

Agenda Item No 5

Planning and Development Board

4 November 2019

Planning Applications

Report of the Head of Development Control

1 Subject

- 1.1 Town and Country Planning Act 1990 – applications presented for determination.

2 Purpose of Report

- 2.1 This report presents for the Board decision, a number of planning, listed building, advertisement, proposals, together with proposals for the works to, or the felling of trees covered by a Preservation Order and other miscellaneous items.
- 2.2 Minerals and Waste applications are determined by the County Council. Developments by Government Bodies and Statutory Undertakers are also determined by others. The recommendations in these cases are consultation responses to those bodies.
- 2.3 The proposals presented for decision are set out in the index at the front of the attached report.
- 2.4 Significant Applications are presented first, followed in succession by General Development Applications; the Council's own development proposals; and finally Minerals and Waste Disposal Applications. .

3 Implications

- 3.1 Should there be any implications in respect of:

Finance; Crime and Disorder; Sustainability; Human Rights Act; or other relevant legislation, associated with a particular application then that issue will be covered either in the body of the report, or if raised at the meeting, in discussion.

4 Site Visits

- 4.1 Members are encouraged to view sites in advance of the Board Meeting. Most can be seen from public land. They should however not enter private land. If they would like to see the plans whilst on site, then they should always contact the Case Officer who will accompany them. Formal site visits can only be agreed by the Board and reasons for the request for such a visit need to be given.
- 4.2 Members are reminded of the "Planning Protocol for Members and Officers dealing with Planning Matters", in respect of Site Visits, whether they see a site alone, or as part of a Board visit.

5 **Availability**

- 5.1 The report is made available to press and public at least five working days before the meeting is held in accordance with statutory requirements. It is also possible to view the papers on the Council's web site: www.northwarks.gov.uk.
- 5.2 The next meeting at which planning applications will be considered following this meeting, is due to be held on Monday, 9 December 2019 at 6.30pm in the Council Chamber at the Council House.

6 **Public Speaking**

- 6.1 Information relating to public speaking at Planning and Development Board meetings can be found at:
https://www.northwarks.gov.uk/info/20117/meetings_and_minutes/1275/speaking_and_questions_at_meetings/3.

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General Development Applications

(1) Application No's PAP/2019/0134 and DOC/2019/0080

Land South East of Northbound M6 Carriageway, Corley Services, Smorrall Lane, Corley

PAP/2019/0434

Variation of condition 12 of planning permission PAP/2017/0104 (APP/R3705/W/17/3192501) dated 22/10/18 relating to hours of use; in respect of change of use of land to HGV Parking incorporating associated infrastructure and works

DOC/2019/0080

Approval of details required by condition 9 of planning permission PAP/2017/0104 (APP/R3705/W/17/3192501) dated 22/10/18 relating to a Management Plan, both for

Welcome Break Ltd

Introduction

These applications were referred to the Board's last meeting but determination was deferred in order that an opportunity be given for Members to meet with the applicant so as to seek clarification on the details as submitted. The previous report is at Appendix A.

Since that meeting the applicant has withdrawn the variation application – PAP/2019/0134 – and submitted amendments to the draft Management Plan under DOC/2019/0080. As a consequence the Board's remit is now only to consider the discharge of conditions application.

Updated Information

The applicant was aware of the comments made at the last meeting whereby the application to vary the hours' condition for the HGV park was thought to be premature as there was no evidence available to show that the approved condition was "unworkable", or that it would lead to adverse consequences on site. The application has therefore been withdrawn. It may be resubmitted if any evidence is forthcoming in respect of adverse impacts.

A revised Management Plan has been submitted following the Board discussion about the wording of some of the items in the original version. It is attached as Appendix B. The changes are:

- Clarification in the first sentence of paragraph 3.4 that the barrier on the entrance will automatically lower when the park is closed
- Revision of the original para 3.10 through new paragraphs 3.10, 3.11 and 3.12 to clarify the "exceptions" including reference to the "motorway".

Representations

The Corley Parish Council has been notified of the up to date position and any comments received will be reported at the meeting.

Observations

The approach of the applicant following the last Board meeting is to be welcomed.

The revisions to the Management Plan are in line with the Board's comments and are thus supported.

Recommendation

That the Management Plan dated October 2019 be **APPROVED** in full discharge of condition 9 attached to planning permission APP/R3705/W/17/3192501 dated 22/10/18.

BACKGROUND PAPERS

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Planning Application No: DOC/2019/0080

Background Paper No	Author	Nature of Background Paper	Date
1	Applicant	E-mail	15/10/19
2	Applicant	E-mail	21/10/19
3	Applicant	E-mail	23/10/19

Note: This list of background papers excludes published documents which may be referred to in the report, such as The Development Plan and Planning Policy Guidance Notes.

A background paper will include any item which the Planning Officer has relied upon in preparing the report and formulating his recommendation. This may include correspondence, reports and documents such as Environmental Impact Assessments or Traffic Impact Assessments.

a) Application No: PAP/2019/0434

Land 260m South East of Northbound, Smorrall Lane, Corley,

Variation of condition 12 of planning permission PAP/2017/0104 (APP/R3705/W/17/3192501) relating to hours of use; in respect of change of use of land to HGV parking incorporating associated infrastructure and works

b) Application DOC/2019/0080

Approval of details required by condition 9 of planning permission PAP/2017/0104 dated 22/10/18 relating to a Management Plan, both for

Welcome Break Ltd

Introduction

These two applications are brought before the Planning and Development Board given its involvement in the original case. Planning permission was refused for the proposed HGV parking area, but it was allowed following an appeal.

The two applications are related - one seeks to vary the condition relating to the use of the HGV park and the second relates to the Management Plan for its operation.

The Site

The site is an area of some 2.08 hectares of grazing land immediately to the south-east of the northbound half of the Corley Motorway Services on the M6 Motorway. There is further pasture land to the south before the rear gardens of the residential frontage in Bennetts Road North is reached. A public footpath – the M327- runs around the southern boundary of the present service area and overhead electricity transmission cables also cross the site. The site boundaries are marked with fences and hedgerows including mature trees and a small watercourse within a ditch. The other half of the service area – southbound – is on the opposite side of the Motorway. There is scattered housing on this side. Bennetts Road North and Smorrall Lane – to the north of the Motorway – join at a bridge, crossing the Motorway to the west of the service area.

The northbound area comprises car parking areas at its eastern end as well as an existing 60 space HGV park at its western end and the usual built facilities. It is open twenty-four hours and is lit.

The present HGV parking area is 190 metres from the nearest residential property in Bennetts Road North. The closest HGV parking to existing residential property following the grant of planning permission would be 115 metres.

The site rises slightly over three metres from the Motorway to the houses in Bennetts Road North.

The plan at Appendix A illustrates the site's location

The Proposals

a) The Variation

This is an application to vary condition 12 of the planning permission for the extension of the HGV park on this side of the Motorway.

The condition reads as:

"The HGV parking area hereby approved shall only be open for use between 0800 hours on Monday until 1800 hours on Friday and not at any other time."

The reason for the condition is that it is in the interests of the living conditions of neighbours.

The applicant's proposed variation would read:

"The HGV parking area hereby approved shall only be open for vehicles to enter between 0800 hours on Monday until 1800 hours on Friday and not at any other time, other than in special circumstances as set out in the approved Management Plan"

The reason for the application is said to make its interpretation more clear. At present it appears that if an HGV arrives at say 1730 on the Friday, then it could not leave until after 0800 on the Monday. The proposed condition would seek to close the site for new HGV's arriving after 1800 on a Friday, but allow any HGV's on the site after 1800 to leave, once the drivers have met their operational requirements.

The applicant has set out the following in support of the proposal.

"The way in which the HGV drivers work is that they are legally required to stop and rest within certain time limits, in line with the current enforcement policy of the Driver and Vehicle Standards Agency (DVSA) in respect of breaks and daily driving limits. The maximum daily driving limit for HGV drivers is 9 hours. For a driver to take the maximum daily allowance, they can drive for 4.5 hours, rest for 45 minutes and then drive for a further 4.5 hours before stopping for the day for a 12 hour period. It is important to note that HGV drivers take these two types of break; a 45 minute rest break, and a longer 12-hour break."

"It is normally assumed that the short 45 minute break is taken during the day and the longer break taken over night (when the driver would sleep in their cab) however, it is increasingly the case that HGV drivers will drive overnight and rest during the day. It cannot therefore be guaranteed that all parking at night will be for the longer break and all parking during the day will be for the shorter break. A vehicle's tachograph records information about driving time, speed and distance of the vehicle and therefore the driver's travel time. It is a legal requirement to use a tachograph and the rules concerning driver standards are set out in the Government guidance GV262. Once a driver reaches the daily driving allowance, they must stop and rest for the minimum period. They can only exceed this limit in an emergency or in an unforeseen event (such as mechanical breakdown), but must not plan to exceed the daily driving limit."

"At present the wording of condition 12 is not precise, in that it is not clear whether the HGV Park should be empty of vehicles after 1800 on a Friday or whether those already within the HGV Park after this time can remain until they are ready to leave. The applicant requires certainty as to what the condition allows in order to ensure the management of the HGV Park is carried out in accordance with the condition. If HGV's were to enter the HGV Park just before 1800 on a Friday and then take their legally required 45 minute break or 12 hour break, the driver could not move the vehicle until after this break was complete, as to do so would breach the directive and therefore the law. It is not reasonable however for the operator to have to close the HGV Park over 12 hours before the 1800 closure on a Friday, to ensure the HGV Park is empty by 1800, as there is still a need for the additional HGV parking during this time, as confirmed by the Transport Assessment and the background survey work submitted with the original application. Even if this were considered reasonable, the applicant would be unable to enforce any closure of the HGV Park which required all vehicles to leave the site by 1800 on a Friday as the drivers on their breaks would not be allowed to move their vehicles."

"The proposed wording continues to protect the amenity of neighbouring properties' as it will still control the hours which the HGV Park can be used, but more precisely when vehicles can enter. Vehicles will continue not to be allowed to enter the site between 1800 on a Friday and 0800 on a Monday, as per the original wording of the condition but any HGV's already on site will be able to exit the site as necessary. The number of HGV's that would remain on site for 12 or more hours after the HGV Park closes will not be significant as the majority of HGV drivers will have to continue their journeys in order to meet their scheduled deliveries/collections. Only those drivers between jobs are likely to stay within the HGV Park for a period longer than 12 hours and this is likely to be a very low proportion of HGV's using the site. As the HGV Park will be closed for new vehicles to enter, the number of HGV's in the site will only decrease over the time period."

The special circumstances, referenced in the proposed wording of the condition, relate to instances which are outlined in the proposed Management Plan below. In general terms the applicant comments as follows.

