hotel. The main guest and visitor entrance to the hotel would be via Anchor Springs.
- 1.1.4 West Sussex County Council (WSCC) are the Local Highway Authority and Arun District Council (ADC) are the Local Planning Authority for the site.
- 1.1.5 RGP has additionally prepared the following reports to support the planning application, and these should be read in conjunction with this report:
- Transport Statement (ref. 2025/8391/TS01);
 - Travel Plan (ref. 2025/8391/TP01); and
 - Construction Environmental Management Plan (ref. 2025/8391/CEMP01).

1.2 What is a DSMP?

- 1.2.1 A DSMP is a framework identifying the requirements to manage the transport impacts associated with the delivery of goods and the servicing of equipment generated by an organisation.
- 1.2.2 A DSMP needs to be bespoke to be both bespoke to the organisation and the site it is development for. It should aim to improve the efficiency of activities such as deliveries, collection, servicing trips and catering, as appropriate to the organisations activities.
- 1.2.3 A DSMP can provide improvements to procurement practices, supplier management, environmental management procedures, facilities management and safe and legal loading arrangements.
- 1.2.4 Once in place, a DSMP will:
- Ensure that goods and services can be delivered, and waste removed, in a safe efficient and environmentally friendly way;
 - Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;

- Help cut out congestion on the local highway network and ease pressure on the environment;
- Improve the reliability of deliveries to the site concerned;
- Reduce the operational costs of building occupants and freight companies; and
- Reduce the impact of freight activity on local residents.

1.2.5 A DSMP is therefore capable of providing benefits not just to the site occupier, but also to the local community and freight operator.

1.2.6 Whitbread, the operator of the proposed Premier Inn Hotel, has significant experience of operating hotels throughout the UK and has a dedicated logistics team to service over 800 hotels. Full details regarding the frequency, timings and size of vehicles are provided within this document, including appropriate management measures to minimise the impact of deliveries on the local highway network.

2 SITE LOCATION AND DESCRIPTION

2.1 Site Location

2.1.1 The site is located centrally within Littlehampton, in close proximity of multiple amenities, services and public transport nodes, as illustrated in the figure below.

