

Platignum Properties Limited

300 Grays Inn Road

Draft Delivery & Servicing
Management Plan

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1 INTRODUCTION

- 1.1 This Draft Delivery & Servicing Plan (DSP) has been prepared by Caneparo Associates on behalf of Platignum Properties Limited ('the Applicant') in relation to the planning application at 300 Grays Inn Road ('the Site'), located within the London Borough of Camden ('LBC').
- 1.2 The Development relates to the extension, reconfiguration, and refurbishment of the building to provide a qualitative and quantitative uplift in office floorspace alongside the provision of 7 residential units (3 x 1 bedroom, 3 x 2 bedrooms and 1 x 3 bedrooms). The proposals remove the existing servicing area and provide high-quality cycle parking facilities, a cycle maintenance area, showers and changing rooms.
- 1.3 Specifically, the planning application seeks:
- 1.4 *"Refurbishment and extension of the building to provide residential flats (Class C3) and commercial, business and service use (Class E) including external alterations for new facades to all elevations, the introduction of terraces, reconfiguration of entrances and servicing arrangements, new hard and soft landscaping, provision of cycle parking and other ancillary works."*
- 1.5 This DSP sets out how deliveries, servicing and waste collection associated with the Development will be managed and controlled. It has been prepared in consideration of national, strategic and local planning policy. This document includes information on the office and residential land uses. This DSP can be used to produce dedicated documents tailored to each land use, as part of the anticipated discharge of planning condition.
- 1.6 This DSP has been prepared in accordance with the 'Delivery and Servicing Plan Guide' 2020 TfL guidance, with regard to compliance with British Standard BS5906:2005 Waste management in buildings – Code of practice and Building Regulations 2000, Part H6 and Camden Planning Guidance: Design 2021.

Aims & Objectives

- 1.7 The principle aim of the DSP is to manage deliveries and servicing (including waste collection) to and from the Development, in order to ensure that servicing activity is undertaken successfully, efficiently, sustainably and without conflict between vehicles and / or vulnerable road users.
- 1.8 In addition, the DSP includes measures to ensure servicing and deliveries are recorded and monitored for the commercial tenants and where feasible via the Site Management Team for the



residential land use. This highlights any issues which may arise from the servicing of the Development and enables future deliveries to be reduced, re-moded, re-timed and re-routed. Deliveries by smaller vehicles will always be a priority, as will delivering outside of weekday peak hours.

- 1.9 The DSP will manage deliveries and servicing at the Development with the following objectives:
1. Deliveries will be planned and undertaken from the agreed location on Acton Street.
 2. Where possible, deliveries will be undertaken by small to medium sized vehicles (e.g. bicycles, motorbikes, and vans) and electric or hybrid vehicles.
 3. Vehicles will load / unload for the minimum time necessary, in order to ensure that the loading facilities are available for other incoming vehicles whenever possible.
 4. Reduce the number of deliveries, where possible, through consolidation, shared suppliers and using locally based suppliers.
 5. Maximise the amount of recycled waste in line with the waste hierarchy.

Targets

- 1.10 The following Targets will be set for this DSP:
- To ensure the waste storage area is provided at all times to ensure sufficient waste storage can be achieved;
 - To ensure safe and suitable access is maintained at all times to the waste to maintain safe and suitable access for waste collection operatives;
 - To target all deliveries and servicing activity to be undertaken within the on-street loading bay; and
 - To target all deliveries to occur between 7am and 9pm in the interest of residential amenity.

Benefits

- 1.11 The DSP aims to bring about a continual improvement in the way deliveries and servicing is undertaken by reducing its effect on the environment and local highway. It also brings about a number of benefits to the organisations and users of the Development, including the following:
- Opportunities to consolidate deliveries, saving time and money.
 - Improvements to safety by reducing the number of deliveries and overseeing activity on-site.



- Reducing harmful emissions through the use of greener and smaller vehicles.
- Improving the scheduling of deliveries to reduce non-attendances, unsuccessful deliveries or idling vehicles waiting to access the loading facilities.
- Reducing the potential for having to wait/load/unload illegally.
- Reducing congestion and environmental impacts, conversely resulting in improved air quality.
- Improving amenity for users of the Development and the local area through reduced noise, emissions and intrusion from vehicles.