"As Motorway Service Area's provide an essential road safety function, it is important that they are equipped to meet the requirements of road users, including HGV drivers whenever the need arises. Major traffic incidents which result in the total or partial closure of the motorway are rare in occurrence but can have significant impacts on Motorway Service Areas (MSA's). The effect can be a sudden and overwhelming influx of vehicles in a short period of time. When there are major traffic incidents on motorways which result in significant traffic, a greater number of HGV drivers will have to use the services to take their legally required break. It is therefore important that the owner/operator can open the HGV Park within the restricted hours to accommodate the influx of HGV's, on the rare occasion that a major traffic incident occurs."

"There will also be instances whereby emergency services or government bodies may require the use of the HGV Park to undertake operations or their own programme of works, within the restricted hours of use. The owner/operator of the MSA is obliged to allow access for certain government bodies to take control of the services as a whole, which would include the HGV Park, in the event of a local or national incident. If this

requirement were invoked, the HGV Park may have to be given over to the relevant government body, even within the restricted hours. Again this would be a rarely occurring event and would not be for a significant period of time thus the amenity of neighbouring properties would not be adversely affected."

"National Holidays such as the Easter weekend and Christmas can have an impact on the number of HGV's on the road, especially in the days leading up to and after the event, as the demand for goods dramatically increases. As Christmas does not always fall on the same day each year, there is a possibility that it may fall within the restricted times (between 1800 on Friday and 0800 on Monday). Easter Sunday and Christmas Day are the only two days in the year where retail stores close. The days leading up to this closure can be some of the busiest days for HGVs as additional shipments are needed to meet demand for goods before the closure of retail stores. As such, there may be instances in these days leading up to National Holidays whereby the additional capacity provided by the HGV Park is required within the restricted hours. If the HGV Park were not allowed to open during these instances, the impact would be HGV's parking in unsafe locations within the MSA and the Local and Strategic Road Network, to the safety detriment of the highways."

"As these circumstances, in which the HGV Park may need to be opened outside of the agreed hours, are rarely occurring, the impacts on these will also be rarely occurring and will not have significant impacts on the amenity of neighbouring properties often or for extended periods of time. As such the amenity of neighbouring properties will continue to be protected by the proposed variation to the wording of Condition 12 in accordance with Policy NW10 of the Core Strategy 2014."

In summary the applicant is applying to vary the wording of Condition 12 to ensure it is precise and reasonable, providing greater clarity over what the restrictions imposed on the HGV Park are and to allow for exceptional circumstances where the HGV Park can be opened within the restricted hours. The proposed wording continues to prevent any HGV's from entering the HGV Park after 1800 on a Friday until 0800 on a Monday, but does allow for any HGV's which are already in the HGV Park to remain until they have completed their legally required break and are ready to leave. As the number of HGVs remaining in the HGV Park will only decrease in the restricted hours, and the mitigation measures will be in place, the proposed variation of the wording of Condition 12 will not affect the amenity of neighbouring properties.

b) The Management Plan

The proposed variation of condition 12 refers to the Management Plan. Condition 9 requires that Plan to be approved.

Condition 9 requires the Management Plan to address a number of matters, including measures to achieve the "Park Mark" award from the Warwickshire Police; measures to control access into the HGV parking area, how the floodlighting would be controlled and contacts for complaints or concerns. The full draft Plan is attached at Appendix B. It addresses each of the matters explicitly required by the condition. In particular it includes a letter from the British Parking Association indicating that if approved, the Plan would achieve the Park Mark standard; the details of the gate to be erected across the access from the existing site including how the gate will be closed at the nominated times, details of how the floodlighting is to be operated through ambient lighting levels

and reductions when the park is closed and the CCTV coverage. Members should be aware that there other conditions attached to the permission requiring the provision of earth bunds and an acoustic fence around the perimeter of the parking area.

It also includes the special circumstances referred to in the proposed variation. These are set out as being:

- Major traffic incidents which result in the total or partial closure of the Motorway
- Requests to use the HGV park by the emergency services or other Government bodies,
- Other Emergency or security related incidents and
- National Holidays such as Easter and Christmas.

Development Plan

The Core Strategy 2014 – NW10 (Development Considerations) and NW12 (Quality of Development)

The Warwickshire Local Transport Plan 2011- 2026

Other Material Planning Considerations

The National Planning Policy Framework – (the “NPPF”)

Circular 2/2013 from DfT – “Strategic Road Network and Deliver of Sustainable Development”

Drivers Hours and Tachograph Rules (GV263)(DVSA 2016)

The Submitted Local Plan 2018 - LP31 (Development Considerations)

Consultations

Environmental Health Officer - No objection to the proposed variation as long as it is stipulated that the site is closed to vehicles entering between the hours of 18:00 Friday and 08:00 Monday.

Highways England – No comments to make

Representations

Corley Parish Council – It objects to the proposed variation because in its view the Planning Inspector specifically conditioned the HGV park to be closed at weekends for the explicit reason to protect residential amenity. It should not now be changed.

Observations

The main issue here is the proposed variation. It is not agreed with the applicant that the original condition is unclear, as it explicitly says that the HGV park shall only be open for use during weekdays. It is however agreed that that will have operational consequences. The applicant has therefore drawn attention to the legislation covering

driver's hours. This cannot be avoided, and would give rise to the difficulties set out by the applicant in his supporting documentation as set out above. The proposed wording to vary the condition is thus a response to this different legislation which will operate at this site. It is a reasonable response given the need to balance the actual use of the HGV park and that of protecting residential amenity as far as it is possible. In this regard the mitigation measures put in place within the approval – the bunds and fence together with the Management Plan – will continue to operate. They were found by the Inspector to be appropriate for full use of the HGV park during weekdays. They will therefore also be appropriate for the more limited use at weekends when HGV's will not enter the park but only leave, thus leading to a reduction in the number parked here over that same period.

It is a matter of fact too that the HGV park has a consent and that the Inspector in dealing with the case gave substantial weight to the site specific issues at Corley - under provision at the site, the strong demand for HGV parking at this particular location and the safety issues that were being evidenced. These amounted to the very special circumstances that clearly outweighed the identified harm. It is considered that these issues would continue without the proposed variation as the reason for it, goes directly to how a Motorway HGV parking areas should operate. For instance to ensure that the parking area was empty on a Friday it would have to close 12 hours before. However HGV's would still be arriving in those 12 hours and it has been found by the Inspector that there are already safety and overcrowding issues here. They would be exacerbated if the new parking area was closed. Moreover it is not possible to interview drivers to see if they would be staying for 12 or less and thus direct them to the existing parking area rather than to the new one.

It is in these circumstances that the proposed variation is considered to be appropriate. There is little in the way of demonstrable evidence to justify a refusal reason.

The draft Management Plan is considered to be acceptable.

Recommendations

a) PAP/2019/0434

That planning permission be **GRANTED** subject to the following conditions:

1. The development hereby permitted shall begin not later than 3 years from the date of this decision, which was on 10 July 2018.
2. The development hereby permitted shall be carried out in accordance with the following approved plans and documents: CMSA-BWB-GEN-XXDR-TR-107 S2 REV P1; CMSA-BWB-GEN-XX-DR-TR-106 S2 REV P1; CMSA-BWB-HLG-XX-M2-C-1300 S8 REV P1; Landscape and Visual Impact Appraisal Doc ref NO. 1735-17-RP01 dated 24 February 2017, including the Appendices with Landscape Mitigation Plan - 1735-17-03B and Illustrative Landscape Sections plan - 1735-17-04, received 1 March 2017, to CMSA-BWB-HGR-XX-DR-EN-202 S2 REV P1; CMSA-BWB-GENXX-RP-TR-0002_RSA1-DTR (Road Safety Audit Stage 1); CMSA-BWBGEM-XX-RP-TR-0001_RSA1- (Road Safety Audit Stage 1); CMSA-BWBHGR-XX-DR-EN-201-S2 REV P2 (Surface water strategy) ; CMSA-BWBHGR-XX-DR-EN-202-S2 REV P1 (Pond Cross Section), received 31 May 2017, and to CMSA-BWB-GEN-XX-DR-TR-105 S2

REV S2; CMSA-BWBGGEN-XX-DR-TR-110 S2 REV P2, received 4 August 2017 and Proposed HGV Parking Extension Lighting Layout - CMSA-BWB-HLG-XX-M2-C300 S8 REV P1.

3. The development hereby approved shall be carried out in accordance with the approved Flood Risk Assessment (FRA) CMSA-BWB-EWE-XX-RP-EN- 0001_FRA, Sustainable Drainage Statement CMSA-BWB-HDG-XX-RP-RP- 0002_SDS, and Surface Water Strategy CMSA- BWB-HGR-XX-DR-EN- 201_Surface Water Strategy. In particular the development should be carried out according to the following mitigation measures detailed:

- Limit the discharge rate generated by all rainfall events up to and including the 100 year plus 40% (allowance for climate change) critical rain storm to 6.6 l/s for the site.
- Provide provision of surface water attenuation storage as stated within the FRA of 749m³ and/ or in accordance with 'Science Report SC030219 Rainfall Management for Developments'. The storage pond should be designed in accordance with plan CMSA-BWB-HGR-XX-DR-202_Pond Cross Sections.
- Surface water is to be provided via a minimum of two trains of treatment using the proposed above ground drainage features within the drainage design.

The mitigation measures shall be fully implemented prior to use of the development and subsequently in accordance with the timing and phasing arrangements embodied within the scheme.

4. The development hereby approved shall not take place until a detailed surface water drainage scheme for the site, based on sustainable drainage principles and an assessment of the hydrological and hydrogeological context of the development, has been submitted to and approved in writing by the local planning authority in consultation with the Local Lead Flood Authority. The scheme shall subsequently be implemented in accordance with the approved details before the development is completed. The scheme to be submitted shall include:

- Infiltration testing in accordance with the BRE 365 guidance to clarify whether or not an infiltration type drainage strategy is an appropriate means of managing the surface water runoff from the site.
- Provide a plan for the management of exceedance flows, including routings.
- Demonstrate detailed design (plans, network details and calculations) in support of any surface water drainage scheme, including levels, gully locations and outfall arrangements. Calculations should demonstrate the performance of the designed system for a range of return periods and storm durations inclusive of the 1 in 1 year, 1 in 2 year, 1 in 30 year, 1 in 100 year and 1 in 100 year plus climate change return periods.
- Provide and implement a maintenance plan to the local planning authority giving details on how surface water systems shall be maintained and managed for the life time of the development. The name of the party responsible, including contact name and details shall be provided to the local planning authority.

5. The development hereby approved shall not commence until details of the earth bunds and acoustic close board type fence as shown as part of the Landscape and Visual Impact Appraisal Doc ref NO. 1735-17-RP01 dated 24 February 2017, including the Appendices with Landscape Mitigation Plan - 1735-17-03B and Illustrative Landscape Sections plan - 1735-17-04, received 1 March 2017 have been submitted to and approved in writing by the local planning authority. Thereafter the approved earth bund and acoustic fence shall be implemented before the development is brought into use and retained for the life of the development.

