HIGHGATE NEWTON COMMUNITY PARTNERS SERVICING MANAGEMENT PLAN





HIGHGATE NEWTON COMMUNITY PARTNERS

SERVICING MANAGEMENT PLAN

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1. INTRODUCTION

1.1 General

- 1.1.1 SYSTRA Ltd (SYSTRA) has been commissioned by the London Borough of Camden (the Client) to provide transport and highways consultancy in support of the development proposals at Highgate Newton Community Partners, at 25 Bertram Street, London, N19 5DQ (the Site). The Local Planning Authority and Local Highway Authority is the London Borough of Camden (LBC).
- 1.1.2 Planning permission was granted (ref: 2016/6088/P) in July 2017 for the redevelopment of the existing Highgate Newtown Community Partners (HNCP) and Fresh Youth Academy (FYA) and the change of use of the People's Mission Gospel Hall to provide replacement community facilities and 31 residential units with associated public open space, landscaping, cycle storage, plant and disabled parking.
- 1.1.3 Planning permission was subsequently granted in March 2019 (ref: 2018/5774/P) for a revised scheme whereby the principles of development remained the reprovision of community facilities and new residential units, but incorporating standalone residential and commercial buildings and an increase in residential units to 41 from 31 (the Consented Development). The Consented Development includes the provision of cycle parking facilities and refuse storage.
- 1.1.4 Planning Condition 36 of the permission states that:

Prior to occupation of any part of the development, a Servicing management plan shall be submitted to and approved by the local planning authority. The proposals will be maintained in accordance with this plan thereafter.

Reason: In order to protect the pedestrian environment and the amenities of the area generally and to ensure the continued free flow of traffic in the area in accordance with Camden Local Plan policies T1, T2 and T3.

- 1.1.5 Planning permission was subsequently granted in August 2023 (ref: 2023/2662/P) to secure minor modifications to the Consented Development, whereby the principles of development remained the reprovision of community facilities and new residential units, but would facilitate a tenure change to 100% affordable housing along with a change to layout of selected units to increase their capacity and size which would result in an overall reduction in unit numbers from 41 to 36. Access arrangements, car parking and cycle parking provision remain as per the Consented Development.
- 1.1.6 This Servicing Management Plan has therefore been prepared to discharge Planning Condition 36.

1.2 Delivery & Servicing Plans

1.2.1 Servicing Management Plans (SMPs) or Delivery and Servicing Plans (DSPs) aim to provide a framework for fully considering the potential impact of delivery and servicing activity associated with a development. They provide a framework to efficiently manage all types of freight vehicle movement to and from individual buildings.

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1.2.2 A SMP / DSP can help to improve the safety, efficiency and reliability of deliveries to a site. It can be used to identify unnecessary journeys and deliveries that could be made by more sustainable modes, helping to reduce congestion on the surrounding highway and minimise the environmental impact of servicing activity.

1.3 Report Structure

- 1.3.1 Following this introductory section, the remainder of this SMP is structured as follows:
 - Section 2: Policy & Guidance Review Provides an outline and review of relevant national, regional and local policy and guidance relating to delivery and servicing in the context of the Consented Development.
 - Section 3: Baseline Conditions Describes existing transport conditions in the area surrounding the Site, with a focus on the local highway network and parking restrictions.
 - Section 4: Development Proposals Summarises the Consented Development in terms of land uses, residential units and access.
 - Section 5: Servicing & Refuse Collection Strategy Sets out the strategy and management measures that will be implemented for servicing and refuse collection activity.
 - Section 6: Summary & Conclusion Summarises the key points arising from the work carried out to inform this SMP, and presents a final conclusion.

2. POLICY & GUIDANCE REVIEW

2.1 General

2.1.1 This section of the SMP focuses on policy and guidance relevant to servicing, including Transport for London (TfL)'s *Making Freight Work for You* guidance document.