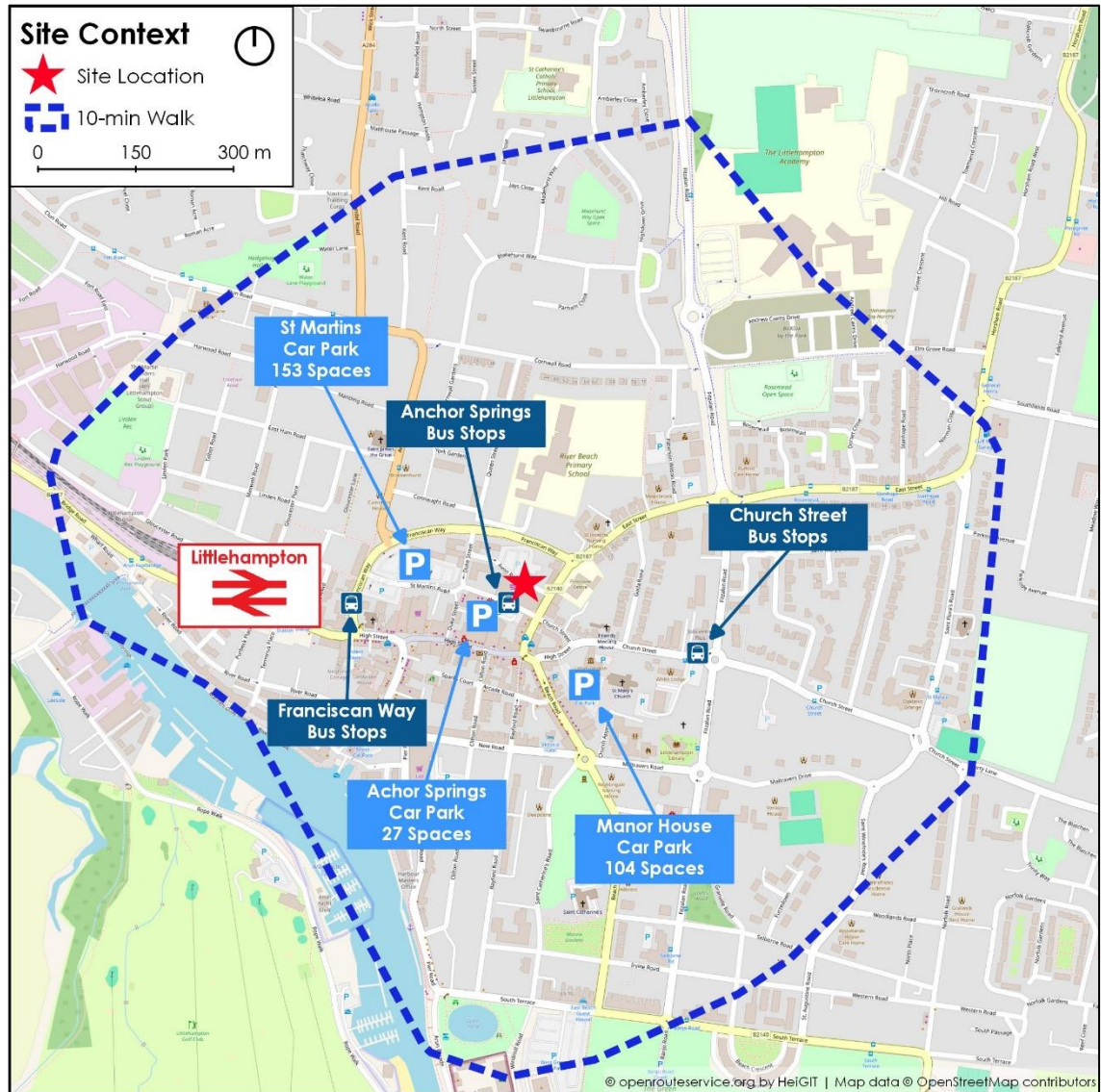


Figure 1 Site Location

2.1.2 Vehicle access to the site is provided via the one-way Avon Road which runs from west to east between the main building and the hardstanding parking area to the rear. The photograph below shows Avon Road when looking east through the site.



Figure 2 Avon Road (February 2025)

2.1.3 As shown, a pedestrian crossing connects the on-site car park to the main building across the road, including tactile paving and dropped kerbs.

2.1.4 The photograph below shows the Avon Road and East Street Junction to the east of the site, permitting egress to the left and right only.



Figure 3 Avon Road / East Street Junction (February 2025)

2.1.5 As shown in the photograph, double-yellow line parking restrictions are present around the junction to maintain access and ensure that visibility is unobstructed.

2.1.6 Anchor Springs runs to the south of the site in a similar west-east arrangement. There are several bus stops located along the northern side of the road which flank the site, as shown in the photograph below.



Figure 4 Anchor Springs Bus Stops (February 2025)

2.1.7 The existing footway along Anchor Springs features bus shelters and waiting areas for passengers along the site frontage, with real-time information boards provided.

3 DELIVERY AND SERVICING ARRANGEMENTS

3.1 Proposed Arrangements

3.1.1 As illustrated in the proposed Site Plan attached hereto at **Appendix A**, the hotel would be afforded an inset loading bay to the rear which would be accessible via Avon Road. This location would be to the west of the delivery and servicing area for the former food retail store.

3.1.2 As illustrated within the Site Plan attached hereto at **Appendix A**, the refuse store would be located to the west of the loading bay which would serve to be within an acceptable distance for the convenient transfer of bins between the store and the bay. Additionally, the linen, food and drink delivery entrances are located to the south of the loading bay, also within an acceptable distance.

3.2 Vehicle Types

3.2.1 The proposed loading bay has been designed in consideration of the typical vehicles adopted by Whitbread for delivery and servicing activities at other sites across the country.

3.2.2 Whitbread utilise three vehicle types in order to service hotel and restaurant developments, subject to the constraints of an individual site, as summarised below in the extract from Whitbread's delivery and service vehicle summary, in the figure below.

Type	Length	Width	Height	Comment
Large Articulated	16.50m	2.65m	4.20m	1st choice
Small Articulated	14.60m	2.65m	4.20m	2nd choice
Rigid Lorry 26t and Refuse Lorry	12.00m	2.65m	4.00m	3rd choice

Figure 5 Whitbread Delivery Vehicle Fleet

3.2.3 Whitbread typically uses vehicles of between 12m and 16.5m for delivery purposes, depending on the local constraints. In this instance Whitbread have confirmed that a 16.5m vehicle would not be used and instead a 14.6m articulated would be the largest vehicle type used to service the proposed hotel.

3.2.4 Drawing **2024/8391/005**, attached hereto, illustrates that a 12m rigid delivery vehicle would be able to enter and egress the loading bay accordingly, and this is similarly the case for a 14.6m small articulated vehicle. Refuse collections would be undertaken by smaller vehicles and would service the site following the same arrangements as these delivery vehicles.

