



Community Board North West Chilterns

REPORT TO NORTH WEST CHILTERNES COMMUNITY BOARD

DATE: 16 SEPTEMBER 2021

LORRY PARKING ASSOCIATED WITH COUNTRY SUPPLIES, WARRENDENE ROAD, HUGHENDEN.

PART A - BACKGROUND / CONTEXT:

1. Purpose of this Report:

1.1 This report describes the work undertaken as a result of a resident's Petition submitted to Buckinghamshire Council regarding lorry parking in Warrendene Road, Hughenden.

2. Author of this report:

2.1 The work outlined in this report was led by Jim Stevens c.Eng., MICE, MCIHT in a voluntary capacity as the current Chairman of the North West Chilterns (NWC) Community Board's Transport and Road Issues Action Group.

2.2 Jackie Binning, the NWC Community Board Coordinator, has been involved with the work throughout and has provided valuable assistance, support and input.

2.3 Discussions have taken place with the following people as part of investigating the issues. This has informed the findings and recommendations of this report:

- Buckinghamshire Council Local Members for Ridgeway East.
- The two lead Petitioners
- The Owner of Country Supplies
- The Chairman of Hughenden Parish Council
- Highways, Transport and Parking Officers of Buckinghamshire Council

2.4 For the purposes of this report the above list of people are referred to as the 'key parties'.

2.5 A meeting took place with Hughenden Valley Residents Association in on 7th September 2021 and this helped to further develop this report and its recommendations.

2.6 The NWC Community Board's Transport and Road Issues Action Group have been briefed on the findings of the report.

3. The Issue:

3.1 Country Supplies is a successful local business and local employer operating from Oakleaf Farm in Warrendene Road, Hughenden and also from Shana at Walters Ash.

3.2 The business conducts the storage and distribution of horticultural and landscaping materials supplies and by its very nature, the business generates the daily movement of Heavy Goods Vehicles.

3.3 Country Supplies has been operating from Oakleaf Farm for in excess of 20 years. During this time there has been a long history of lorry parking problems on Warrendene Road associated with Country Supplies' business.

3.4 It is the unresolved nature of these lorry parking problems and the impact on residents and the local environment that has caused residents to 'Petition' Buckinghamshire Council.

Photo of lorries parking on Warrendene Road waiting to enter Oakleaf Farm



4. The Resident's Petition:

4.1 The resident's petition was submitted to Buckinghamshire Council in February 2021. It contained 99 Signatures and stated the following (see Box 1):

Box 1: Extract from Resident's Petition

" WE, THE UNDERSIGNED, SUPPORT THIS PETITION THAT SEEKS TO RESOLVE THE ISSUE OF LORRY PARKING IN WARRENDENE ROAD

We are concerned residents of Hughenden Valley which is a village that lies within the Green Belt and an Area of Outstanding Natural Beauty because of the huge number of HGV's that travel through the village and associated unacceptable parking along Warrendene Road.

- Residents are frequently subjected to excessive noise, vibration and traffic congestion caused by lorries delivering to and from Country Supplies at Oakleaf Farm. Their own, and third party lorries, are regularly stacked up, sometimes 9 at a time, in Warrendene Road, thus making it a single track road and creating a hazard for other road users, loss of residential amenity as well as putting pedestrians lives at risk.*
- We do not want to wait for a serious or fatal accident to occur before something is done to remedy this situation. Accordingly, we would ask that Country Supplies carries out viewings and retail sales only at the Oakleaf Farm site and that **all deliveries from their suppliers and their own deliveries are made from the large Shana site at Walters Ash** where they have sufficient space on site to accommodate these lorries rather than on the public highway that results in the loss of residential amenity and poses a danger to road users. "*

4.2 The Council's Constitution requires Petitions to be facilitated through the Community Boards. Therefore, a short report was prepared by the Council's Parking Manager for the March 2021 meeting of the NWC Community Board.

5. NWC Community Board's meeting 11 March 2021:

5.1 An initial report on the Petition was presented to the NWC Community Board on 11 March 2021. The report written by the Council's Parking Manager recommended the following (see Box 2):

Box 2: BC Parking Manager's recommendation to NWCCB:

" It is recommended that further conversations take place with the local business to try and resolve this. The council has made initial contact and they have indicated that the local business is keen to meet with local councillors, in order resolve the issue. These discussions would also make sure they are complying with the planning restrictions and operator's licence in place. Jim Stevens has indicated that he is happy to be leading this with support from council officers. At the same time, the parking services team will draft possible solutions for Highway Code supported waiting and parking restrictions and informal consultation with residents should take place. "

5.2 The NWC Community Board considered the Parking Manager's recommendation and resolved the following (see Box 3):

Box 3: NWCCB Resolution dated 11 March 2021:

*“ Resolved: The Community Board **agreed** that further conversations take place with the local business to try and resolve the issue. The council had made initial contact and they had indicated that the local business was keen to meet with local councillors, in order resolve the issue. These discussions would also make sure they were complying with the planning restrictions and operator’s licence in place. Jim Stevens had indicated that he was happy to be leading this with support from council officers. At the same time, the parking services team would draft possible solutions for Highway Code supported waiting and parking restrictions and informal consultation with residents should take place. “*

6.0 Taking the Resolution forwards:

6.1 The Resolution states that it was agreed that **“further conversations take place with the local business to try and resolve the issue”**. The Resolution gave the author the responsibility to lead this work, with support from Buckinghamshire Council Officers.

6.2 The Resolution makes no reference to holding similar conversations with other parties, such as the residents.

6.3 Notwithstanding this, the author decided that conversations should take place with residents and a representative of the Parish Council. This was to ensure these parties were fully involved, their voice was heard and importantly were engaged in the process of looking at possible solutions that might ease or resolve the parking problems.

6.4 The contacts for the residents were the two lead Petitioners (who are members of Hughenden Valley Residents Association and the ‘road wardens’ for Warrendene Road and Valley Road). The contact for Hughenden Parish Council was the Chairman of the Parish Council. All three contacts have been involved at various stages during the work set out in this report.

6.5 The Buckinghamshire Council Local Members and also key officers of the Council (Head of Highways, Parking Manager, Freight Policy Officer) have been kept informed as the work progressed and were also briefed on the findings as they emerged.

6.6 The Chairman of Hughenden Valley Residents Association (HVRA) was also briefed on the work undertaken and the findings by the two lead Petitioners in August 2021 and then by the author (with the lead Petitioners in attendance) also in August.

6.7 Following these briefings, the author was invited to present the work and findings to a meeting of the HVRA on 7th September 2021.

Commencing the work:

6.8 The work to investigate the issues commenced in mid-March 2021. This involved direct discussion, by way of virtual meetings, with the two lead petitioners, the owner of Country Supplies and the Chairman of Hughenden Parish Council.

6.9 Due to COVID 19 lockdown restrictions and the efficiency of holding virtual meetings, no face-to-face meetings with any of the parties has taken place, nor any site visits to Oakleaf Farm or Shana.

6.10 The author has taken an independent and objective approach throughout the work carried out. His professional status as a Chartered Engineer, with many years of experience in dealing with highways and transportation matters, has guided the way in which the work was undertaken and the way in which engagement with all parties was conducted, including the presentation made to the HVRA on 7th September.

6.11 It is important to emphasise this, because subsequent to the meeting with HVRA on 7th September an email, written by a resident on the 9th September, was circulated to many other residents that said that the whole thrust of the meeting with HVRA seemed to focus on collusion with the Owner of Country Supplies.

