KR07367

Proposed Convenience Store

Noise Management Plan…

Condition: Condition 24 of F/22/94159

Site: Proposed Convenience Store

Address: 103 Bournemouth Road
(Junction of Leigh Road)
Chandler's Ford
Southampton

Postcode: SO53 3AJ

Issue: Version 1.4

Date: 12th May 2025

Status: Current Document

KR Associates (UK) Ltd

Quietly confident…

Revisions…

KR07367		Project	Proposed Convenience Store		
		Title	Noise Management Plan - Discharge of Condition 24 of Permission F22/94159		
		Standard	British Standard 4142: 2014 + A1: 2019		
Issue	Date	Details of Revision			
V1.4	12/05/25	Description	Report issue for submission to Local Authority Noise Management Plan		
		Signature	[redacted]	[redacted]	[redacted]
		Name	Mr. R. Scrivener	Miss N Truman	Mr R Scrivener
		Position	Technical Director	Project Manager	Technical Director

Disclaimer…

This report is strictly confidential and is designed to meet the requirements of the customer. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party. No Liability is accepted outside the scope of this report in strict accordance with the standard terms and conditions.

KR Associates…

KR Associates (UK) Ltd (Company No. 04813349) registered office at 56 Bassett Green Road, Southampton. SO16 3DX.

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1. Executive Summary….

1.1. Instruction

KR Associates (UK) Ltd have been instructed to provide a noise management plan to discharge condition 24 of planning permission F/22/94159, relating to the combined noise emissions from the proposed approved convenience store at 103 Bournemouth Road in Eastleigh.

1.2. Planning Permission

Eastleigh Borough Council granted planning permission on 3rd July 2023 under reference F/22/94159 for a *"Single storey extension to existing commercial building (Use Class E, excluding E(b), (d), (g)ii, iii and (f)), including new refuse and cycle storage (amended description)."*

> *"24 Prior to first use of the development hereby permitted, a Noise Management Plan for operation and management purposes shall be submitted to and approved in writing by the Local Planning Authority. This shall include details of vehicle movements, reversing methods and types of reversing alarms; location of loading bays; quiet loading/unloading measures; management of anti-social behaviour; and all other relevant noise controls, attenuating features or operating practices. The development shall thereafter be operated in accordance with the approved Plan."*

1.3. Local Authority Feedback

The Local Authority have requested that the following additional information is included within this report.

- Details of the measures to control anti-social behaviour.
- Details of the delivery risk assessment.
- Confirmation of the number of deliveries.

Details of the policy on anti-social behaviour has been provided by the final operator of the convenience store and is attached in Appendix A for reference. Details of the delivery risk assessment is included within Appendix B. Deliveries will be undertaken with rigid HGV vehicles that can be driven on a Category C driving license (i.e. Class 2) and will not exceed 32T and 12m in length. No deliveries will be undertaken with larger vehicles that require a Class 1 license. It is expected that the following will be the delivery schedule for the site.

- Fresh and milk delivery: 1 lorry per day 7-days per week
- Bread delivery: 1 lorry per day 7-days per week
- Grocery delivery: 1 lorry per day Monday to Friday only.

1.4. Reversing Alarm

The delivery vehicles will not use reversing alarms on site with a suitably trained colleague on site to allow the vehicles to reverse into the two car parking spaces adjacent to the store (please see section 2.1.3 and Appendix B)

2. Noise Management Plan…

2.1. Mitigation Measures

The mitigation measures will be required to minimise the impact of deliveries on the surrounding residential dwellings.

2.1.1 Signs on Inside of Fence

A3 sized signs should be fixed to the inside of the north west boundary fence facing the car park area with a yellow backing and black bold writing.

- "Please be quiet and respect our neighbours" (Every 4m)

2.1.2 Signs in Loading Bay

A3 sized signs should be fixed along the south west façade and the fence surrounding the loading bay with a yellow backing and black bold writing.

- "Please be quiet and respect our neighbours" (Every 4m)
- "Quiet Zone" (Every 4m in between the other signs)

2.1.3 Reversing Beepers

Reversing beepers for all lorries will be turned off when they are on the Tesco site and any reversing manoeuvres undertaken using a trained and competent banksman.

2.2. Noise Policy…

2.2.1 Scope of Policy

The Tesco Store will be operated in line with the following policies relating to deliveries to the site.

2.2.2 Consideration of Noise

Noise impact will be considered as part of the day-to-day operation of deliveries to the site.

2.2.3 Mitigation Measures

Noise will be controlled primarily at source by the retention and continued maintenance of the equipment and noise control measures already installed on site.