Delivery & Servicing Plan Structure

1.12 The remainder of the DSP is set out as follows:

- **Section 2** - sets out the Site's servicing arrangements and waste collection;
- **Section 3** – sets out the waste storage and collection arrangements;
- **Section 4** - covers the measures and initiatives of the DSP;
- **Section 5** - details the monitoring and review of the DSP; and.
- **Section 6** - provides a summary and conclusion.

2 SERVICING ARRANGEMENTS

- 2.1 The following sections set out how deliveries, servicing and waste collection will take place from the Site.
- 2.2 The Development will utilise a new 15m shared-use loading bay on Acton Street allowing loading for up to 20 minutes between 10:00-16:00 Monday to Saturday, anytime between 19:00-08:00 overnight Monday to Saturday and at all times on Sunday. The shared-use loading bay will also allow for short-term disabled parking. **Figure 2.1** displays the on-street arrangement.

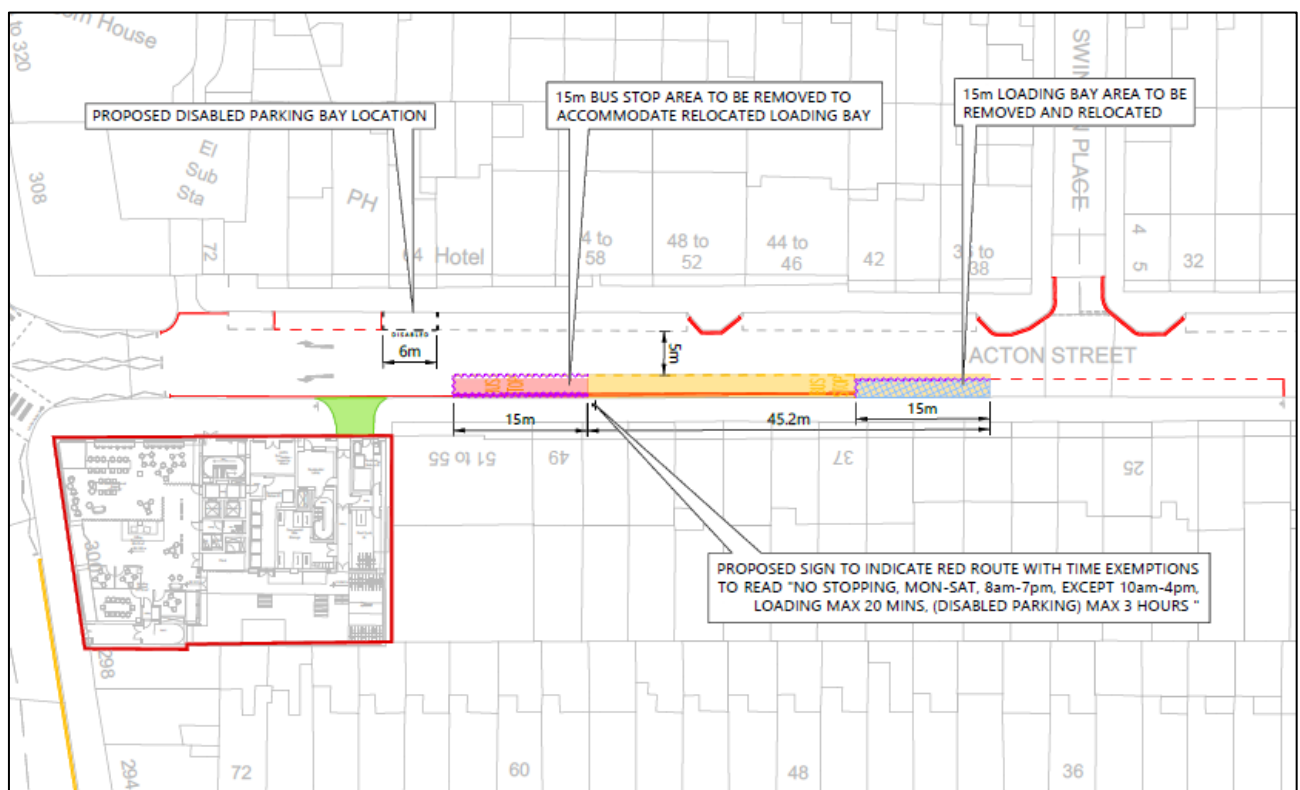


Figure 2.1: Servicing Arrangement on Acton Street

Servicing Movements

- 2.3 Deliveries to the office space will comprise of regular post, office supplies (including furniture) and employee personal deliveries while the residential will receive a mixture of internet shopping, supermarket delivery vans, and occasional large goods vehicles such as furniture deliveries.
- 2.4 On average, the dwell time will be no more than 10 minutes, with many deliveries taking under 5 minutes.