6.12 This report provides an opportunity to formally state that no collusion whatsoever has occurred between the author and the Owner of Country Supplies. The suggestion of collusion is vehemently refuted by the author, who values and defends greatly his professional integrity as a Chartered Engineer and as a Volunteer working for local and national organisations.

PART B - MEETINGS:

7.0 Meetings with the residents:

7.1 Many virtual meetings took place with the two Petitioners between March and September 2021. The two Petitioners are members of the Hughenden Valley Residents Association and the 'road wardens' for Warrendene Road and Valley Road.

7.2 For the purposes of this report, these two residents from this point in the report are referred to as 'the resident's representatives'.

7.3 The main purpose of the meetings with the resident's representatives was to:

- Gather detailed information about resident's concerns.
- Understand how lorries in Warrendene Road affect residents.
- Explore ideas that might resolve or ease the problems.
- Identify any specific issues / questions the residents wanted raising with the owner of Country Supplies.

7.4 The resident's representatives said that the parking problems have existed for in excess of 20 years, have got worse and are a daily occurrence. This is backed up by written statements made at a Public Inquiry in 2002 relating to Country Supplies at Oakleaf Farm.

7.5 The resident's representatives said that they and other residents have tried to discuss the lorry parking issues with the owner of Country Supplies but he does not respond to their requests.

7.6 The resident's representatives also said that the Police and the Parish Council have been involved but the lorry problems still persist and are getting worse.

7.7 The resident's representatives provided first-hand experience of the specific problems caused by lorries parking in Warrendene Road, including photos/videos and copies of emails from other residents.

Photos of lorries parking on Warrendene Road waiting to enter Oakleaf Farm:



7.8 In broad terms, the meetings with the resident's representatives established that their concerns with the lorry parking relate to the following:

(a) Environmental and amenity impact:

- Disturbance, noise and inconvenience for residents, including during early morning
- Impact on the local environment
- Exhaust emissions from HGV's whilst stationary and impact on health and air quality

(b) The road safety risks created for:

- Warrendene Road traffic
- Residents using their driveways
- Pedestrians walking alongside or crossing Warrendene Road

(c) Obstruction to:

- Private driveways
- Free flow of traffic, including gridlock when the refuse vehicle collects bins

7.9 Specific issues highlighted by the resident's representatives are listed in Box 4:

Box 4: Specific issues highlighted by the resident's representatives (in no particular order):

- Between 4 and 9 lorries park in Warrendene Road - generally between 7am to midday and between 3pm to 5.30pm.
- Lorries park in a long line without gaps.
- Lorries are often parked for many hours waiting to deliver.
- Country Supplies lorries have increased in size (now have a forklift attached to the back).
- Road safety risks are caused for drivers trying to overtake the line of lorries, due to lack of forward visibility and cars speeding to get past the lorries. This is also hazardous to pedestrians walking alongside the road due to speed of traffic.
- Resident's drives are blocked/obstructed.
- Turning out of drives is hazardous - due to traffic overtaking the line of parked lorries.
- Turning into drives is hazardous - due to following car drivers thinking you are indicating to overtake the lorries rather than turning into a drive.
- The refuse vehicle can't get through to collect bins from frontagers without causing gridlock.
- Walking to school and crossing the road is hazardous.
- Some lorry drivers are:
 - rude when spoken to
 - leave their engines running while parked
 - urinate in the road gutter
 - use their mobile phones on hands free in the cab on full volume – can be heard from indoors
 - have lots of flashing lights when it is dark in early morning
- Residents have to keep their windows shut to avoid noise disturbance.

- Car horns are often heard.
- Lorries sometimes park on the grass verge.
- Adverse impact on the rural countryside (AONB).
- Resident's views of the countryside are spoilt by the parked lorries.
- Some lorry drivers have a rest break on Warrendene Road after delivering.
- Country Supplies lorries are given priority over third party lorries to enter the site.
- A visitor has expressed concern with how difficult it is to get in/out of a friend's driveway and will now not make visits.

7.10 The meetings with the resident's representatives also discussed the Country Supplies Goods Vehicle Operators Licence restrictions. This is dealt with later in this report.

7.11 The resident's representatives were asked what they considered might solve the problems and whether they had specific questions to raise with the Owner. They said the following:

- All bulk material deliveries should be moved from Oakleaf Farm to the Shana site and the Oakleaf Farm site just used for retail sales and customer deliveries (this is similar to that stated in the resident's Petition).
- Why doesn't the Owner schedule the times of delivery for all lorries.
- How does the owner see his business operating in 5 years' time.
- Could planning conditions be applied retrospectively.

7.12 These questions are dealt with later in this report.

8.0 Views expressed by Hughenden Parish Council:

8.1 The Chairman of the Parish Council conveyed by email in March 2021, the views of the Parish Council's Road Safety Working Group (HPCRSWG) and the Hughenden Neighbourhood Action Group (HNAG). More recently, virtual meetings have taken place with the Chairman of the Parish Council to discuss ideas for possible solutions to the lorry parking problems.

8.2 Box 5 below provides a summary of the views of both HPCRSWG and HNAG.

Box 5: HPCRSWG and HNAG views:

- Support that residents need a resolution as soon as possible.
- Support the efforts of Local Buckinghamshire Councillors.
- Strongly support the consultation process with the management of Country Supplies to identify a workable compromise solution as soon as possible.
- Want to see a comprise solution exhaustively pursued rather than going directly to a broad parking ban which they fear will only inevitably move the problem somewhere else where no compromise is possible.
- Displacement should definitely not be seen as a solution and that moving lorries away from Warrendene Road will not eliminate the problem and will just move it somewhere else in the Parish with possible greater consequences.

- Are aware that Country Supplies can control their own vehicles but suspect there will be less influence with their supplier's route scheduling.
- Consider that the installation of parking guidance with white lines and signage so that supplier's vehicles will see where to park while waiting or a layby could help.
- 10 lorries being parked at the same time is understood to be a rare occurrence.
- Request that in any consultation process etc. that the Parish Council is included.

9.0 Meetings with the Owner of Country Supplies:

9.1 Many virtual meetings took place with the Owner of Country Supplies between March and August 2021.

9.2. The main purpose of the meetings was to:

- Gather information about the way in which Country Supplies was organising and managing lorry deliveries and collections to and from Oakleaf Farm.
- Discuss the content of the residents Petition and the list of concerns and questions raised by the residents.
- Discuss the Country Supplies Goods Vehicle Operators Licence (GVOL).
- Explore ideas that might ease lorry parking problems on Warrendene Road.

Photo of a Country Supplies lorry emerging from Oakleaf Farm onto Warrendene Road



9.3 The Owner said he was willing to cooperate and work with Buckinghamshire Council and the residents, but he also emphasised how difficult it is to find a solution to lorry parking issues – especially third-party subcontractor lorries, over which he has little or no control.

9.4 The resident's Petition and the Community Board's Resolution was described to the Owner, along with the list of specific issues/concerns that the resident's representatives has discussed with the author.

9.5 The Owner explained that he has to continually balance the traffic demand to enter the Oakleaf Farm site. This demand is generated daily by:

- Lorry deliveries of bulk materials by third party subcontractors.
- Loading of Country Supplies lorries for deliveries to customer sites.
- Transfer of materials and goods by Country Supplies lorries between the Oakleaf Farm and Shana sites.
- Purchase and collection of supplies by customers (i.e., landscaping contractors and members of the public).

9.6 The Owner said that the peak trading time for the Country Supplies business is the 3-month period from March to May each year. Easter, in particular, is an intense period of trading due to very high demand from customers and this year, Easter was exceptionally busy.