2.2 Policy

The London Plan

- 2.2.1 The London Plan was adopted in March 2021. It supports the concept of growth being socially, economically inclusive and environmentally sustainable, with a major focus on sustainable development.
- 2.2.2 The London Plan sets out the Mayor's vision for the development of London until 2041. It is an overall strategic plan, setting out an integrated economic, environmental, transport and social framework for development in London. It provides the strategic framework within which planning decisions are made, enabling a shared vision for London across all boroughs and establishing policies that all parties involved in new developments to understand expectations and requirements.
- 2.2.3 Transport Policy T7 Freight and Servicing seeks to:
 - Reduce the overall number of freight trips;
 - Require development proposals to facilitate sustainable freight and servicing, including through provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and Servicing Plans should be developed in accordance with TfL guidance and in a way which reflects the scale and complexities of developments.
 - Require developments to be designed and managed so that deliveries can be received outside of peak hours. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.

Mayor's Transport Strategy

- 2.2.4 The Mayor's Transport Strategy (MTS) sets out the policies and proposals of the Mayor of London to reshape transport in London over the next 25 years. It builds on the vision for a better London outlined in 'A City for All Londoners' and takes forward the approach set out in 'Healthy Streets for London'.
- 2.2.5 The vision of the strategy is to reduce the need for car travel and encourage walking and cycling. By 2041 the strategy aims to achieve a modal split of 80% for trips made by public transport, cycle or on foot, with only 20% made by car. This represents a significant shift from existing travel patterns within London; at present, only 64% of journeys are made using sustainable and active modes.
- 2.2.6 Proposal 15 notes that the Mayor and TfL will work with boroughs to reduce the adverse impacts of servicing activity on the highway and transport network, with an aim of reducing the number of lorries and vans entering Central London during the morning peak period by 10% by 2026.

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2.2.7 The MTS supports timing delivery and servicing activity to be undertaken outside of peak hours, and encourages servicing facilities to be designed in a way that can safely accommodate servicing activity whilst enabling and encouraging walking and cycling.

Freight & Servicing Action Plan (2019)

- 2.2.8 TfL's Freight & Servicing Action Plan provides a best practice guidance document on sustainable freight distribution. It provides information regarding clean and efficient freight operations, in line with the Healthy Streets approach to put human health at the heart of the city. The plan seeks to ensure sustainable delivery and servicing patterns can be achieved.
- 2.2.9 The Action Plan addresses a number of priorities in relation to freight movement:
 - Safe Freight: In relation to the Mayor's Vision Zero (eliminate all traffic casualties in London) strategy, ensure the development of safe vehicles, speeds, streets and behaviours;
 - Clean Freight: Reducing emissions associated with freight movement through using ultra low emission vehicles and adopting smarter delivery practices through consolidated trips;
 - Efficient Freight: Reduce the impact of congestion, whilst achieving efficient freight
 movement across networks and local areas through consolidated planning and
 management; and
 - Land for Freight: Providing additional logistics land where required to a support freight operators.

Delivery & Servicing Plan Guidance: Planning for Safe, Clean & Efficient Freight in London (2020)

- 2.2.10 TfL has published advice on the development of DSPs and guidance on how design, procurement strategy, operational efficiency, waste management and road trip reduction can be used to help developers and planning authorities comply with policy requirements.
- 2.2.11 A DSP is described as providing a 'framework to make sure that freight vehicle activity to and from your building is working effectively for your organisation'.
- 2.2.12 DSPs can be used to manage deliveries to reduce the number of delivery and servicing trips, particularly in the morning peak, and identify and promote where safe and legal loading can take place.
- 2.2.13 Other advantages to developing and implementing a DSP include time and cost savings, reduced congestion, improved reliability, improved safety and a reduction in a site's impact on the environment.
- 2.2.14 The document notes that effective implementation of DSPs can also help to time deliveries outside of peak network hours, reduce the time spent on-site by suppliers, reduce the frequency of servicing activity, consolidate the number of suppliers servicing a site, and promote the use of low or no emission vehicles.

LBC Transport Supplementary Planning Document

2.2.15 LBC's Transport SPD was published in January 2021. Section 4 provides advice concerning the preparation of Servicing Management Plans. It notes that an SMP's aim is to:

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'Minimise motorised freight movements, mitigating against the negative impacts of freight movement in general, in particular those of motorised freight traffic'.

