

Amazon DPO1



What it is, how it got here and why
your concerns matter

Bob Comlay – CLP Residents Representative

References and Research Sources

Many hours of research over the past three years, including:

- Local Planning Authority public content
 - *Havant Borough Council*
 - *East Riding of Yorkshire Council*
 - *South Somerset*
 - *Birmingham City Council*
 - *Peterborough City Council*
 - *Bournemouth Christchurch and Poole Council*
 - *Arun District Council*
- Logistics Trade sources
- HBC, HCC and PCC have declined to respond officially to direct questions
- Freedom of Information Requests
 - HBC, HCC, PCC, VOA
- Unofficial sources within Amazon and HBC

2019 - 2020 - Amazon's original proposal

The original proposal, and Amazon's preferred solution, was to develop DPO1 at Dunsbury Park, next to the A3(M) at Waterlooville

Turned down by Portsmouth City Council (who own the Dunsbury site) and Havant Borough Council (who would have received the business rate income and the employment)

Why? Because both local authorities had long-term ambitions for exploiting Dunsbury Park as a Solent Freeport 'Tax site'



2019 - Pfizer at 32 New Lane

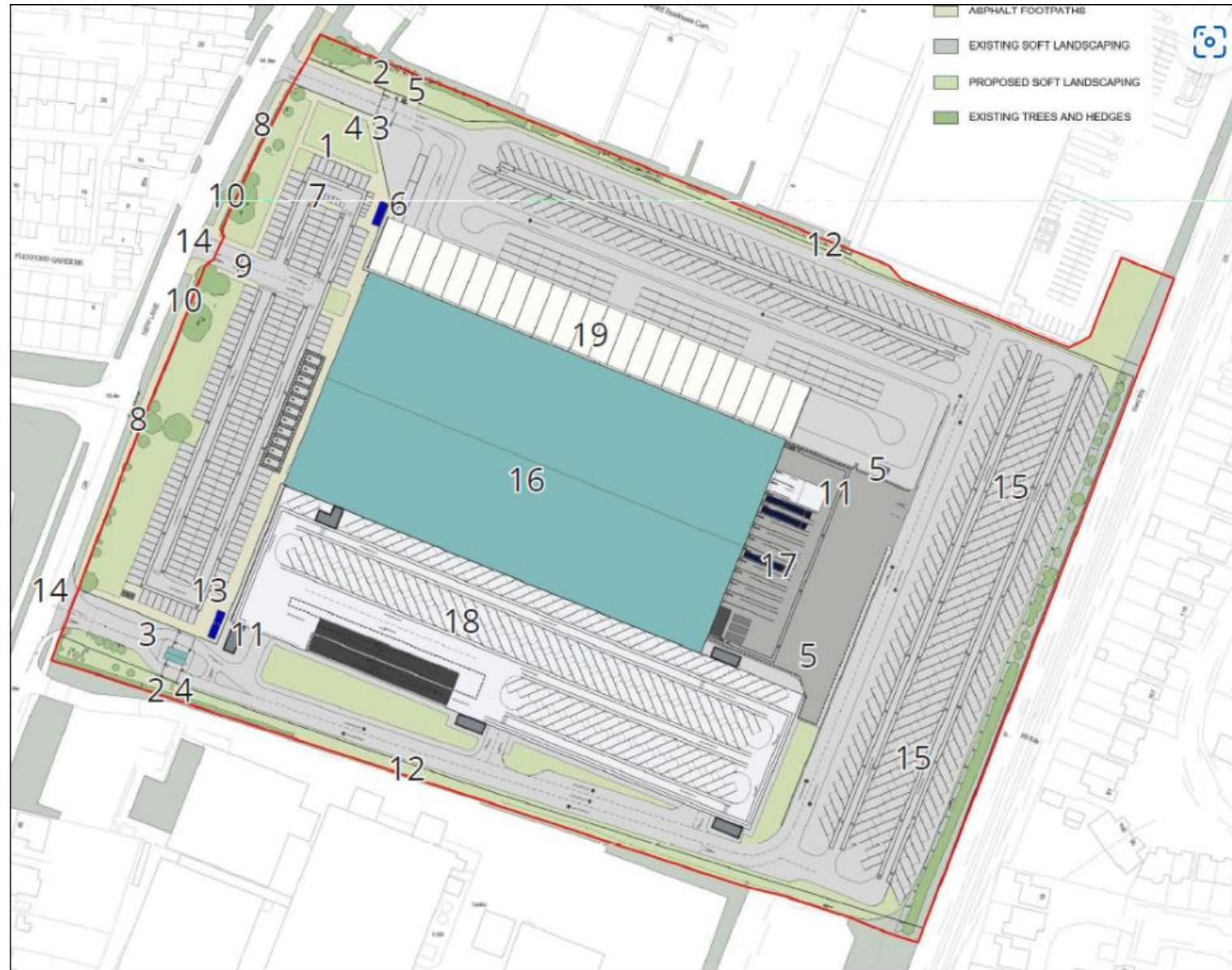
- Traffic movements per day? **Estimate 500**
- Working days? **Monday to Saturday**
- Hours of operation? **7am – 7pm**
- Out of hours traffic/noise at site? **Rare**