9.7 The Owner said that the Autumn is a further peak period.

9.8 The Owner introduced a new site management arrangement commencing just prior to Easter that he hoped would reduce lorry waiting times on Warrendene Road. The initial findings of this new arrangement are dealt with in Part H of this report.

9.9 The Owner also introduced an additional site management arrangement in June 2021 to reduce demand on use of the yard by his own vehicles during the early morning. The initial findings of this new arrangement are dealt with in Part I of this report.

9.10 Also in June 2021, the Owner said that he was actively recruiting for a qualified Transport Manager or a suitable candidate aspiring to become qualified as a Transport Manager. This is referred to in Part J of this report.

9.11 The Country Supplies Goods Vehicle Operators Licence (GVOL) was discussed with the Owner, including the Conditions imposed on the license by the Licensing Authority. The GVOL is referred to in Part C of this report.

9.12 The Enforcement Appeal history was referred to during the discussions with the Owner and this is described briefly in Part D of this report.

9.13 A number of ideas that might ease the lorry parking issues in Warrendene Road was discussed with the Owner. These are described throughout this report and in Appendix A.

PART C - COUNTRY SUPPLIES GOODS VEHICLE OPERATORS LICENCE (GVOL):

10.1 The Government's Licensing Authority is responsible for issuing and enforcing GVOL.

10.2 In terms of the legislation, a GVOL is required for goods vehicles of over 3.5 tonnes gross plated weight or (where there is no plated weight) an unladen weight of more than 1,525kg to transport goods for hire or reward or in connection with a trade or business.

10.3 GVOL's are valid for life unless the license holder operates outside the terms of the licence and a traffic commissioner takes regulatory action, or if the licence is surrendered or if the license holder fails to pay the required fees to keep the licence live.

10.4 All GVOL's are public information and held on GOV.UK. The information about Country Supplies GVOL described in this report has been obtained from this publicly available information.

10.5 Country Supplies has a current GVOL and the next time a fee is payable to the Licensing Authority is 2025.

10.6 The Country Supplies licence specifies two 'Operating Centres' (i.e., Oakleaf Farm and Shana, Walters Ash) and authorises the Owner to operate 13 vehicles and 2 trailers at the Oakleaf Farm Operating Centre and 13 vehicles and 2 trailers at the Shana Operating Centre.

10.7 This could mean that the Owner could operate a fleet of up to 26 lorries, provided that no more than 13 are kept at either site. The Owner currently operates a fleet 14 lorries and 8 of these are kept at Oakleaf Farm and 6 at the Shana site.

10.8 There has been a considerable amount of email communication with the resident's representatives about how to interpret the Country Supplies GVOL - specifically which Conditions apply to the Shana Operating Centre and which apply to the Oakleaf Farm Operating Centre.

10.9 The author of this report has spent time carefully interpreting the GVOL and has checked his interpretation with Buckinghamshire Council's Officer responsible for commenting on GVOL applications. Both are in agreement on the interpretation of the licence. This interpretation has been explained in detail to the resident's representatives who are now also in agreement.

10.10 There are three Conditions attached to the Owner's GVOL that apply to Oakleaf Farm and these conditions apply to the Country Supplies 'authorised vehicles' only. The Conditions do not apply to third party lorries visiting the site.

10.11 The GVOL Conditions that apply to Oakleaf Farm are listed in Box 6:

Box 6: GVOL Conditions that apply to the Oakleaf Farm Operating Centre

1. There will be no operation, movement, loading or unloading of authorised vehicles or trailers at the operating centre before 06:30 hours and after 19:00 Mondays to Fridays; before 08:00 and after 13:00 on Saturdays; and there shall be no operation, movement, loading or unloading of authorised vehicles or trailers at the operating centre on Sundays and Public Holidays.

2. Vehicles authorised under this licence will exit the operating centre by a right-hand turn and return by the same direction.
3. There will be no maintenance (other than emergency steps to regain legality for use on the road) within the operating centre of vehicles and trailers authorised under this licence.

10.12 The Country Supplies GVO Licence was discussed with the Owner and specifically the Conditions imposed by the Licensing Authority. The owner said that he places great emphasis on compliance with his GVOL and takes appropriate action to ensure this.

10.13 The resident's photos of HGV's in Warrendene Road have been reviewed, including the dates, times and locations. This review has not revealed any contraventions of Condition 1 and the Owner said that he fully complies with Conditions 1 and 3. There is no evidence to suggest otherwise.

10.14 The Owner did say that very occasionally his HGV's vehicles might turn left out of the site along Bryants Bottom Road if a delivery is required to a customer in the local villages accessed via Bryants Bottom Road (e.g., Hampden). The Owner said that turning left in these circumstances is less disruptive than turning right (as required by Condition 2) and travelling along narrow country lanes through North Dean and Speen.

Conclusions reached on the GVOL:

10.15 It is concluded that the Owner acts responsibly with compliance with the GVOL Conditions. He complies with the restriction on the number of authorised vehicles that can be kept at Oakleaf Farm and also complies with Conditions 1 and 3 of the GVOL.

10.16 There are occasions when the right turn Condition 2 of the GVOL is not complied with when a local delivery would be less disruptive by turning left along Bryants Bottom Road, but the owner said he will instruct his drivers not to do this if that is what Buckinghamshire Council would want to see. There are no Traffic Regulation Orders imposed on Bryants Bottom Road and therefore from a road traffic legislation perspective, HGV's can legitimately use Bryants Bottom Road.

10.17 It will be necessary to discuss compliance with Condition 2 in more depth with the Owner before a conclusion can be reached. This discussion and assessment will need to involve Buckinghamshire Council Highways Officers and consider frequency, routes taken, safety, impact on communities etc. This discussion will be for Buckinghamshire Council to initiate.

PART D - ORIGINAL PLANNING DECISION AUTHORISING THE USE OF OAKLEAF FARM

11.1 The use of Oakleaf Farm for the storage and distribution of horticultural and landscaping materials supplies was established at a Planning Public Inquiry held in 2002.

11.2 The Public Inquiry considered an Enforcement Notice served by Wycombe District that required cessation of the aforementioned use of the land. The Planning Inspectorate upheld the appeal and quashed the Enforcement Notice. No planning conditions were imposed by the Planning Inspectorate.

11.3 The resident's representatives asked whether retrospective planning conditions relating to the use of the site granted on appeal in 2002 can now be applied. The residents were informed that this question would be for Buckinghamshire Council's Planning Team to answer in light of current planning legislation.

PART E - THE RESIDENTS PETITION REQUEST

12.1 The resident's petition requested Buckinghamshire Council to ask Country Supplies to carry out viewings and retail sales only at the Oakleaf Farm site and that all deliveries from their suppliers and their own deliveries be made from the large Shana site at Walters Ash.

12.2 This was discussed with the Owner, who responded to say that the Shana site is not large enough to accommodate the transfer of this part of the business. The Shana site would need expanding to accommodate new storage and manoeuvring areas and the construction of large storage bays for loose material (e.g., topsoil). The Owner said this would require planning permission.

Conclusions reached on the resident's Petition request:

12.3 Pros:

- Bulk material deliveries by third party subcontractors account for approx. 50% of the lorries that park in Warrendene Road. Therefore, if the resident's request was implemented then this would result in a reduction of lorry movements to and from the Oakleaf Farm site and commensurate reduction in lorries parking on Warrendene Road.