- 3.2.5 Whitbread has a contract with Veolia who undertake refuse collection at all Premier Inn sites and would be responsible for collecting waste and recycling at the site. It would be ensured that the vehicle used for these options would be able to access the lay-by.
- 3.2.6 The proposals would therefore negate the need for any delivery and servicing vehicles to access the public car park adjacent to the site.

3.3 Frequency and Duration

3.3.1 The proposed development would generate a relatively low level of delivery vehicle movements over the course of a typical week. From RGP's experience of Whitbread operations, it is anticipated the site could generate the following delivery and servicing movements, as summarised in the figure below.

Type	No. Visits	Duration	Timings	Activity
Linen	7	30 mins	06.30 – 18.00	1.5 m ³ cages on wheels
Food	3	40 mins	06.30 – 18.00	trolley with 1 m x 1.2m pallets
Drinks	1	45 mins	06.30 – 18.00	trolley with 1 m x 1.2m pallets
Refuse / Recycling	3	20 mins	06.30 – 18.00	Bins emptied

Figure 6 Whitbread Delivery and Servicing Schedule Summary

- 3.3.2 It is therefore not considered that the delivery and servicing frequencies at the site would represent an intensive level and all purposes could be accommodated within the loading area from Avon Road.
- 3.3.3 Whitbread operates a 'Good Night Guarantee' initiative at its Premier Inn hotels which permits guests to claim a refund if they have not had a satisfactory nights' sleep. In order to achieve this and minimise any disruption to guests during the night, delivery and servicing activities are scheduled outside of these hours at off-peak times.
- 3.3.4 In addition, due to the nature of the development, all Whitbread deliveries are coordinated regionally to enable one delivery vehicle to serve several Whitbread hotels. The number and level of deliveries are constantly reviewed with the frequency and size of each delivery continually monitored to ensure that the minimum number of deliveries occur for each site.
- 3.3.5 Each delivery vehicle visit would therefore not necessarily represent a new vehicle trip on the highway network, with these vehicles arriving from and / or continuing to another Whitbread hotel locally.

4 DELIVERY AND SERVICING MANAGEMENT MEASURES

4.1 Whitbread Management

4.1.1 The following Whitbread waste management measures would be realised as part of the proposed development:

- Whitbread provides a suitably sized waste store as based on their known operational requirements based on data from comparable hotel sites across their estate.
- Whitbread aims to provide greater waste containers so that waste is collected less frequently, resulting in fewer servicing vehicle movements.
- Whitbread provides colour-coded waste containers to prevent waste cross-contamination at source.

4.2 Servicing Vehicle Management

4.2.1 The following servicing vehicle management measures would be realised as part of the proposed development:

- Whitbread centrally coordinates all servicing so that one servicing vehicle can serve many Whitbread operations.
- Whitbread aims for all servicing to be completed outside of peak hours on the highway network.
- Whitbread aims for all servicing operators to be a member of the 'Fleet Operator Recognition Scheme' (FORS).

4.3 On-Site Waste Management

4.3.1 The following on-site waste management measures would be realised as part of the proposed development:

- Premier Inn hotel staff must complete Whitbread's 'Zero to Landfill' training.
- Premier Inn hotel staff would be responsible for ensuring the waste store is kept clean.
- Premier Inn hotel staff would complete regular audits to ensure waste is placed into the correct stream at source.
- Premier Inn hotel managers are encouraged to brief their staff on Whitbread's environmental, social and governance aims and objectives.

4.4 GXO

4.4.1 GXO would service the proposed development. The following measures have been employed by GXO Logistics as part of their operation:

- GXO operational policies and procedures are in accordance with ISO 14001 standards.

- GXO drivers are trained to realise fuel-efficient driving methods.
- GXO operate electric and biofuel vehicles, as well as the most efficient petrol and diesel vehicles.
- GXO operate the most aerodynamic vehicles.
- GXO have implemented Artificial Intelligence (AI) to realise more efficient vehicle route planning.
- GXO are committed to the 'Road to Zero' (preventing occupational injuries and illnesses) through driver training and technical prevention solutions.