2.2.4 Staff Members

All staff will as part of their ongoing training be made aware of the potential for noise from the operation of the deliveries to the site will have an adverse impact on the Local residents.

2.2.5 Feedback from Residents

The operators of the store will proactively seek feedback from residents and wherever practical look to proactively introduce quieter equipment and practices to continually reduce overall noise emissions.

2.2.6 Permitted Hours

Deliveries will not be undertaken outside the permitted hours and no lorries will arrive on site or in the nearby vicinity within these hours.

2.2.7 Management Control

The site will be operated in a considerate manner with customers asked to obey a 5-mph site speed limit and a policy of turning of the engines and radios down of stationary cars. The site will be operated by well trained staff and all equipment regularly inspected and maintained.

2.2.8 Proactive Approach to Noise

The designated site manager will be responsible for the quiet operation of the site and will keep a site log of the inspections, maintenance and any ordinary activities that could give rise to complaints. Complaints will be dealt with in a proactive manner.

2.2.9 Staff Training

All staff will be made aware of the sensitive nature of the location of the Tesco store in relation to the residential neighbours and where appropriate will have training in the use of the mechanical equipment in line with the methods detailed above. The staff will be required as a minimum to read the summary of the Noise Management Plan in Section 2.

2.2.10 Site Speed Limit

At least two signs will be displayed on site showing that speed limit on site if 5 mph. If a staff member sees a customer driving at more than 10 mph on site, they will politely remind them of the site speed limit and point out the speed limit signs.

At no time shall any vehicle be driven at a speed greater than 10 mph.

2.2.11 Vehicle Radios / Refrigeration Units

Vehicle radios should be turned off prior to the vehicle entering the site and should remain off while the vehicle is on site. The refrigeration condenser providing cooling to the chilled or frozen stock should be turned off when the vehicle first stops on site and should not be turned on until the vehicle is ready to leave the site.

2.2.12 Site Log

A book shall be kept in the office for logging the beginning of the shift, end of the shift and any complaints received along with the following details relating to each delivery:

- Arrival and Departure Time.
- Type of Lorry and Delivery Type.

2.2.13 Beginning of Each Shift

At the beginning of each shift the DSM will remind the staff that the site is located in a sensitive area and that during the shift they should undertake their work as they have been trained.

All staff will be required to read this Noise Management Plan or as a minimum the shortened version contained within Section 3. Any new staff or staff returning from a break of more than 28 days shall be asked to read this NMP or as a minimum Section 3 and be given a short induction by the DSM.

2.2.14 Site Inspection

Prior to starting the shift, the DSM shall quickly inspect the site to determine the physical acoustic mitigation measures are still in place.

2.2.15 Initial Complaint

If a complaint is received from the any of the neighbours relating to noise the complaints should be documented within the site log with the following minimum information:

- Name of DSM.
- Date of Complaint.
- Name and address of complainant.
- Details of the complaint.
- Agreed actions.

2.2.16 Resolution of Complaint within 48-hours

The DSM should investigate the complaint and if appropriate resolve the complaint with 48 hours. Once the complaint is resolved the following minimum log shall be made within the site log:

- Name of DSM.
- Date of Resolution.
- Further Actions Required.

2.2.17 Outstanding Complaint

If a complaint is not resolved within 48-hours, then the DSM shall inform Tesco head office. Tesco head office will then determine if the deliveries can be undertaken during the extended period and if further actions are required.

2.2.18 Audit of Site Logs

Tesco will audit the site log at least once every month to ensure the daily logs have been entered within the Site Log. A review of complaints received will be undertaken and where appropriate actions put in place to resolve any recurring problems.

3. Noise Management Plan (Shortened Version)…

3.1. Restriction on Site due to Noise from Deliveries

The Tesco store is located in close proximity of residential properties on the Eastern and Southern Boundary. In order to ensure noise from deliveries does not disturb these residents the site was granted planning permission with the following restriction to delivery hours.

> *"19 No deliveries by any vehicle shall take place outside the hours of 06:00 – 22:00 daily and no deliveries by HGV's shall take place outside the hours of 08:00 – 22:00 Monday to Friday and 08:00 – 20:00 Saturday, Sunday and public Bank Holidays.''*

3.2. Noise Management Plan

This document provides the details of the measures that are required to be taken by all staff employed at the Tesco Store to ensure deliveries to the site do not disturb the residents within the permitted hours. These requirements are summarised below.

3.3. Physical Mitigation Measures

The site has been constructed with timber acoustic fences installed around the boundary of the site and around the loading bay to control the noise from the deliveries. There noise control signs displayed around the site.