- 2.5 An assessment of the servicing trip generation has been based on the City of London’s Loading Bay Reckoner (2018) which stipulates 0.2 deliveries per 100sqm of office floorspace and 15 deliveries per 100 residential units.
- 2.6 The 4,342.1 sqm of office floorspace can be expected to receive 9-10 deliveries per day. The 7 residential units, the Site can be expected to receive 1 delivery per day for the residential units.
- 2.7 The corresponding servicing trips for the proposed development is summarised in **Table 2.1** below. The figures presented are based on a typical mix of Light Goods Vehicles (LGV) and Other Goods Vehicles (OGV) in the ratio 90:10, reflecting the drive to reduce the size of delivery vehicles within London.

Table 6.1: Summary of Daily Servicing Trips					
Land Use	LGV Arrivals	LGV Departures	OGV Arrivals	OGV Departures	Total (two-way)
Residential	1	1	0	0	2
Office	9	9	1	1	20
Total	10	10	1	1	22

Note: Discrepancies relate to rounding of numbers

Types of Vehicles

- 2.8 It is anticipated that the vast majority of servicing and delivery activities will be undertaken by Light Goods Vehicles (LGVs) such as transit, panel and box vans with typical activity comprising home deliveries and grocery shopping for the residential units. **Figures 2.2 – 2.4** illustrate the type of vehicles that are likely to typically serve the Site. The largest vehicles used on a less frequent basis will be for refuse collection as well as white goods for residents moving in/out.



Figure 2.1 – Typical LWB 3.5t Sprinter Van



Figure 2.2 – Typical 4.6t Light Panel Van



Figure 5.3 – Typical 7.5t Box Van

Vehicle Routeing

- 2.9 Delivery, servicing and waste collection drivers will be advised to arrive from the east along the A201 King’s Cross Road before entering Acton Street heading westbound and departing to the west on the A5200 Grays Inn Road, either to the north or south. The one-way route will prevent unnecessary vehicle movements in the vicinity of the Site.

3 WASTE STRATEGY

3.1 This section will set out the waste storage and collection strategies for the development. Waste will be managed in accordance with the waste hierarchy as set out in **Figure 3.1**.

