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DESIGN & ACCESS STATEMENT

TESCO STORE, CLICK & COLLECT FACILITY

1.0 Description

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

2.0 Use

2.1 The application relates to the installation of a customer collection storage pod & canopy over the space formerly taken up by ten car parking spaces within the existing store car park.

2.2 Tesco propose to offer customers a new service, where the customer orders their shopping and pays for it online, then a personal shopper (member of staff) at the store picks each individual customers shopping. This picked shopping is processed and stored in the existing Home Shopping department within the store.

2.3 The 'Click & Collect' orders are then loaded onto an existing Dotcom Home Shopping van & taken to the customer collection storage pod and canopy sited in the car park. The purpose of the canopy is only to provide protection to customers loading their cars during any period of inclement weather.

2.4 Customers will be allocated a predetermined collection timeslot when ordering their shopping & will then collect their shopping orders from the 'Click & Collect' area.

2.5 This new service is aimed at customers who lead busy life styles and cannot guarantee that they will be at home to take receipt of the normal home delivery service provided by the store, or for any customer who does not have time to spend shopping at the store but still needs to source their weekly provisions.

3.0 Site Analysis

3.1 Pedestrian access to the Tesco site is available at various points on the perimeter.

3.2 Customer vehicular access is provided off the main Highway.

3.3 The boundaries are mainly soft landscaped to the highways frontages. The car park is set onto a relatively level plateau with the store itself positioned within it.

4.0 Context Analysis

4.1 The site consists of a Tesco store with a Petrol Filling Station adjacent constructed in a similar style.

4.2 The car park is an open space with some small landscaped beds in areas and containing the normal street furniture to be expected in an environment of this sort.

4.3 The car park also contains other contemporary structures of steel and glass providing covered walkways and covered trolley storage areas.

4.4 A full retail assessment & other associated assessments would normally have been undertaken to accompany the original application proving the need for the development and its relationship to local shops, schools etc & public transport. This relationship would not have changed since the store opened.

5.0 Layout

5.1 The new customer collection pod & canopy does not result in any new Retail space simply a holding area for the ordered goods.

5.2 The proposed 'Click & Collect' facility will be located within the existing customer car park, however the proposal will not affect the existing use of the car park. The operational use of the spaces within the car park has been monitored and it is proposed to site the facility away from the areas which are designated high use parking spaces.

5.3 The collection pod (8.1 metres long x 3.6 metres wide) has the canopy abutting its long front. The canopy itself covers the approximate equivalent of four parking spaces (2no. spaces x 2 back to back) and is sited over the customer collection bay.

5.4 The van delivery side of the customer collection pod is protected from passing traffic by the car park end island, the customer collection bay side is adjacent parking spaces and protected by bollards.

6.0 Scale

6.1 There is to be only one 'Click and Collect' facility located in the car park.

6.2 The collection pod and canopy are in keeping with other ancillary buildings located at the store and have been sized to provide minimum impact whilst providing acceptable working tolerances to suit the Click & Collect operation.

6.3 The clear height under the canopy provides sufficient clearance for normal, private passenger transport.

7.0 Landscaping

7.1 The proposal does not adversely affect existing landscape provision nor will it present a maintenance issue in respect of the building overall.

7.2 Any adjacent planted areas will be protected during the course of the installation.

8.0 Appearance

8.1 The proposed customer collection storage pod will be formed from a proprietary modular unit finished in Mushroom coloured metal panels with Siberian Larch timber cladding to areas.

8.2 The proposed canopy will form the roof to the pod and extend over the adjacent customer collection bay. The canopy will be faced in white cladding panels and be supported on white steel posts set into the existing tarmac surface.

9.0 Access

9.1 <u>Customer</u>

9.1.1 The new customer collection point is to be sited within the less busy section of the car park away from the areas normally chosen by customers which tend to be closer to the store entrance.

9.1.2 It is expected that all customers using the 'Click & Collect' facility will visit the store by car as the operation replaces their normal visit to the store for 'their weekly shop'.

9.1.3 Customer access is level & unimpeded via the normal route into the car park; new signs will be erected on route guiding customers to the destination (signs being subject to a separate advertisement application).

9.2 Staff

9.2.1 Staff will transport the customers' shopping from the Home Shopping Facility within the store via the existing fleet of Dotcom delivery vehicles to the van unloading bay.

9.2.2 Personnel access to the pod is via flush threshold, pedestrian doors. The shopping is delivered to a raised area through a roller shutter doorway and is similarly despatched to the customer through a matching roller shutter on the opposite, collection side.

10.0 Community safety

10.1 The proposed facility is located within the existing customer car park which has been designed to provide a safe environment for the movement & parking of cars including customer & staff pedestrian access.

10.2 Traffic routes are clearly marked out with directional arrows and signs. Pedestrian routes are identified and protected where appropriate with kerbs or bollards.

10.3 The van delivery route from the Home Shopping area to the facility will be along the existing car park access roads following the normal traffic flow.

10.4 The car park is appropriately illuminated at night & is monitored by Tesco security staff.

10.5 The customer collection pod will be secured when not in use.

11.0 Environmental Sustainability

11.1 The proposal is not designed to increase customer visits to the store but assist the customer during their normal shopping trip. This suggests the Proposal is car neutral in respect of customer journeys.

11.2 Transport of the 'shopping' from the store to the customer collection point will be carried out using existing Dotcom delivery vehicles.

11.3 The collection pod will be a proprietary, factory made container which utilises the latest manufacturing techniques to minimise energy use. The pod is clad with composite panels incorporating insulating materials with an ODP of zero. The materials used to construct the pod have a recycled content of up to 35%.

11.4 The 'Click & Collect' facility is entirely recyclable and could be dismantled for use at another location.