3.4. Deliveries

Delivery vehicles can only be on site during the permitted times, must not exceed the site speed limit of 10 mph and must ensure their radios and refrigeration units are turned off.

3.5. Staff Requirements

At the beginning of each shift the store manager must ensure all staff member have read this Noise Management Plan and undertake their duties in an approved manner. Staff should take care when working outside especially in the early morning or late evening to work in a quiet fashion and not to create unnecessary noise. Each morning the store manager will undertake a quick visual inspection to ensure all the mitigation measures are in place.

3.6. Site Logs

Details of the delivery (arrival time, departure time and type of delivery) along within any complaints relating to deliveries will be noted daily within the site log.

3.7. Complaints

Any complaints received from customer or nearby residents relating to noise from deliveries must be logged within the site log and the store manager immediately informed.

4. Appendix A – Anti Social Behaviour Management Policy

4.1. Introduction

This policy outlines the measures taken by Tesco Stores Ltd to prevent and manage anti-social behaviour within the proposed Tesco Express at Chandlers Ford. The goal is to ensure a safe and secure environment for our customers and colleagues, in line with current UK guidance and standards.

4.2. CCTV Surveillance

Tesco will install CCTV cameras covering the store and store entrance. Footage will be recorded will be accessible by the police to deter anti-social behaviour. The CCTV system is monitored by our CCTV Hub to ensure continuous surveillance and prompt response to incidents.

4.3. Body Worn Cameras

Colleagues will be equipped with Body Worn Cameras, activated to record and prevent anti-social behaviour and crime incidents. These cameras serve to protect the safety and security of both customers and colleagues.

4.4. Training and Panic Alarms

All management staff are trained to handle difficult situations and confrontations effectively. Panic alarms are strategically placed throughout the store to provide immediate assistance in case of emergencies.

4.5. Mobile Security Team

The store is supported by a local mobile security team, which provides additional security and responds to incidents of anti-social behaviour promptly.

4.6. Reporting and Documentation

All incidents of anti-social behaviour will be reported immediately to the store management. Detailed documentation of each incident will be maintained, including the time, date, nature of the behaviour, and actions taken.

4.7. Collaboration with Local Authorities

Tesco will work closely with local authorities, including the police and community safety partnerships, to address and manage anti-social behaviour. This collaboration ensures a coordinated approach to maintaining safety and security.

4.8. Customer and Colleague Support

Support is available for customers and colleagues affected by anti-social behaviour. We provide access to counselling services and other resources to help them cope with any distress caused by such incidents.

4.9. Compliance with Standards

Our policy complies with the Anti-social Behaviour, Crime and Policing Act 2014, which provides powers to respond quickly and effectively to anti-social behaviour:

- We also adhere to the principles set out by the Anti-social Behaviour Strategic Board
- ensuring a consistent approach to understanding and addressing anti-social behaviour in our community.

4.10. Review and Updates

This policy will be reviewed annually to ensure it remains effective and up to date with current guidance and standards. Any changes will be communicated to all staff and stakeholders promptly.

5. Appendix B – Delivery Risk Assessment

Delivery Solution Assessment.

1. Site Details

Site address	103 Bournemouth Road, Chandlers Ford, Southampton, SO53 3AE
HA	Hampshire
Acquisitions	Annelies Bristow
Consultant	TPA

2. Consultant Assessment

Solution	On site deliveries within car park
Vehicle	8.39m
Delivery times	TBC - Subject to planning permission
Goods	Via BoH door
Comments	Two parking spaces to be closed off to facilitate deliveries. There will be a one-way system through the site, entry via the southern access (left in only) and exit via the northern access.
DSP	TPA Drawings 2208-062/SP06
Based upon	Desk Based
Date	Feb 23