2.2.16 It is intended to support occupiers of a development to manage elements of servicing activity include timing, loading locations, vehicle types and the monitoring of such activity. It notes that, when servicing can only be undertaken during daytime working hours, it should occur off-peak and outside of 07:00-10:00 and 16:00-19:00.

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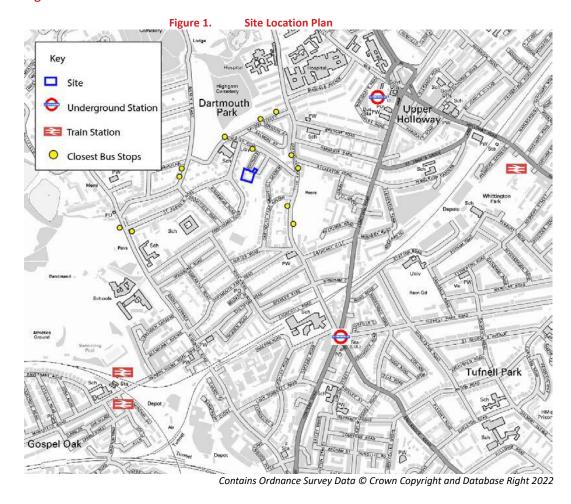
3. BASELINE CONDITIONS

3.1 General

3.1.1 This section of the SMP describes the existing transport and highways conditions at the Site and in the immediate surrounding area, with a particular focus on road transport.

3.2 Site Location

- 3.2.1 The Site is located at the southern end of Bertram Street, a residential cul-de-sac in the London Borough of Camden. It is bound by Bertram Street to the north, properties fronting Croftdown Road to the west and south, and properties fronting Bramshill Gardens to the east.
- 3.2.1 A plan detailing the location of the Site in the context of the surrounding area is shown in Figure 1.



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3.3 Local Highway Network

Bertram Street

- 3.3.1 Bertram Street is 7.0m wide cobbled residential cul-de-sac which runs north-south and connects the Site to Chester Road. Parking bays are marked on both sides of the carriageway. Footway build-outs are provided at the northern end of and half way down Bertram Street, which narrow the carriageway width to approximately 3.2m.
- 3.3.2 At present, there is no turning head provided on Bertram Street, meaning vehicles have to turn in locations where there are empty parking spaces, or travel in reverse gear along the entire length of the road. The latter practice is currently undertaken by refuse vehicles, which reverse back onto Chester Road. It is noted that traffic volumes on Bertram Street are low; however, such manoeuvres could be considered a highway safety hazard.

Chester Road

- 3.3.3 Chester Road is located to the north of the Site and is adopted by LBC as the Local Highway Authority. It runs east-west between Swan's Lane and Dartmouth Park Hill. Residential parking and wide footways are provided both sides of the road. Vehicles are permitted to travel in a westbound direction only on the section of Chester Road between Dartmouth Park Hill and Raydon Street.
- There are a series of footway build-outs and associated speed cushions provided on Chester Road, aimed to reduce vehicle speeds and provide informal crossing points for pedestrians.

Croftdown Road

- 3.3.5 Situated to the south of the Site, Croftdown Road runs north-east to south-west between Chester Road and Highgate Road and facilitates two-way traffic for its duration. It is also adopted by LBC as the Local Highway Authority. Speed humps are installed at frequent intervals to reduce vehicle speeds.
- 3.3.6 Whilst construction works associated with the Consented Development are being undertaken, temporary restrictions are operational on Croftdown Road; these restrict stopping and loading adjacent to the pedestrian route that links to the Site between 07:30 and 18:00, Monday to Saturday. Such restrictions will be removed following completion of construction works.

