

DELIVERY AND SERVICED MANAGEMENT PLAN
BENTO HOUSE RESTAURANT
BRISTOL

Bento House LTD
200 Cheltenham Road
Montpelier
Bristol
BS6 5QZ

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1.0. INTRODUCTION

1.1 Planning History and Purpose of Report

- 1.1.1 Planning permission was granted but it's subjected to some conditions (Reference: 22/04079/F) on 7th August 2023 for Bento House's extension. A copy of the decision Notice is included as Appendix 1.0.
- 1.1.2 This report sets out Bento House's and their two distributors' (Koreafoods LTD and J&K Global foods LTD), extensive servicing experience and demonstrates a suitable arrangement that would be implemented to manage deliveries during restaurants opening hours. These measures are sufficient and reasonable to ensure efficient and safe operation of the car park during servicing periods.
- 1.1.3 Condition 4 of the decision notice sets out the requirement for Delivery and service Management Plan, as follows:

“Delivery & Servicing Plan

No building or use hereby permitted shall be occupied or use commenced until a delivery and servicing plan has been prepared, submitted to and approved in writing by the Local Planning Authority. The measures shall thereafter be implemented in accordance with the approved delivery and servicing plan for the lifetime of the development. The delivery and servicing plan shall include:

- a) when and how often deliveries will take place***
b) how vehicle arrivals, departures, parking, stopping and waiting will be controlled to minimise any impact on the adopted highway;

Reason: In the interests of highway safety and to minimise the impact of vehicles servicing the development upon congestion”

- 1.1.4 This Delivery and Servicing Management Plan has been prepared in accordance with condition 4.

1.2 Site Location

- 1.2.1 The site is located 2.2km South of Bristol city centre. A plan showing the site location is included as Appendix 2.0.
- 1.2.2 Behind the site is of is on station road. at the direction

1.3 Proposed Restaurant Details

- 1.3.1 The proposed restaurant site layout and access arrangement are shown on the plan in Appendix 3.
- 1.3.2 There would be a whole street 'of parking slots behind the restaurant.

- 1.3.3 The restaurant doesn't have dedicated space or area for the customers to park their cars.
- 1.3.4 The hours of opening would be 12pm to 2pm and, 5pm to 10:30pm. It will be opened from Monday, Wednesday to Sunday.

2.0. PERMITTED SITE LAYOUT AND PARKING PROVISION

2.1 Deliveries

- 2.1.1 The serviced of Bento House's restaurant while they are open is normal practice and does not present any operational services.
- 2.1.2 The restaurant is delivery slot is between 12 pm to 2 pm and will be notified 2 days before, and then notified again, when the delivery vehicle is 30 minutes away from the restaurant, to confirm there spaced for parking.
- 2.1.3 On delivery days, the driver will park on the opposite side of the street (on Station Road), the staff will sone off a substantial space for the vehicle for the offloading. In this way, the site is ready for the arrival for the delivery vehicle, whilst still allowing the remaining parking spaces for other users on "Station Road".

3 DELIVERY OVERVIEW

3.1 Health and Safety Policy and Review Process

- 3.1.1 When delivery comes, a minimum of 2 staff will assist with storage of goods. However, this can be increased for a particularly large delivery or if the weather is hot or inclement weather. The staff and delivery drivers wear high-visibility clothing when taking part in deliveries, to ensure visibility to traffic and customers within the car park and the pedestrians on the street.
- 3.1.2 During the delivery periods it will not affect the restaurant's service, as all the activities would be at the back of the restaurant.
- 3.1.3 Any users of the car park will be alerted to the additional activities occurring in the car park.
- 3.1.4 Health and safety of both staff and users of the streets during the deliveries in an important and integral aspect of Bento House delivery management across all their restaurant.

3.2 Servicing Contractor and Vehicle Details

- 3.2.1 Main distributors are Koreafoods LTD and J&K Global food LTD are Bento House's distributors for all its goods.
- 3.2.2 Goods are generally delivered by a VW Crafter 3.5T extra-large. They're able to store enough goods and reduce the frequency of returns and reduced carbon emissions and travel distance.
- 3.2.3 Multi temperature vehicles are used which allows all the restaurant's requirements of frozen, chilled, and ambient products to be delivered in one visit reducing the overall number of deliveries each restaurant receives and further reducing carbon emissions.