4.5 Veolia

4.5.1 Veolia would collect all waste associated with the proposed development. The following management measures have been employed by Veolia as part of their operation:

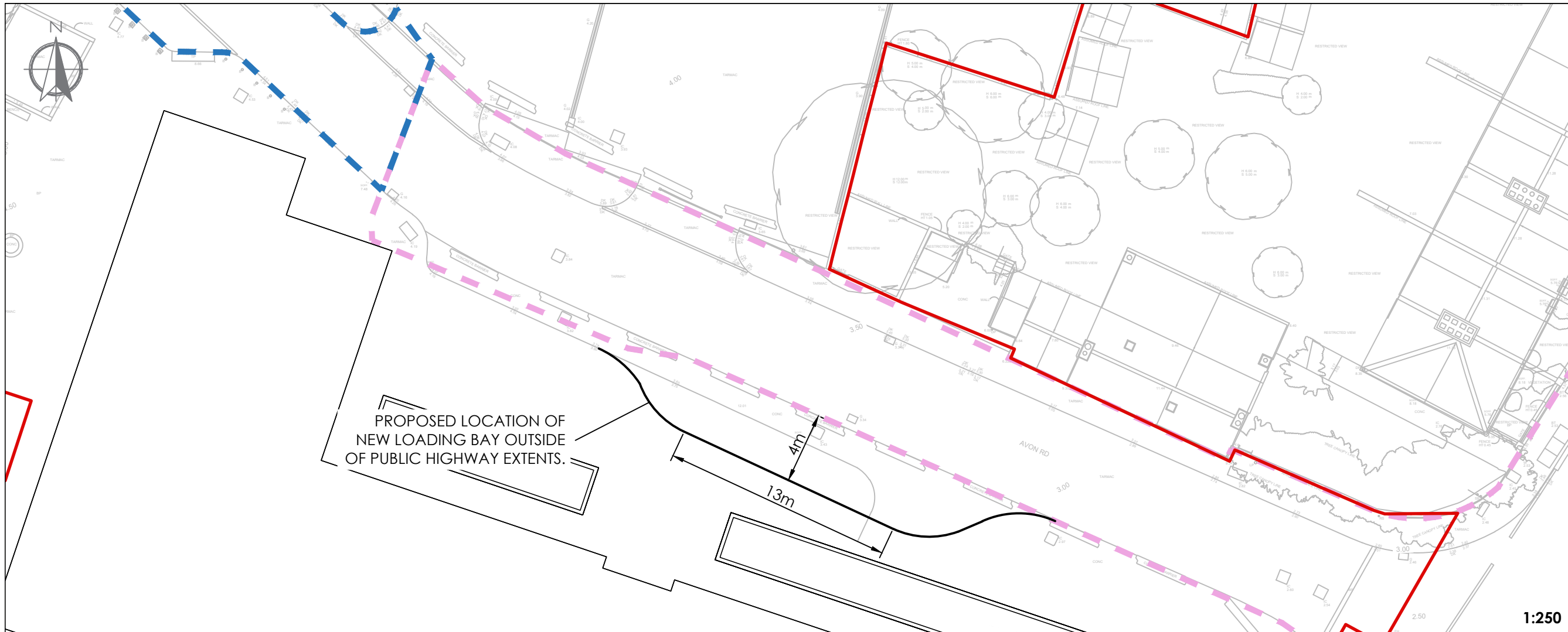
- Veolia are committed to reducing their operational emissions from fleet, yellow plant and other on-site engines down to zero by 2040.
- Veolia are committed to the Circular Economy (<https://www.veolia.co.uk/about-circular-economy>).
- Veolia promote anti-idling through minimising the amount of time drivers leave their engines idle, saving fuel, extending vehicle life and reducing emissions. It also has a positive impact on pollution levels and air quality for the communities in which we operate.
- Veolia would collect from existing sites close to the proposed development; therefore, the servicing movement would not represent a 'new' movement on the highway network.
- Veolia's 'ECHO' software provides route optimisation, improved customer service and data reporting.

5 SUMMARY AND CONCLUSIONS

- 5.1.1 This Delivery and Servicing Management Plan sets out a number of clearly defined procedures relating to the delivery and servicing requirement of the proposed Premier Inn hotel at Anchor Springs, Littlehampton.
- 5.1.2 This document demonstrates the following:
- Delivery vehicles up to 14.6m in length would be utilised to service the Premier Inn hotel;
 - All delivery and servicing could take place safely from the proposed loading bay on Avon Road;
 - Safe and secure refuse / recycling stores will be provided within the site and within an acceptable distance from the lay-by for the efficient and convenient transfer of goods;
 - Deliveries and servicing will be coordinated as far as is reasonable to ensure that only one vehicle is present at the site at a given time;
 - Continued communication will take place between the operative manager and Whitbread central management to provide further coordination and to inform of any anticipated changes to delivery schedules; and
 - Appropriate measures will be introduced to ensure that employees of the hotel are fully aware of the refuse / recycling processes via the staff information board and training.
- 5.1.3 This document has highlighted its benefits not just to the site occupier, but also to the local community and freight operators.