12.4 Cons:

- Transferring bulk material deliveries and customer delivery distribution to from Oakleaf Farm to Shana will intensify operations at Shana and will require new structures to be built for storing bulk materials. The operational footprint of the Shana site would need expanding to accommodate these structures, open storage and extended loading, manoeuvring and turning areas.
- The transfer of a significant part of the business from Oakleaf to Shana will intensify HGV's movements at Shana. The HGV parking problems experienced in Warrendene Road would very likely materialize on the main road in Walters Ash outside the Shana Site or in Bradenham Wood Lane.
- Transporting supplies from Shana to Oakleaf Farm for customer sales and collections would intensify.

12.5 It is considered that cons outweigh the pros and it is recommended that the request made in the resident's Petition is not accepted and other ideas are pursued instead. This forms Recommendations 2 and in Part N of this report.

12.6 With this recommendation in mind, any changes to business operations at Oakleaf Farm could have adverse consequences for the Shana site - and vice versa – any changes to business operations at the Shana site could adversely affect Oakleaf Farm. Therefore, being aware of this and assessing any changes proposed at either site will be an ongoing necessity. Initially any potential ideas to ease the lorry parking in Warrendene Road will be assessed in this context.

Vehicle Collision data for Warrendene Road:

12.7 The residents have raised concerns with road safety risks created by the parked lorries.

12.8 The national crash database (CrashMap UK) shows that there have been no personal injury collisions in Warrendene Road or at the Bryants Bottom Cross Roads or at the Harrow junction during the 10-year period (2011 – 2020). However, the fact that no personal injury collisions have occurred during the past 10 years does not mean that resident's road safety concerns are invalid. Addressing these concerns has been important throughout the work described in this report.

PART F - ACTIONS TAKEN BY THE OWNER:

13.1 Whilst the Owner has said resolving the lorry parking problems is extremely difficult, he has taken some practical actions since March 2021 to try and reduce lorry parking on Warrendene Road.

13.2 One of the actions focussed on affording greater priority to lorries entering Oakleaf Farm during the early part of the morning. This action is referred to in this report as the 'gate control action'.

13.3 The other action focussed on reducing the number of his own lorries loading up at Oakleaf during the early morning. This action is referred to in the report as the 'Shana artic action'.

13.4 Both actions demonstrate a commitment by the Owner to try and ease the lorry parking problems, but each has created unintended consequences. More work is necessary to address these consequences.

13.5 The Owner collected lorry traffic data to assess the outcomes of the gate control action. Both actions and the analysis of the data collected are described in Parts G, H and I of this report.

13.6 The Owner said he is also in the process of recruiting a qualified Transport Manager. This role is currently carried out by an existing member of staff as one of a number of job duties.

13.7 Establishing a dedicated Transport Manager role within the Country Supplies business will create capacity and focus and is therefore a positive opportunity to manage lorry logistics going forwards. This is described in more detail in Part J of this Report.

PART G: DATA COLLECTION AND ANALYSIS:

14.1 As mentioned above, the Owner has collected lorry parking data during the gate control action. This was collected during the 3-month peak trading period and specifically for the 'Easter peak' and 'post Easter' periods.

14.2 The author has analysed this data and this has for first time enabled a data led picture to be created of the lorry parking in Warrendene Road. This is shown in Tables 1 and 2 below.

14.3 The data collected covers a relatively short period of time and has some gaps. Weekends were not counted. These limitations should be borne in mind, but the analysis provides a reasonable quantification of lorry parking in Warrendene Road.

Table 1: Lorry parking (Easter period):

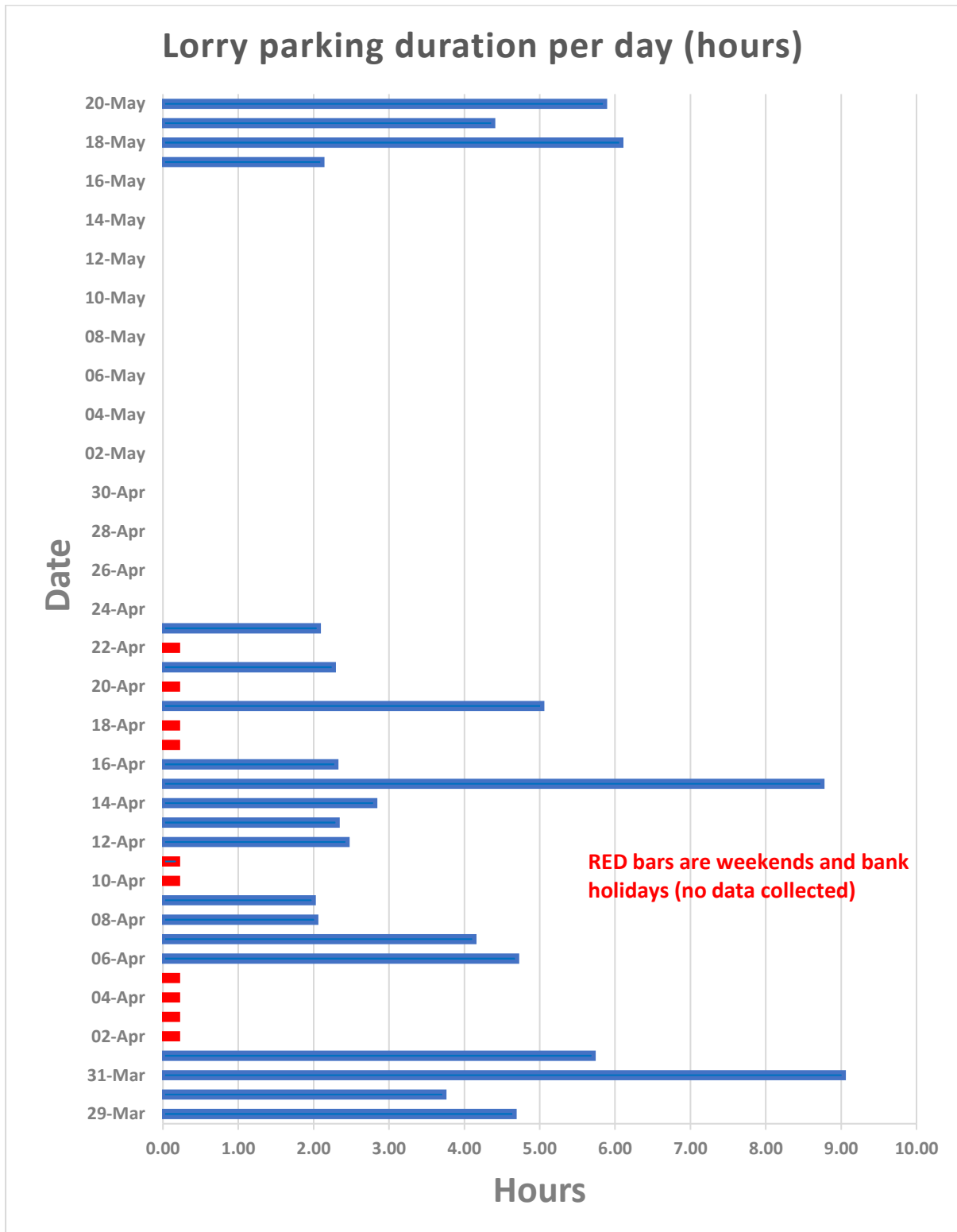
Lorry parking in Warrendene Road EASTER PERIOD 29 Mar – 9 Apr (8 days)		Country Supplies Lorries	Third Party Lorries
Percentage split		50%	50%
LORRIES	Average parking time per lorry	52 mins	
	Max parking time for an individual lorry	1hr 45min	2hr 29min
	Shortest parking time	0min	0min
QUEUES	Longest queue (31 st March)	8 lorries	
	Average of longest queues	4.5 lorries	
	Average duration of queues per day	4 hrs 30 mins	
	Percentage of the day when queues exist (7am-5.30pm)	19% to 86% (average 43%)	