3.3 Sole Traders (Reliability)

- 3.3.1 Despite, outlining a methodology above, the question is sometimes raised as to how reliable deliveries to the restaurants are.
- 3.3.2 In the event, of an unexpected delay, deliveries will contact the operations office of their distributions office and report the delay. The operation of office team and/ or customer service team will contact the restaurant immediately and delay and a new estimated time of arrival.
- 3.3.3 This notification is recorded on the customers services systems (salesforce) for their records.

3.4 Drivers scheduling

- 3.4.1 The driver scheduling operates with different drivers with fixed delivery dates and have the gate opened (in the back of the restaurant), for the arrival of the driver.

4.0. Bento House Servicing Procedure

4.1. Servicing Frequency, Timing and Duration

- 4.1.1. As noted in section 5.1, deliveries will occur once or twice a week.
- 4.1.2. The vehicle parks for between 10 minutes and (a maximum of 20 minutes) within 30 minutes delivery slots, when products are being delivered.

4.2 Refuse Collection and Recycling.

4.2.1 Waste minimisation has been achieved through using light weight bin liners. The food wastage is minimised through the use Practise good stock control and keep an eye out for over production.

4.2.2 Service vehicles also collect empty wooden pallets which are returned to suppliers for re-use.

4.4. Vehicle Delivery Procedures and Noise

4.4.1 When the vehicle arrives on site the engine is switched off, but the chiller and freezer still operate. If it is a requirement, then the chiller and freezer can be switched off upon arrival at site, however, this is not anticipated to be necessary at Bristol.

4.4.2 During the unloading of the cages from the vehicles, chiller and freezers are switched off.

4.4.3 During any reversing, goods vehicles emit a warning sound. The reversing warning fitted to Koreafoods LTD's and J&K Global foods LTD's vehicles to hear the warning, but the noise does not travel like a "beeper", which reduces noise pollution.

4.5. Driver Response

4.4.4 The drivers are solely responsible for checking and ensuring that the vehicle movement do not come into conflict with any other vehicles, staff, or pedestrians.

4.5. Bento House's Staff

4.5.1. Bento House's allocate a minimum of two staff to be on site and available to assist with deliveries.

4.5.2. Restaurant staff are on site and use cones to delineate space for deliveries. Once on the tarmac, they wheel the cages to the restaurant.

5.0. SERVICING PLAN: Bento House' BRISTOL

5.1. Servicing Procedure: Bento House' Bristol

5.1.1. The Bento House's Bristol Restaurant will be serviced 1 or 2 per week by VW Crafter 3.5T extra-large vehicle. The restaurant will be assigned it's 20 minutes to 30 minutes delivery slots, set by Koreafoods LTD and J&K Global foods LTD.

5.1.2. The delivery vehicle will arrive and depart via Station Road.

5.1.3. Koreafoods LTD and J&K Global foods LTD will contact our staff (30 minutes prior to drivers' arrival) to coordinate the space required for unloading and manoeuvring.

- 5.1.4. When the delivery vehicle arrives, restaurant staff in high visibility clothing act as marshals within the car park whilst the vehicle manoeuvres and parks.
- 5.1.5. Goods are trolled from the driver vehicle to back gate, the rear of the building and placed into the wooden pallets.
- 5.1.6. Once the delivery is complete the vehicle leaves the site in the forward gear.

5.2. Prior to Arrival: Parking

- 5.2.1. As deliveries occur during the quieter trading periods between 12pm to 2pm (lunchtimes), spaces are cleared within the car park to allow room for the delivery vehicles to offload goods, this has no operational impact.
- 5.2.2. Appendix 4.0 shows the parking space which will be cordoned off by the restaurant staff prior to the delivery vehicles arriving.
- 5.2.3. The route of the Koreafoods LTD and J&K Global Foods LTD delivery entering the site and parking, depends on the available space. Appendix 4.0 shows the vehicle parked in the offload position and exiting the site after deliveries were completed.

6.0. SUMMARY AND CONCLUSION

6.1. Deliveries

- 6.1.1. Koreafoods LTD and J&K Global Foods LTD have extensive experience of undertaking deliveries at small restaurants (like Bento House) and has presented no operational difficulties at Bento House.
- 6.1.2. Health and Safety is an important aspect of Bento House's delivery management and is subject to regular review process.
- 6.1.3. The implementation of this Delivery Management Plan is seen as a contribution to the successful operation of the new restaurant and demonstrates the planning and management, to provide safe and efficient servicing from within the customer car park during the permitted hours.
- 6.1.4. The arrangements described in this Delivery Management Plan follow 'tried and tested' methodology used successfully across the UK which will now include Bristol.