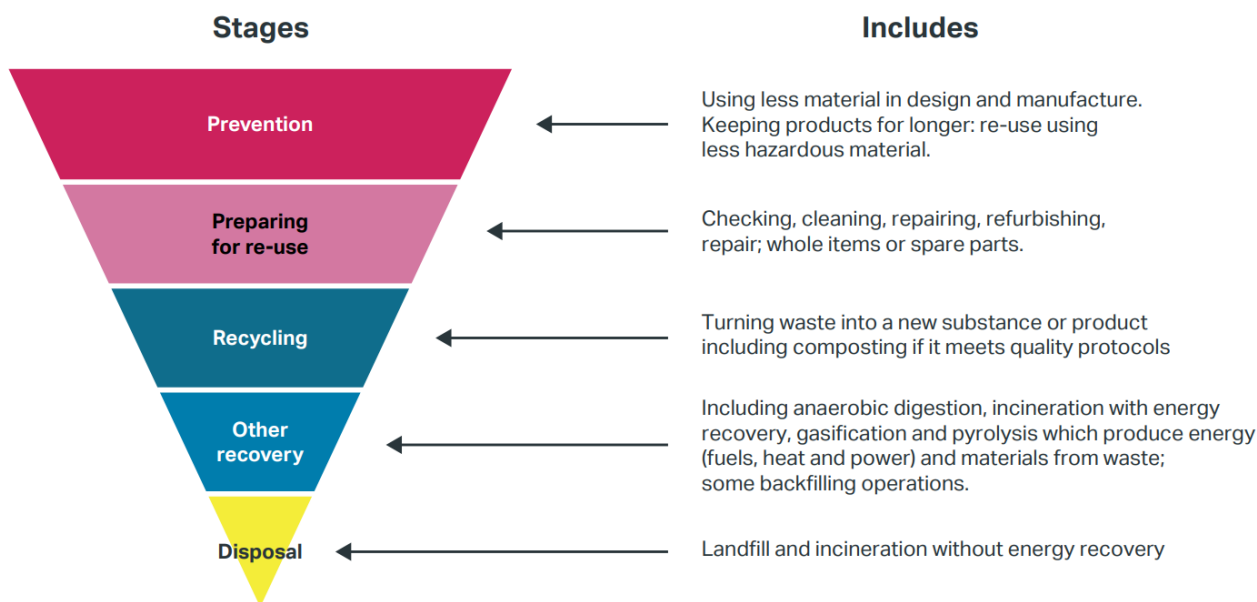


Figure 3.1: Waste Hierarchy (London Environment Strategy)

3.2 Suppliers will be encouraged to take away their packaging to minimise the accumulation of waste on-site. It may be possible to remove packaging prior to its arrival to the Site to improve waste management subject to the FMT’s delivery strategy.

3.3 In accordance with the London Environment Strategy, the Applicant commits to a business waste recycling target of 75% (by weight / tonnage) by 2030 and a residential waste recycling target of 65%. The FMT will keep a record of how much waste and recycling is produced and will reallocate bins for recycling as/when necessary.

Waste Generation & Storage

Office

3.4 In line with the Camden Planning Guidance: Design (January 2021) document, waste storage for the office has been based on the British Standards and the specific requirements of office units.

3.5 The 4,342.1sqm of office floorspace is predicted to generate a total weekly waste generation of 8,694L based on 2,000L per 1,000sqm on a thrice weekly collection. This amounts to the following waste stream generation:

- 2,608L of general waste = 2 x 1,280L eurobins.
- 4,347L of paper / cardboard = 4 x 1,100L eurobins.
- 869L of dry mixed recycling (plastics and cans) – 1 x 1,100L eurobin.
- 869L of food waste – 4 x 240L wheelie bins.
- An additional 1 x 660L Eurobin is provided for mixed electrical waste.

3.6 The office waste store provision allows for a minimum of 70% of waste to be recycled on day one, with a target to increase this to 75% by 2030.

Residential

3.7 Waste storage for the residential units has been calculated using the Camden Planning Guidance: Design (January 2021) document, which requires 140L of Dry Mixed Recycling, 120L of General Waste and 23L of food waste per unit.

3.8 For the 7 residential units a total of 1,981L of waste storage is required, which will be divided as follows:

- 2 x 660L general waste Eurobins
- 2 x mixed dry recycling Eurobins
- 1 x 240L food wheelie bin
- An additional location for bulky waste is provided (which can also be used by the office).

3.9 Internal access to the waste store will be provided via the residential lobby and a back of house area for residents. A separate on-street access will be provided from Acton Street, giving direct access for the Council's waste collection personnel to transport bins between the store and the waste collection vehicle on Acton Street.

Waste Collection

3.10 The Development is provided with two separate waste stores for the commercial and residential land uses, both accessed from the northeast corner of the building. Both stores will be covered, lockable and not visible from the roadside. The location of the bin stores and their transfer route to the loading bay on Acton Street is detailed in **Figure 3.2**.