6. The development hereby approved shall not commence until:

a) a Written Scheme of Investigation (WSI) for a programme of archaeological evaluative work shall be submitted to and approved in writing by the local planning authority.

b) the programme of archaeological evaluative work and associated post excavation analysis, report production and archive deposition detailed within the approved WSI shall be undertaken. A report detailing the results of this fieldwork shall be submitted to the planning authority.

c) An Archaeological Mitigation Strategy document (including a Written Scheme of Investigation for any archaeological fieldwork proposed) shall be submitted to and approved in writing by the local planning authority.

This should detail a strategy to mitigate the archaeological impact of the proposed development and should be informed by the results of the archaeological evaluation.

The development, and any archaeological fieldwork post-excavation analysis, publication of results and archive deposition detailed in the Mitigation Strategy document, shall be undertaken in accordance with the approved Mitigation Strategy document.

7. The development hereby approved shall not commence until a Tree Survey to fully assess the trees that are firstly upon the site and secondly those that will be affected by the development of the site as per the specifications provided with the submitted application has been submitted to and approved in writing by the local planning authority. The survey should be undertaken in accordance with BS5837:2012 Trees in relation to design, demolition and construction - Recommendations. Thereafter the development shall be undertaken in accordance with the approved survey details.

8. The development hereby approved shall not be brought into use until a biodiversity offsetting scheme shall be submitted to and approved in writing by the local planning authority. The Biodiversity Offsetting scheme shall provide appropriate compensation for a Biodiversity Impact Assessment score of 0.57 Biodiversity Units. The scheme shall be sited on land owned by the applicant adjacent to the Corley Motorway Service Station. The approved scheme shall be implemented in the next available planting season and maintained in accordance with the approved written scheme.

9. The development hereby approved shall not be brought into use until a Management Plan has been submitted to and approved in writing by the local planning authority. The Management Plan shall control the operation of the approved HGV parking area and specifically include measures to address the following matters:

- Achieving and maintaining the 'Park Mark' safer parking award standard as assessed by Warwickshire Police in respect of the security of the parking area;
- Measures to ensure that the approved HGV parking area is closed between 1800 hours on Friday evening and 0800 hours on the following Monday morning;
- Use of floodlighting;
- Details of the proposed CCTV and how this will be monitored;
- Access for emergency vehicles;
- Measures and timetable for the remarking of the existing HGV parking area on the northbound side of Corley MSA.
- A contact for complaints or concerns about the use and operation of the HGV parking area to be reported to.

10. The development hereby approved shall not be brought into use until a landscape management plan, including long term design objectives, management responsibilities and maintenance schedules for all landscape areas, have been submitted to and approved in writing by the local planning authority. The landscape management plan shall be carried out as approved.

11. All planting, seeding or turfing comprised in the approved details of landscaping shall be carried out in the first planting and seeding seasons following the completion of the development; and any trees or plants which within a period of 5 years from the completion of the development die, are removed or become seriously damaged or diseased shall be replaced in the next planting season with others of similar size and species.

12. The HGV parking area hereby approved shall only be open for vehicles to enter between 0800 hours on Monday until 1800 hours on Friday and not at any other time, other than in special circumstances as set out in the approved Management Plan

13. The lighting scheme shall only be controlled by light sensors and the lighting shall be directed downwards at all times.

14. Construction works associated with the development hereby approved shall take place only between 0700 and 1900 on Monday to Friday, 0800 and 1300 on Saturdays and shall not take place at any time on Sundays or on Bank or Public Holidays.

Notes

1. In dealing with this application, the Local Planning Authority has worked with the applicant in a positive and proactive manner through seeking to resolve planning objections and issues. As such it is considered that the Council has implemented the requirement set out in paragraph 38 of the National Planning Policy Framework.

2. This permission does not authorise the diversion of public footpaths in the area of the application site. Before any construction works across the line of the footpath are commenced, steps must be taken to secure the diversion of the footpath and to ensure that such a route is passable before the old route is obstructed. The Assistant Director (Regulatory) can advise in this matter.

3. The proposed development lies within a coal mining area which may contain unrecorded coal mining related hazards. If any coal mining feature is encountered during development, this should be reported immediately to the Coal Authority on 0345 762 6848.

Further information is also available on the Coal Authority website at:
www.gov.uk/government/organisations/the-coal-authority

4. Before carrying out any work, you are advised to contact Cadent Gas about the potential proximity of the works to gas infrastructure. It is a developer's responsibility to contact Cadent Gas prior to works commencing. Applicants and developers can contact Cadent at plantprotection@cadentgas.com prior to carrying out work, or call 0800 688 588

5. The planning approval as covered by PAP/2017/0104 and by appeal APP/R3705/W/17/3192501, shall be considered in full and read in conjunction with, and any relevant conditions as set out above and within the approval shall be discharged where appropriate and complied with accordingly.

b) DOC/2019/0080

That the Management Plan (Corley Services North HGV Park) dated June 2019 as received by the Local Planning Authority on 2/8/19 be approved in full discharge of condition 9 attached to planning permission APP/R3705/W/17/3192501 dated 22/10/18.

Notes

1. As Note 1 above

BACKGROUND PAPERS

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

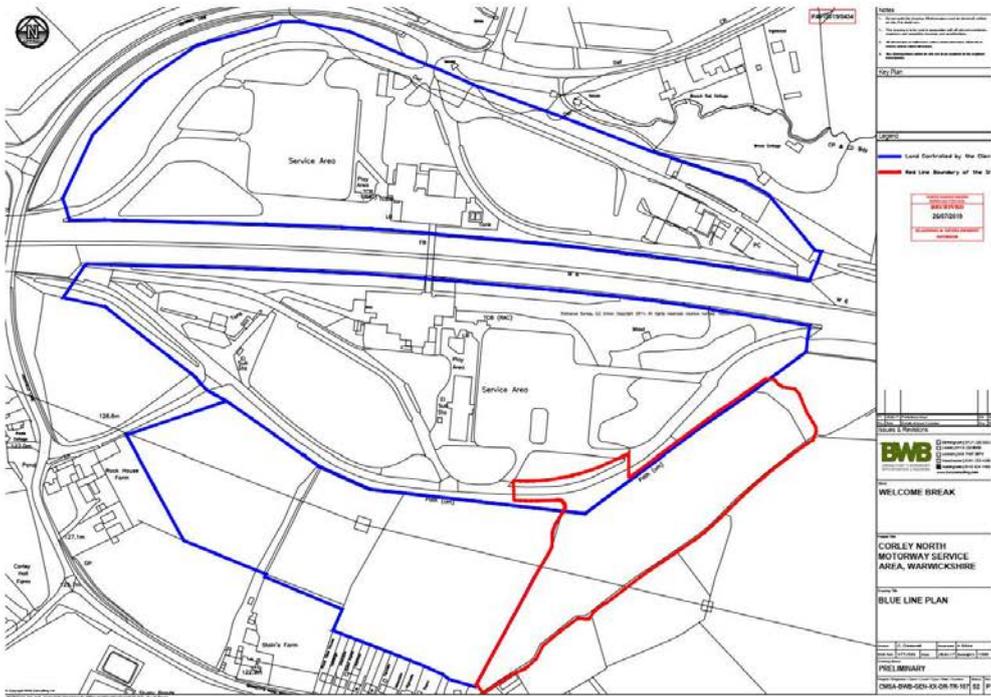
Planning Application Numbers: PAP/2019/0434 and DOC/2019/0080

Background Paper No	Author	Nature of Background Paper	Date
1	The Applicant or Agent	Application Forms, Plans and Statement(s)	22/07/2019
2	Corley Parish Council	Representation – objection	07/08/2019
3	Highways Agency	Consultation response	20/08/2019
4	NWBC Environmental Health	Consultation response	28/08/2019
5	Case officer and agent	Exchange of emails	7/8/19 – 8/8/19
6	Case officer and agent	Exchange of emails	20/08/19 – 23/08/19
7	Case officer and agent	Exchange of emails	29/08/19 – 30/09/19
8	Case officer	Email to Cllr Simpson	30/08/2019
9	The DOC Application	Application Form	2/8/19

Note: This list of background papers excludes published documents which may be referred to in the report, such as The Development Plan and Planning Policy Guidance Notes.

A background paper will include any item which the Planning Officer has relied upon in preparing the report and formulating his recommendation. This may include correspondence, reports and documents such as Environmental Impact Assessments or Traffic Impact Assessments.

Appendix A – Site Location Plan



Appendix B – Management Plan and letter from British Parking Association



DOC/2019/0080



MANAGEMENT PLAN

**Corley Services North
HGV Park**

June 2019

Welcome Break Group Ltd
2 Vantage Court, Tickford St, Newport Pagnell MK16 9EZ

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Appendices

Appendix 1 – Lighting Layout Plan

Appendix 2 – Details of CCTV System

Appendix 3 – Details of Barrier System

1 Introduction

1.1 This Management Plan has been prepared to comply with and discharge Condition 9 of planning permission PAP/2017/0104 for change of use of land to HGV Parking incorporating associated infrastructure and works. The application was approved at appeal (ref. APP/R3705/W/17/3192501).

1.2 The wording of Condition 9 reads as follows:

“The development hereby approved shall not be brought into use until a Management Plan has been submitted to and approved in writing by the local planning authority. The Management Plan shall control the operation of the approved HGV Parking area and specifically include measures to address the following matters:

- i) Achieving and maintaining the 'Park Mark' safer Parking award standard as assessed by Warwickshire Police in respect of the security of the Parking area;*
- ii) Measures to ensure that the approved HGV Parking area is closed between 1800 hours on Friday evening and 0800 hours on the following Monday morning;*
- iii) Use of floodlighting;*
- iv) Details of the proposed CCTV and how this will be monitored;*
- v) Access for emergency vehicles;*
- vi) Measures and timetable for the remarking of the existing HGV Parking area on the northbound side of Corley MSA.*
- vii) A contact for complaints or concerns about the use and operation of the HGV Parking area to be reported to.”*

1.3 The remainder of the report is set out as follows:

Section 2, Park Mark Scheme: provides details on how the development will achieve and maintain the 'Park Mark' safer parking award standard.

Section 3, Control of opening/closing the HGV Park: outlines the measures to ensure that the approved HGV Parking area is closed between 1800 hours on Friday and 0800 hours on Monday.

Section 4, Use of floodlighting: sets out the procedure for turning lights on and off when open and closed and how this impacts on security.

Section 5, CCTV and Monitoring: provides details of the proposed CCTV and how this will be monitored.

Section 6, Access for Emergency Vehicles: summarises the procedure to allow access for Emergency Vehicles when open and during weekends when closed.