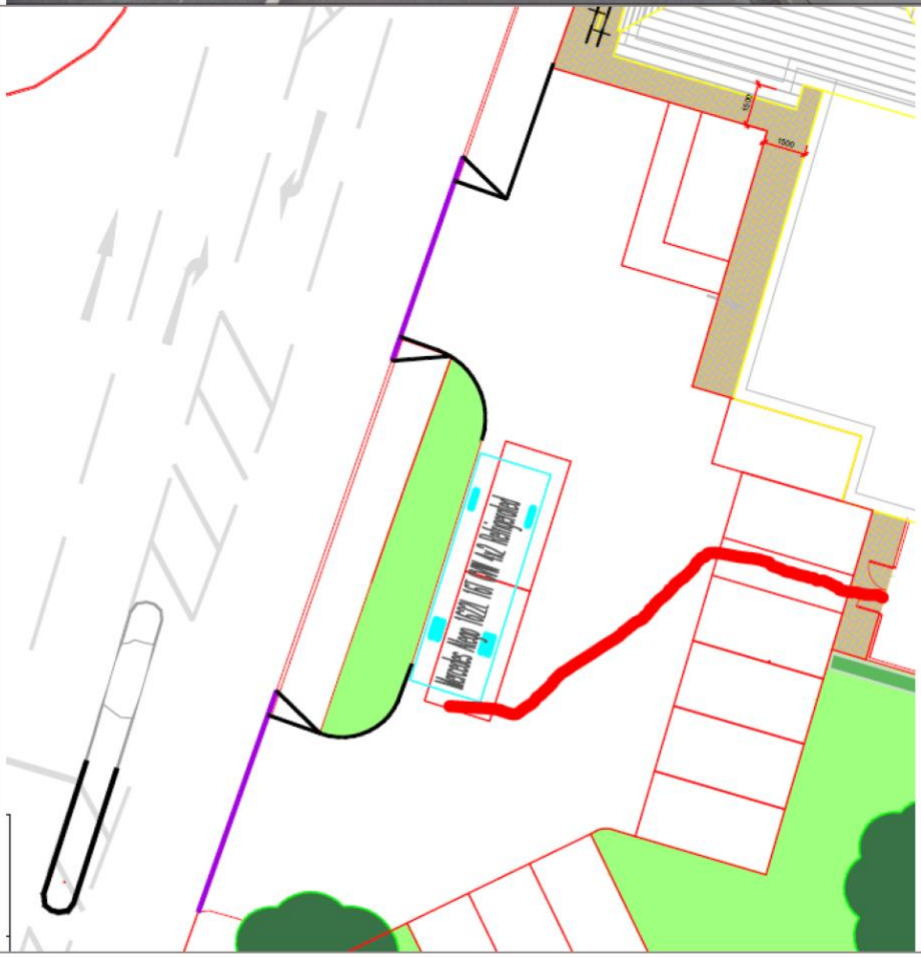
3. Distribution Assessment

Overall Distribution feedback	Conditionally approved	
Critical Safety criteria	Route: Pass	Route: Pass
	Manoeuvre: Pass dependant on built as plan. Drive in/drive out secure yard.	Unloading point: Pass dependant on built as plan.
Vehicle size	8m Rigid	
Requirements	Site needs to be fully assessed during and after construction to ensure it is as plan. Consideration given to delivery vehicles only entering through the 'exit' which may improve HGV access and increase vehicle size	
Equipment/Resource	Tail lift trailer/Cones	
Routing/loading Considerations	No issues	
Comments	Desk top assessment only	
Site visit date	Planning stage, not visited	
Date, version	13/02/2023 2211-088 Bournemouth Road Chandlers Ford V1	
Assessor	Steve Packham	