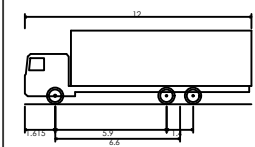
DRAWINGS



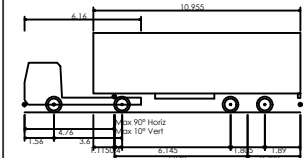
NOTES

This drawing has been prepared for the purpose of planning discussions and does not constitute a detailed design drawing, or construction drawing. A Design Hazard Inventory has been prepared by RGP setting out the hazards which have been designed out. This is available upon request.

- SITE BOUNDARY
- - - EXTENT OF PUBLIC HIGHWAY
- - - EXTENT OF PRIVATE LAND



WHITBREAD Rigid 26t
 Overall Length 12.000m
 Overall Width 2.650m
 Overall Body Height 3.900m
 Min Body Ground Clearance 0.427m
 Track Width 2.500m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 9.972m

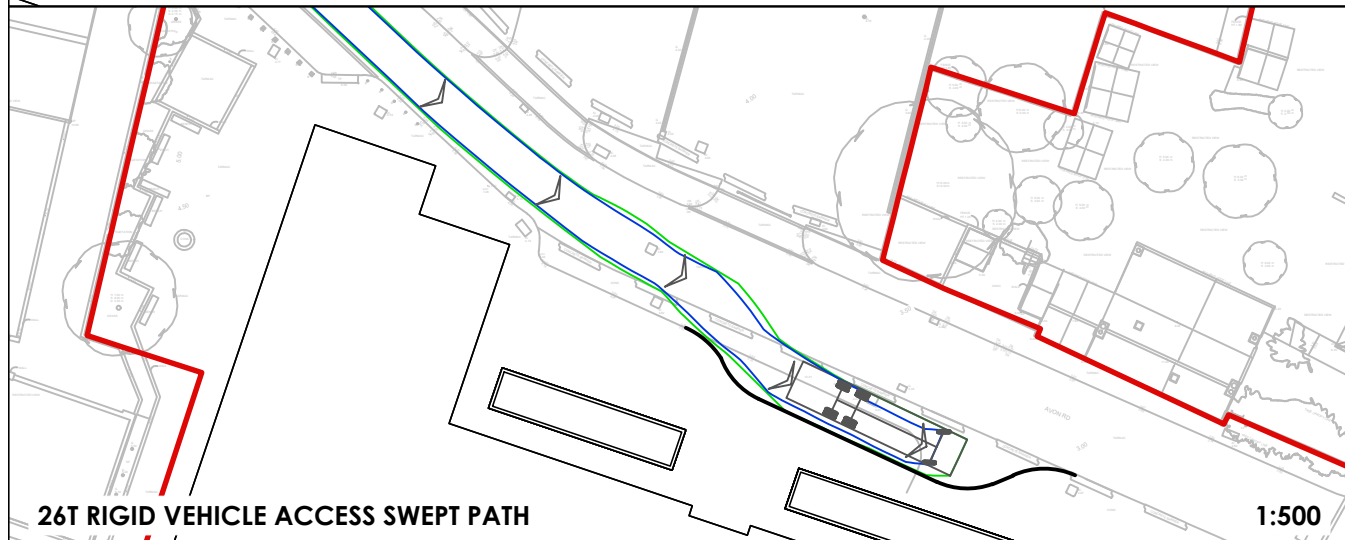


WHITBREAD Small Articulated
 Overall Length 14.600m
 Overall Width 2.650m
 Overall Body Height 4.200m
 Min Body Ground Clearance 0.406m
 Track Width 2.376m
 Lock to lock time 6.00s
 Kerb to Kerb Turning Radius 5.300m