Section 7, Measures and timetable for the remarking of the existing HGV Parking area: provides information on the remarking of the existing HGV Park.

Section 8, Complaints and Concerns: Provides details of the contact for complaints or concerns about the use and operation of the HGV Parking area to be reported to.

2 Park Mark Scheme

- 2.1 This section of the Plan sets out how the development will achieve and maintain the 'Park Mark' safer Parking award standard, as assessed by Warwickshire Police, in respect of the security of the HGV Parking area.
- 2.2 The Park Mark safer parking scheme is a national standard for car parks that have measures in place to ensure the safety of users and to maintain low levels of crime within the car parks. The scheme is administered by the British Parking Association.
- 2.3 Safer Parking status is awarded to Parking facilities that have met the requirements of a risk assessment conducted by the Police (in this case Warwickshire Police). To be granted Park Mark, a Parking facility must use a combination of 'active management procedures and commensurate preventative security measures. These measures are put in place to help to deter criminal activity and anti-social behaviour, thereby preventing crime and reduce the fear of crime in their parking facility.
- 2.4 Car Parks undergo an assessment by specially trained police assessors and it is the car park that is awarded rather than the organisation.

Achieving Park Mark Status

- 2.5 As far as Welcome Break are aware, no HGV Park in the UK has been required to, or volunteered to, achieve Park Mark status. All current sites with Mark Park status are car parks, rather than HGV Parks. As such, this has presented some challenges in having this HGV scheme achieve Park Mark status.
- 2.6 Welcome Break have had a number of meetings with Park Mark and Warwickshire Police in order to understand how to achieve Park Mark status for the HGV Park. These meetings have been undertaken over a period of months with discussions focusing around the above requirements and how the HGV Park can achieve them. These meetings have helped to develop the management practices for the HGV Park.

The British Parking Association have informally signed off this Management Plan to ensure it meets their requirements for meeting the Park Mark award, as confirmed by the British Parking Association. A formal assessment and award of accreditation will occur once the Management Plan is approved by the Council. The Assessment can only be undertaken after the HGV Park is constructed with accreditation being awarded prior to the site opening. The Police Assessor for Warwickshire Police has also confirmed that the management of the HGV Park would meet the standards they would expect.

- 2.7 Park Mark have produced 'Assessment Guidelines' which set out the criteria against which car parks will be assessed to achieve Park Mark status:
 - Boundaries and Perimeters;
 - Crime Recording and Statistics;
 - Lighting;
 - Parking Areas;
 - Pedestrian Access;

- Signage;
- Surveillance;
- Vehicle Access; and
- Management practice.

These points are set out and discussed below:

Boundaries and Perimeters

- 2.8 As part of the landscaping and noise mitigation plans for the site, a close board timber acoustic fence is proposed along the south east and south west boundaries of the HGV Park. This fence will separate the wider Service Area site, including the HGV Park, and the surrounding land, thereby containing the HGV Park within the Motorway Service Area and preventing noise spillage outside of the site. The north east and north west boundaries will be landscaped with existing vegetation retained in places and additional vegetation planted to offset any lost vegetation. Park Mark have requested a temporary fence is erected along the north west boundary whilst the vegetation has time to establish.
- 2.9 The boundary fences and vegetation will help ensure that the site is secure and cannot be accessed from the surrounding area, other than via the pedestrian and vehicular access from within the Service Area. This will help reduce any potential for antisocial behaviour or security breaches.

Crime Recording and Statistics

- 2.10 In terms of recording crime within the HGV Park, the procedure will be the same as the rest of the Service Area. The contact details of the Duty Manager will be available within the HGV Park for members of the public to report any accidents or incidents. These will then be logged onto a centralised reporting system (FACT), which allows the operator to record, investigate, monitor and report on accidents and incidents. All incidents logged on FACT are checked on a monthly basis by the management team to see if there are any patterns of incidents or if there has been a considerable increase of incidents that month. Any incidents of a serious nature are escalated within the organisation, as relevant, so that appropriate action can be taken.
- 2.11 Reports of incidents logged in FACT will contain the following information (as appropriate):
- Day/Date/Time;
 - Location;
 - Type of offence, e.g. theft, arson, assault etc.;
 - Type of property damaged/stolen;
 - Details of victim/complainant;
 - Method of offending;
 - Details of the offender, witnesses etc.;
 - Whether police informed; and

- Details of any follow-up action to reduce the risk of repeat offence/incident where applicable.
- 2.12 If necessary, the emergency services can also be contacted to deal with any accidents or incidents which require their attention.
- 2.13 Records of the number of crime incidents that have occurred at the site will be retained and available for inspection by Park Mark for a minimum of three years.
- 2.14 Twelve months' worth of crime figures and usage for the HGV Park will not be available for the Park Mark assessor, as the scheme will not have been in operation before the assessment. Crime figures and usage for the existing Service Area will be available should the assessor requires these to allow them to set a benchmark for future reassessment.

Lighting

- 2.15 A lighting layout plan, as included in **Appendix 1.**, was approved as part of the permission for the HGV Park, which set out the location of lighting columns within the HGV Park. The location and height of the lighting has been carefully considered to ensure that the entire HGV Park is well lit but that there is limited light spillage out of the HGV Park which could affect neighbouring residential properties.
- 2.16 Lighting will automatically turn on and off, as required, depending on ambient lighting levels. The level of lighting will be reduced to 30% when the HGV Park is closed, to ensure sufficient security is maintained but reduce any light disturbance during this time. A manual override is built into the system in case it is necessary to increase lighting for security reasons. Further information on lighting can be found in Section 4 of this Plan.

Parking Areas

- 2.17 Parking within the site is arranged in straight rows in order to avoid blind spots within the HGV Park but also aid in surveillance. One-way circulatory movement of traffic around the parking areas will be created with clear directional arrows to ensure there is no conflict between vehicles but also ensure pedestrians are safe to cross the HGV Park.

Pedestrian Access

- 2.18 The pedestrian access and exit routes have been purposefully minimised so that a degree of control can be maintained on these routes. Pedestrians will be guided through designated routes separate to vehicle route, which will ensure pedestrians and vehicles do not mix as this could have safety implications. The routes will be well lit and be covered by CCTV to further improve security and safety of pedestrians.

Signage

- 2.19 Signage within the HGV Park will be a combination of the owner/operators standard signage and the specific Park Mark signage located near the vehicle entrance. The signage will outline:
- Information on the opening hours of the HGV Park;
 - Information on the charges applicable and how to pay;
 - Copy of the owner's/operator's Terms and Conditions;

- Name of Parking facility and contact details of owner/operator;
- Details of Park Mark; and
- Parking facility operational hours.

Surveillance

- 2.20 Section 5 and **Appendix 2** of this Management Plan covers surveillance of the site in more detail, however a system of monitored CCTV will be utilised to ensure maximum coverage and thus safety for users, as natural surveillance from outside the HGV Park won't be sufficient.
- 2.21 The location of cameras has been carefully considered to ensure they cover both vehicle and pedestrian entrance/exits as well as vehicles themselves. The location and extent of landscaping on the site has also been considered in relation to the placing of the cameras so that it does not create areas that may be obscured from the cameras.
- 2.22 The cameras on the vehicle entrance/exit have been positioned so that the front of the vehicle can be seen and:
- The registration plate is easily readable when the vehicle is stationary at the barrier; and
 - Images of the vehicle registration number recorded from the rear on exit will not be obscured by the flow of traffic.

Vehicle Access

- 2.23 Vehicles access to the site is limited to one entrance and one exit, controlled by a barrier system. Details of the barrier system are outlined in Section 3, however the system will operate as a raised barrier when the HGV Park is open, the barrier will then automatically lower at the specified time to close the HGV Park and prevent any new vehicles entering.

Management practice

- 2.24 A company training policy is already in place to ensure that teams and managers are well trained and competent so that they can complete their duties. For the team having responsibilities within the HGV parking area this training will incorporate, as relevant for their roles, the below areas:
- General health and safety;
 - Recording of incidents and accidents;
 - Customer service and handling customer complaints;
 - Emergency and security procedures;
 - Avoiding confrontation; and
 - Operation of the barrier, lights and CCTV.
- 2.25 This training will be completed using a range of methods which will include on-line training, workplace training and, where relevant, taught courses. Records will be maintained in line with standard company procedures.

- 2.26 The Duty Managers on site have a hand over period between shifts so that any relevant information, such as any incidents which have occurred, can be passed on before the manager finishes their shift. Information can then be communicated, normally verbally, to the relevant staff members who may also be starting their shift.
- 2.27 Maintenance of the HGV Park will be incorporated into the maintenance contracts of the existing Service Area. The HGV Park will be regularly checked and cleaned, as required, by the team on-site. Staff working within this area will wear hi-visibility vests or jackets so they can readily be identified.
- 2.28 There is an adequate provision of waste bins within the parking area for use by customers to help prevent the accumulation of litter or waste. These waste bins are regularly emptied either by the on-site team or the external waste contractor.
- 2.29 The management of maintenance is undertaken by the relevant on-site manager. Minor works are undertaken by the on-site maintenance team with other works being undertaken by authorised contractors. All contractors used are centrally vetted and approved and then logged as approved contractors into the operators' contract and maintenance management system 'Pronett'. This system allows the operations manager/on-site maintenance team to log a maintenance issue which can then be agreed and a contractor from the approved list can then undertake the work. This system ensures that only competent and authorised contractors are used. Any additional needs, such as removal of graffiti etc. (should this ever occur) will be on an as needed basis and will be carried out as soon as possible after being brought to the attention of the relevant manager.

Maintaining Park Mark status

- 2.30 A Park Mark status is issued to parking facilities following an assessment carried out by a trained Police, certificates are issued annually after the initial assessment and re-assessment will generally be at two-year intervals (three years maximum). Welcome Break will ensure that the HGV Park is of a suitable standard for the Park Mark accreditation to be achieved each year.

3 Control of opening/closing the HGV Park

- 3.1 This section of the Plan sets out the measures to ensure that the approved HGV Parking area is closed when required by Condition 12.
- 3.2 The opening and closing the HGV Park will be controlled by way of an automatic rising arm barrier system. There will be one vehicle entrance for HGVs to access the HGV Park and a separate vehicle exit, each of these will have a barrier across the vehicle lane. The barrier to be used is shown below, with further details shown in **Appendix 3**.

