
Site assessment form

Basic

01. About the business

Name of business	
Store ID	
Full address of site	
	Postcode
Local authority area	
Assessment conducted by	
Phone number	
Email	
Date of assessment	
Time of assessment	

02. Land use category (please select)

A1 – Shops, Post Offices, Dry Cleaners, Takeaway Sandwich Bars, Internet Cafes

A2 – Financial and professional services (Banks, Building Societies etc)

A3/A5 – Restaurants, Cafes and Hot Food Takeaway (Excluding Internet Cafe)

A4 – Drinking Establishments (Public Houses, Wine Bars etc)

BI/B2 – Business and General Industry (Other than in A2, Research and Development, Laboratories, Studios etc)

B8 – Storage or distribution (Storage or Distribution Centres - Wholesale Warehouses etc)

C1 – Hotels, Boarding Houses and Guest Houses

C2/DI – Institutions (Hospitals, Nursing Homes, Nurseries, Museums, Libraries, Galleries, Training Centres, Places of Worship etc)

C3 - Dwelling/Home

D2 - Leisure (Cinemas, Concert Halls, Sports Halls etc)

Other

If other, provide details:

03. What are the hours of business?

Day	Time
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

04. Who is responsible for procurement or buying goods and services?

Business Owner Site Manager Procurement Manager Head Office Other

Details:

About the deliveries

05. What types of deliveries / collections are made to your premises?

Type	Delivery	Collection	Services
Products / goods, eg newspaper, stationery, furniture			
Courier and mail, eg letters, parcels			
Retail: Only goods sold by the company / business			
Fresh produce: meat and produce / vegetables			
Consumables, eg water, bottles, catering, vending			
Servicing, eg contractors / builders / IT services etc.			
Other; please specify			

06. How many deliveries / collections are made to your premises during these periods?

Day/time	23:00 - 06:59	07:00 - 09:59	10:00 - 15:59	16:00 - 18:59	19:00 - 22:59
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

07. How long does it take to complete an average delivery?

5-10 mins Up to 30 mins Up to 1 hour More than 1 hour

Further details:

08. Are any of your fleet operators able to gain access without the premises being staffed?

Yes No

If yes, please explain how?

09. Do you share deliveries with other businesses?

Yes No

If so, with whom and what arrangement is in place?

10. Do you consolidate or group your own deliveries?

Yes No

If yes, where do you consolidate your deliveries?

11. Do you have storage capacity at your premises?

Yes No

Please provide further details:

About the site, loading and off-loading

12. Are there any local restrictions to delivery times in force?

Road restrictions Planning Condition Noise Abatement Order
Voluntary Agreement Other

Please provide further details:

13. Are there any residential dwellings nearby?

Yes No

If yes, please provide details:

14. Where do you receive deliveries / collections from?

Private loading area (front/rear of premises) Public loading area (front/rear of premises)
Private roadway Public roadway Off street Enclosed area Other

If other, please provide details:

15. Is there a controlled entry system (security / intercom / keypad)?

Yes No

If yes, please provide details:

16. What is the approximate distance from the loading area to the delivery point?

<10 m 10-30 m 30-60 m 60-100 m >100 m

17. What type and how many of each vehicle are used for deliveries per week?

	How many? <input type="text"/>		How many? <input type="text"/>		How many? <input type="text"/>
Bicycle (with trailer)		Pick Up		Rigid HGV - 7.5 to 33 tonnes	
	How many? <input type="text"/>		How many? <input type="text"/>		How many? <input type="text"/>
Motor Cycle		Van		Articulated HGV (up to 33+ tonnes)	
	How many? <input type="text"/>		How many? <input type="text"/>		How many? <input type="text"/>
Car		Transit type vehicle (up to 7.5 tonnes)		Construction HGV	

If none of the above, please provide details:

18. What type of reversing alarms are used for deliveries?

Standard White Noise Other (please specify)

If other, please provide details:

19. Access road - is there sufficient room to manoeuvre safely?

Yes No

20. Is there an alternative access route for deliveries?

Yes No

21. Are there any obstructions affecting vehicle movements?

Yes No

If yes, please provide details:

22. Are there any size limitations / restrictions at the delivery location?

Yes No

If yes, please provide details:

Please provide any other information / comments

Retiming feasibility

How easy is it to start retiming?

- | | |
|---|---|
| 1 | Easy to retime with some small changes |
| 2 | Fairly easy to retime with some operational changes |
| 3 | Possible to retime with some operational or regulatory changes |
| 4 | Possible to retime but significant operational or regulatory changes needed |
| 5 | Difficult to retime without major changes to business, building or area |

Site risk assessment form

Assessing noise impact

Carrying out a noise impact risk assessment will assist businesses and regulators to make informed decisions on proposed changes to delivery and servicing times where noise is a consideration. Further guidance is available through the TfL Code of Practice for quieter deliveries (CoP), Carrying out good noise assessments and Noise management plans (NMP).

The table below outlines an example of risk categories and typical recommendations proportionate to the level of noise disturbance posed. A high risk rating indicates that noise is more likely to cause a negative impact and requires formal noise control.

Risk rating (example)

Risk Rating	Recommended Action	Risk Score	Action
Low	1. Apply for change	< 10	Change to start when practical
	2. Address potential adverse impacts and follow CoP		
	3. Review periodically and address any concerns		
Medium	1. Apply for change	10 – 20	Change to start after appropriate measures
	2. Address potential adverse impacts, follow CoP		
	3. Apply NMP		
	4. Review periodically and address any concerns		
High	1. Apply for change	> 20	Change to start after approval of NMP or condition
	2. Address potential adverse impacts, follow CoP		
	3. Engage stakeholders and apply detailed NMP		
	4. Make formal application to relevant authority to change condition / restriction, if necessary		
	5. Review periodically and address any concerns		

Risk assessment (example)

Criteria	Risk Score	Site Score
Proposed retiming hours		
Night time hours (23:00 - 07:00)	6	
Day time (07:00 - 23:00) Sundays and Public holidays	3	
Day time (07:00 - 23:00) Monday to Saturday	0	
Number of deliveries during proposed retiming		
More than three	6	
One to Three	3	
One	0	
Time taken for the delivery or deliveries		
More than 30 mins	6	
20 - 30 mins	3	
Less than 20 mins	0	
Proximity of residents, dwellings, schools, hospitals etc		
Structurally adjoining	6	
In close proximity	3	
In the vicinity	0	
Noise control measures		
None / very few	6	
Suitable informal controls	3	
Noise management plan and use of quiet technology and equipment	0	
Existing delivery noise management		
Low – no controls, poor compliance history, history of complaints	6	
Moderate – Informal controls, few complaints	3	
High – Well prepared NMP, no or very few noise complaints	0	
Total Score		