1:250

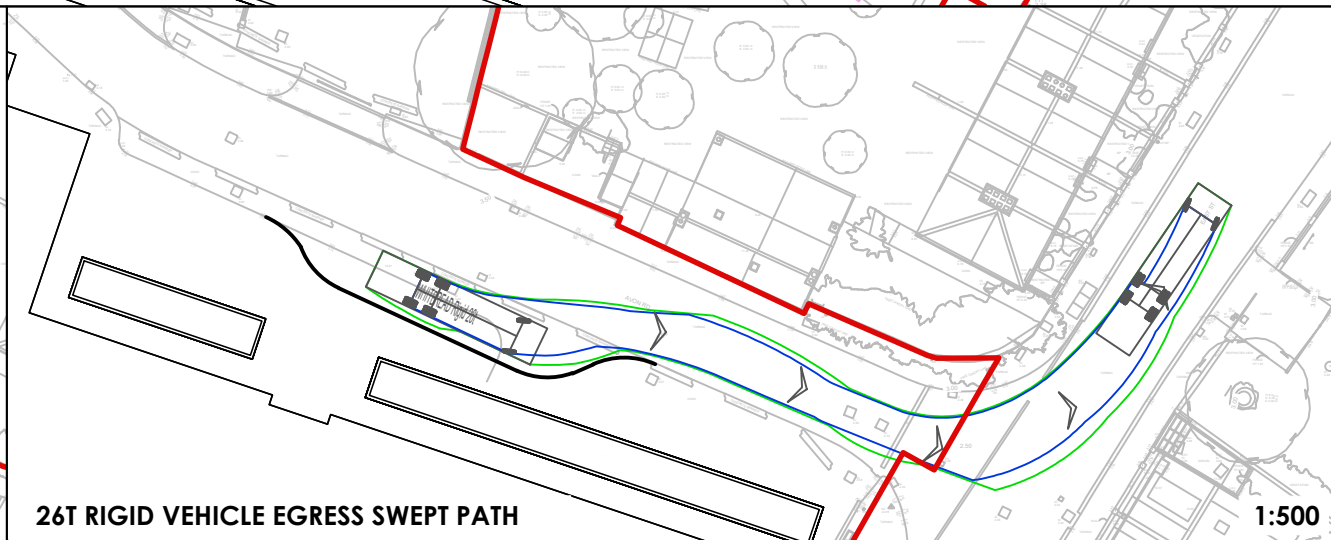
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Rev.	Drawn	Comments	Date
P4	GE	UPDATED LOADING BAY	14/04/25
P3	GE	UPDATED SITE LAYOUT	08/04/25
P2	GE	UPDATED LOADING BAY & SWEEP PATHS	02/04/25
P1	GE	FIRST ISSUE	13/03/25