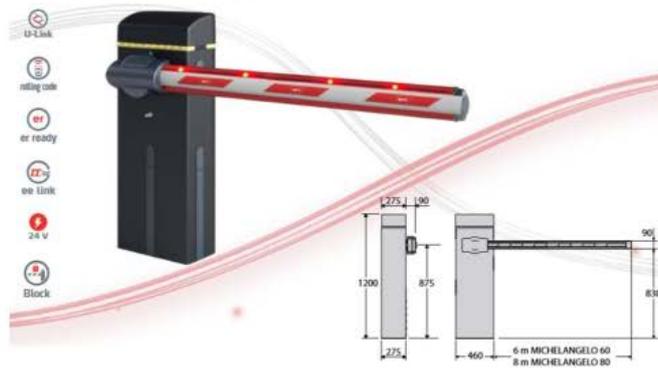


Figure 1: Barriers to be used at HGV Park entrance and exit

- 3.3 When the HGV Park is open the barriers will be in the raised position, to allow free flow of traffic. Vehicles will be monitored by CCTV and ANPR systems as they enter and leave.
- 3.4 At the point that the HGV Park is required to be closed, the barriers will automatically lower, preventing any new vehicles from entering the HGV Park. The barrier system has a sensor to prevent the barrier lowering if the entrance/exit is obstructed; they will however lower as soon as the obstruction is removed. The barrier also incorporates emergency manual release mechanisms on the barrier, and a software-based over-ride facility located in the main office. A vehicle ground loop will be located within the HGV Park behind the exit barrier so that any vehicles needing to exit can do so. The ground loop will open the barrier as vehicles approach the exit barrier from within the HGV Park. The ground loop system to open the barrier when required, along with the angle of the exit lane, prevents vehicles using the exit point to enter the HGV Park when it is closed.
- 3.5 When the barriers are closed, full colour LED digital signs located on the roadside on the approach to the car park display that the car park is closed:
- The first is located on the approach to the parking area; this is designed to pre-warn drivers to provide enough time to change lane safely; and
 - The second is positioned just before the lane splits to turn into the parking area; this gives a final warning that the parking area is closed and allows drivers to continue over the hatching without being forced to turn into the parking entrance and having to reverse into live traffic.

- 3.6 The plan contained within **Appendix 3** of this Management Plan shows the location of the entrance and exit barriers and LED digital signs.
- 3.7 This system can be programmed to display that the car park is open, if required, during the open time period. During times that the car park is closed, any vehicles that are still inside the parking area are still able to exit. This is achieved by installing a ground loop to detect vehicle presence which in turn opens the barrier to allow the vehicle to exit.
- 3.8 In order to maximise visibility of each barrier, they will be fitted with LED lighting along the length of the boom. The barriers would also incorporate a skirt to maximise their presence to prevent vehicles hitting the barrier. The entrance barrier is located close to the entrance lane of the HGV, as far as safely possible, to provide maximum visibility to drivers. Further information on this can also be found in **Appendix 3** of this Management Plan.
- 3.9 There may be instances in the operation of the HGV Park whereby special circumstances may require the HGV Park to be open within the controlled hours. These special circumstances will not be regularly occurring but one-off instances which are outside of the owner/operator's control.
- 3.10 These special circumstances relate to, but are not limited to:
- Major traffic incidents which result in the total or partial closure of the motorway;
 - Requests to use the HGV Park by emergency services or other government bodies;
 - Other emergency or security related incidents; and
 - National Holidays such as Easter and Christmas.

4 Use of floodlighting

- 4.1 This section of the report sets out the use of floodlighting within the HGV Park, including its location, the number of floodlights and the procedures for turning lights on and off when open and closed.
- 4.2 A lighting layout plan, as included in **Appendix 1** and shown below, was approved as part of the permission for the HGV Park, which set out the location of lighting columns within the HGV Park. The location and height of the lighting has been carefully considered to ensure that the entire HGV Park is well lit but that there is limited light spillage out of the HGV Park, which could affect neighbouring residential properties.

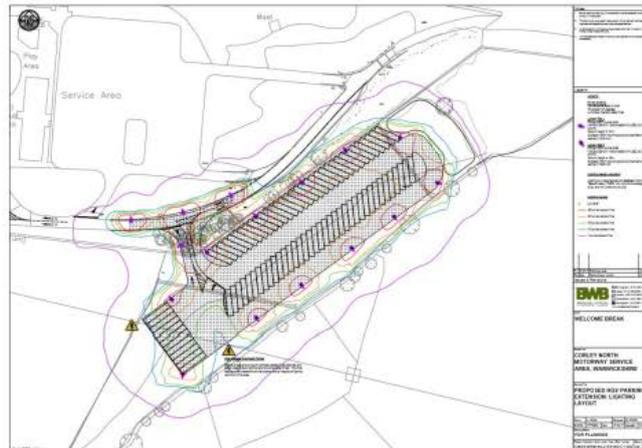


Figure 2: Lighting Layout Plan for approved HGV Park.

- 4.3 A total of 16 lighting columns are set across the site and the access to the HGV Park, the lighting columns are proposed to be two different types of lantern;
- 4 lighting columns opposite and within the entrance of the HGV Park would be 10 metres in height with a Philips WRTL Luma 3 R4 lantern.
 - 12 lighting columns spread across the HGV Park and would be 15 metres in height with a Philips WRTL Luma 3 R6 lantern.
- 4.4 Lighting will automatically turn on and off, as required, depending on ambient lighting levels. The level of lighting will be reduced to 30% when the HGV Park is closed, to ensure sufficient security is maintained but reduce any light disturbance during this time. A manual override is built into the system in case it is necessary to increase lighting for security reasons.

5 CCTV and monitoring

- 5.1 This section of the Plan sets out how CCTV will be used within the HGV Park and how it will be monitored.
- 5.2 The HGV Park will utilise a mixture of static and PTZ (Pan, Tilt, Zoom) cameras throughout the site, in order to ensure maximum coverage and thus safety for users. 12 static cameras are proposed positioned in locations which will provide optimum coverage of the HVG Park and its perimeter. 2 PTZ cameras are positioned on poles at either end of the HGV Park and have the ability to be controlled remotely in the event of any suspicious activity.
- 5.3 The camera system has the facility to add a privacy mask for neighbouring residential properties so that they are not captured by the cameras, however the positioning of each camera has been carefully considered to ensure there is very little overspill into neighbouring properties. The distance between the HGV Park and the neighbouring properties also helps to ensure that the cameras cannot create any loss of privacy to these properties.
- 5.4 The camera system will be run by a company, initially RedSpot, however this may be subject to change during the lifetime of the HGV Park. The company will be able to remotely monitor the cameras with all footage displayed on a screen allowing live and recorded images to be reviewed for each camera. The system is linked to a National Security Inspectorate (NSI) approved monitoring station which will allow the cameras to be monitored when the site is closed. This will work by the system sending a signal when motion is detected, allowing the monitoring station to remotely log in and review the CCTV, they will then take appropriate action as defined in the site security plan.
- 5.5 All CCTV is operated in line with the 'Welcome Break CCTV Policy', issued February 2019, to ensure that CCTV is operated correctly and in line with all legal requirements, including requirements under GDPR. The correct procedure for handling any Subject Access Requests or requests from Law Enforcement Agencies is managed in line with the requirements of this policy.
- 5.6 **Appendix 2**, provides details of the CCTV system, specification of cameras and the location and direction of each of the 14 cameras proposed for the HGV Park.

6 Access for Emergency Vehicles

- 6.1 This section of the report sets out how Emergency Vehicles will be able to access the HGV Park, particularly when it is closed.
- 6.2 During the period that the HGV Park is open, the barrier will be open allowing access to emergency vehicles freely. When the HGV Park closes and the barrier is lowered emergency vehicles can contact the Duty Manager who acts as the emergency contact. A Duty Manager is present on site 24 hours a day and 7 days a week. The main signage located near the entrance area will clearly state the emergency contact details as below:
 - Duty Manager number: 07766 422311
- 6.3 Any changes to the contact details will be updated on the relevant signage as soon as practical.

7 Measures and timetable for remarking of existing HGV Parking area

- 7.1 This section of the Plan sets out the measures and timetable for remarking the existing HGV Park.
- 7.2 The existing HGV Park was remarked, in March/April 2018, and as the lines remain visible the existing HGV Park does not need to be remarked at the present time.

8 Complaints and Concerns

- 8.1 This section of the Plan sets out how complaints and concerns about the use and operation of the HGV Parking Area can be reported.
- 8.2 Customer service is an important part of the business and Welcome Break always welcome feedback from customers. As such there are various methods in place so that customers can provide feedback or make complaints and raise concerns.
- 8.3 In the first instance customers can provide feedback or make complaints in person to any member of team or the Duty Manager who can be contacted 24 hours a day via the Duty Manager phone number.
- 8.4 In addition to contacting the site Duty Manager, complaints can be made via post to the site address –
 - Corley Services, Highfield Lane, Coventry, Warwickshire CV7 8NR.
- 8.5 Complaints can also be made via any of the Welcome Break contact methods listed below:
 - Via the "Contact Us" page on the Welcome Break Website which goes directly to Vantage Court (Welcome Break Head Office) Reception mailbox;
 - Via Marketing@WelcomeBreak.co.uk;
 - Via Facebook;
 - Via Twitter;

- Via Instagram;
- Via VantageCourtReception@WelcomeBreak.co.uk; and
- Via Telephone during office hours: to Vantage Court 01908 299700 or to site 01676 540111 (telephone number of the Vantage Court and the site is readily available on the website).

8.6 All complaints will be investigated by a member of the on-site management team with feedback provided to the customer as appropriate.

CCTV System Overview

Site Brief:

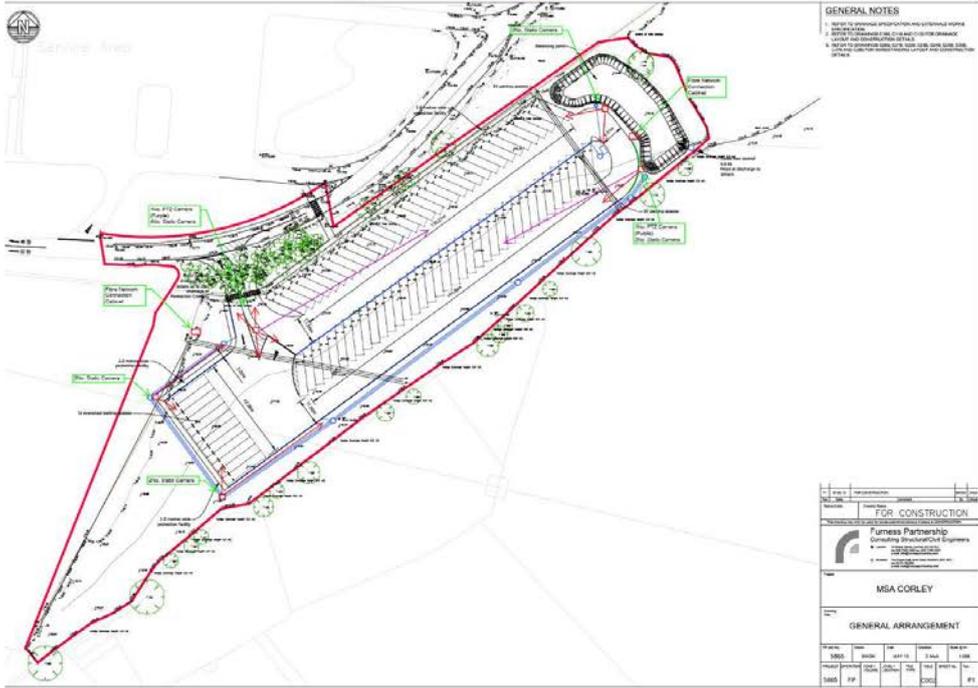
Welcome Break Corley's new HGV parking area.

