

1 July 2026

The office received a call from a concerned resident around the repeated damage to a property off Little Lane.

Larger vehicles repeatedly strike the garage building, causing damage to the structure and stress to the residents.

Previously a restriction sign was added to the High Street end of Little Lane – this worked for a period but with the grow of delivery services during COVID the number of delivery vans using the lane has increased.

The office raised a report as attached (Appendix A) with Highways through the Public Right Of Way (PROW) Officer for advice.

The PROW officer believes there is little that can be done on a practical level and sent the following response:

Context

- Little Lane is a single-track historic lane, it was never designed to serve multiple delivery vans.
- There is a PROW that sits on top of the lane.
- Residents have access rights for their cars.
- The expectation is that there are limited daily vehicular movements just for residents.

Problem

- Post Covid there has been a significant increase in people using delivery services to receive goods.
- This creates a health and safety risk with vans (who are often are time pressured and drive speedily) interacting with PROW users.
- Large vans are causing damage to adjacent buildings.
- Quality of life - vans damaging property and creating an unsafe environment.
- Difficult for the van reverse down a narrow lane

Solution

- Residents need to take individual responsibility for not encouraging delivery vans down an unsuitable road.
- Avoid using delivery services as much as possible by shopping in store or using click and collect services.
- If you do need to use delivery services, get parcels delivered to other address such as locker services, places of work or to friends and family's addresses.
- As a last resort make it explicitly clear on the delivery notes that vans are not to drive down Little Lane
- If this is still an issue residents should consider formally complaining to the delivery service

Suggested letter from Melbourn Parish Council to Little Lane and Mortlock Street residents attached (Appendix B).



Entrance to Little Lane, view from High Street. [///weary.lifters.dribble](#)

Signage to state Access Only with 1.8m clearance.

Trucks and delivery vehicles ignore the sign and are causing damage to properties at the other end of the lane.



Exit of Little Lane, view from Orchard Road. [///backswing.petition.hazy](#)

Property at 24 Mortlock Street repeatedly struck by vehicles – most are delivery vehicles and do not stop to provide details.

Persistent use by delivery vehicles causing damage to property.

Would there be any appropriate action that can be taken such as adding a bollard to the corner of the building in question?

Damage is structural and repeated.

Little Lane, Melbourn

Appendix B

Help Protect Little Lane

Dear Residents

The Parish Council has been discussing with the Highway Authority at Cambridgeshire County Council the number and size of delivery vans using Little Lane. As you will all appreciate, the lane is very narrow and is not designed to accommodate frequent use by larger vehicles. This can lead to damage to property, damage to the road itself and difficulties for other lane users.

While delivery drivers ultimately decide which route to take, the Highway Authority has advised that residents can play an important part in helping to reduce the number of unsuitable vehicles using the lane. We would therefore be grateful if residents could consider the following:

Where practical, shop in person or use click-and-collect services to reduce the need for home deliveries.

If a delivery is required, consider alternative delivery locations, such as parcel lockers, your workplace, or the address of a friend or family member.

When arranging home deliveries, include clear delivery instructions asking drivers not to use Little Lane and to approach on foot if possible.

If delivery drivers continue to use the lane despite these instructions, consider raising the issue directly with the delivery company, as customer feedback can help influence future driver routing.

We understand that these suggestions may not always be practical, and residents cannot control every delivery made to their home. However, if we all take small steps where we can, together we can help protect Little Lane and preserve it for the benefit of everyone in the village.

Thank you for your support and cooperation.

Melbourn Parish Council