6.2. Conclusions

- 6.2.1. This report has been prepared to discharge Condition 11 of Planning Approval reference 22/04079/F.
- 6.2.2. This report has shown the Bento House's restaurant are experienced in managing deliveries and our logistics partner Koreafoods LTD and J&K Global Foods LTD is even more capable at dealing with deliveries to Bento house.
- 6.2.3. Staff are trained on receiving deliveries, before and during deliveries of goods.



NOTICE OF DECISION

Town and Country Planning Act 1990 (as amended)
Town and Country Planning (Development Management Procedure) (England)
Order 2015

Decision : GRANTED subject to condition(s)

Application no: 22/04079/F

Type of application: Full Planning

Site address: 200 Cheltenham Road, Bristol, BS6 5QZ.

Description of development: Erection of single-storey rear extension to provide additional kitchen space. Change of Use of Ground Floor from Hot-Food Takeaway (Sui Generis) to Restaurant (Class E).

Applicant: Bento House LTD

Agent: Nimble Planning And Development

Committee/delegation date: 07.08.23

Date of Notice: 07.08.23

Important: Compliance with conditions

- Please read the conditions and understand their requirements and restrictions
- Some conditions may relate to a specific element of work, and require details to be submitted and approved before any work on that element commences.
- Some conditions will require action before you start the development and it is imperative that you seek to have these discharged before any work commences.
- If you fail to comply with the conditions this may result in a breach of planning control and this may lead to enforcement action.
- Failure to comply with conditions may also result in the development not being lawful.

Application No: 22/04079/F

DECISION: GRANTED subject to condition(s)

Condition(s)

Time limit for commencement of development

1. Full Planning Permission

The development hereby permitted shall begin before the expiration of three years from the date of this permission.

Reason: As required by Section 91 of the Town and Country Planning Act 1990, as amended by Section 51 of the Planning and Compulsory Purchase Act 2004.

Pre occupation condition(s)

2. Details of Kitchen Extraction/Ventilation System

No equipment for the extraction and dispersal of cooking smells/fumes shall be installed until details including method of construction, odour control measures, noise levels, appearance have been submitted to and been approved in writing by the Local Planning Authority. The approved scheme shall be installed before the installation of any such equipment and thereafter shall be permanently retained.

Reason: These details need careful consideration and formal approval and to safeguard the amenity of adjoining properties and to protect the general environment. The details are needed prior to the start of work so that measures can be incorporated into the build.

3. Odour Management Plan

No commencement of the development shall take place until there has been submitted to and approved in writing, by the Council, an Odour Management Plan. The plan shall set out odour monitoring, extraction system cleaning and maintenance, filter replacement policies and mitigation measures to be taken should an odour nuisance be established.

Reason: To safeguard the amenity of nearby premises and the area generally.

4. Delivery & Servicing Plan

No building or use hereby permitted shall be occupied or use commenced until a delivery and servicing plan has been prepared, submitted to and approved in writing by the Local Planning Authority. The measures shall thereafter be implemented in accordance with the approved delivery and servicing plan for the lifetime of the development. The delivery and servicing plan shall include:

- a) when and how often deliveries will take place
- b) how vehicle arrivals, departures, parking, stopping and waiting will be controlled to minimise any impact on the adopted highway;

Reason: In the interests of highway safety and to minimise the impact of vehicles servicing the development upon congestion

5. Implementation/Installation of Refuse Storage and Recycling Facilities - Shown on Approved Plans

No building or use hereby permitted shall be occupied or use commenced until the refuse store and area/facilities allocated for storing of recyclable materials, as shown on the approved plans have been completed in accordance with the approved plans. Thereafter, all refuse and recyclable materials associated with the development shall either be stored within this dedicated store/area, as shown on the approved plans, or internally within the building(s) that form part of the application site. No refuse or recycling material shall be stored or placed for collection on the adopted highway (including the footway), except on the day of collection.

Reason: To safeguard the amenity of the occupiers of adjoining premises; protect the general environment; prevent any obstruction to pedestrian movement and to ensure that there are adequate facilities for the storage and recycling of recoverable materials.

6. Completion and Maintenance of Cycle Provision - Shown on approved plans

No building or use hereby permitted shall be occupied or the use commenced until the cycle parking provision shown on the approved plans has been completed, and thereafter, be kept free of obstruction and available for the parking of cycles only.