3.4 Parking

- 3.4.1 Streets in the vicinity of the Site (including Bertram Street and Croftdown Road) are located in Controlled Parking Zone (CPZ) CA-U, with restrictions on parking operational between the hours of 10:00 and 12:00, Monday to Friday.
- 3.4.2 The majority of the parking bays on Chester Road, Croftdown Road and at the northern end of Bertram Street are available for use by permit holders only during CPZ operational hours, and for general public use without charge at other times.
- 3.4.3 The bays at the southern end of Bertram Street and a limited number on Chester Road are shared use (for permit holders or Pay & Display) during CPZ hours, with a maximum

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stay of 1.5 hours permitted. stay duration restriction.	Outside of	CPZ	hours,	bays	can	be use	ed v	withou	t charg	e or

4. CONSENTED DEVELOPMENT

4.1 General

- 4.1.1 This section provides an overview of the Consented Development, including land uses and unit numbers, parking provision and access details.
- 4.1.2 The Consented Development to which the planning condition is associated incorporates the demolition of the building previously located on the Site and construction of a new building to provide a new home for the community centre uses previously located on-site through the Highgate Newton Community Partners (1,892 sqm), and three buildings accommodating residential units.
- 4.1.3 This will be supported by associated public open space, landscaping, cycle parking, plant and refuse storage.
- 4.1.4 Planning permission was subsequently granted in August 2023 to secure minor modifications to the Consented Development, whereby the principles of development remained the reprovision of community facilities and new residential units, but would facilitate a tenure change to 100% affordable housing along with a change to layout of selected units to increase their capacity and size which would result in an overall reduction in unit numbers from 41 to 36.
- 4.1.5 A total of 36 units will be provided across three buildings, comprising 1x studio, 19x one-bed, 8x two-bed, 3x three-bed, 3x four-bed and 2x six-bed.
- 4.1.6 Access arrangements, car parking and cycle parking provision remain as per the Consented Development.
- 4.1.7 The planning applications allows for the community use to be operational between the hours of:
 - 08:30 and 22:00, Monday to Thursday;
 - O8:30 and 23:30, Friday and Saturday; and
 - O9:30 and 21:00, Sunday.
- 4.1.8 HNCP has confirmed that the community uses, incorporating the ground floor, first floor and hall, are expected to accommodate a peak capacity of 300 people. LBC's Youth Service will occupy other floors of the building.

4.2 Access

- 4.2.1 The Site's internal courtyard has been designed as primarily a pedestrian space to deter the use of this space by vehicles. To ensure that the courtyard operates as intended, it is intended to restrict access to permitted vehicles only through the installation of a key-operated telescopic rising bollard.
- 4.2.2 Any unscheduled access in the week will be managed by HNCP and FYA staff during their operating hours. Deliveries will be undertaken from a new loading bay to be provided on Croftdown Road (see **Section 5**).
- 4.2.3 This arrangement will be reviewed by LBC (as freeholder) at regular intervals and modified if required.

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5. SERVICING & REFUSE COLLECTION STRATEGY

5.1 General

- 5.1.1 This section outlines the servicing and refuse collection strategy for the Consented Development. The SMP aims to ensure that servicing of the Consented Development can be carried out efficiently, whilst minimising any effects on the local highway network and other developments within the vicinity of the Site.
- 5.1.2 This SMP therefore seeks to achieve the following objectives:
 - O Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
 - Improve the reliability of deliveries to the Site;
 - Reduce the operating costs of building occupants and freight companies; and
 - Reduce the impact of servicing activity on local residents and the environment.

5.2 Servicing Access

- 5.2.1 The majority of delivery and servicing activity associated with the Consented Development will be undertaken on-street, from a new loading bay to be provided on Croftdown Road. It is currently proposed that the following servicing and delivery trips will be undertaken from this loading bay:
 - Residential deliveries;
 - Community use deliveries; and
 - HNCP minibus drop-off.
- 5.2.2 It is proposed for a loading bay to be provided on Croftdown Road, in front of the crossover provided to enable construction works for the Consented Development. Single yellow line restrictions are currently in place in this location.
- 5.2.3 The indicative location is shown in Figure 2 overleaf. The loading bay would be designed to accommodate servicing activity forecast to be generated by the Consented Development, and would also serve neighbouring properties on Croftdown Road.