2211-088 bournemouth rd chandlers ford dsa

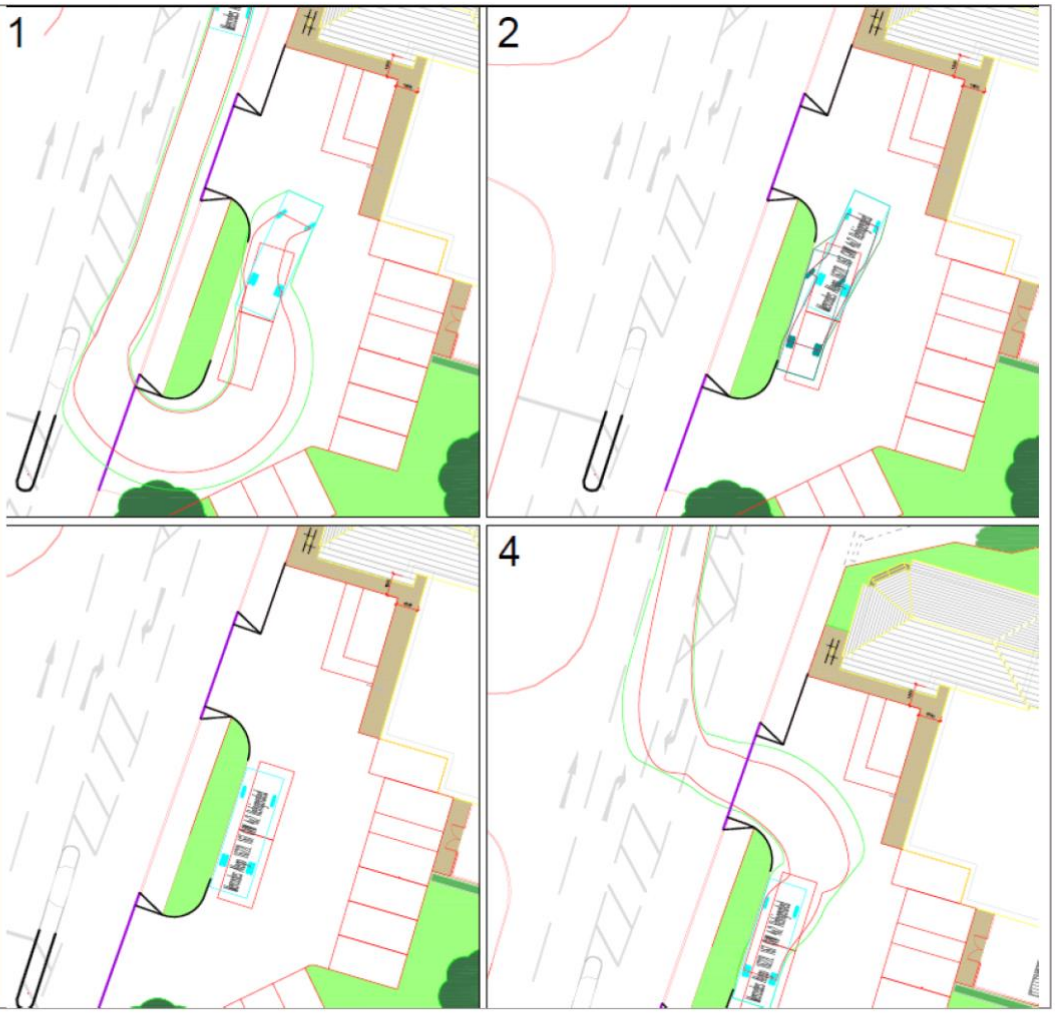
4. Photos

001 – Aerial photo	
002 – Site frontage from north	

003 – Site frontage from south	
004 – Loading position	

2211-088 bournemouth rd chandlers ford dsa

005 – Vehicle tracking



2211-088 bournemouth rd chandlers ford dsa

Store: 5267 Chandlers Ford
Format: Express
Version number: V1

Risk Assessor: Lance Drury
Reviewed by: Lance Drury
Date: 07/01/2025

Store Delivery Risk Assessment

Overall risk rating = Medium

Address	103 Bournemouth Road, Chandlers Ford, SO53 3AE

SIGNIFICANT HAZARDS WHEN DELIVERING	CONTROL MEASURES REQUIRED TO REDUCE THE RISK
Risk of collision with pedestrians – vehicles or other stationary objects when manoeuvring vehicle	Drivers must ensure that it is clear and safe before undertaking the reverse manoeuvre and always follow training and the highway code. If cameras, automatic breaking, or reversing sounder are absent or defective, or the driver is unsure about the safety of the manoeuvre, the driver should re-valuate the manoeuvre and seek assistance from the store if required. Trained store colleague(s) used to guide the driver using correct hand signals. Store colleague(s) to use the safe position(s) indicated on the delivery point plan whilst assisting the driver to manoeuvre. Vehicle reversing alarm must be activated except between the hours of 23:00 and 07:00. (unless there are specific restrictions, as described below in the store specific issues). HGV safety equipment utilised when available e.g., automated braking, camera systems. Drivers suitably qualified, trained and assessed to undertake HGV reversing manoeuvres.
Moving or falling UODs / stock because of a slope.	Use of vehicles adjustable air suspension.
Falling unit of delivery/stock as unit of delivery is removed from a tail-lift	Unstable or badly stacked cages are restacked onto empty cages. Delivery unloading truck must always be used, in accordance with training, when available Or two trained store colleagues work together to remove UOD's if DUT is unserviceable.
Cages being moved across significant distance/gradient or uneven terrain.	Delivery unloading truck to be used when required.

Maximum Trailer/Vehicle Size	8m RIGID	Trailer Type	n/a	Unit Size	n/a	Delivery Type	Tail-lift

Location of Delivery	Safe System of Work Name
Front Door	**56-SSOW-Driver-Store Delivery-Public Area**

Store Specific Issues:

A tight entrance to the car park enter with caution.

Colleague assistance is required to turn round. Do not reverse without assistance.

