Delivery and Servicing Management Plan

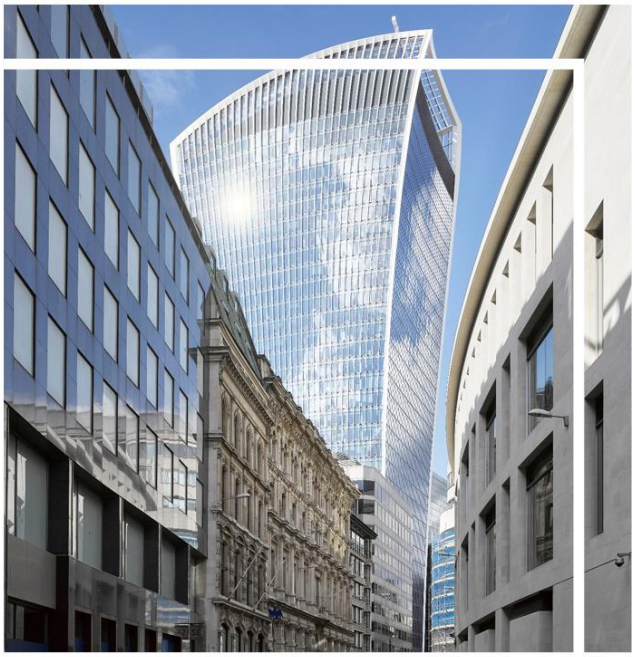
151 Shaftesbury Avenue

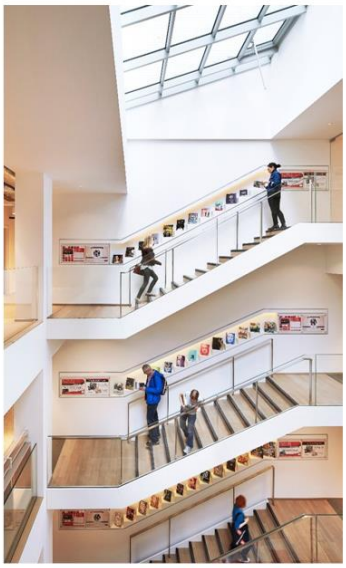
Royal London Mutual Insurance Society Limited

30 May 2024

32099-HML-XX-XX-RP-U-780003

Issue P01





Project Name:	151 Shaftesbury Avenue
Report Name:	Delivery and Servicing Management Plan
Issue Status:	Final
Reference:	32099-HML-XX-XX-RP-U-780003
Date of Issue:	30 May 2024
Issue:	P01
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HM Project No:	32099

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Document History:

Issue	Date	Details
P01	30/5/2024	ISSUED FOR PLANNING

Contents

1. Introduction

Hilson Moran have been appointed by Royal London Mutual Insurance Society Limited (RLMIS Ltd) to provide a Delivery and Servicing Management Plan (DSP) for the Proposed Development at 151 Shaftesbury Avenue, London, WC2H 8AL. The scheme is in located in the London Borough of Camden (LBC).

The site comprises of an office building located on the north site of Shaftesbury Avenue, between Covent Garden and Tottenham Court Road Stations. The existing building provides approximately 6,563 sqm (GIA) of office (Class E) floorspace across Ground + 8 Floors.

1.1. About DSPs

DSPs provide a framework to better manage all types of freight vehicle movement to and from individual buildings. It is expected that the DSP will improve the safety, efficiency, and reliability of deliveries to the proposed development. DSPs also help reduce congestion and minimise the environmental impact of freight activity.

This DSP has been prepared with reference to Transport for London's (TfL) guidance on DSPs.

1.2. Objectives

The primary objectives of the DSP will be to manage deliveries and servicing to, from and within the premises to ensure that servicing activity is undertaken efficiently. The DSP will manage deliveries and servicing to the premises to:

- Ensure that all deliveries and collections are planned;
- Ensure that, where possible, deliveries are undertaken by small to medium sized vehicles; and
- Ensure that vehicles load/unload for the minimum time necessary.

1.3. Proposed Development

The Proposed Development includes the refurbishment of the existing office, in addition to a one-storey office extension with a further pavilion and roof plant floor to provide new ancillary office space. The proposals will also include the introduction of new items of building services plant.

1.4. Disclaimer

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2. Existing and Proposed Conditions

2.1. Wider Highway Network

Figure 2.1 illustrates a regional plan (scale 1:15,000) displaying TfL's Red Routes encircling the site, acting as crucial strategic connections throughout London accessible from the site. The site lies fully within the ULEZ and Congestion Charge Zones.

Figure 2.1 ***Regional Site Plan (1:15,000)*** *(OpenStreetMap Sources 2023)*

2.2. Existing Highway Network and Service Routes

Figures 2.1 & 2.2 show the location of the site in closer context in relation to the immediately surrounding area, with details of the extent of the one-way systems within the area.