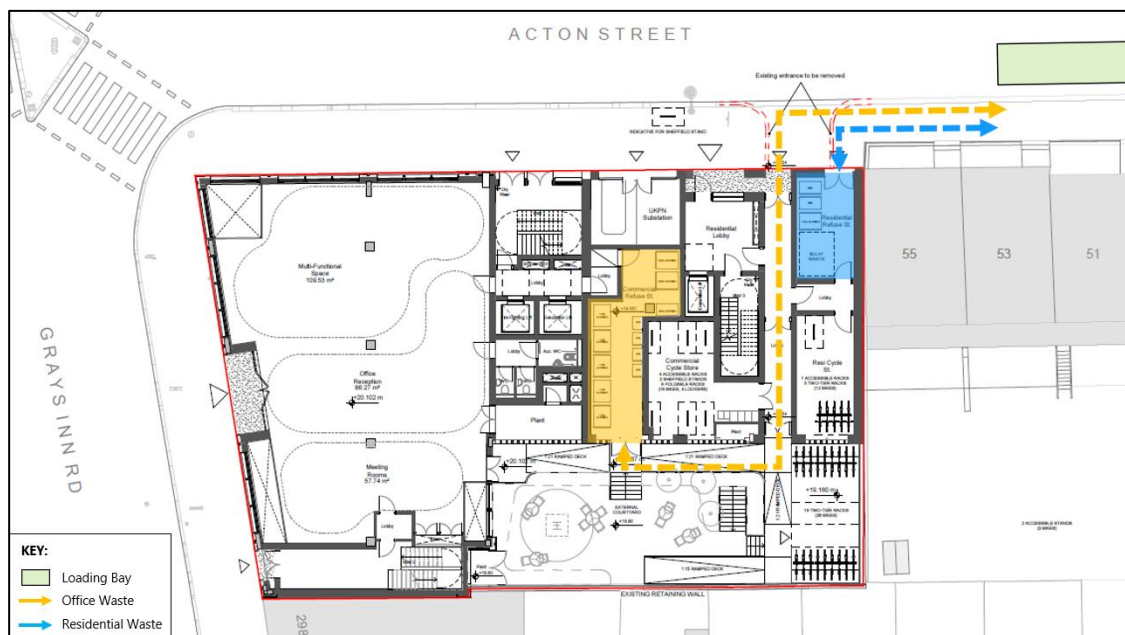


Figure 3.2: Waste Collection Route

Source: Haptic Architects 2023

- 3.11 All waste collection will occur on-street using the loading bay on Acton Street during the controlled hours. Waste collection vehicles can stop within 10m of the building entrances to ensure that drag distances are minimised to Acton Street.
- 3.12 With respect to residential waste, Council waste operatives will move bins from the store to the waste collection vehicle on the day of collection and will return them to the store once collection has occurred. The waste collectors for the office space will be provided with direct access to the bin store.
- 3.13 The Site Management Team will enter into a private waste collection regime owing to the commercial premises available on-site, as such, the elected contractor will be made aware of the location of the waste store in relation to the location at which vehicles will stop.
- 3.14 The SMT will be responsible for ensuring that waste is stored appropriately and, subsequently, made available in good time prior to collection, for the office and retail waste stores. They will therefore be able to assist with the transfer of bins to/from the waste collection vehicle along with the collection operatives.
- 3.15 The residential waste store will be located within a 10m drag distance of the collection vehicle with no management available during collection.



Unique Waste

- 3.16 There is likely to be a small component of the overall waste arisings from the proposed development that will comprise other waste streams, such as Waste Electrical and Electronic Equipment (WEEE), gas canisters, Hazardous Waste (HAZ), printer and toner cartridges and fluorescent light tubes. Building maintenance will also give rise to materials such as paints and waste lubricating oils that will require separate storage in dedicated sealed containers.
- 3.17 This type of waste is termed "unique" as it will not be produced on a regular basis and therefore its management will be on special arrangement with a registered waste handler for the specific waste that is produced.
- 3.18 All waste management will have to comply with Environmental Protection Act 1990 and The Waste (England and Wales) (Amendment) Regulations 2014 Space for additional unique waste containers provided (e.g. battery bins).

Bulky Waste

- 3.19 The waste storage area for the residential use includes provision for the storage of bulky goods. Through discussions with the office tenant this may also allow for bulky waste storage for the office space.

4 MEASURES & INITIATIVES

- 4.1 A management system will be put in place to oversee for the office and retail floorspace to ensure its smooth operation.
- 4.2 The Site Management Team (SMT) for the building will designate a Goods In Manager who will schedule deliveries. The Goods In Manager will not necessarily be a full time role and may be part of another Manager's duties, but will enable deliveries to be managed / controlled and will ensure as far as possible that deliveries do not overlap.
- 4.3 The management system will enable forthcoming servicing activity to be anticipated, particularly, if / when exceptional activity is planned / expected.
- 4.4 The following initiatives will be adopted:
- Instructions will be issued to all suppliers who book deliveries setting out the delivery procedures to be adopted by them.
 - Due to the restrictions on the proposed parking bay (loading only allowed between 10:00-16:00 in the daytime), all servicing will have to take place outside of the AM (08:00-09:00) and PM (17:00-18:00) peak periods. In addition, larger deliveries will be encouraged to undertake servicing activity between 10:00 and 12:00.
 - Suppliers will be encouraged, where possible, to use small and electric or hybrid vehicles.
 - Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded / unloaded (i.e. when their vehicle is stationary).
 - The management system will ensure that goods are appropriately transferred from the point of receipt to their ultimate destination.
 - The management system will ensure that once goods have been unloaded, the content and quality of the delivery is checked.
 - "Just in Time" scheduling of deliveries will be used where possible to minimise storage capacity required.