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Figure 2. Croftdown Road Loading Bay Location

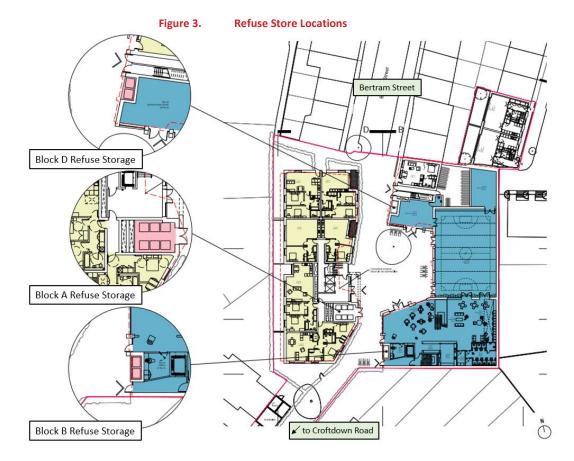


- 5.2.4 Refuse collection activity will be undertaken from within the courtyard, with vehicles accessing via Bertram Street. Refuse vehicles will enter and exit the Site in forward gear. Emergency vehicle access will also be provided to the courtyard.
- 5.2.5 Servicing activity associated with the two freehold houses located in Block C will be undertaken on-street from Winscombe Street.
- 5.2.6 Staff will only be on-site between 09:00-21:00. With the Service Management Plan in place, it is unlikely that any deliveries will be required for the community use facilities outside of these operational hours.
- 5.2.7 Swept path analysis has been undertaken to demonstrate that a refuse vehicle as currently used by LBC can safely enter and exit the Site in forward gear. This is contained at Appendix A for information.
- 5.2.8 Compared to the previous arrangement at the Site, whereby all servicing and refuse collection vehicles were required to reverse the length of Bertram Street on leaving the Site, the proposed arrangements that include the possibility for vehicles to turn on-site represents an improvement to road safety along both Bertram Street and Chester Road.

Refuse Collection

5.2.9 Refuse collection activity for both land uses will be undertaken within the internal courtyard. The Consented Development provides three refuse stores to serve the respective blocks, the locations of which are shown in Figure 3.

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5.2.10 The Consented Development's waste collection strategy adheres to the waste storage requirements set out in BS 5906:1980, which requires refuse storage areas to be positioned in an easily accessible location for recycling collection crews.

5.3 Servicing Trip Generation

5.3.1 This section provides a summary of the servicing trip generation analysis that has been undertaken for the Consented Development, covering all land uses.

Residential

- 5.3.2 Using a first principles approach, it is considered robust to assume that one in eight residential units will generate a servicing trip per day. This equates to the Consented Development's 36 residential units to be serviced via Croftdown Road (and Winscombe Street for the two freehold houses located in Block C) generating an average of approximately four to five delivery and servicing trips per day (eight to ten two-way trips).
- 5.3.3 For robustness, it is assumed that no deliveries will be consolidated into the same vehicle. Across a twelve hour daily period (07:00 to 19:00), this equates to an average of less than one delivery every two hours.
- 5.3.4 The majority of servicing associated with the residential units is likely to comprise grocery and takeaway deliveries and similar activity. The majority of such deliveries will be made by Light Goods Vehicles (LGVs) or by car, and will have a short duration of stay.

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Community Uses

- 5.3.5 Delivery and servicing activity anticipated to be generated by the community uses over the course of an average week includes:
 - Food deliveries;
 - Post and parcels;
 - Refuse collections; and
 - Event hire servicing (infrequent, only when required).
- An average of between one and two servicing trips daily is considered a robust estimate. It is anticipated that servicing activity associated with the community uses will be undertaken between the hours of 09:00 and 17:00, Monday to Friday, with no deliveries undertaken at weekends. The majority of deliveries are anticipated to have a duration of stay of less than ten minutes.