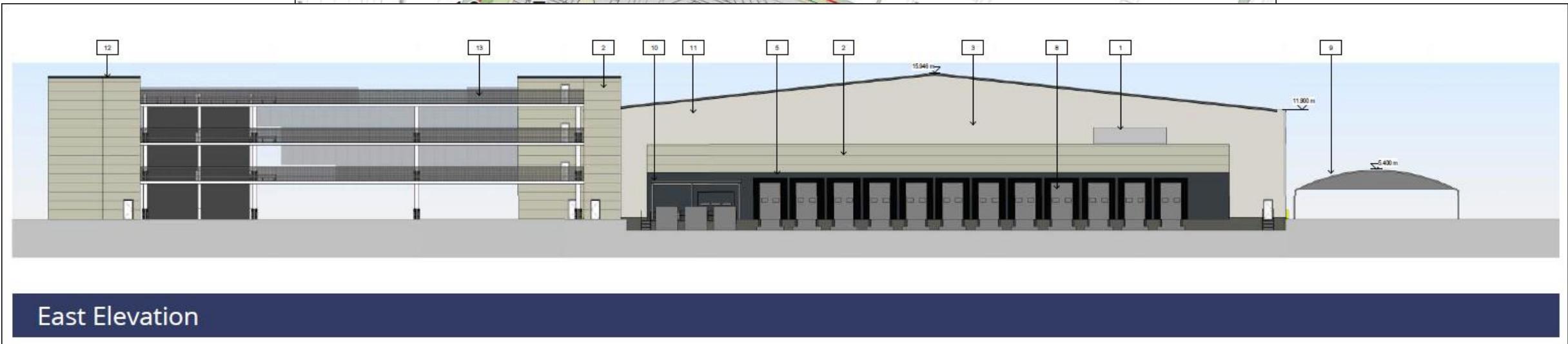
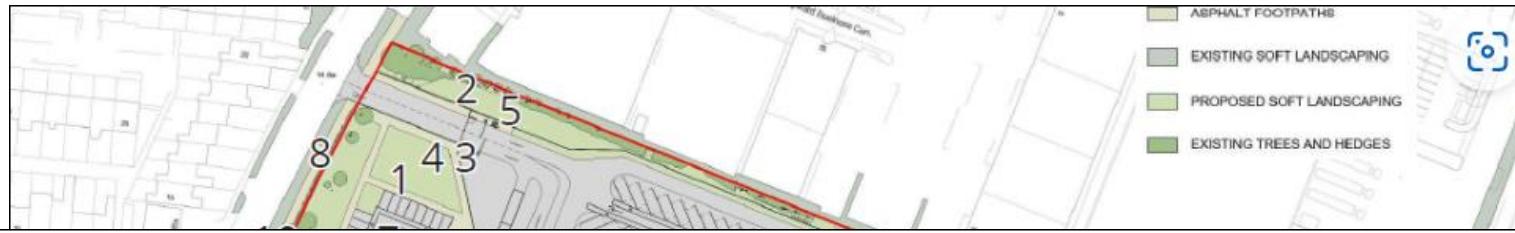
2024 - Amazon DPO1 at 32 New Lane

- Traffic movements per day? **Estimate 2,500**
- Working days? **7 day working, peaking at Prime days**
- Hours of operation? **24 hour, round-the-clock**
- Out of hours traffic/noise at site? **365 days of the year**

January 2021



January 2021



Amazon Delivery Station	Site code	HGV docks	Van storage capacity
Portsmouth (Havant)	DPO1	12	866
Peterborough (Alwalton)	DPE1	11	847
Hull (North Ferriby)	DHU2	12	667
Bournemouth (Poole)	DBH3	11	633
Brighton (Bersted)	DBN5	6	512
Birmingham (Tysley)	DBI2	11	359
Yeovil (Seafire Park)	(tba)	6	350