Reason: To ensure the provision and availability of adequate cycle parking.

7. C26 Flood Evacuation Plan - Commercial Property

No building or use hereby permitted shall be occupied or the use commenced until the applicant has submitted to and had approved in writing by the Local Planning Authority a Flood Warning and Evacuation Plan (FEP). This Plan shall include the following information:

- * command & control (decision making process and communications to ensure activation of FEP);
- * training and exercising of personnel on site (H& S records of to whom and when);
- * flood warning procedures (in terms of receipt and transmission of information and to whom);
- * site evacuation procedures and routes; and
- * provision for identified safe refuges (who goes there and resources to sustain them).

The FEP shall be reviewed at intervals not exceeding 3 years, and will form part of the Health & Safety at Work Register maintained by the applicant.

Reason: To limit the risk of flooding by ensuring the provision of a satisfactory means of flood management on the site

Post occupation management

8. Noise from plant & equipment affecting residential

The rating level of any noise generated by plant & equipment as part of the development shall be at least 5 dB below the background level as determined by BS 4142:2014+A1:2019 Methods for rating and assessing industrial and commercial sound.

Reason: In order to safeguard the amenities of adjoining residential occupiers

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9. Hours of operation of the restaurant

The use of the restaurant shall not be carried out outside the hours of 11:00 am to 11:00 pm Monday to Sunday.

Reason: To safeguard the residential amenity of nearby occupiers.

10. Restriction of use of roof

The roof area of the extension hereby permitted shall not be used as a balcony, roof garden or similar amenity area without the grant of further specific planning permission from the Local Planning Authority.

Reason: To safeguard the amenities of the adjoining premises.

11. External Works to Match

All new external work and finishes and work of making good shall match existing original work adjacent in respect of materials used, detailed execution and finished appearance except where indicated otherwise on the approved drawings.

Reason: In the interests of visual amenity and the character of the area.

List of approved plans

12. List of approved plans and drawings

The development shall conform in all aspects with the plans and details shown in the application as listed below, unless variations are agreed by the Local Planning Authority in order to discharge other conditions attached to this decision.

23PP28/003 Existing and Proposed Roof Plan, received 24 July 2023
107 Site location plan, received 24 August 2022
23PP28/001 Existing floor plans, received 24 July 2023
23PP28/004 Existing elevations, received 24 July 2023
23PP28/002 Proposed floor plans, received 24 July 2023
23PP28/005 Proposed elevations, received 24 July 2023
23PP28/001A Existing site plan, received 24 July 2023
23PP28/006 Proposed site plan, received 24 August 2022
Planning statement, received 24 August 2022
Flood Risk Assessment, received 24 August 2022
Heritage Statement, received 24 August 2022
Sustainability Statement, received 24 August 2022

Reason: For the avoidance of doubt.

Article 35 Statement

In dealing with the application we have worked with the applicant in a positive and pro-active manner and have implemented the requirement in the National Planning Policy Framework (2019) paragraph 38.

It is important that you read the following "Additional information"

Additional Information for application no 22/04079/F

Planning permission – Important provisos

1. If planning permission has been granted, please note that your Notice of Decision refers only to consideration of your proposal under the Town and Country Planning Acts. It is not a building regulations approval and does not mean that you can disregard other Acts or Regulations, or avoid any other legal obligations. Some of these obligations, of particular relevance to your proposal are referred to elsewhere in this note.
2. It must be stressed that the information included on this Notice of Decision may not include all your legal obligations, and it does not grant you rights to carry out works on or over land, or to access land that is not within your control or ownership.

Compliance with the approved plans and conditions

3. The development hereby approved must be implemented in accordance with the approved plans and any conditions set out in the Notice. Some of the conditions may specify that works are to be carried out, and/or details submitted and approved before all or a part of the development is started. These will appear in the 'Pre Commencement Conditions' section of the Notice.
4. If work on implementing this permission is started without these requirements being fully met, the development may be unauthorised and the permission invalidated, and could lead to enforcement proceedings or in some cases to prosecution.

Register a new address

5. Bristol City Council is responsible for all property numbering and street naming in Bristol. You will need to apply for a property number and address if your planning permission involves the creation of a new dwelling or flat. Find more information on how to [register for a new address or make an amendment to an address](#)

Amendments

6. Should alterations or amendments be required to the approved plans, it will be necessary to apply either under Section 96A of the Town and Country Planning Act 1990 for non-material alterations, or under Section 73 of the Act for minor material alterations. An application must be made using the standard application form and you should consult with us, to establish the correct type of application to be made.