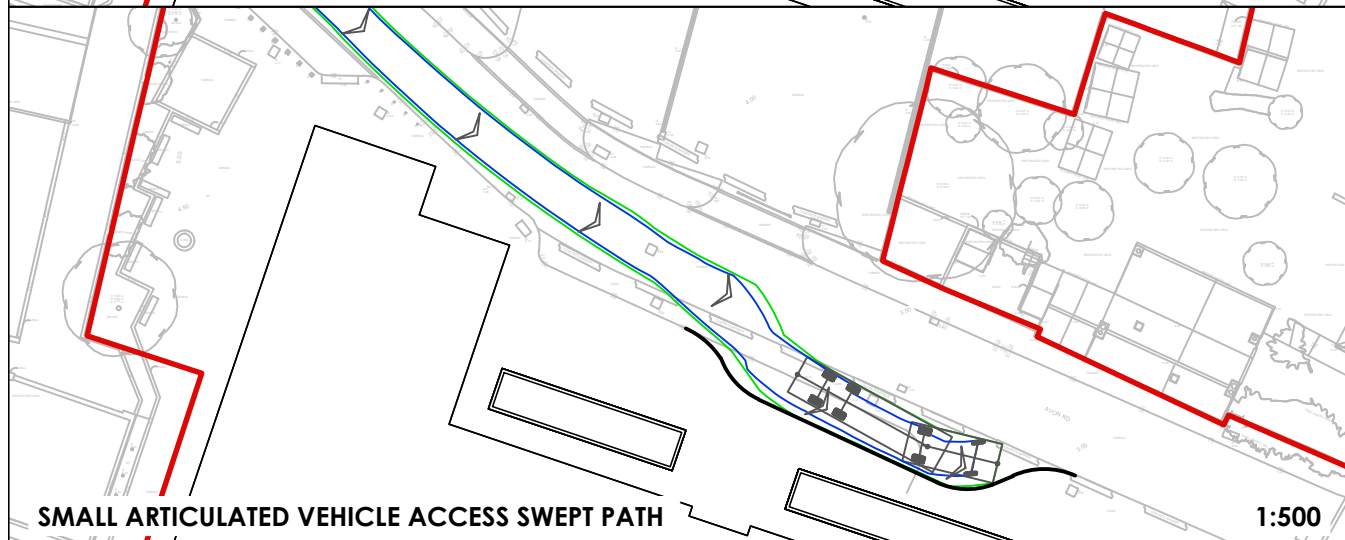
26T RIGID VEHICLE ACCESS SWEEP PATH

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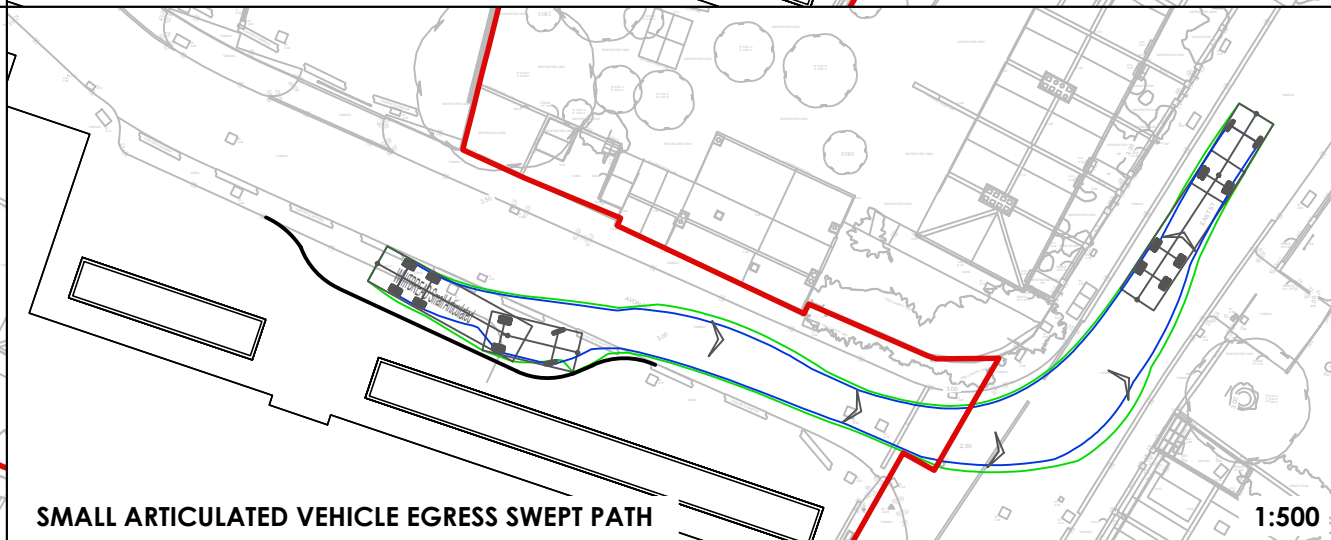
26T RIGID VEHICLE EGRESS SWEEP PATH

1:500



SMALL ARTICULATED VEHICLE ACCESS SWEEP PATH

1:500



SMALL ARTICULATED VEHICLE EGRESS SWEEP PATH

1:500



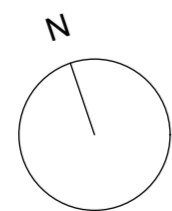
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Project	Premier Inn Littlehampton		
Drawing title	Proposed Loading Arrangement		
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Scale	AS SHOWN	Drawn by	GE
		Checked by	JC
			A3