Amazon Delivery Station	Site code	HGV docks	Van storage capacity
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Peterborough (Cambridge)			
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Each of these developments resulted from planning applications which protected the anonymity of the 'intended occupier'

The original Planning Conditions

4 – “The site must operate according to an agreed Operational Management Plan with any changes agreed in writing by HBC”

9 - “All delivery vans operating from the site shall be liveried and branded in a manner to allow for easy identification”

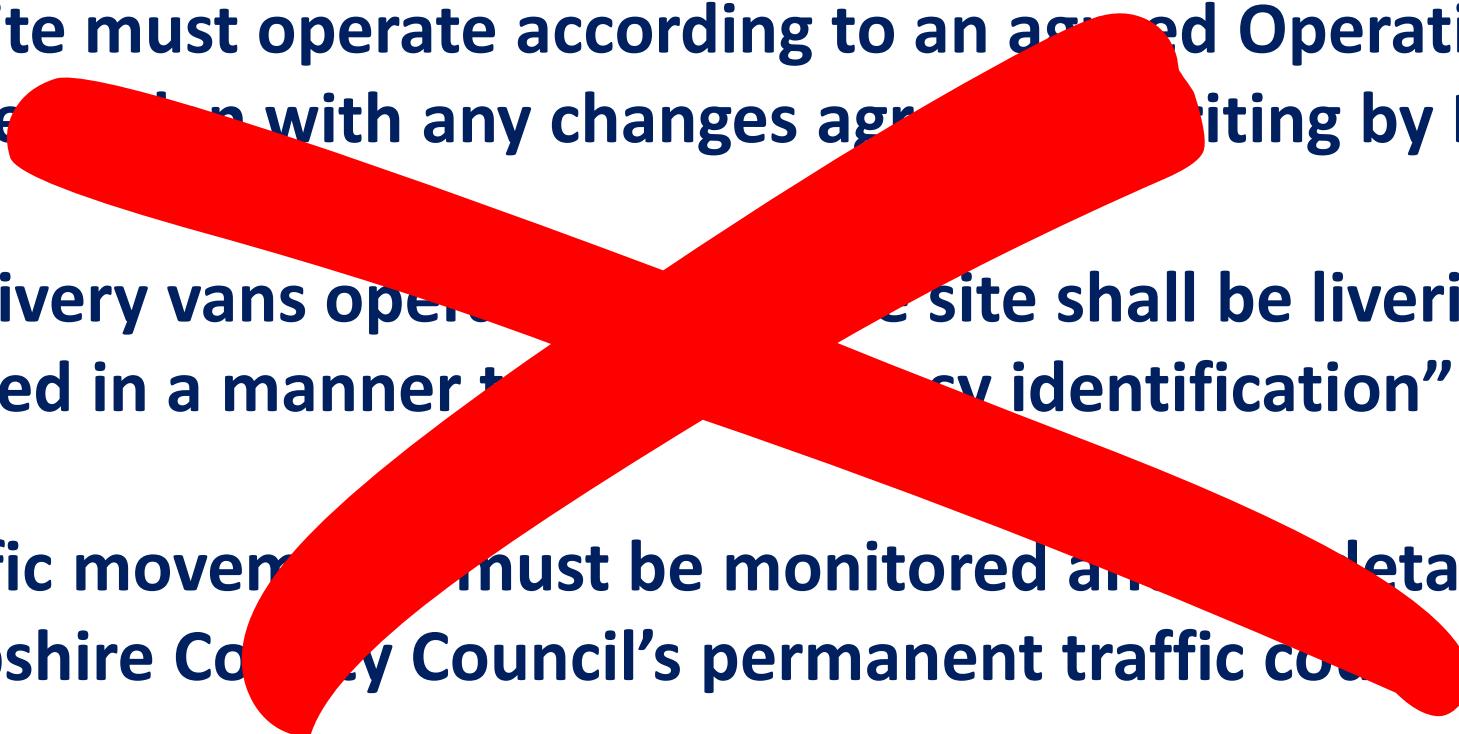
10 – “Traffic movements must be monitored and the details fed into Hampshire County Council’s permanent traffic count database”

The original Planning Conditions

4 – “The site must operate according to an agreed Operational Management Plan with any changes agreed in writing by HBC”

9 - “All delivery vans operating from the site shall be liveried and branded in a manner that clearly identifies the delivery identification”

10 – “Traffic movements must be monitored and details fed into Hampshire County Council’s permanent traffic control database”