Conditions compliance

7. Requests for confirmation of compliance with conditions associated with that permission should be made in writing or by using the application form 'Approval of Details Reserved by Conditions'.
8. A fee is payable for each request. A request may be for confirmation that one or more conditions imposed on the same permission have been complied with. We aim to respond within 8 weeks of receipt of the request.

DETAILS OF DECISION ON AN APPLICATION (PART 2)

Application No: 22/04079/F

9. The web page www.bristol.gov.uk/planning-and-building-regulations/planning-conditions provides further guidance on this process.

Right of Appeal

10. Applicants have a right of appeal against the requirements of any conditions attached to this approval. Appeals can be made online at: <https://www.gov.uk/appeal-planning-decision>

If you are unable to access the online appeal form, please contact the Planning Inspectorate to obtain a paper copy of the appeal form on tel: 0303 444 5000.

If you intend to submit an appeal that you would like examined by inquiry then you must notify us (development.management@bristol.gov.uk) and the Planning Inspectorate (inquiryappeals@planninginspectorate.gov.uk) at least 10 days before submitting the appeal. Further details are on GOV.UK.

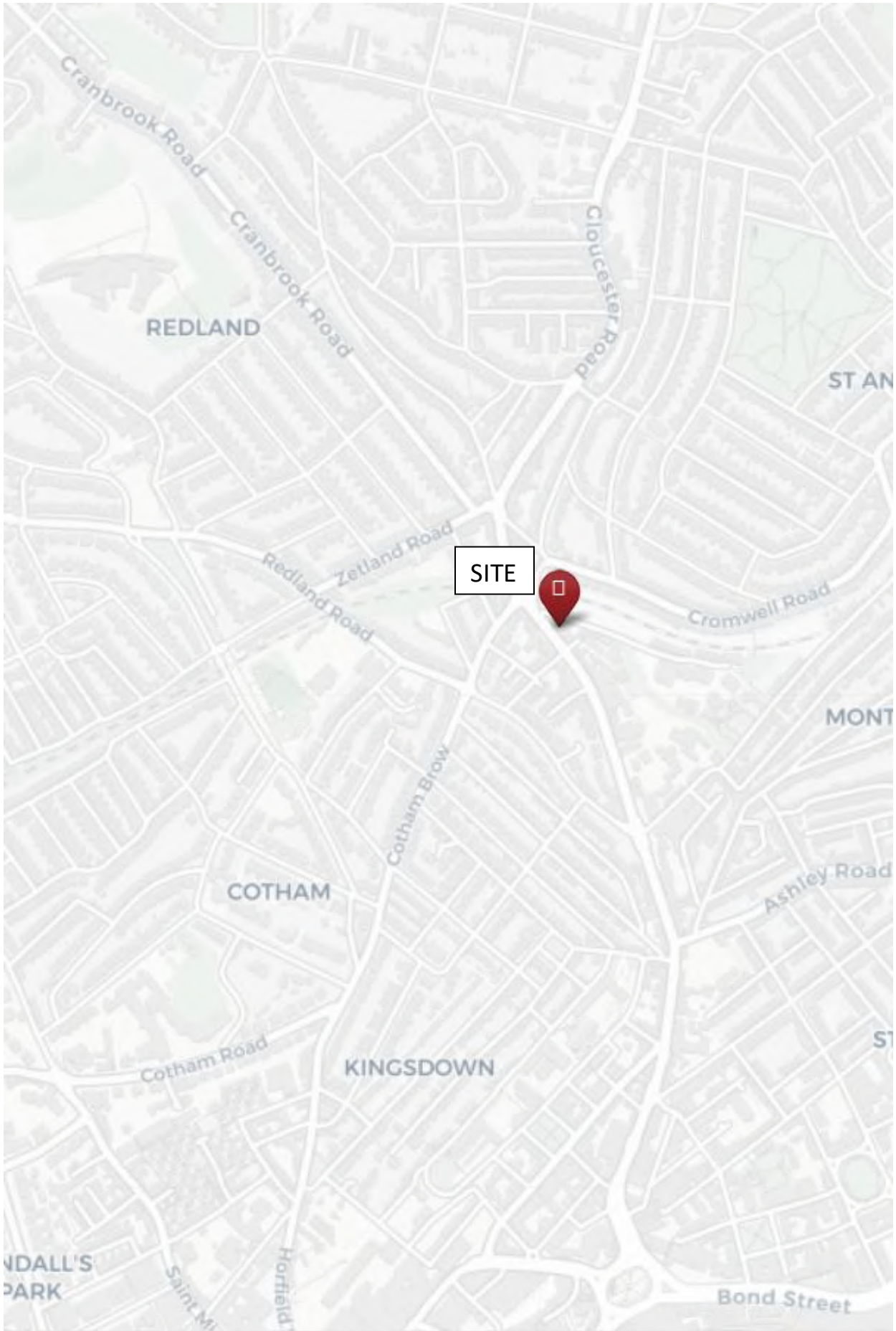
You are allowed six months from the date of this notice of decision in which to lodge an appeal.