Highway Safety and Pedestrian Management

- 4.5 The protection of pedestrians in and around the servicing area is a priority of the DSP. The SMT will ensure that all suppliers and drivers are aware of their potential impact on pedestrian safety and that due care and consideration must be taken when within the servicing area to prevent conflict between manoeuvring vehicles and pedestrians.
- 4.6 The SMT will ensure that all suppliers and drivers are aware of their potential impact on pedestrian safety and that due care and consideration must be taken when within the servicing area to prevent conflict between manoeuvring vehicles and pedestrians.

Scheduled Deliveries

- 4.7 The DSP will implement a time-booking system, requiring all suppliers to book predefined delivery time slots for their vehicles. The time-slots will be defined by the scale / nature of the goods delivered and will be booked via an online portal, such as Voyage Control. Communication of the process to tenants will be undertaken through induction training and the provision of an Occupiers Handbook.
- 4.8 This measure will avoid 'peaking' of deliveries, and thus ensure that multiple deliveries will not arrive at the same time; it will also allow the SMT to better manage the hours of use of the loading bay, such that peak times and lunchtime are avoided to facilitate pedestrian movement, where possible.
- 4.9 The SMT will commit to re-timing deliveries through the booking system to make efficient use of the loading bay. Vehicles which arrive outside of agreed hours may be accepted at the Site, however, will be informed not to do so in the future. Repeat offending will be based on a 'three-strike' basis where the SMT will advise occupiers to review with their suppliers where the repeat offending is recorded.
- 4.10 Waste collection will be scheduled, and regular deliveries will be programmed to avoid waste/recycling collections.
- 4.11 The SMT will contact LBC in the event that any exceptional deliveries are required to the Site, including any deliveries that may need to occur out-of-hours. If required, these will be arranged at weekends or other quiet periods.



Promotion

- 4.12 All tenants will be made aware of the DSP and will be required to liaise with the SMT regarding the coordination of deliveries and servicing at the Site. The SMT will provide regular updates and offer briefing / workshop sessions to tenants to implement the delivery time-booking system and other site-wide management measures.
- 4.13 The SMT will undertake regular liaison with tenants to understand any changes to their servicing requirements and will reinforce the measures within this DSP to manage the servicing strategy, including delivery vehicle numbers.

Consolidation and Reduction of Deliveries

- 4.14 In order to reduce the number of daily deliveries to the Site, the SMT will:
- i. encourage tenants to advise staff to make use of facilities such as Amazon lockers to reduce the number of staff personal deliveries to the Site;
 - ii. investigate the potential use of last mile delivery solutions by eco-friendly or active travel modes, such as cycle couriers;
 - iii. review the number of deliveries for each tenant and suggest further measures that could be adopted by tenants with high frequencies of deliveries to reduce overall numbers; and,
 - iv. explore the possibility of smart / joint procurement with adjacent properties in conjunction with seeking suppliers who use consolidation centres.

Residential Initiatives

- 4.15 Due to the nature of the proposed residential development, i.e. a small residential scheme with circa 1 delivery expected per day, there will be no dedicated Site management resource appointed to oversee the servicing operations for this element of the development or regular monitoring. Before occupation residents will be advised that servicing and waste collection will be undertaken from Acton Street and to avoid peak hours (08:00-09:00 and 17:00-18:00) wherever possible.

Waste Initiatives

- 4.16 A Site Manager will be appointed for the development to oversee the management of waste storage and collection for the office land use.



4.17 All waste measures are compliant with BS 5906:2005, the Environmental Protection (Duty of Care) (England) (Amendment) Regulations, 2003 (Ref. 3), Part H6 of the Building Regulations (2013) (incorporating all amendments) (Part H6) (Ref. 4), the London Plan Policy SI 7, and the London Environment Strategy.

Consolidation, Smart Logistics and Low-Carbon Waste Collection

4.18 The Applicant will explore the consolidation of waste streams between each land use to reduce the number of waste collection vehicles that may visit the Site.

4.19 Following occupation, the Applicant will explore smart-logistics and community-led waste minimisation schemes to reduce the quantum of waste that leaves the Site.