Building works ongoing. Exact position for unloading cannot be guaranteed work, with store staff for a safe delivery solution

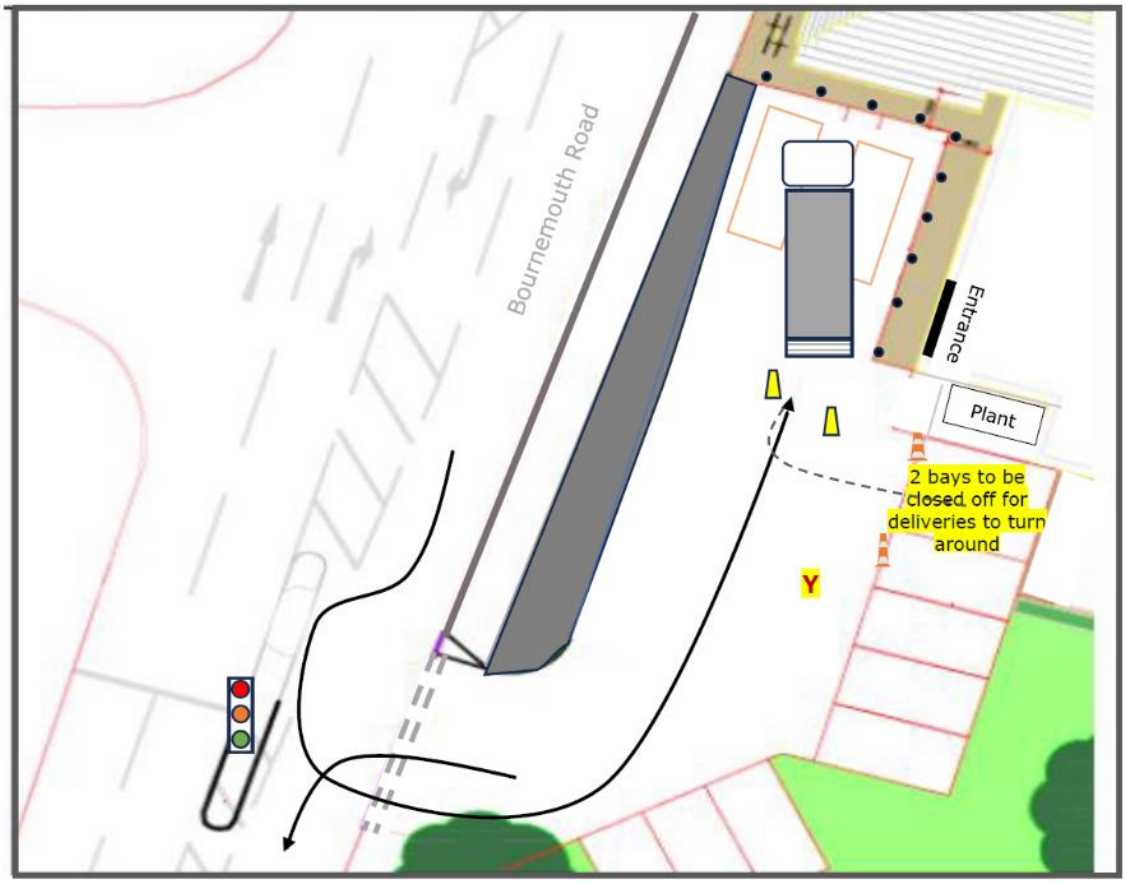
Store: 5267 Chandlers Ford
Format: Express
Version number: V1

TESCO

Risk Assessor: Lance Drury
Reviewed by: Lance Drury
Date: 07/01/2025

No deliveries between (24hrs)								
Mon -Fri	**00:00**	**07:00**					**22:00**	**23:59**
Saturday	**00:00**	**07:00**					**22:00**	**23:59**
Sunday	**00:00**	**07:00**					**22:00**	**23:59**
Bank Holiday	**00:00**	**07:00**					**22:00**	**23:59**