The CCTV system has been designed to provide comprehensive coverage of the area without becoming obtrusive to neighbouring plots. This has been achieved by providing 2No. PTZ (pan,tilt,zoom) cameras, pole mounted at each end of the car park, these are backed up by 12No. static cameras positioned to give the best possible coverage of the site overview and site perimeter. The system will be connected back to the main office, all cameras will be displayed on a screen allowing live and recorded images to be reviewed for each camera. The system will also incorporate a PTZ keyboard to allow control of the 2 PTZ cameras in the event of any suspicious activity. The CCTV system is to be installed onto a dedicated fibre network linking back to the main building, all cameras will be recording at 18FPS, 4092 max bitrate, 1080P 24hours a day with recorded footage being available for a minimum of 31 days. The CCTV system has the facility to add on a digital privacy mask, this can prevent CCTV overspill into the neighbouring property – See attached image 1 for an example of privacy masking.

The system can be linked to an NSI approved monitoring station to allow the cameras to be monitored when the site is closed, the system will send a signal when motion is detected, this will then allow the monitoring station to remotely log in and review the CCTV, they will then take appropriate action as defined in the site security plan.



Image 1.



HIKVISION

DS-2CD2663G0-IZS
6 MP IR Varifocal Bullet Network Camera



Key Features

- 1/2.9" Progressive Scan CMOS
- 3072 × 2048@20 fps
- 2.8 to 12 mm varifocal lens
- Color: 0.01 Lux @ (F1.2, AGC ON), 0.018 Lux @ (F1.6, AGC ON), 0 Lux with IR
- H.265+, H.265, H.264+, H.264
- 2 Behavior analyses
- 120dB WDR
- BLC/3D DNR/ROI/HLC
- IP67, IK10
- Built-in micro SD/SDHC/SDXC card slot, up to 128 GB
-



www.hikvision.com

DS-2DF8236I-AELW

2 MP Outdoor Ultra-Low Light Smart PTZ Camera



- 1/1.9" HD CMOS Sensor
- Optical Defog
- 2 MP (1920 x 1080) Full HD
- 36x Optical Zoom
- Ultra-Low Light Illumination
- Smart Tracking
- Smart Detection
- EIS (Electronic Image Stabilization)
- 850 ft (200 m) IR Range
- IP66, IK10
- 24 VAC / Hi-PoE (injector supplied), 60 W



The Hikvision Darkfighter series DS-2DF8236I-AELW Smart PTZ cameras are able to capture high quality colored images in dim light environments, thanks to their cutting-edge 0.002 Lux (color) low-light illumination technology.

The embedded 1/1.9" progressive scan CMOS chip makes true WDR (120dB) and 2 MP real-time resolution possible. The 16x/36x optical zoom Day/Night lens also allows for greater detail to be collected over more expansive areas.

The Darkfighter PTZ camera also features a wide range of smart functions, including face detection, intrusion detection, line crossing detection, and audio exception, which provides users with greater security efficiency, and allows for key events / objects to be recorded for further forensic needs.

Available models:
DS-2DF8236I-AELW





The Stables 25 Chelford Road
Somerford
Compton
Cheshire CW12 4QD

Tel: 01260 289022
Email: info@redspot-security.co.uk

Company Number: 7462456
VAT Registration: 105151367

Barrier System Overview

Site Brief:

Welcome Break Corley's new HGV parking area.

The system has been designed to allow access to the parking area during the designated opening hours for that part of the site, during the permitted time the entrance & exit barrier will be in the up position allowing a free flow of traffic. When the car park is outside of its permitted time, both barriers will be closed. This will happen automatically & safely, the barriers will not close if there are any obstructions in the way, however they will close as soon as the obstruction has moved. When the barriers are closed 2No. Full Colour LED digital signs, located on the roadside on the approach to the car park will display that the car park is closed, the first will be located on the approach to the parking area, this is designed to pre-warn drivers to provide enough time to change lane safely, the second will be positioned just before the lane splits to turn into the parking area, this will give a final warning that the parking area is closed and allow drivers to continue over the hatching without being forced to turn into the parking entrance and have to reverse into live traffic.. This system can be programmed to display that the car park is open if required during the open time period.

During times that the car park is closed, any vehicles that are still inside the parking area will still be able to exit, this would be achieved by installing a ground loop to detect a vehicles presence, this in turn would then open the barrier to allow the vehicle to exit.

In order to maximise visibility of the barrier we would propose that the barrier is fitted with LED lighting along the length of the boom, the barrier would also incorporate a skirt to maximise its presence to prevent vehicles hitting the barrier. It will be located on the bend of the weekday HGV lane as far as safely possible to provide maximum visibility to drivers.

The barrier will also incorporate emergency manual release mechanisms on the barrier & a software-based over-ride facility located in the main office.

Warranty & Service Contract

All parts come with a 12 month warranty for manufacturers & workmanship defects, if a service contract is taken out for each system an engineer can be on-site within 8 hours of an issue being reported.

FIRE DETECTION - INTRUDER DETECTION - CCTV
ACCESS CONTROL - COMMUNICATIONS - IT NETWORKS
PRESENTATION & DIGITAL SIGNAGE



BARRIERS

Range of road barriers

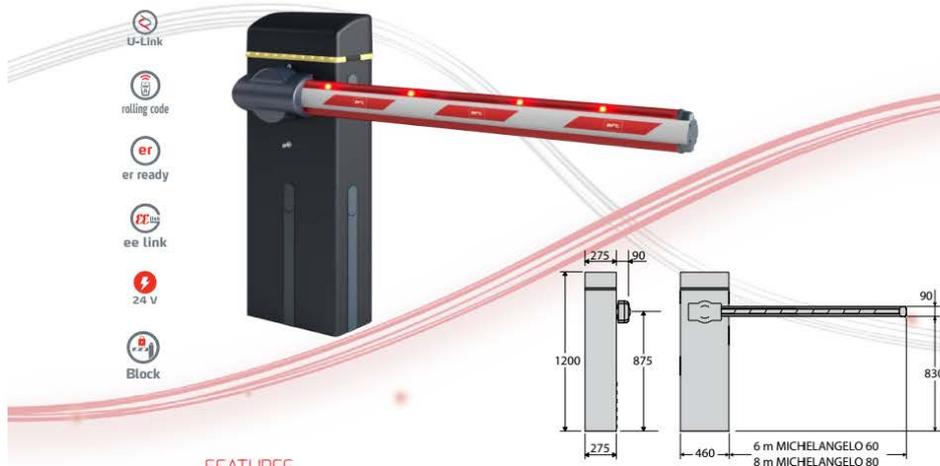




MICHELANGELO BT A

Automatic barrier for intensive use.

- Range of barriers for intensive use, able to manage useful passages of up to 8 m. The wide range of accessories, incorporated flashing light and the arrangement for installing photocells make them ideal in any context.
- Central control unit with U-Link, programming display and incorporated two-channel radio receiver fitted in the top of the unit for easier access.
- Limit switch system with electronic adjustment that speeds up installation and ensures maximum precision of movement.
- Backup battery power supply system, installable on-board unit.
- IP54 protection rating



FEATURES

- Control unit with U-Link and programming display
- IP54 protection
- Management of opposed bars

SPECIFICATIONS

	MICHELANGELO BT A 60 U	MICHELANGELO BT A 80 U
Useful passage	6 m	8 m
Control unit	MERAK BM	MERAK BM
Power supply	24V	24V
Opening or closing	6 sec.	8 sec.
Type of limit switch	electronic	electronic
Slowdown	adjustable	adjustable
Lock	mechanical	mechanical
Release	key	key
Frequency of use	intensive	intensive
Ambient conditions	from -20 (-40 with thermo activation) °C to 50°C	
Protection rating	IP54	IP54

DOC/2019/0080

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Welcome Break Corley - HVG Park

Welcome Break,
2 Vantage Court,
Tickford Street,
Newport Pagnell
MK16 9EZ

05 August 2019

Dear Glen,

Park Mark award - Corley HGV Park

Please be advised following my site visit with fellow colleague Chas Cannon (Area Manager BPA), when we viewed where the site is planned to be built and went through the site plan / planning application, we have studied your Management Plan for this area and how it is planned to be run when the site is operational.

Mark English the Police Assessor couldn't attend on the day of our visit but he has since looked at the site, the site plan and Management Plan and has given his approval.

Park Mark is only issued to a site on completion or one that is already built. I can confirm that following both our visit and Mark's, if everything that is in the Construction / Management Plan is implemented as shown, we would expect to be able to issue the award prior to the site opening with just a visual inspection of the Lorry Park.

I hope the above will be enough for you to get planning approval and look forward to visiting the site for inspection / sign off in the near future.

If you require anything further from me, please call / email.

Kind Regards



Matthew Robinson



MANAGEMENT PLAN

Corley Services North HGV Park

October 2019

Welcome Break Group Ltd

2 Vantage Court, Tickford St, Newport Pagnell MK16 9E Z

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Appendices

- Appendix 1 – Lighting Layout Plan
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1 Introduction

1.1 This Management Plan has been prepared to comply with and discharge Condition 9 of planning permission PAP/2017/0104 for change of use of land to HGV Parking incorporating associated infrastructure and works. The application was approved at appeal (ref. APP/R3705/W/17/3192501).

1.2 The wording of Condition 9 reads as follows:

“The development hereby approved shall not be brought into use until a Management Plan has been submitted to and approved in writing by the local planning authority. The Management Plan shall control the operation of the approved HGV Parking area and specifically include measures to address the following matters:

- i) Achieving and maintaining the 'Park Mark' safer Parking award standard as assessed by Warwickshire Police in respect of the security of the Parking area;*
- ii) Measures to ensure that the approved HGV Parking area is closed between 1800 hours on Friday evening and 0800 hours on the following Monday morning;*
- iii) Use of floodlighting;*
- iv) Details of the proposed CCTV and how this will be monitored;*
- v) Access for emergency vehicles;*
- vi) Measures and timetable for the remarking of the existing HGV Parking area on the northbound side of Corley MSA.*
- vii) A contact for complaints or concerns about the use and operation of the HGV Parking area to be reported to.”*

1.3 The remainder of the report is set out as follows:

Section 2, Park Mark Scheme: provides details on how the development will achieve and maintain the 'Park Mark' safer parking award standard.