Table 2: Lorry parking (post Easter period):

Lorry parking in Warrendene Road POST EASTER PERIOD 12 – 23 Apr (8 days) plus 17 – 20 May (4 days)		Country Supplies Lorries	Third Party Lorries
Percentage split		56%	44%
LORRIES	Average parking time per lorry	49 mins	
	Max parking time for an individual lorry	1hr 41min	3hr 42min
	Shortest parking time	0min	0min
QUEUES	Longest queue (31 st March)	5 lorries	
	Average of longest queues	3.7 lorries	
	Average duration of queues per day	3 hrs 52 mins	
	Percentage of the day when queues exist (7am-5.30pm)	20% to 83% (average 37%)	

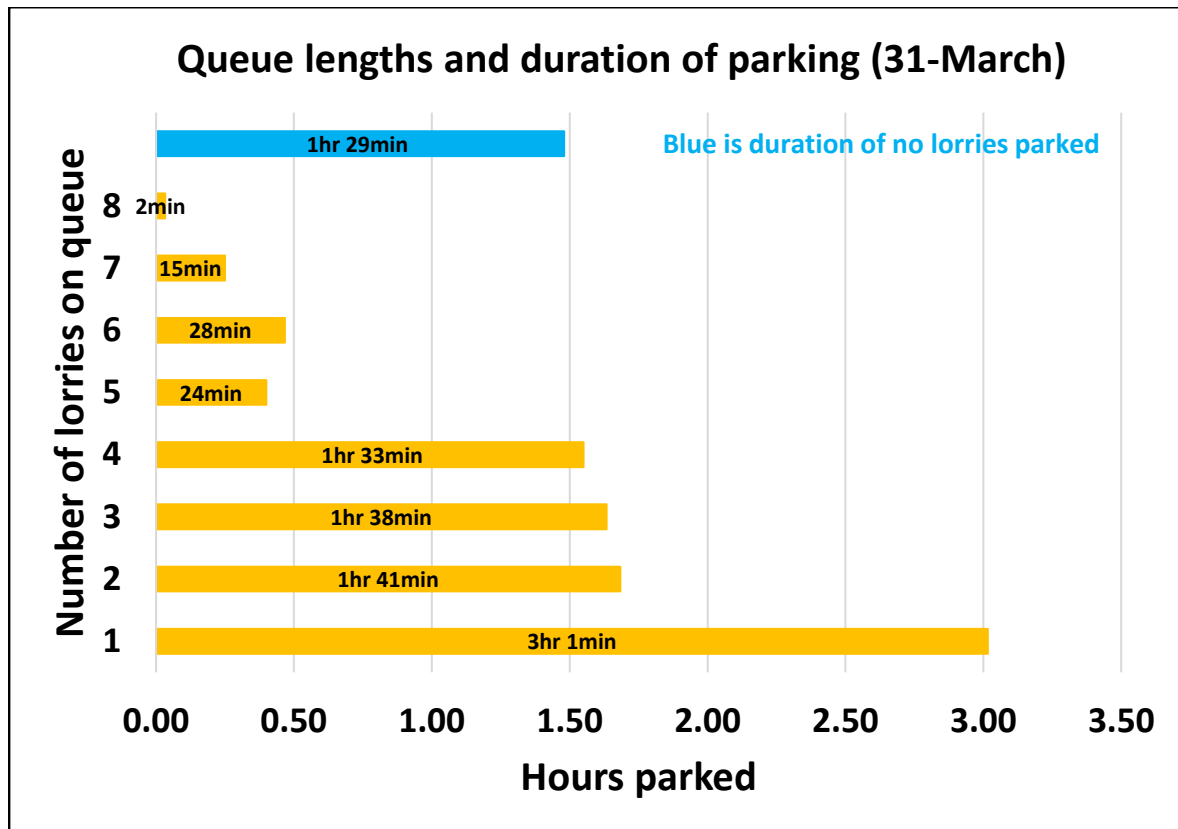
14.4 Graph 1 shows to the total time each day that there were lorry parking queues in Warrendene Road.

Graph 1: Lorry parking duration per day:



14.5 Graph 2 shows the variation in queue lengths on 31st March. This was the day that recorded the highest number of lorries parking during the entire period of traffic counting.

Graph 2: Number of lorries parking and duration of parking on 31st March



14.6 The data analysis shows that during both the Easter and post Easter periods lorry parking in Warrendene Road was significant in terms of queue lengths and duration. Also, day to day parking varies, but the numbers are consistently high and a daily occurrence.

14.7 It is anticipated that during the rest of the year (excluding the Autumn peak) lorry parking queue lengths and the duration of parking are less, but still occur frequently.

PART H: THE GATE CONTROL ACTION:

15.1 Country Supplies lorries are able to operate within the site from 6.30am Monday to Friday and from 8am on Saturdays, as per the GVOL Condition 1. Third party lorry drivers can arrive at the site before these times and enter if the gates are open - because they are not governed by the Oakleaf Farm GVOL. Customers visiting the site to purchase and load supplies can enter the site from 7.30am when the sales desk opens.

15.2 The current arrangement for lorries wishing to enter Oakleaf Farm requires each driver to telephone the site office upon arrival in Warrendene Road and wait until called by the site office to enter the site. Customers entering the site are not required to call the site office in advance and can enter freely.

15.3 When vehicle demand on the site exceeds the site’s capacity, then this results in lorries having to wait in Warrendene Road until space becomes available.

15.4 Just prior to the start of the Easter 2021 trading period, the Owner introduced the gate control arrangement. This involved the Owner or an employee standing at the entry gate to prevent customer cars/vans/pickups entering the site between 7.30am and 8am. This arrangement released capacity to allow lorries to enter the site.

15.5 The person on the gate communicated by phone with the site office and also the lorry drivers. Lorry drivers were instructed to enter the site immediately space became available as determined by the site office. The nature/type of delivery was also coordinated because some bulk deliveries (e.g., topsoil) can take c.45 minutes to complete.

15.6 The Owner recorded the arrival and departure times of lorries i.e., the time lorry drivers called the site office to announce their arrival in Warrendene Road, their entry time into Oakleaf Farm and their departure time.

15.7 This new arrangement was put in place between 29th March to 23rd April. There were 2 days when the new arrangement was suspended due to lack of Country Supplies staff. This has enabled a comparison of lorry waiting times ‘with’ and ‘without’ the gate control action.

15.8 The Owner stopped the gate control action towards the end of April when the lorry numbers had subsided. The arrangement was reintroduced for a further week in May to gather more data. The Owner has said he is likely to reintroduce the gate control when lorry demand peaks again.

15.9 As mentioned previously, the author of this report has analysed the data collected by the Owner to assess the outcomes of the gate control action. This is shown in tables 3 and 4 below. The data collected covers a relatively short period of time and has some gaps and these limitations should be borne in mind, but the analysis does provide a reasonable quantification of the gate control action.