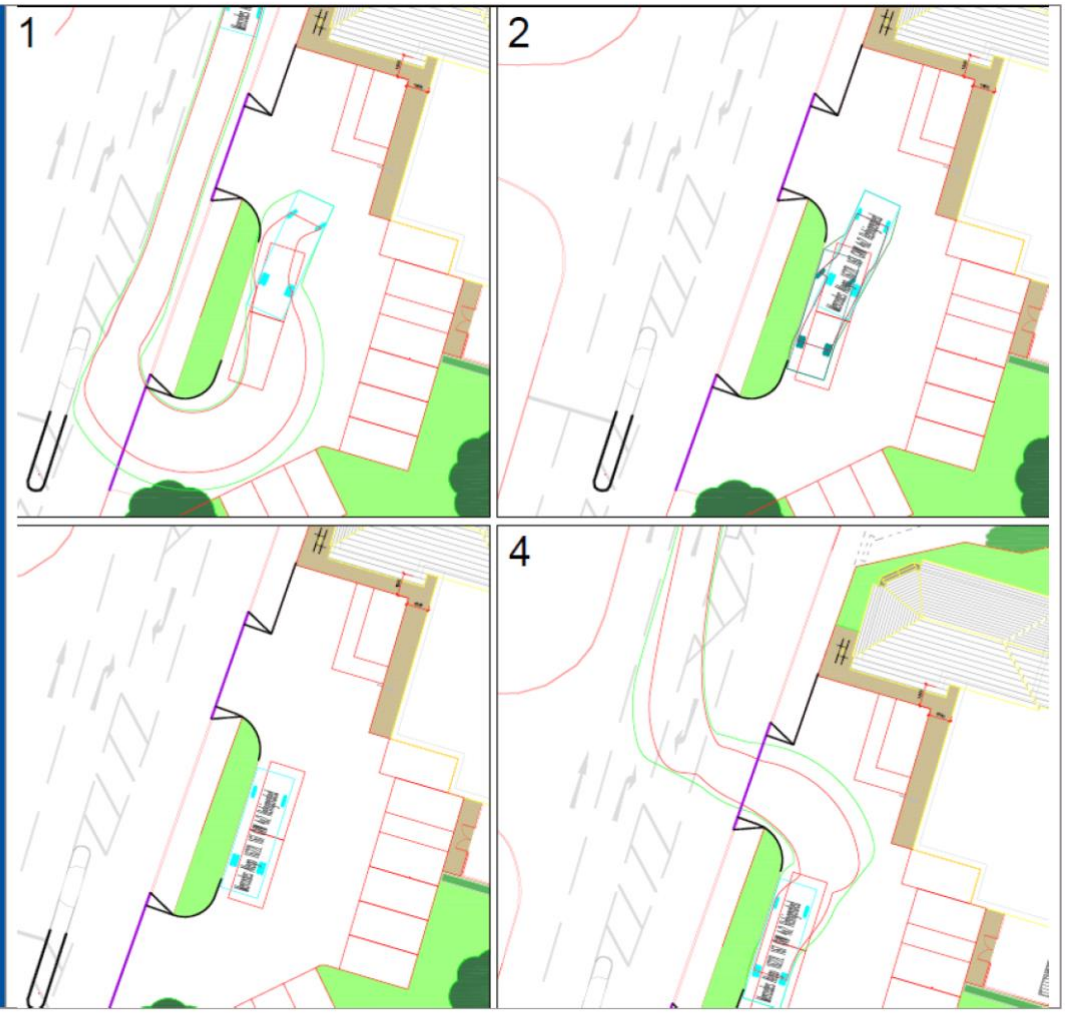
Delivery Point /Yard Plan



Key	MOE	Forward Manoeuvre	Reverse Manoeuvre	Y	
	Means of escape	——→	- - - - - - - - →	Safe position(s) while assisting driver	Cones

'Y' is the safe position for one trained store colleague to stand when assisting the Driver with vehicle manoeuvring.