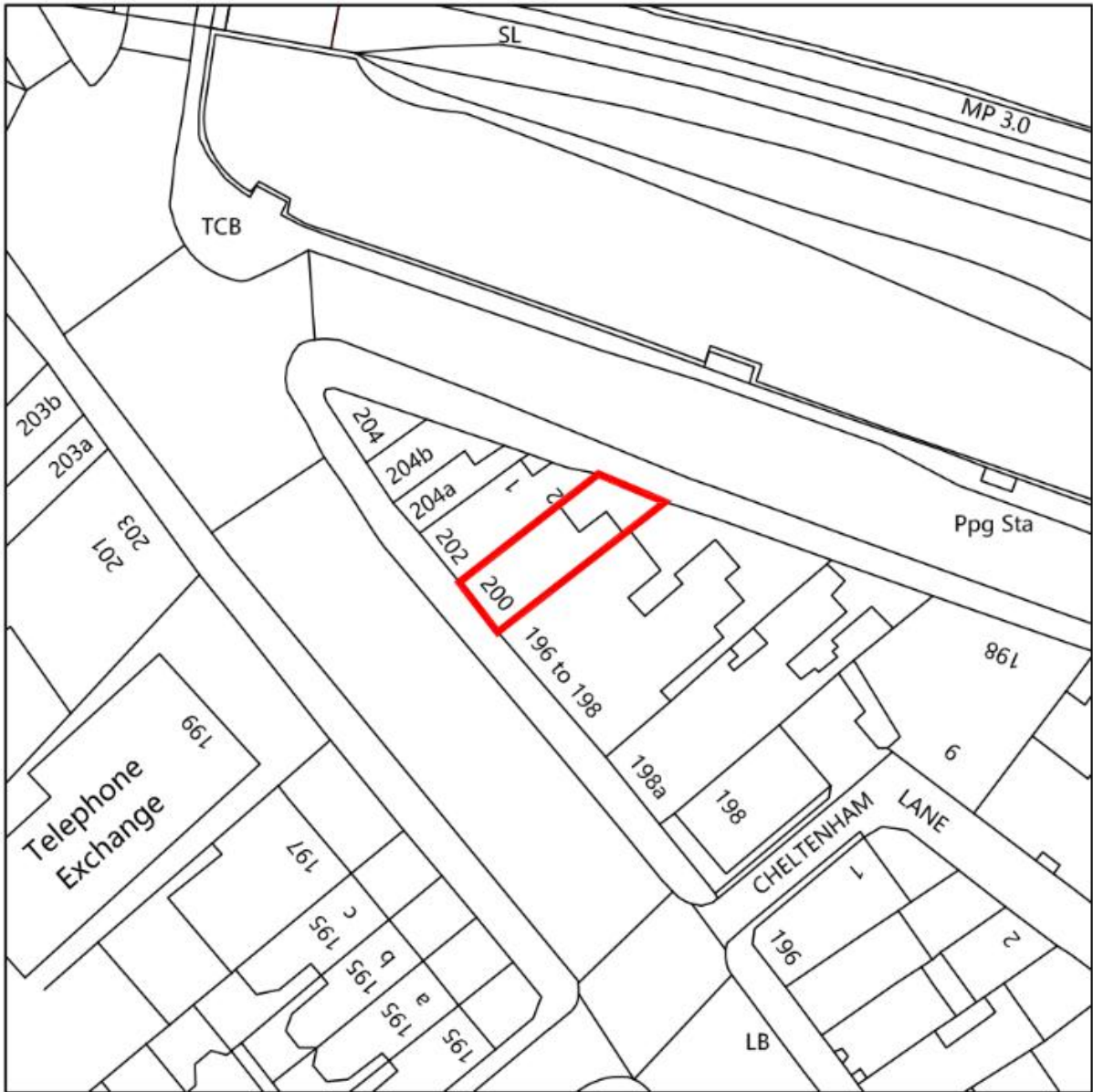
Complaints

11. Only planning matters can be considered at an Appeal. If you think that the Council did not properly consider your application, you can make a complaint under the council's complaints procedures, details can be found on the website www.bristol.gov.uk/complaints-and-feedback or by calling 0117 9223000.