5.4 Control & Scheduling of Deliveries

- 5.4.1 All deliveries to the community uses will be controlled by a delivery booking system to ensure that, as far as possible, deliveries are equally distributed across the week and across delivery hours. Similar booking systems have been implemented at a number of sites across London.
- 5.4.2 Deliveries will not be accepted outside of their designated time-slot, and such deliveries will be asked to re-book. Unless there is capacity to accommodate within the loading bay on Croftdown Road, unplanned deliveries will be turned away and advised to return to the Site at a pre-arranged delivery time. Unplanned deliveries will be encouraged not to wait at any other location on the local highway network in the vicinity of the Site.
- 5.4.3 Suppliers will be informed of the booking system prior to the commencement of the contract and will be given details of a central contact with whom deliveries should be scheduled.
- 5.4.4 This servicing strategy and provision of a single loading area for the community uses and majority of residential units provides the greatest level of control of deliveries for all land uses of the Consented Development, whilst helping to reduce the level of servicing activity taking place on-street.
- 5.4.5 Deliveries will be scheduled to ensure they are not undertaken during peak pedestrian times of 07:00 to 10:00 and 16:00 to 19:00.

5.5 Freight Operator Recognition Scheme

- 5.5.1 TfL's Freight Unit recommends that developers commit to Sustainable Freight Distribution by contracting the services of operators registered with a best practice scheme such as the 'Freight Operator Recognition Scheme' (FORS). FORS aims to address fleet and freight vehicle operational efficiency, improving all areas of sustainable distribution to reduce congestion and collisions.
- 5.5.2 Occupiers of all land uses at the development will be encouraged to award delivery and servicing contracts to operators that are registered with FORS or a similar best practice scheme. Utilising freight operators which operate within a best practice scheme creates opportunities for linked trips to be developed. This in turn reduces the number of goods vehicle trips made to the Site.

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5.6 Vehicle Types

- 5.6.1 As detailed within the trip generation assessment, it is anticipated that the majority of delivery and servicing trips to the Site will be made by Light Goods Vehicles (LGVs), with a small number of deliveries being made by larger vehicles.
- 5.6.2 The use of electric vehicles for delivery and servicing trips will be encouraged where suitable, particularly for smaller deliveries. Vehicles that meet the highest emission standards possible will be used.