4.20 The Applicant would also look to use companies that have low or no-emission vehicles to deliver their goods in the procurement of the proposed delivery consolidation strategy.

4.21 Cargo bike usage is ever increasing for last mile deliveries and therefore the Applicant will look to source supplies through this method where possible. Waste collection will always be looked to be consolidated particularly noting that the Applicant will operator the entire building and undertakes a similar arrangement on their other schemes.

Information Provision & Awareness

4.22 Tenants of the building will be made aware of the existence of the DSP, its objectives, and the role of individuals in achieving its objectives, upon occupation of the building.

4.23 Signage will be placed in waste storage areas encouraging the correct deposit of waste and the use of the recycling opportunities provided.

4.24 Noticeboards, newsletters or the building's intranet could be used by the SMT as a means of further disseminating information and promoting initiatives.

Storage / Collection of Hazardous Waste

4.25 It is acknowledged that the storage and collection of hazardous waste is an integral element of any waste management, and necessary to comply with various waste management and health and safety legislation. Specific details on the storage and collection of hazardous waste is set out below



- 4.26 A bin will be provided in a prominent communal area, most likely within the building reception at ground floor, for the depositing of used batteries.
- 4.27 To manage the waste associated with Mercury-containing equipment, all such equipment will be banned from being procured or used unless prior written consent is given by the Landlord. The preventative measure will ensure that the potential for the disposal of any equipment containing mercury is prevented and thus specific waste storage facilities are not required.
- 4.28 Waste Electrical and Electronic Equipment recycling (WEEE) facilities will be provided whereby tenants will liaise with the SMT who will collect WEEE as necessary and liaise with appointed waste collection contractors for the appropriate collection and disposal as necessary.
- 4.29 The use of pesticides will be controlled whereby their use will only be permitted by the building owner, or their appointed SMT, as necessary. This will enable their appropriate use and control by qualified gardening teams (for the management of all landscaping) or pest controllers.

Fly Waste and Fly Tipping

- 4.30 The SMT will monitor the Site for any fly-waste or litter and will collect and process any materials within the boundary of the property; this will include recycling this material where possible/appropriate.
- 4.31 In the unlikely event of fly-tipping, upon identifying this the SMT will liaise with the waste contractor for the same-day removal, and flexibility will be available within the delivery booking system for the collection vehicle to access the servicing area. Any hazardous waste will be correctly labelled, contained and segregated within a store in any interim period arising prior to booked removal.



5 MONITORING & REVIEW OF THE PLAN

Office Monitoring

- 5.1 The SMT will maintain a record of servicing, which will include the following information:
- Day
 - Date
 - Delivery slot(s) booked
 - Type of vehicle
 - Goods carried
 - Time of arrival
 - Time of departure
 - Any other comments
- 5.2 The SMT will regularly monitor/review the success of the DSP and, if considered necessary/appropriate, will propose changes to the DSP to be approved by LBC.
- 5.3 The DSP will be the subject of an annual review with LBC, unless LBC confirms (in writing) that a formal review is not necessary.
- 5.4 The SMT will review comments received from occupants of the Site and/or third parties (as appropriate) regarding servicing activity and notify LBC if necessary/appropriate during the next annual review of the DSP (or before in the case of any time-sensitive issues).
- 5.5 In the unlikely event that the delivery and servicing of the Site has any issues with managing the number of deliveries each day, further measures will be adopted to ease delivery numbers. This could include measures such as:
- Re-modifying deliveries – deliveries would be undertaken by smaller vehicles where appropriate such as by bicycle and motorcycle.
 - Re-timing deliveries – deliveries would be undertaken before 7am and after 7pm to ease the number of deliveries during the peak daytime hours.
 - Re-routing deliveries – delivery vehicles which serve the Development also serving nearby properties, reducing the number of vehicles on the local highway network during the day.

Residential Monitoring

- 5.6 Given the small scale of the residential aspect of the Site with only 7 units proposed to be delivered, it is not considered feasible for any formal monitoring to be carried out.



Waste Monitoring

- 5.7 A dedicated member of the SMT will constantly monitor/review the waste storage and collection strategy and, if considered necessary/appropriate, will propose changes to the DSP; all changes will be submitted for approval by the Local Planning Authority (LPA).
- 5.8 As part of the monitoring/review of the DSP, the SMT will take into consideration any other developments in the locality which could potentially affect, or be affected by waste activity associated with the Development.