Section 3, Control of opening/closing the HGV Park: outlines the measures to ensure that the approved HGV Parking area is closed between 1800 hours on Friday and 0800 hours on Monday.

Section 4, Use of floodlighting: sets out the procedure for turning lights on and off when open and closed and how this impacts on security.

Section 5, CCTV and Monitoring: provides details of the proposed CCTV and how this will be monitored.

Section 6, Access for Emergency Vehicles: summarises the procedure to allow access for Emergency Vehicles when open and during weekends when closed.

Section 7, Measures and timetable for the remarking of the existing HGV Parking area: provides information on the remarking of the existing HGV Park.

Section 8, Complaints and Concerns: Provides details of the contact for complaints or concerns about the use and operation of the HGV Parking area to be reported to.

2 Park Mark Scheme

- 2.1 This section of the Plan sets out how the development will achieve and maintain the 'Park Mark' safer Parking award standard, as assessed by Warwickshire Police, in respect of the security of the HGV Parking area.
- 2.2 The Park Mark safer parking scheme is a national standard for car parks that have measures in place to ensure the safety of users and to maintain low levels of crime within the car parks. The scheme is administered by the British Parking Association.
- 2.3 Safer Parking status is awarded to Parking facilities that have met the requirements of a risk assessment conducted by the Police (in this case Warwickshire Police). To be granted Park Mark, a Parking facility must use a combination of 'active management procedures and commensurate preventative security measures. These measures are put in place to help to deter criminal activity and anti-social behaviour, thereby preventing crime and reduce the fear of crime in their parking facility.
- 2.4 Car Parks undergo an assessment by specially trained police assessors and it is the car park that is awarded rather than the organisation.

Achieving Park Mark Status

- 2.5 As far as Welcome Break are aware, no HGV Park in the UK has been required to, or volunteered to, achieve Park Mark status. All current sites with Mark Park status are car parks, rather than HGV Parks. As such, this has presented some challenges in having this HGV scheme achieve Park Mark status.
- 2.6 Welcome Break have had a number of meetings with Park Mark and Warwickshire Police in order to understand how to achieve Park Mark status for the HGV Park. These meetings have been undertaken over a period of months with discussions focusing around the above requirements and how the HGV Park can achieve them. These meetings have helped to develop the management practices for the HGV Park.

The British Parking Association have informally signed off this Management Plan to ensure it meets their requirements for meeting the Park Mark award, as confirmed by the British Parking Association. A formal assessment and award of accreditation will occur once the Management Plan is approved by the Council. The Assessment can only be undertaken after the HGV Park is constructed with accreditation being awarded prior to the site opening. The Police Assessor for Warwickshire Police has also confirmed that the management of the HGV Park would meet the standards they would expect.

- 2.7 Park Mark have produced 'Assessment Guidelines' which set out the criteria against which car parks will be assessed to achieve Park Mark status:
 - Boundaries and Perimeters;
 - Crime Recording and Statistics;
 - Lighting;
 - Parking Areas;
 - Pedestrian Access;

- Signage;
- Surveillance;
- Vehicle Access; and
- Management practice.

These points are set out and discussed below:

Boundaries and Perimeters

- 2.8 As part of the landscaping and noise mitigation plans for the site, a close board timber acoustic fence is proposed along the south east and south west boundaries of the HGV Park. This fence will separate the wider Service Area site, including the HGV Park, and the surrounding land, thereby containing the HGV Park within the Motorway Service Area and preventing noise spillage outside of the site. The north east and north west boundaries will be landscaped with existing vegetation retained in places and additional vegetation planted to offset any lost vegetation. Park Mark have requested a temporary fence is erected along the north west boundary whilst the vegetation has time to establish.
- 2.9 The boundary fences and vegetation will help ensure that the site is secure and cannot be accessed from the surrounding area, other than via the pedestrian and vehicular access from within the Service Area. This will help reduce any potential for antisocial behaviour or security breaches.

Crime Recording and Statistics

- 2.10 In terms of recording crime within the HGV Park, the procedure will be the same as the rest of the Service Area. The contact details of the Duty Manager will be available within the HGV Park for members of the public to report any accidents or incidents. These will then be logged onto a centralised reporting system (FACT), which allows the operator to record, investigate, monitor and report on accidents and incidents. All incidents logged on FACT are checked on a monthly basis by the management team to see if there are any patterns of incidents or if there has been a considerable increase of incidents that month. Any incidents of a serious nature are escalated within the organisation, as relevant, so that appropriate action can be taken.
- 2.11 Reports of incidents logged in FACT will contain the following information (as appropriate):
- Day/Date/Time;
 - Location;
 - Type of offence, e.g. theft, arson, assault etc.;
 - Type of property damaged/stolen;
 - Details of victim/complainant;
 - Method of offending;
 - Details of the offender, witnesses etc.;
 - Whether police informed; and

- Details of any follow-up action to reduce the risk of repeat offence/incident where applicable.
- 2.12 If necessary, the emergency services can also be contacted to deal with any accidents or incidents which require their attention.
- 2.13 Records of the number of crime incidents that have occurred at the site will be retained and available for inspection by Park Mark for a minimum of three years.
- 2.14 Twelve months' worth of crime figures and usage for the HGV Park will not be available for the Park Mark assessor, as the scheme will not have been in operation before the assessment. Crime figures and usage for the existing Service Area will be available should the assessor requires these to allow them to set a benchmark for future reassessment.

Lighting

- 2.15 A lighting layout plan, as included in **Appendix 1**, was approved as part of the permission for the HGV Park, which set out the location of lighting columns within the HGV Park. The location and height of the lighting has been carefully considered to ensure that the entire HGV Park is well lit but that there is limited light spillage out of the HGV Park which could affect neighbouring residential properties.
- 2.16 Lighting will automatically turn on and off, as required, depending on ambient lighting levels. The level of lighting will be reduced to 30% when the HGV Park is closed, to ensure sufficient security is maintained but reduce any light disturbance during this time. A manual override is built into the system in case it is necessary to increase lighting for security reasons. Further information on lighting can be found in Section 4 of this Plan.

Parking Areas

- 2.17 Parking within the site is arranged in straight rows in order to avoid blind spots within the HGV Park but also aid in surveillance. One-way circulatory movement of traffic around the parking areas will be created with clear directional arrows to ensure there is no conflict between vehicles but also ensure pedestrians are safe to cross the HGV Park.

Pedestrian Access

- 2.18 The pedestrian access and exit routes have been purposefully minimised so that a degree of control can be maintained on these routes. Pedestrians will be guided through designated routes separate to vehicle route, which will ensure pedestrians and vehicles do not mix as this could have safety implications. The routes will be well lit and be covered by CCTV to further improve security and safety of pedestrians.

Signage

- 2.19 Signage within the HGV Park will be a combination of the owner/operators standard signage and the specific Park Mark signage located near the vehicle entrance. The signage will outline:
- Information on the opening hours of the HGV Park;
 - Information on the charges applicable and how to pay;
 - Copy of the owner's/operator's Terms and Conditions;

- Name of Parking facility and contact details of owner/operator;
- Details of Park Mark; and
- Parking facility operational hours.

Surveillance

- 2.20 Section 5 and **Appendix 2** of this Management Plan covers surveillance of the site in more detail, however a system of monitored CCTV will be utilised to ensure maximum coverage and thus safety for users, as natural surveillance from outside the HGV Park won't be sufficient.
- 2.21 The location of cameras has been carefully considered to ensure they cover both vehicle and pedestrian entrance/exits as well as vehicles themselves. The location and extent of landscaping on the site has also been considered in relation to the placing of the cameras so that it does not create areas that may be obscured from the cameras.
- 2.22 The cameras on the vehicle entrance/exit have been positioned so that the front of the vehicle can be seen and:
- The registration plate is easily readable when the vehicle is stationary at the barrier; and
 - Images of the vehicle registration number recorded from the rear on exit will not be obscured by the flow of traffic.

Vehicle Access

- 2.23 Vehicles access to the site is limited to one entrance and one exit, controlled by a barrier system. Details of the barrier system are outlined in Section 3, however the system will operate as a raised barrier when the HGV Park is open, the barrier will then automatically lower at the specified time to close the HGV Park and prevent any new vehicles entering.

Management practice

- 2.24 A company training policy is already in place to ensure that teams and managers are well trained and competent so that they can complete their duties. For the team having responsibilities within the HGV parking area this training will incorporate, as relevant for their roles, the below areas:
- General health and safety;
 - Recording of incidents and accidents;
 - Customer service and handling customer complaints;
 - Emergency and security procedures;
 - Avoiding confrontation; and
 - Operation of the barrier, lights and CCTV.
- 2.25 This training will be completed using a range of methods which will include on-line training, workplace training and, where relevant, taught courses. Records will be maintained in line with standard company procedures.

- 2.26 The Duty Managers on site have a hand over period between shifts so that any relevant information, such as any incidents which have occurred, can be passed on before the manager finishes their shift. Information can then be communicated, normally verbally, to the relevant staff members who may also be starting their shift.
- 2.27 Maintenance of the HGV Park will be incorporated into the maintenance contracts of the existing Service Area. The HGV Park will be regularly checked and cleaned, as required, by the team on-site. Staff working within this area will wear hi-visibility vests or jackets so they can readily be identified.
- 2.28 There is an adequate provision of waste bins within the parking area for use by customers to help prevent the accumulation of litter or waste. These waste bins are regularly emptied either by the on-site team or the external waste contractor.
- 2.29 The management of maintenance is undertaken by the relevant on-site manager. Minor works are undertaken by the on-site maintenance team with other works being undertaken by authorised contractors. All contractors used are centrally vetted and approved and then logged as approved contractors into the operators' contract and maintenance management system 'Pronett'. This system allows the operations manager/on-site maintenance team to log a maintenance issue which can then be agreed and a contractor from the approved list can then undertake the work. This system ensures that only competent and authorised contractors are used. Any additional needs, such as removal of graffiti etc. (should this ever occur) will be on an as needed basis and will be carried out as soon as possible after being brought to the attention of the relevant manager.

Maintaining Park Mark status

- 2.30 A Park Mark status is issued to parking facilities following an assessment carried out by a trained Police, certificates are issued annually after the initial assessment and re-assessment will generally be at two-year intervals (three years maximum). Welcome Break will ensure that the HGV Park is of a suitable standard for the Park Mark accreditation to be achieved each year.

3 Control of opening/closing the HGV Park

- 3.1 This section of the Plan sets out the measures to ensure that the approved HGV Parking area is closed when required by Condition 12.
- 3.2 The opening and closing the HGV Park will be controlled by way of an automatic rising arm barrier system. There will be one vehicle entrance for HGVs to access the HGV Park and a separate vehicle exit, each of these will have a barrier across the vehicle lane. The barrier to be used is shown below, with further details shown in **Appendix 3**.

