

Supporting Statement following decision deferral - further information on opening hours, deliveries and parking.

Opening Times and Deliveries

Following the planning committee meeting on the 21st March 2024, we would like to provide further information regarding condition 10, which was imposed on the business by the members of the council as part of the decision notice for application 21/01590/73A, granted on the 18th March 2022. The condition reads as follows:

10 There shall be no deliveries to the café/shop/takeaway premises prior to 04:00 hours each day.

Reason:- To ensure that the amenities of nearby residents are not unreasonably affected and to satisfy the requirements of Policy SP20.

The condition was suggested by the council following a complaint of a delivery being made prior to 4am, when a local supplier was unable to deliver at any other time. The business was not made aware prior to the incident that they planned to deliver this early, and we would have advised that this was not an appropriate time. We would like to highlight that since the condition has been in place, we have not received any deliveries prior to 5.30am, and we do not have any staff members on site to receive deliveries at 4am.

Our current delivery schedule runs as follows (with some exceptions in extenuating circumstances):

Bako- Tuesday 5pm Wednesday 8-11am

Bookers- Every monday between 12 Noon & 3pm

Carron Lodge- Monday 6am-10am, Wednesday, 6am-8am Friday 5.45am-8am

- **We have contacted this supplier and they have committed in writing to amend our deliveries to no earlier than 6am. Letter also attached.**

Derek fox- Monday, Wednesday & Friday 8am-12 Noon

Dales - between 8am-11am every day apart from Sunday.

Rookes - Tuesday & Thursday between 8am-11am

Shepcote - Friday between 8am-11am

Turner price- Tuesdays between 8am-12 Noon

Walker Humphrey - Monday 8am-11am

York Wines - Every wednesday between 11am - 5pm

We do also have deliveries that are infrequent from the following suppliers:

Bracken hill

Breckenholme

Birdgate Chocolate

Deletali

Just so Italia

Innocent hound
Just paper bags
PPS- Next day delivery 8am-11am

These are all deliveries that are ordered infrequently or on an ad-hoc basis, with flexible timings on when they arrive, however they always deliver during business hours of 8am to 5pm.

While there may be extenuating circumstances where deliveries have to be arranged outside of the above schedule, we are confident that this provides an accurate representation of our current delivery schedule.

From this, the business requirement for deliveries does not surpass 6am, for one delivery a maximum of three times per week, while all other deliveries are made between our standard opening hours of 8am to 5pm. With this, we feel it would be appropriate to amend the current condition 10, stating a 4am delivery time, to read as follows:

10 There shall be no deliveries to the café/shop/takeaway premises prior to 06:00 hours each day.

Reason:- To ensure that the amenities of nearby residents are not unreasonably affected and to satisfy the requirements of Policy SP20.

We feel that as the deliveries requiring a 6am timeslot only occur on a Monday, Wednesday or Friday, they will not cause disruption to residents following our bistro nights which are usually held over the weekend.

To further support this statement, we have attached two emails from our earliest deliveries, who have both committed to not delivering earlier than 6am.

Parking and Traffic

It is well documented that there are issues with limited parking in Welburn, and that there will soon be double yellow lines in parks of the village further reducing the already limited parking spaces. While we do not wish to get into a “tit-for-tat” debate about the parking, we feel it is important that these comments are addressed in order to clear our name from being solely blamed for any issue of parking within the village.

Throughout this application process, comments have been made that Dogh is solely responsible for these issues, and the large volumes of cars in Welburn, and that we do nothing to try to resolve the situation. We would like to take the opportunity to highlight that this is entirely untrue. We try our best to request all customers do not park on the service road or block access to peoples homes, and when we see someone doing so all of our staff know to approach the customer and politely request that they park elsewhere. This is most often met with understanding from our customers and they move their vehicles. What we are not able to do is police the public, and if we do not see who has parked incorrectly then there is very little that we are able to do about it.

We understand that some of the issue is caused by our customers, and therefore are happy to keep on requesting that our customers move their vehicles where possible. What we are not happy to do is continue to be subject to online and in person abuse by members of the village, who on many occasions have entered our cafe and verbally abused our customers, or shouted generally in the direction of customers, rudely demanding that they move their cars. This creates an unpleasant atmosphere in the cafe, and usually results in us having to offer free coffees or cakes to customers by way of apology. We do not feel that it is fair that the comments made by objectors portray them as making polite requests, when the reality is that they are behaving in a rude and entitled manner towards members of the public and blaming it on Dogh. It is also worth highlighting that these individuals will often drive to the central exit of the service road (located directly outside of Dogh) and beep their horns at members of the public, despite the other two exits to the service road being completely clear. It is also clearly felt that parking on the village green is frowned upon by “tourists” and visitors to the village, but is conveniently acceptable when it comes to certain village residents parking their own vehicles, receiving deliveries or having services such as gardeners park outside their homes. If parking by patrons of Dogh is causing damage to the village green, then surely the same must apply when residents do the same.

With regards to the evening events, we propose the following steps to help alleviate any potential parking issues during these evenings, and hope that this will reduce any impact caused by the additional cars:

- During the evenings events the Crown and Cushion pub has offered that staff members of Dogh may park in their car park, removing additional cars on the road and creating space for the customers of the evening events.
- We will continue to verbally communicate with our customers and request that they park sensibly and do not block the service road
- We will add information to both our website page, and to any email marketing that requests that anyone traveling to the events by car park on the main road and not use the service road or block access to any homes.

We hope that these steps will be sufficient in reducing the impact of any additional traffic or parked vehicles during the evening events.