Amazon's second Planning Application*

Raised to 'remove or modify' Conditions 4, 9 and 10 in order to
"make the conditions commercially acceptable" to Amazon

As a concession to the public objections, a further condition
was added:

30 – "A Community Liaison Panel must be set up before
operations begin to enable local residents and stakeholders
to raise and resolve problems with the site"

Amazon DPO1 - Delivery traffic facts

1. The delivery traffic into and out of the site is owned, managed and driven by third party Delivery Service Partners (DSP), Linehaul logistics partners or individual owner/drivers using their own private cars on Amazon Flex gig-economy terms
2. The branded grey/blue Amazon 'Prime' fleet vans are leased to a minority of DSPs who can justify the additional cost of rental
3. Most DSPs use their own fleets of 'white vans'









Own your success

Start your own business and become an Amazon Delivery Service Partner, delivering smiles across your community.



amazon FLEX

Adjust your work, not your life.

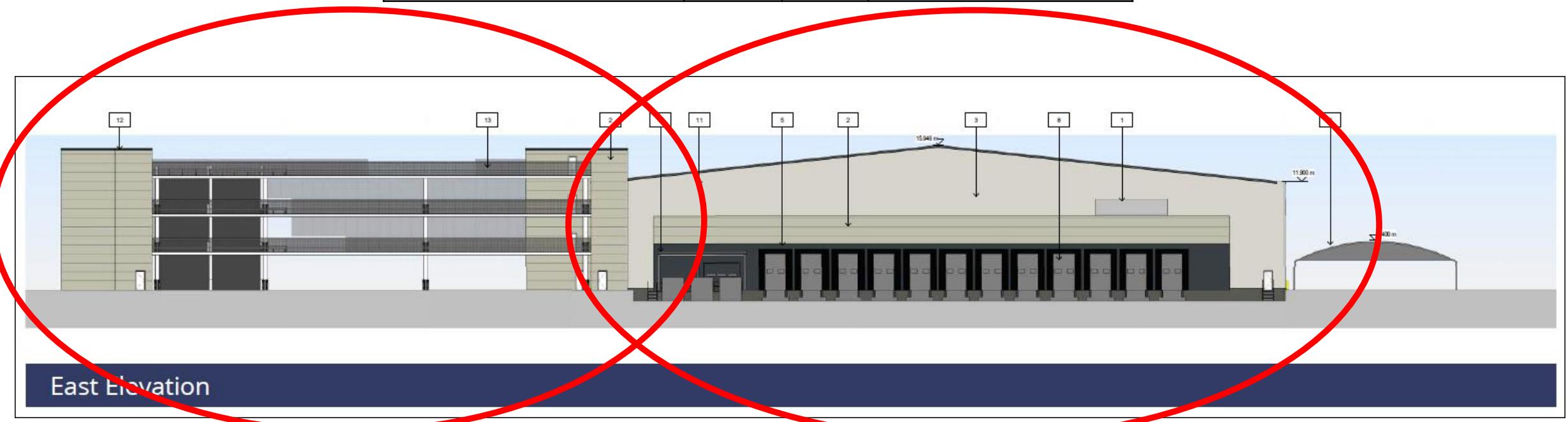
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- 2024 Traffic movements
- Estimate 2,500

- 2026 Traffic movements
- Estimate 5,000 ?

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AMAZON DELIVERY SERVICE

More ways to make
your customers smile

Reliable parcel delivery for retailers and Amazon selling partners. Ship your parcels straight to your customers.



The DPO1 Community Liaison Panel (CLP)

- DPO1 **8 March 2023** **Amazon site operations began**
- CLP 1 **30 July 2023** Site tour during shutdown, buffet, ToR
- CLP 2 **30 October 2023** Complaints from residents raised
- CLP 3 **22 January 2024** Cllr. Stone actioned to escalate breaches of planning conditions to HBC
- CLP 4 ? **29 April 2024 ?** **Issues from this meeting will be raised**
- Long outstanding action - There is still no effective, transparent and auditable complaint handling process in place



Havant Civic Society

HOME NEWS-BLOG HOT TOPICS AROUND HAVANT HBC INFO PROJECTS ABOUT US

Amazon DPO1 – complaint

Stop Press! A public meeting will be held at Alban's Church Hall, Bampfylde Road, Havant on Saturday 12th January 2019 at 10.30am. All are welcome to attend. The meeting will be concerned about the unauthorised delivery of Amazon packages to Havant. If you are affected, or just want to know more, please come along.