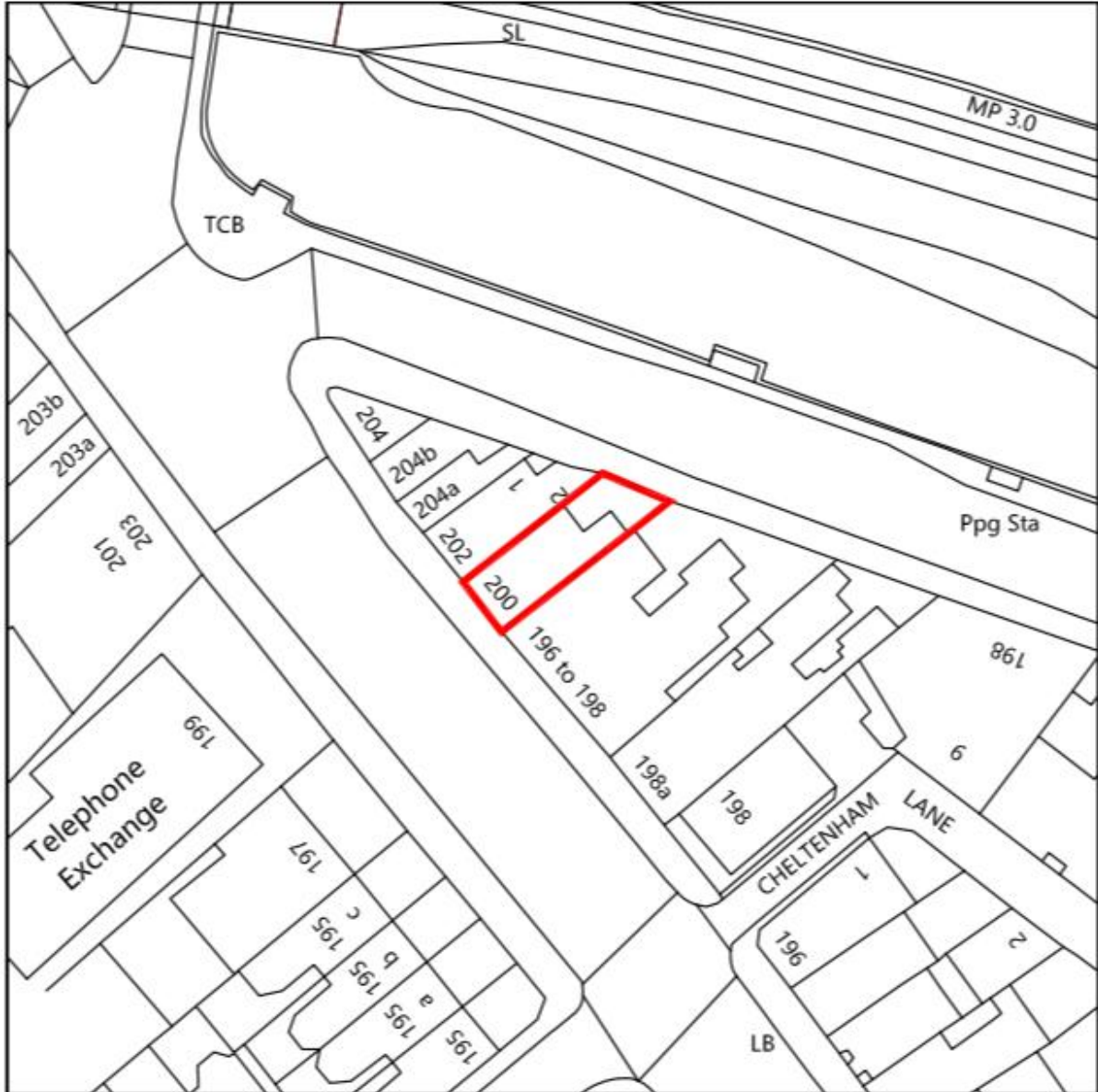
SITE LOCATION AND SURROUNDING AREA

- 2.1. Site Location
- 2.2. Site and Surrounding Area