Table 3: Gate control (Easter Period)

Lorry parking in Warrendene Road GATE CONTROL - EASTER PERIOD 29 Mar – 9 Apr (8 days)		Country Supplies Lorries	Third Party Lorries
Average parking time per lorry without gate control		47min	82min
Average parking time per lorry with gate control		33min	38min
Average duration of parking without gate control:	10 mins or less	0%	0%
	11 to 60mins	75%	40%
	More than 60mins	25%	60%
Average duration of parking with gate control:	10 mins or less	24%	17%
	11 to 60mins	59%	67%
	More than 60mins	17%	16%

Table 4: Gate control (post Easter period)

Lorry parking in Warrendene Road GATE CONTROL - POST EASTER PERIOD 12 – 23 Apr (8days) plus 17 – 23 May (5days)		Country Supplies Lorries	Third Party Lorries
Average parking time per lorry without gate control		65min	71min
Average parking time per lorry with gate control		18min	29min
Average duration of parking without gate control:	10 mins or less	0%	9%
	11 to 60 mins	40%	55%
	More than 60 mins	60%	36%
Average duration of parking with gate control:	10 mins or less	33%	29%
	11 to 60 mins	66%	58%
	More than 60 mins	1%	13%

15.10 An unintended consequence of preventing customers cars/vans/pickups from entering the site between 7.30am and 8am was that these vehicles queued immediately outside the site on Warrendene Road next to the cross roads and resident’s accesses. This caused friction between residents, the Owner and customers.

15.11 The number of customer vehicles parking on Warrendene Road was not recorded by the Owner but photographs indicate queues of 4/6 vehicles did park on Warrendene Road and this continued for an hour or so.

Photo of customer vehicles queuing on Warrendene Road waiting to get into Oakleaf Farm:



Conclusions reached on the gate control action:

15.12 Pros:

- The data shows that gate control action reduced average lorry parking durations per day. The data, albeit limited, indicates this could be a reduction of between approximately 30% and 70%.
- The Owner said that the yard operates more efficiently when the gate is controlled.

15.13 Cons:

- The gate control action created a new problem of customer cars/vans/pickups parking on Warrendene Road adjacent to the site access and cross roads.

15.14 The analysis indicates that the gate control action reduced lorry parking duration on Warrendene Road. The data also indicates that at least 50% of lorries parking in Warrendene Road are Country Supplies lorries and therefore under the control of the Owner.

15.15 The Owner has said that he will apply the gate control action again during peak demand, however, the acceptability of this, given the unintended consequences, will require further consideration and discussion with the Owner. A compromise might be necessary given the pro's and con's outlined above. It is suggested that this discussion is for Buckinghamshire Council to initiate.

PART I: SHANA ARTIC ACTION:

16.1 In June 2021, the Owner implemented a further action to try and release capacity at Oakleaf Farm during the early morning period.

16.2 The articulated lorry, based at Shana, was sent to Oakleaf Farm during afternoons to collect supplies to take back to Shana for distribution. The intention being to reduce lorry loading at Oakleaf Farm during the morning.

16.3 An unintended consequence of the Shana artic action was that other Country Supplies lorries returning to Oakleaf Farm during the late afternoon to park up for the night were unable to do so due to the Shana artic occupying the loading area. This resulted in up to 5 Country Supplies lorries parking on Warrendene Road during the mid/late afternoon period.

16.4 A discussion took place with the Owner on this and also the principle of controlling the timing of his lorries returning to Oakleaf Farm and identifying suitable locations elsewhere that these lorries could park. The Owner said that all of his lorries have a tracker and radio contact with the site office and would be willing to discuss this further.

Conclusions reached on the Shana artic action:

16.5 No data was collected during the Shana artic action and therefore it is not possible to quantify the impact on lorry parking during the morning. There was an unintended consequence during the afternoon with up to 5 Country Supplies lorries parking on

Warrendene Road. The Owner said he was aware of this and said that the Shana artic action with all good intention had created this unintended consequence.

16.6 It is possible that the Shana artic action could be reintroduced. This will require discussions between Buckinghamshire Council, the Owner (and his new Transport Manager, when appointed) and the Parish Council. This discussion will also need to consider the impact of reintroducing the Shana artic action on both the Oakleaf Farm and Shana sites. It is suggested that this discussion is for Buckinghamshire Council to initiate.

PART J: RECRUITMENT OF A QUALIFIED TRANSPORT MANAGER

17.1 The Owner said that he is actively recruiting a qualified Transport Manager (or a suitable candidate aspiring to become qualified) to manage transport logistics, including using new sophisticated computer software, linked to the Country Supplies lorry tracker system.

17.2 The author asked the Owner to include in the Transport Manager job description a duty for the post holder to constantly take into account in his/her work the need to reduce lorry impact on local residents and local roads. The owner said that this was implicit in the role.

Conclusions reached on Owner's Action 3:

17.3 Pros:

- Recruitment of a qualified Transport Manager is an opportunity to introduce sustainable improvements to lorry management and control and benefit both the Oakleaf Farm and Shana sites.
- A dedicated Transport Manager would create capacity and focus to:
 - Optimise lorry logistics of the business and ensure that the impact of lorry traffic is monitored and the impact on residents and local roads is minimised.
 - Potentially be the first point of contact for resident's concerns should the need arise.

17.4 Cons:

- None

17.5 There is an opportunity to discuss with the Owner and his new Transport Manager (when appointed) ways in which the planning, management and control of lorry logistics to and from Oakleaf Farm could be reviewed and improved. It is suggested that this discussion is for Buckinghamshire Council to initiate.

PART K - OTHER IDEAS:

18.1 To encourage consideration on other ideas, a list was drawn up for discussion with the Owner and the resident's representatives. This is shown below.

1. Relocate all Countryside Supplies business operations from Oakleaf Farm to an industrial site elsewhere.
2. Widen the existing access road into Oakleaf Farm to allow two-way traffic.
3. Build a new access and a small customer parking area.

4. Improve the control and scheduling of deliveries to Oakleaf Farm, including identifying possible locations elsewhere that lorry drivers could wait if arriving early.
5. Build a layby for lorries in Warrendene Road.
6. Reorganise the storage, parking and turning arrangements at Oakleaf Farm.
7. Install double yellow lines along Warrendene Road.
8. Install painted white boxes/lines across driveways to discourage obstruction.
9. Install markers or small signs to encourage better parking discipline.
10. Produce and issue a lorry drivers protocol/instruction/advice sheet to all drivers and third-party hauliers to encourage a more neighborly presence in Warrendene Road.
11. Hold a twice-yearly meeting between Buckinghamshire Council, the Owner, local residents and the Parish Council to exchange views and foster better neighbor relations.

18.2 Discussions with the Owner and resident’s representatives resulted in some ideas being ruled out and other being retained on the list for further discussion between the key parties. These ideas are set out in Part L of this report.

18.3 It was emphasised that one of the ideas would require planning permission (construction of a new access and customer car park) and would have Green Belt Policy implications.

PART L: IDEAS FOR FURTHER CONSIDERATION:

19.1 From all of the work carried out as part of this report, the author proposes two key Objectives that will guide the achievement of the desired outcome of easing the lorry parking problems in Warrendene Road.

19.2 These two Objectives are:

Objective 1: The lorry parking demand on Warrendene Road associated with HGV’s delivering and collecting supplies from Oakleaf Farm is reduced as far as practicable by logistics planning, management and control measures.

Objective 2: ‘Good neighbour’ relations between Country Supplies, lorry drivers and local residents are fostered.

19.3 Many of the ideas set out in this report will help deliver these two objectives. These ideas are listed together below. As mentioned previously, it will be necessary to avoid adverse impact on Shana.

- Identify and implement all opportunities to plan, manage and control lorries to and from Oakleaf Farm to reduce parking demand (and very early morning arrivals) on Warrendene Road.
- Identify possible suitable locations for lorries to wait in the wider area and incorporated these into the logistic planning for Country Supplies own fleet and also the driver’s protocol for third party hauliers.
- Consider whether full compliance with the GVOL right turn Condition 2 out of Oakleaf Farm is necessary from a Highways perspective.