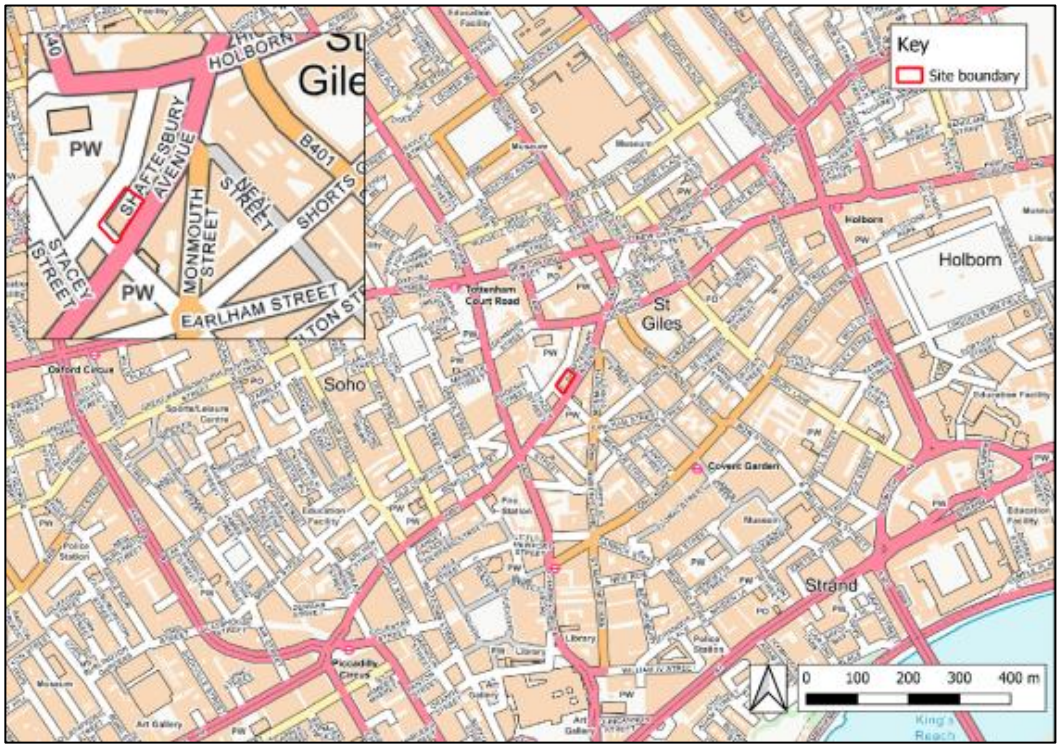

Figure 2.1 Local Plan – Extent key routes near the site

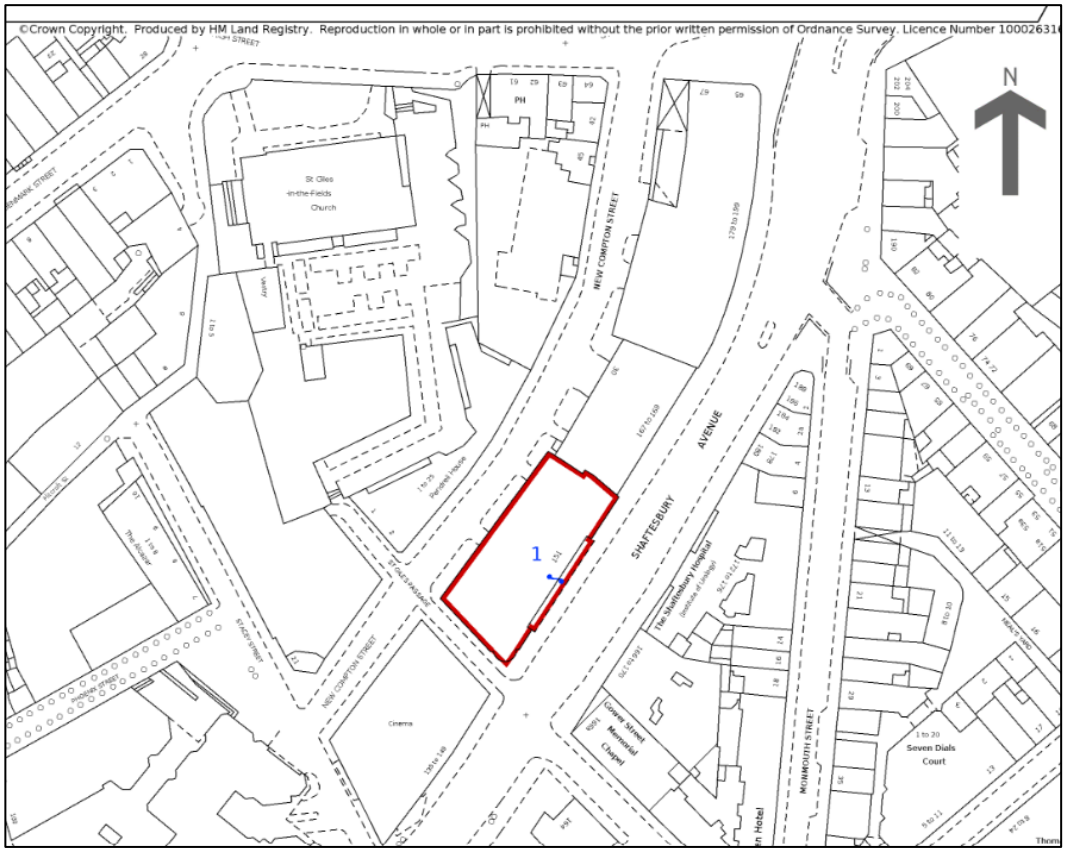

Figure 2.2 Site Plan indicating local constraints directly adjacent to site (1:500)

Shaftesbury Avenue operates a two-way carriageway featuring a 20mph speed limit. There are no Red Routes in the immediate area. The Site is located within the Ultra-Low Emission Zone (ULEZ) and the Congestion Charge Zone (CCZ)

New Compton Street consist of a one-way route which provide access to the rear of the building and provides for on-street parking.

2.3. Existing Servicing Strategy

The current building is serviced from New Compton Street with servicing vehicles waiting on-street whilst delivering and collecting items from the site.

2.4. Service Vehicle Trip Generation

Service vehicle trip rates were extracted from the TRICS database based on weekday data for offices located in London. The daily service vehicle trip rates and a summary of the predicted daily service vehicle trip attraction for the site is presented in the table below and based on the information provided within the Transport and Travel Plan Statement and summarised below.

Table 2.1 Service Vehicles

Servicing Vehicles	Arrivals	Departures	Two-way
Light Good Vehicles	6	6	12
Other Good Vehicles	1	1	2
Total	7	7	14

The above table shows that the site would be serviced by up to 7 service vehicle per day.

The retail sui generis/bar uses will result in a minimal amount of servicing requirements and based on the TRICS data base will result in less than one movement per day on average.

2.5. Proposed Strategy

The proposed servicing strategy will replicate the current arrangements which access from New Compton Street. However, the re-development will provide improved internal facilities to aid access and storage of waste prior to collection.

This will include new separate facilities for the office and retail uses and an enlarged area for waste sorting and storage. The arrangements will seek to provide separate routes for the different uses as far as possible with one consolidated location for the sorting and storage of waste.

3. Measures

This section provides a list of potential measures that could be introduced to reduce the impact of delivery and service vehicles associated with the proposed development. The list includes general and tailored measures, and the list of measures is presented in three categories:

- Managing Deliveries
- Reviewing Supply Chain Operations
- Working with Suppliers

3.1. Managing Deliveries

To seek to better manage deliveries to the site the scheme will look to consider:

- Informing suppliers of the delivery strategy including the local routes within the area
- Implementing a delivery booking system to ensure that deliveries are managed. Delivery booking systems will also be used to ensure deliveries avoid peak times including the start and of the typical working day.
- Reducing the time spent on-site by suppliers by providing advanced details and in terms of refuse collection bins would be positioned ready for collection.

3.2. Reviewing Supply Chain Operations

To enable a better supply chain the building users would review:

- Establishing a centralised ordering system to reduces the likelihood of different suppliers being used for the same products, or the numerous orders being made to the same company.
- Using the procurement process to manage and select organisation that wants to promote sustainable freight activity.
- Reducing or consolidating the number of suppliers to seek to deliver cost benefits through economies of scale as well as improved efficiency through reduced ordering and invoice processing.
- Couriers and parcel deliveries / collections with open delivery times then to enable the courier to consolidate all the deliveries to one site into fewer visits a day.
- Waste management: Review how waste is collected as different suppliers may collect waste streams or even the same supplier may collect different waste streams on separate vehicles.
- Monitoring planned events including demonstrations and road-closures as these can impact on the supply chain and affect the reliability of deliveries.

3.3. Working with Suppliers

The scheme would work with suppliers to:

- Encourage best practice scheme membership amongst suppliers including encouraging supplier to join a best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS).

4. Management and Monitoring

4.1. Management

The DSP would be managed by the facility management team. The name, position and contact details for the DSP Manager will be provided following occupation.

4.2. Monitoring

The DSP Manager would be responsible for monitoring the effectiveness of the DSP. A baseline survey would be undertaken within 6 months after the opening of the development. The survey would assess the delivery and service vehicle activity generated by the site for one typical week. Subsequent surveys would be undertaken and would include a record of the following information:

- Number of deliveries to the site
- Vehicle classification
- Arrival time
- Duration of stay
- Loading / unloading location
- Trip purpose including item description
- Whether the supply company is a member of any best practice scheme, such as FORS

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