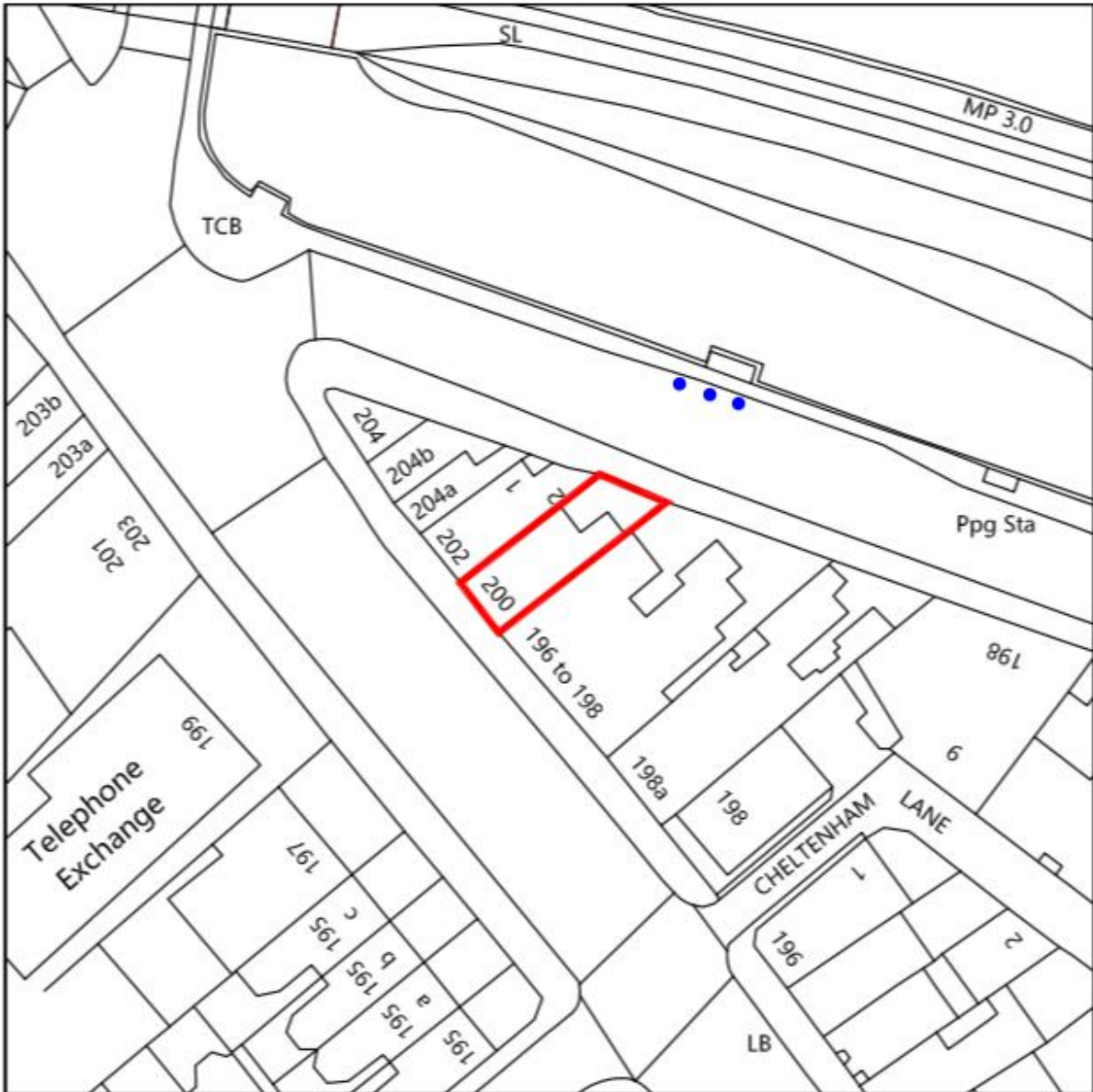




APPROVED SITE LAYOUT



SPACES TO CONE OFF



DELIVERY VEHICLE MANOEUVRES