The simple form on this page will allow you to complain about Amazon's operations at the 3rd floor of the 'DPO1'. Once completed, the form will be sent to the Amazon support desk and a copy of the information will be sent to the [Amazon Community Liaison Officer](#) for the next meeting.

Submit your complaint

Once you've submitted the form, if you have photographs or dashcam footage that support your complaint, please press the button below to open a pre-addressed email, to which you can attach the files and send as usual.

Send attachments

We'll match the files to the complaint you've submitted as appropriate.

Join the Amazon DPO1 Residents' Action Mailing list

If you'd like to add your details to the Amazon Action mailing list, [please take this link and fill in the simple form](#). We'll do the rest.

Data privacy note



Complaint Raised – Example 1

“Woken up regularly 2am, house vibrates, windows shake, Crossland Drive road was not built to take such high volume traffic nor are the homes, windows are shut due to noise and dust and fumes. The small vans speed down road, terrible choice of site for this business...”

[A resident of Crossland Drive]

Complaint Raised – Example 2

“Getting woken up at 3am every day by Amazon lorries on Crossland Drive... It’s not just the noise, its the fact that my house shakes and the walls are getting cracks in them.... From about 10:30 am onwards the road is full of Amazon Prime and white contractor vans. My driveway gets parked over/in regularly. I’m glad I only rent this house and will be leaving the area as soon as possible.”

[A resident of Crossland Drive]

Complaint Raised – Example 3

“Long Amazon branded multi-axle articulated HGVs now using the New Lane – Eastern Road – Elmleigh Road rat-run daily at all hours, especially during the overnight period. They seem to enjoy taking the dog-leg turn challenge at the back of the station but in doing so are completely blind to users of the new pedestrian/cycle crossing.”

[A resident of New Lane (south)]

Complaint Raised – Example 4

“Vans sorting parcels out blocking drive. They park across my garage even with a ‘disabled do not block’ notice, dropping cigarette butts out of window. Drivers rude when asked to move. Trying to cross the road at Crossland drive when the white vans come out. Delivery lorries in the early hours of the morning.”

[A resident of New Lane (north)]

Complaint Raised – Example 5

“I’m tired of my children being woken up by lorries beeping their horns through out the night for a ridiculous amount of time as well as the constant vans being parked just outside my house. It makes me and my children really uneasy to see people in vans waiting outside and near our home”

[A resident of New Lane (north)]

Complaint Raised – Example 6

“A big issue along ‘oak park drive’ and ‘river way’ is there’s always Amazon flex drivers sat here, sometimes 4 or 5 vans, waiting for flex jobs to come in, basically hiding near the depot. My partner and other females I know do not like to walk around there now due to the drivers gathering there, they find it scary and intimidating to walk past. I have tried to raise this issue with the council and Amazon to no avail”

[A resident of Crossland Drive]

Complaint Raised – Example 7

“I often use New Lane on my way to work and at various other times, on my way into Havant. There is often a long queue of traffic waiting to get into the site, making overtaking rather awkward and potentially dangerous.”

[A resident of Prospect Lane]

Complaint Raised – Example 8

“I walk my dog around the area and past Amazon a few times a day, the speeding of the vans and staff speeding as they come to/from work at Amazon there is shocking. I’ve been in there myself a couple of times to raise complaint and basically hit a brick wall , I’ve called Amazon multiple times trying to find an avenue of complaint- again like a brick wall”

[A resident of Crossland Drive]

Complaint Raised – Example 9

“My house is opposite to amazon and i have seen lorries attempt to go in the entrance opposite me and then because they have gone in the wrong entrance they then have to reverse. Which worries me in case they reverse into my garden wall... I can hear my windows and doors rattling and have seen cracks appearing in my back rooms...”

[A resident of Flexford Gardens]

Complaint Raised – Example 10

“There is a lot of extra HGV traffic down Crossland drive at night. And on more than one occasion a HGV has parked for the driver to have a break down Old Copse Road. I have been woken up by the noise at night. Just last night I was woken up at about 3:30am by a lot of noise from the site

[A resident of Gaulter Close]

So – How did this happen?

Havant Borough Council should have actively helped Amazon present the win-win case for development at Dunsbury Park

The New Lane site should never have been selected. It is a waste of sustainable high-tech manufacturing space which would have provided high quality employment for the area

Havant Borough Council's lack of political balance has caused poor decision making, weak governance and a failure to properly challenge major development proposals

Amazon DPO1



Thanks for listening