APPENDIX A



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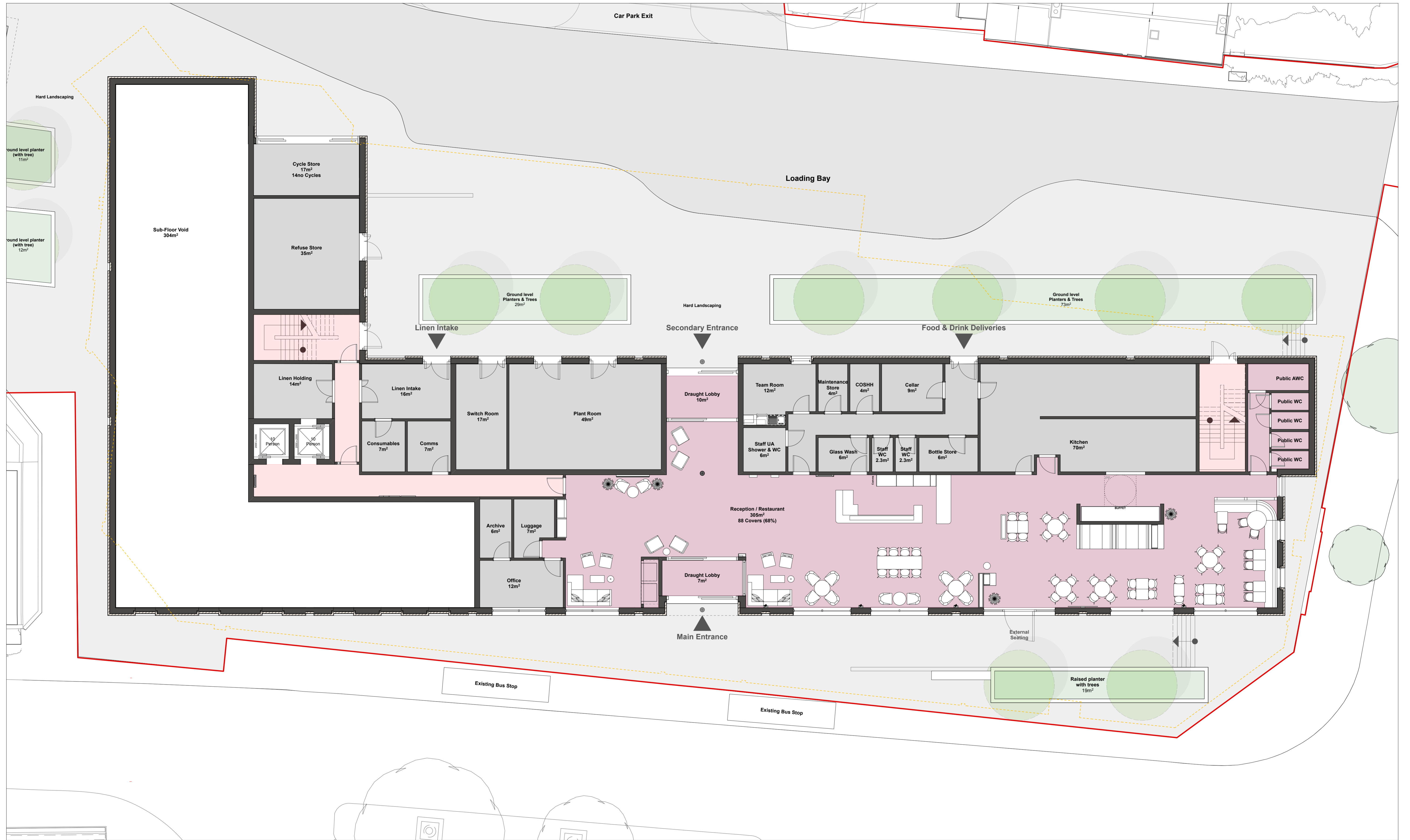
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ARCHITECTS

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Littlehampton
Premier Inn

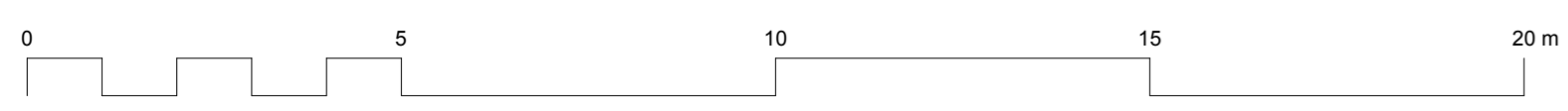
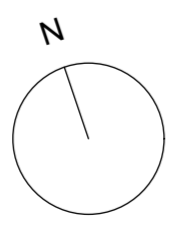
Drawing
Proposed Site Plan

Drawing No.	Revision	Date	Scale	Drawn	Checked	Status
6122-P-	002	08/04/25	1:200 @ A1	LB	LB	PLANNING

Rev	Date	Description	By	Chk



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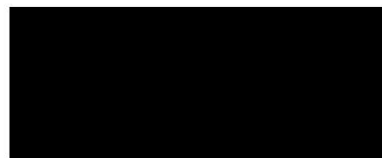
Client Premier Inn Hotels		1 Brooklands Yard Southover High Street Lewes East Sussex BN7 1HU 01273 479434 www.axiomarchitects.co.uk		AXIOM ARCHITECTS
Project Anchor Springs Littlehampton Premier Inn		Drawing Proposed Ground Floor Plan		
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			Checked LB	Status PLANNING

Rev	Date	Description	By	Chk



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