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6. SUMMARY & CONCLUSION

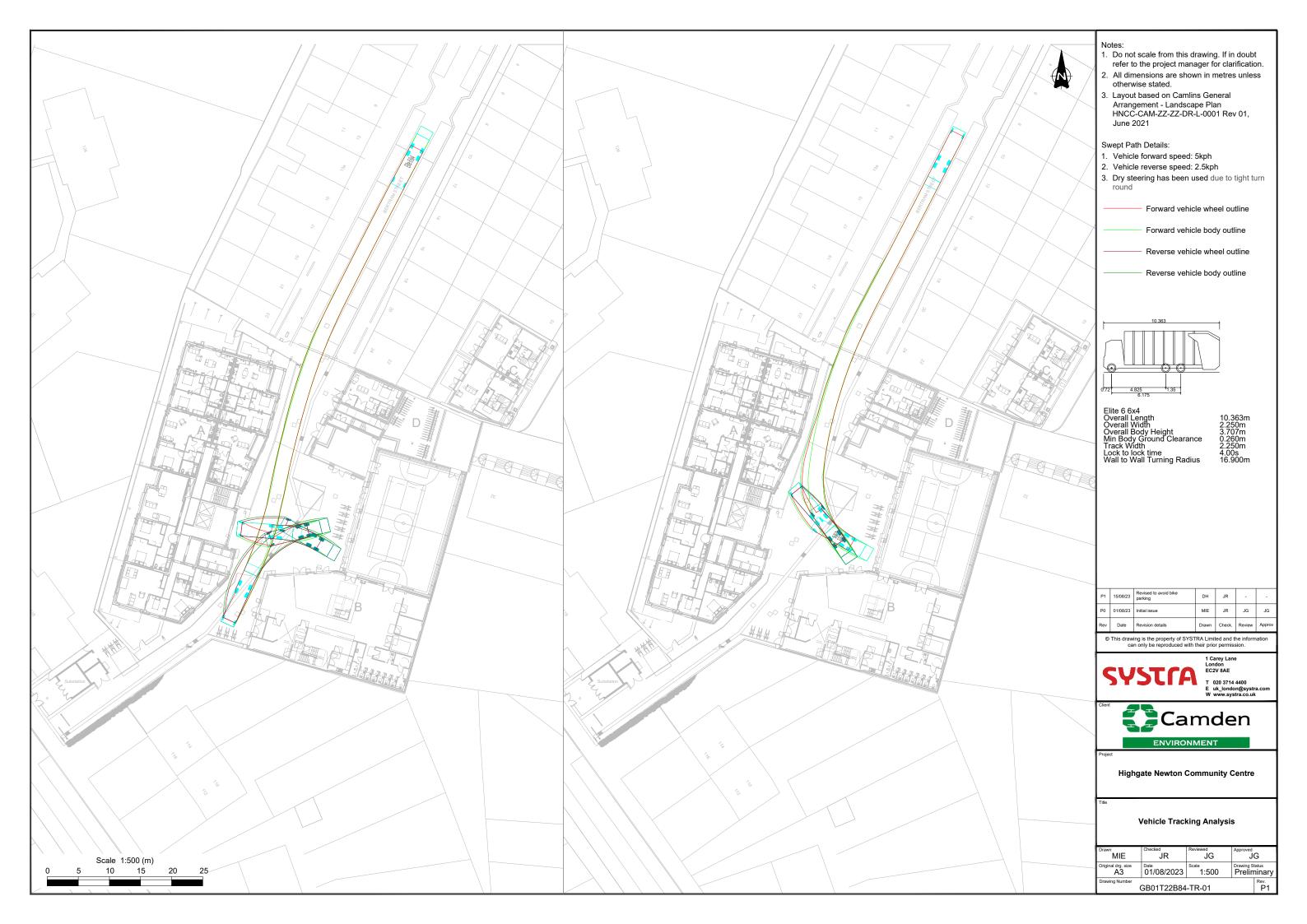
- 6.1.1 SYSTRA has been commissioned by the London Borough of Camden (the Client) to provide transport and highways consultancy in support of the development proposals at Highgate Newton Community Centre, at 25 Bertram Street, London, N19 5DQ. The Local Planning Authority and Local Highway Authority is the London Borough of Camden.
- 6.1.2 Planning permission has been granted for the redevelopment of the existing Highgate Newtown Community Partners and Fresh Youth Academy and the change of use of the People's Mission Gospel Hall to provide replacement community facilities and construction of 41 residential units with associated public open space, landscaping, cycle storage and plant.
- 6.1.3 Planning permission was subsequently granted in August 2023 to secure minor modifications to the Consented Development, whereby the principles of development remained the reprovision of community facilities and new residential units, but would facilitate a tenure change to 100% affordable housing along with a change to layout of selected units to increase their capacity and size which would result in an overall reduction in unit numbers from 41 to 36.
- 6.1.4 Access arrangements, car parking and cycle parking provision remain as per the Consented Development.
- 6.1.5 The measures set out in this SMP are intended to inform LBC of the ways in which the efficiency, safety and reliability of deliveries and servicing activity at the Consented Development will be maintained. Delivery and servicing activity will be undertaken from a new loading bay located on Croftdown Road, whilst refuse collection activity will be undertaken off-street within the internal courtyard. The two houses in Block C will be serviced from Winscombe Street.
- 6.1.6 The Applicant will liaise with LBC, as the Local Planning Authority, should circumstances arise under which amendments will be required to this SMP. The SMP will be complied with unless otherwise agreed in writing by LBC.

6.2 Conclusion

- 6.2.1 The Consented Development's servicing and refuse strategy has been developed with the aim of minimising impact to the surrounding transport and highway network, in line with the objectives and requirements of the London Plan and TfL guidance.
- 6.2.2 It is considered that the approval requirements of Planning Condition 36 have been fully satisfied within this SMP and the Condition should therefore be discharged.

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APPENDIX A: SWEPT PATH ANALYSIS





SYSTRA provides advice on transport, to central, regional and local government, agencies, developers, operators and financiers.

A diverse group of results-oriented people, we are part of a strong team of professionals worldwide. Through client business planning, customer research and strategy development we create solutions that work for real people in the real world.

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