- Review the acceptability of re-introducing the gate control action and Shana artic action, given the unintended consequences described in this report.
- Consider installing white painted boxes/lines on Warrendene Road across driveways to discourage obstruction and the installation of marker posts and encourage better parking discipline.
- Consider installing short lengths of double yellow lines in the immediate vicinity of Bryants Botton Cross Roads to aid free movement of traffic and enhance road safety.
- Produce a lorry drivers' protocol (instruction/advice sheet) and issue to all drivers and third-party hauliers to encourage a more neighborly presence in Warrendene Road.
- Hold a twice-yearly meeting with the Owner, local residents and the Parish Council to collaborate on implementing the Package of Measures.

19.4 These ideas, if taken forwards, will potentially reduce lorry parking in Warrendene Road, but the scale of reduction is unknown at this stage and it could be quite limited, equally it could be a very noticeable. But the fact remains that either way, lorries will still park in Warrendene Road.

19.5 Notwithstanding this, the ideas do appear to have merit and consensus amongst the key parties and could potentially be taken forwards. To do this will firstly require a decision by Buckinghamshire Council Local Members to do so. Then trust and cooperation between the key parties will be essential to deliver the ideas as solutions.

19.6 Taking the ideas forward seems a very logical next step to take, but this decision will be for Buckinghamshire Council Local Members after the Community Board has considered the matter on 16 September.

19.7 During the work carried out as part of this report, some discussion also took place on what has now transpired to be a very contentious idea – that being the construction of a new access road into Oakleaf Farm from Bryants Bottom Road and a small customer car parking area.

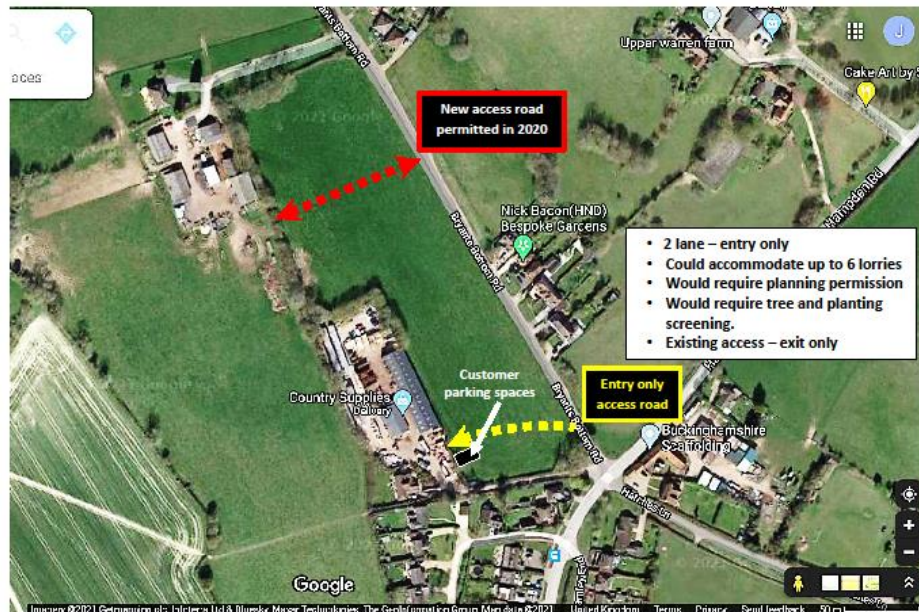
19.8 This idea was discussed with the key parties in June/July/August and it was emphasised to the parties that this idea would have the following implications:

- The access road and parking spaces would be considered as development requiring planning permission.
- Both would be located in the Green Belt and AONB.
- Planning policies exist in the Wycombe Local Plan regarding development in the Green Belt.
- Both would require support from the local community.
- Both would be located on third party land
- Would require improvements to a short length of Bryants Bottom Road and its junction with Warrendene Road.
- Would be at the expense of the Owner, if pursued.

19.9 In particular it was emphasised that discussions about this idea should not in any circumstances be seen to pre-judge the statutory planning process or any planning considerations, should a Planning Application ultimately be made by the Owner.

19.10 This access and parking area is shown diagrammatically on Map 2:

Map 2:



19.11 This idea led to a third suggested key Objective as follows:

Objective 3: The residual lorry parking demand on Warrendene Road associated with lorries delivering and collecting supplies from Oakleaf Farm is provided off the public highway.

19.12 The ideas associated with this objective are listed below:

- A new 2 lane 'entry only' access road is provided into the Oakleaf Farm from Bryants Bottom Road to enable lorries and customer vehicles to access the site and wait, if necessary, off the public highway.
- The existing access road is restricted to an 'exit only' for all vehicles.
- A small customer car parking area is provided next to the existing yard to facilitate maneuvering of lorries through the yard area

19.13 The discussions with the key parties on these ideas indicated support in principle, with Buckinghamshire Council Local Members reserving their views and subject to support from residents to the ideas.

19.14 This wider public view was sought from the HVRA meeting on 7th September 2021, where all the findings of the report were presented, including the idea of a new access and customer parking area.

19.15 The reaction from residents during and after the HVRA meeting was one of major objection. Residents were of the view that these ideas, if implemented, would:

- Lead to an expansion of the Country Supplies business and intensification of lorry traffic and more lorry parking.
- Create a car and lorry park in the field, in the Green Belt/AONB.
- Damage the countryside, hedges, habitat, rural outlook and views.
- Create road safety risks and highway operational problems at the cross roads and in Bryants Bottom Road.

19.16 The concerns raised by members of HVRA have been noted by the author and this has led to further development of this report to the Community Board.

19.17 It is reiterated that up until the HVRA meeting, the discussions with key parties had been positive on the suggestion of a new access and customer parking area (with reserved comment from Buckinghamshire Council Members).

19.18 It has been important to include in this report a commentary on the idea of a new access road and customer parking area because both were discussed with the key parties. But now there is a clear message from a wider group of residents that they do not support a new access or customer parking area and in fact have major objections to both.

19.19 The author has no decision-making authority on whether these particular ideas should be taken forwards or deleted. This will be for Buckinghamshire Council Members to determine.

PART M: MAIN FINDINGS OF THIS REPORT

20.1 Country Supplies use of Oakleaf Farm was established, in planning terms, at a Planning Public Inquiry held in 2002, with no planning conditions attached by the Government Planning Inspectorate.

20.2 Country Supplies has a valid Goods Vehicle Operators Licence (GVOL) and Owner ensures compliance with Conditions 1 and 3 of the GVOL. Further discussions are required with the Owner in relation to compliance with Condition 2 of the GVOL. It is suggested that this discussion will be for Buckinghamshire Council to initiate.

20.3 The Resident's Petition request to move part of the business from Oakleaf Farm to Shana at Walters Ash will result in significant adverse impact at the Shana site. For this reason, the request should be rejected and other ideas pursued instead. This form Recommendation 1 of this report.

20.4 The Country Supplies business, by its very nature, dependent upon the daily transportation of goods and materials by lorry in and out of the Oakleaf Farm site. The lorry parking problems in Warrendene Road operations have existed for more than 20 years.

20.5 It is clear that if there was an obvious or easy solution to these parking problems, this would have been implemented many years ago.

20.6 The owner has made it clear he is not intending to move from the site, but is willing to work with all parties on solutions.

20.7 The key parties want to see solutions implemented that are workable and sustainable. Until such solutions are implemented then the adverse impact of lorries parking on Warrendene Road experienced by residents will continue.

