Domino's Pizza, 44 North Road, Lancing

Delivery Driver Management Plan

This Delivery Driver Management Plan sets out the measures that will be put in place to ensure that no harm to amenity is caused to local residents in respect of the operational noise from delivery drivers and members of staff during the hours of the hot food takeaway which will provide a delivery service between the hours of 23:00 and 00:00 hours daily in addition to their existing, approved operation.

In line with the proposed opening hours, the proposed takeaway will not be open to customer collections between the hours of 23:00 and 11:00. Pizzas must be purchased by phone or via the website for delivery between 23:00 and 00:00.

The illuminated signage will be switched off after 23.00 to ensure that the operation does not attract people passing the site.

The delivery drivers will use the on-street spaces along North Road and access the store by the front door during the hours after 23:00. As the level of custom is expected to reduce significantly during the extended hours, it is not expected that there will be more than one driver at the site at any time.

Each driver will return to site briefly (staying for approximately 2-3 minutes) to collect a number of orders and will then spend an average of 20 minutes making deliveries. As such, it is rare that more than one driver is at the site at any one time, generally 1-2 no. drivers will be at the site at one time during peak hours i.e. between 6pm and 9pm in the evening.

Members of staff, including delivery drivers will undertake a training programme, code of conduct training and compulsory basic training to ensure that they are respectful to any neighbours, the customers of the takeaway and other road users.

At all times during the store's opening hours, a manager will be on duty. The manager will be a visible presence within the store, ensuring effective staff management and management of delivery drivers, as well as customers.

In addition to this, signs will be posted within the store to remind delivery drivers of their responsibilities to ensure noise and disturbance are kept to a minimum. Such signs will inform delivery drivers that they must switch off their engines once parked, ensure they do not slam car doors, play music loudly etc. These measures will be further enforced by the Store Managers.

No alcohol will be sold or consumed onsite at any time.