005 – Vehicle tracking

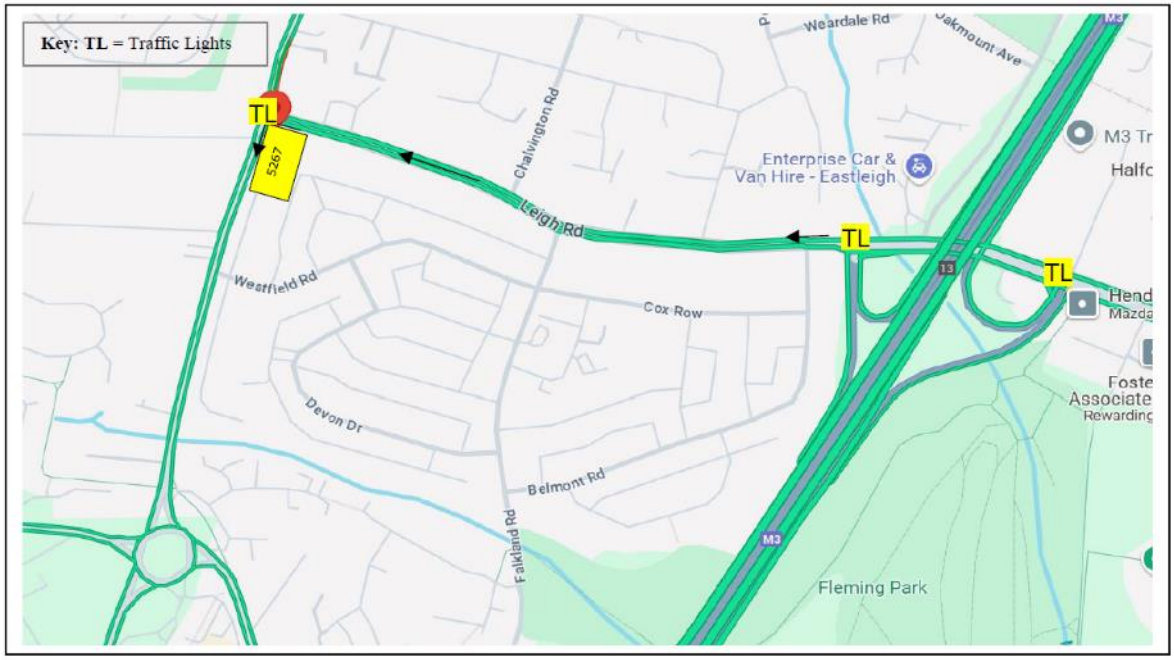


2211-088 bournemouth rd chandlers ford dsa

Store: 5267 Chandlers Ford
Format: Express
Version number: V1

Risk Assessor: Lance Drury
Reviewed by: Lance Drury
Date: 07/01/2025

Store Map



Directions

From the M3 Junction 13

Follow A335 Leigh Road to Chandlers Ford for approx. 1 km to the traffic lights.
(5267 Chandlers Ford is on the Left)
Turn left at the traffic lights and left into the car park.

To Exit

Turn left out of store. Roundabout 600m to turn if required.

Store: 5267 Chandlers Ford
Format: Express
Version number: V1

TESCO

Risk Assessor: Lance Drury
Reviewed by: Lance Drury
Date: 07/01/2025

Store Equipment

Equipment marked with an "X" is required to ensure deliveries are made safely: (ourtesco.com or click to order)

☐ **Levelling Ramp**	☒ **Danger Unloading Cones:**	☐ **Chocks:**	☐ **Bespoke entrance ramp**

Unloading truck ☐ long forks ☒ short forks ☐ large format mover	☐ **Tail-lift blocks** for raised kerb deliveries: ☐ Height in **mm**

Dot Com Area	**N/A** Dot Com vehicles are authorised to be in the yard	☐ Vehicles in a separate designated area

Dot Com vehicles only to be parked in authorised location as per delivery point / yard plan

Marquee or temporary structure	**n/a m** x **n/a m** The Marquee must be in the authorised position and be the authorised size	**RSU Area** Paper, cardboard, polythene, plastic trays, wooden pallets, fuel Containers)	**N/A** RSU Area in back yard -The RSU Area must remain in the location shown on the plan

1. All marquees must be at least 3 metres from the side of the store buildings.
2. No marquee is allowed to be closer than 3 metres from the building, for any reason.
3. Any marquee 3-5 metres from the building must have a fire detection system, linked to the store's detection system.
4. Any marquee 6 metres or more from the building does not need fire detection.
5. Combustibles must not be stored (e.g., stock, rubbish, recycling, plastic totes, pallets, etc.) in the gap between the store building and the marquees.

Temporary Containers Excluding Firework Containers ☐	**0 x 20ft/6.1m**(L) **0 x 40ft/12.2m**(L)	**Permanent Containers**	**0 x 20ft/6.1m**(L) **0 x 40ft/12.2m**(L)
Shown on plan as dashed outline ☐		Shown on plan as solid outline ☐	

Fire Safety: All refrigerated containers must be positioned 1.5m away from Firework containers

Firework Container	**Must be in authorised position.** Container length is 20ft/6.1m	Shown on plan as dashed outline ☐
☐ 250 kg / NEQ Registered	**-May be placed against buildings** **-May be placed next to minor roads and railway lines** **-May be placed next to footpaths, lightly used roads and waterways**	
☐ 500 kg / NEQ Licensed	**-Must be placed at least 6m away from any walls or buildings** **-Must be 3m away from any minor roads/railway lines** **-Must be 2m away from any footpaths, lightly used roads and waterways**	

Applicable to both licensed and registered stores: All containers must be at least 3m away from any vehicle; must not be placed in a public area; must be positioned away from potential damage by delivery vehicles and must be 1.5m away from any refrigerated container

Residual Likelihood Score	Residual Severity Score	Overall Residual RISK RATING
3	3	9

Successive Store Managers must enter details below to confirm their understanding of the risk assessment and ownership (from a retail perspective) of the safe delivery process.

Name:	Signature:	Date:
Name:	Signature:	Date:
Name:	Signature:	Date:
Name:	Signature:	Date:
Name:	Signature:	Date:

Document version 1.1 – 16/12/24

KR Associates (UK) Ltd

Quietly confident…

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