20.8 This report provides an independent perspective of the issues and identifies a number of ideas that might ease the lorry parking problems, which could be adopted and taken forwards.

20.9 It will be necessary to ensure any operational actions or changes associated with the ideas that are eventually agreed at Oakleaf Farm do not have an adverse impact on the Shana site (and vice versa).

20.10 Nothing is likely to be easy and history over the past 20 years has proved that, but whatever is ultimately decided as being appropriate to take forwards will need to have a consensus of support from all parties. Delivering the solutions will require a great deal of trust and cooperation between the parties.

20.11 The author has no decision-making authority on any of the issues or ideas emanating from this report. However, decisions will need to be made.

20.12 Initially the report will go to the North West Chilterns Community Board on the 16th September 2021 for information. The Board will be invited to comment on the report and the ideas contained therein. This will provide additional information for decision making on the most appropriate way forward by Buckinghamshire Council Local Members.

PART N: RECOMMENDATIONS OF THIS REPORT:

21.1 The work associated with this report is the product of thorough investigation, lengthy discussions with the key parties and a meeting held with members of HVRA.

21.2 The author would like to thank everyone that has been involved with helping to fully inform this report, its findings and the suggested ideas.

21.3 The report sets out its findings and ideas which could help ease the lorry parking problems in Warrendene Road. It is these findings and ideas upon which a decision will ultimately be required, to determine what is taken forwards with the key parties.

21.4 The recommendations to the Community Board are shown on the next page.

The Community Board is Recommended to:

1. **NOTE the extent of the work that has been undertaken to investigate the lorry parking issues raised by the residents, the engagement with key parties, including a wider group of residents, all of which have informed the findings of this report.**
 2. **REJECT the resident's request, as described in their Petition, due to the adverse implications this would have for the local community in Walters Ash/Naphill.**
 3. **NOTE that other ideas have been identified in this report, that could be taken forwards, to reduce the lorry parking problems in Warrendene Road.**
 4. **COMMENT on the ideas set out in this report, including sending any comments by email to the Community Board Coordinator by 30 September 2021.**
 5. **NOTE that this report and the comments made in the Community Board meeting and received by email, will help inform Buckinghamshire Council Local Members decide by 29th October 2021, the way forwards and next appropriate steps.**
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Appendix A:

1. Relocate all Countryside Supplies business operations from Oakleaf Farm to an industrial site elsewhere.

Commentary: The Owner on Country Supplies has said he has been looking for another (third) site but this would be in addition to the existing Shana and Oakleaf Farm sites, which he would still continue to operate.

2. Widen the existing access road into Oakleaf Farm to allow two-way traffic.

Commentary: This idea would require planning consent. Widening the existing access road would enable lorries to queue whilst entering the site and at the same time allow lorries and other vehicles to exit the site.

The existing access road runs alongside and immediately adjacent to a residential property at the end of Warrendene Road. An existing public right of way also runs along the full length of the existing access road.

There are overhead cables and lines running parallel with the access road, which would need relocation. The land required for widening is in a different ownership.

This option would not improve conditions for the adjacent residential property or users of the public right of way. It is unlikely to be feasible due the need to relocate the adjacent overhead cables and lines.

3. Build a new access and a small customer parking area.

Commentary: This idea would require planning consent. The land required is in a different ownership. The new access road would be 'entry only' with two lanes - one for lorries and one for customers. The existing access would become 'exit only' for all vehicles.

Lorries would be able to wait in the new access road whilst also allowing customer vehicles to access to the site. A customer parking area is suggested to facilitate maneuvering of lorries through the yard area.

Bryants Bottom Road and the cross roads would need alteration to enable two-way, unimpeded movement of vehicles. This unimpeded movement is currently not always possible at the existing access.

The number of lorries using the existing access and passing very close along the flank boundary of the adjacent residential property would be reduced.

Tree planting and screening of the new access road could be provided.

The new access would be within land designated as Green Belt and AONB. Green Belt planning policies exist that control such development. Support from the local residents would be necessary for this idea to be taken forwards.

This idea is supported in principle by the Owner and initially received a positive response from the key parties (with reserved comment from Buckinghamshire Council Members). Since that time major objections have been raised by members of HVRA.

4. Improve the control and scheduling of deliveries to Oakleaf Farm, including identifying possible locations elsewhere that lorry drivers could wait if arriving early.

Commentary: The control and scheduling of lorries has been discussed with the Owner. Analysis of the lorry data collected in March/April/May identified that 50% of lorries parking on Warrendene Road are Country Supplies lorries and therefore under the direct control of the owner.

This report has previously mentioned that the Owner is recruiting a qualified Transport Manager who would be using new sophisticated logistic software, linked to the Country Supplies lorry tracker system. This has great potential to bring improvements to lorry logistics and control to the benefit of residents and local roads. Identifying suitable locations

elsewhere for lorries to park, should they be predicted to be arriving early at Oakleaf Farm, will form part of the discussions.

Discussions with the Owner, his new Transport Manager (when appointed) Buckinghamshire Council Transport Officers and the Parish Council will be necessary.

These discussions will need to identify all of the opportunities, including possible suitable locations elsewhere that lorry drivers would be encouraged to park if arriving early.

5. Build a layby for lorries in Warrendene Road.

Commentary: Whilst this would improve road safety along Warrendene Road, lorries would still be parked directly in front of the residential properties in Warrendene Road. Therefore, a layby would not solve the vast majority of the problems experienced by residents.

6. Reorganise the storage, parking / turning arrangements at Oakleaf Farm.

Commentary: The owner has said that he has arranged the site to provide the optimum arrangement. However, the appointment of a Transport Manager may bring a further perspective on how the site is currently operating.

7. Install double yellow lines along Warrendene Road.

Commentary: Wholesale yellow lines would displace the lorry parking problems onto roads elsewhere in the local area. This would include Valley Road where traffic flows are greater and where there is a local school.

Wholesale yellow lines would have an impact visually and would prevent everyone, not just lorry drivers, from parking on Warrendene Road. This would cause inconvenience for residents and their visitors.

8. Install painted white boxes/lines across driveways to discourage obstruction.

Commentary: White boxes and/or lines painted on the road surface would discourage lorries from parking across driveways. However, they would be unenforceable and could fall into disrepute. These road markings would have an impact visually in this rural area.

9. Install markers or small signs to encourage better parking discipline.

Commentary: These markers or signs would indicate where lorries should park to reduce obstruction and provide gaps for cars to potentially use when overtaking. However, they would be unenforceable and could fall into disrepute. Markers and signs would have an impact visually in this rural area.

10. Produce and issue a lorry drivers protocol/instruction/advice sheet to all drivers and third-party hauliers to encourage a more neighborly presence in Warrendene Road.

Commentary: This protocol/instruction/advice sheet would be given to all lorry drivers and the haulier companies, including Country Supplies own drivers. The new Transport Manager could monitor and ensure compliance.

The protocol/instruction/advice sheet could include:

- Turn engines off whilst stationary.
- Turn down the volume of handsfree in-cab phone facility.
- Where to wait if arriving very early morning and if predicted to arrive earlier than agreed at other times.
- Park to not obstruct driveways.
- Park to leave appropriate gaps between lorries.
- Not to urinate in the road gutter.

11. Hold a twice-yearly meeting between Buckinghamshire Council, the Owner, local residents and the Parish Council to exchange views and foster better neighbor relations.

Commentary: This meeting would be organised by Buckinghamshire Council and the need for this meeting could reduce over time with the ongoing success of the package of measures proposed in this report.

-----**END OF REPORT**-----