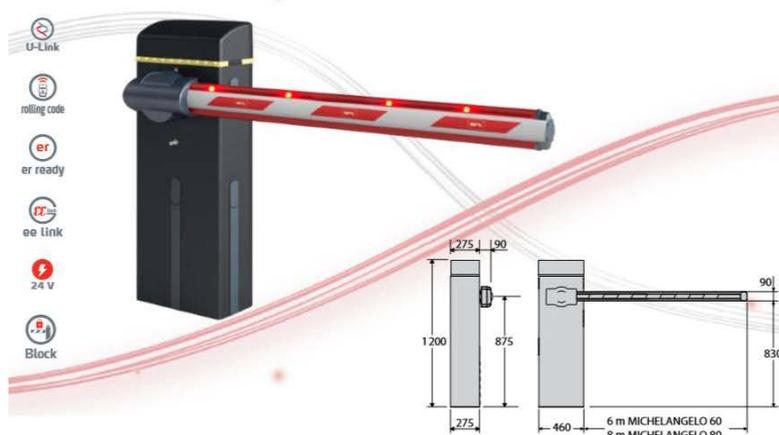


Figure 1: Barriers to be used at HGV Park entrance and exit

- 3.3 When the HGV Park is open the barriers will be in the raised position, to allow free flow of traffic. Vehicles will be monitored by CCTV and ANPR systems as they enter and leave.
- 3.4 At the point that the HGV Park is required to be closed, the barrier on the entrance will automatically lower, preventing any new vehicles from entering the HGV Park. The barrier system has a sensor to prevent the barrier lowering if the entrance/exit is obstructed; they will however lower as soon as the obstruction is removed. The barrier also incorporates emergency manual release mechanisms on the barrier, and a software-based over-ride facility located in the main office. A vehicle ground loop will be located within the HGV Park behind the exit barrier so that any vehicles needing to exit can do so. The ground loop will open the barrier as vehicles approach the exit barrier from within the HGV Park. The ground loop system to open the barrier when required, along with the angle of the exit lane, prevents vehicles using the exit point to enter the HGV Park when it is closed.
- 3.5 When the barriers are closed, full colour LED digital signs located on the roadside on the approach to the car park display that the car park is closed:
- The first is located on the approach to the parking area; this is designed to pre-warn drivers to provide enough time to change lane safely; and
 - The second is positioned just before the lane splits to turn into the parking area; this gives a final warning that the parking area is closed and allows drivers to continue over the hatching without being forced to turn into the parking entrance and having to reverse into live traffic.

- 3.6 The LED signage will also be in operation on Fridays, to instruct HGV drivers intending to stay at the services past 6pm on that day to use the existing HGV parking area, rather than using the new HGV Park. As the signage only has the ability to display two lines of text, the wording will be brief but will be sufficient to readily convey the message to drivers. The intention is to limit the number of HGV drivers that will stay in the new HGV Park after 6pm on Fridays.
- 3.7 The plan contained within **Appendix 3** of this Management Plan shows the location of the entrance and exit barriers and LED digital signs.
- 3.8 This system can be programmed to display that the car park is open, if required, during the open time period. During times that the car park is closed, any vehicles that are still inside the parking area are still able to exit. This is achieved by installing a ground loop to detect vehicle presence which in turn opens the barrier to allow the vehicle to exit.
- 3.9 In order to maximise visibility of each barrier, they will be fitted with LED lighting along the length of the boom. The barriers would also incorporate a skirt to maximise their presence to prevent vehicles hitting the barrier. The entrance barrier is located close to the entrance lane of the HGV, as far as safely possible, to provide maximum visibility to drivers. Further information on this can also be found in **Appendix 3** of this Management Plan.
- 3.10 There may be certain instances within the operation of the HGV Park whereby it is necessary for the operator to open the HGV Park for use within the restricted hours for reasons outside of the control of the operator. Every effort will be made to limit how long the HGV Park is open for in these instances and the operator will look to resume normal opening hours as soon as possible.
- 3.11 The need to open the HGV Park will be as a result of the need to ensure highways safety and/or local/national safety and security.
- 3.12 These instances relate to, but are not limited to:
- Major traffic incidents which result in the total or partial closure of those parts of the Strategic Road Network where traffic may pass the Service Area;
 - Requests to use the HGV Park by emergency services or other government bodies;
 - Other emergency or security related incidents.

4 Use of floodlighting

- 4.1 This section of the report sets out the use of floodlighting within the HGV Park, including its location, the number of floodlights and the procedures for turning lights on and off when open and closed.
- 4.2 A lighting layout plan, as included in Appendix 1 and shown below, was approved as part of the permission for the HGV Park, which set out the location of lighting columns within the HGV Park. The location and height of the lighting has been carefully considered to ensure that the entire HGV Park is well lit but that there is limited light spillage out of the HGV Park, which could affect neighbouring residential properties.

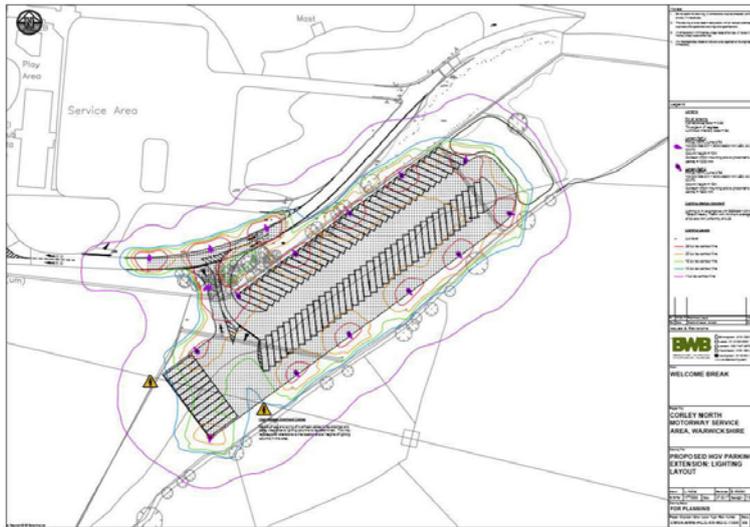


Figure 2: Lighting Layout Plan for approved HGV Park.

- 4.3 A total of 16 lighting columns are set across the site and the access to the HGV Park, the lighting columns are proposed to be two different types of lantern;
- 4 lighting columns opposite and within the entrance of the HGV Park would be 10 metres in height with a Philips WRTL Luma 3 R4 lantern.
 - 12 lighting columns spread across the HGV Park and would be 15 metres in height with a Philips WRTL Luma 3 R6 lantern.
- 4.4 Lighting will automatically turn on and off, as required, depending on ambient lighting levels. The level of lighting will be reduced to 30% when the HGV Park is closed, to ensure sufficient security is maintained but reduce any light disturbance during this time. A manual override is built into the system in case it is necessary to increase lighting for security reasons.

5 CCTV and monitoring

- 5.1 This section of the Plan sets out how CCTV will be used within the HGV Park and how it will be monitored.
- 5.2 The HGV Park will utilise a mixture of static and PTZ (Pan, Tilt, Zoom) cameras throughout the site, in order to ensure maximum coverage and thus safety for users. 12 static cameras are proposed positioned in locations which will provide optimum coverage of the HVG Park and its perimeter. 2 PTZ cameras are positioned on poles at either end of the HGV Park and have the ability to be controlled remotely in the event of any suspicious activity.
- 5.3 The camera system has the facility to add a privacy mask for neighbouring residential properties so that they are not captured by the cameras, however the positioning of each camera has been carefully considered to ensure there is very little overspill into neighbouring properties. The distance between the HGV Park and the neighbouring properties also helps to ensure that the cameras cannot create any loss of privacy to these properties.
- 5.4 The camera system will be run by a company, initially RedSpot, however this may be subject to change during the lifetime of the HGV Park. The company will be able to remotely monitor the cameras with all footage displayed on a screen allowing live and recorded images to be reviewed for each camera. The system is linked to a National Security Inspectorate (NSI) approved monitoring station which will allow the cameras to be monitored when the site is closed. This will work by the system sending a signal when motion is detected, allowing the monitoring station to remotely log in and review the CCTV, they will then take appropriate action as defined in the site security plan.
- 5.5 All CCTV is operated in line with the 'Welcome Break CCTV Policy', issued February 2019, to ensure that CCTV is operated correctly and in line with all legal requirements, including requirements under GDPR. The correct procedure for handling any Subject Access Requests or requests from Law Enforcement Agencies is managed in line with the requirements of this policy.
- 5.6 **Appendix 2**, provides details of the CCTV system, specification of cameras and the location and direction of each of the 14 cameras proposed for the HGV Park.

6 Access for Emergency Vehicles

- 6.1 This section of the report sets out how Emergency Vehicles will be able to access the HGV Park, particularly when it is closed.
- 6.2 During the period that the HGV Park is open, the barrier will be open allowing access to emergency vehicles freely. When the HGV Park closes and the barrier is lowered emergency vehicles can contact the Duty Manager who acts as the emergency contact. A Duty Manager is present on site 24 hours a day and 7 days a week. The main signage located near the entrance area will clearly state the emergency contact details as below:
- Duty Manager number: 07766 422311
- 6.3 Any changes to the contact details will be updated on the relevant signage as soon as practical.

7 Measures and timetable for remarking of existing HGV Parking area

- 7.1 This section of the Plan sets out the measures and timetable for remarking the existing HGV Park.
- 7.2 The existing HGV Park was remarked, in March/April 2018, and as the lines remain visible the existing HGV Park does not need to be remarked at the present time.

8 Complaints and Concerns

- 8.1 This section of the Plan sets out how complaints and concerns about the use and operation of the HGV Parking Area can be reported.
- 8.2 Customer service is an important part of the business and Welcome Break always welcome feedback from customers. As such there are various methods in place so that customers can provide feedback or make complaints and raise concerns.
- 8.3 In the first instance customers can provide feedback or make complaints in person to any member of team or the Duty Manager who can be contacted 24 hours a day via the Duty Manager phone number.
- 8.4 In addition to contacting the site Duty Manager, complaints can be made via post to the site address –
- Corley Services, Highfield Lane, Coventry, Warwickshire CV7 8NR.
- 8.5 Complaints can also be made via any of the Welcome Break contact methods listed below:
- Via the "Contact Us" page on the Welcome Break Website which goes directly to Vantage Court (Welcome Break Head Office) Reception mailbox;
 - Via Marketing@WelcomeBreak.co.uk;
 - Via Facebook;
 - Via Twitter;

- Via Instagram;
- Via VantageCourtReception@WelcomeBreak.co.uk; and
- Via Telephone during office hours: to Vantage Court 01908 299700 or to site 01676 540111 (telephone number of the Vantage Court and the site is readily available on the website).

8.6 All complaints will be investigated by a member of the on-site management team with feedback provided to the customer as appropriate.