Holy Trinity Church, Finchley Road, London, NW3 5HT

DELIVERY SERVICING MANAGEMENT PLAN

for Proposed Refurbishment & Extension

on behalf of Lighthouse London

2025/8527/DSMP01

March 2025

www.rgp.co.uk

DOCUMENT CONTROL

Project:	Holy Trinity Church, Finchley Road, London, NW3 5HT for Proposed Refurbishment & Extension
Report Type:	Delivery Servicing Management Plan
Client:	Lighthouse London
Reference:	2025/8527/DSMP01

DOCUMENT REVIEW

Author:	AB	Date:	17/03/2025
Checked by:	JSC	Date:	18/03/2025
Approved by:	JSC	Date:	19/03/2025

DOCUMENT STATUS

Issue	Date	Status	Issued by
1.	19/03/2025	Draft	JSC
2.	28/03/2025	Final	JSC
3.			
4.			
5.			

TABLE OF CONTENTS

Drawings

Appendices

Figures

1 INTRODUCTION

1.1 Report Context

1.1.1 RGP is commissioned by Lighthouse London to provide transport and highways input in support of proposed development at Holy Trinity Church, Finchley Road, London NW3 5HT ("the site").

1.1.2 The site is located within the Finchley Road/Swiss Cottage Town Centre, opposite Finchley Road tube station and the O2 shopping centre. The Church occupies the majority of the site, with the main entrance accessed via a series of steps from Finchley Road. A second accessible entrance is situated on the northern elevation, accessed via a pedestrian footpath which runs from Finchley Road to Alban House, a residential building, located to the rear of the Church.

1.1.3 The development proposals are summarised as follows:

"The extension and refurbishment of the existing Holy Trinity Church (Use Class F1) to provide improved worship space and an ancillary café, with a new level access provided from Finchley Road."

1.1.4 A copy of the proposed Site Plans is attached hereto at **Appendix A** for reference.

1.2 Purpose of a Delivery and Servicing Management Plan

1.2.1 The purpose of this Delivery and Servicing Management Plan (DSMP) is to outline the bespoke delivery and servicing arrangements associated with the operation of the site, to ensure that any impact to the local road network is managed and mitigated, and the operation of the whole site is not compromised.

1.2.2 A DSMP is a framework identifying the requirements to manage the transport impacts associated with the delivery of goods and the servicing of equipment generated by an organisation.

1.2.3 A DSMP needs to be bespoke to both the organisation and the site it is developed for. It should aim to improve the efficiency of activities such as deliveries, refuse collection, servicing trips and catering, as appropriate to the organisation's activities.

1.2.4 A DSMP can provide improvements to procurement practices, supplier management, environmental management procedures, facilities management and safe and legal loading arrangements.

1.2.5 Once in place a DSMP will:

- Ensure that goods and services can be delivered and waste removed, in a safe, efficient and environmentally-friendly way;
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;

- Help cut congestion on town centre roads and ease pressure on the environment;
- Improve the reliability of deliveries to the site concerned;
- Reduce the operating costs for building occupants and freight companies; and
- Reduce the impact of freight activity on local residents.

1.2.6 A DSMP is therefore capable of providing benefits not just to the site occupier, but also to the local community and freight operators.

1.3 Policy

1.3.1 The Transport for London 'Freight' Guidance (n.d.) define a Delivery and Servicing Plan as *"a framework for ensuring freight activity is as effective and efficient as possible. DSPs consist of a range of tools, actions and interventions aimed at reducing and re-timing deliveries, redefining building operations and ensuring procurement activities account for vehicle movement and emissions."*

National Planning Policy Framework (NPPF, 2024)

1.3.2 Paragraph 117 of Chapter 9 (Promoting Sustainable Transport) within the National Planning Policy Framework confirms applications for development should *"allow for the efficient delivery of goods, and access by service and emergency vehicles."*

London Plan (2021)

1.3.3 Part G of Policy T7 (Deliveries, Servicing and Construction) of the London Plan (2021) confirms *"development proposals should facilitate safe, clean, and efficient deliveries and servicing. Provision of adequate space for servicing, storage and deliveries should be made off-street, with on-street bays only used where this is not possible. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments."*

1.3.4 Paragraph 10.7.6 confirms *"Construction Logistics and Delivery and Servicing Plans should be developed in line with TfL guidance and adopt the latest standards around safety and environmental performance of vehicles to ensure freight is safe, clean and efficient. To make the plans effective they should be monitored and managed throughout the construction and operational phases of the development."*

Mayor's Transport Strategy

1.3.5 Proposal 17 of Chapter Three (Healthy Streets and Healthy People) of the Mayor's Transport Strategy (2024) confirms *"The Mayor, through TfL, working with the boroughs and the Freight Forum, will work with landlords and all parts of the supply chain, including the freight industry, Business Improvement Districts (BIDs) and individual businesses, to improve the efficiency of last mile deliveries and servicing."*

Transport for London Delivery and Servicing Plan Guidance

1.3.6 Transport for London Delivery and Servicing Plan Guidance (2020) confirms a Delivery and Servicing Plan should consider:

"the physical design and layout of the site, and how it provides adequate provision for delivery and servicing activity from day one; the day-to-day policies and measures which will be implemented so that deliveries and servicing are appropriately managed, and how the disruption and environmental impact of that activity locally will be minimised over time. It should set appropriate targets for continuous improvement; and it also sets out the forecast trip rates for the site."

2 SITE DESCRIPTION

2.1 Site Location & Local Highway Network

2.1.1 The site is located on the eastern side of Finchley Road within the London Borough of Camden. On the opposite side of Finchley Road is Finchley Road Underground Station (circa 50m from the site entrance) which is served by both the Jubilee and Metropolitan lines.

2.1.2 The site is bounded by Finchley Road to the west, Lief House and associated surface car parking to the north/northwest, Alban House to the east and 120 Finchley Road to the south/southeast.

2.1.3 The surrounding area largely comprises retail and commercial uses. The figure below illustrates the site location in the context of the surrounding infrastructure and amenities.

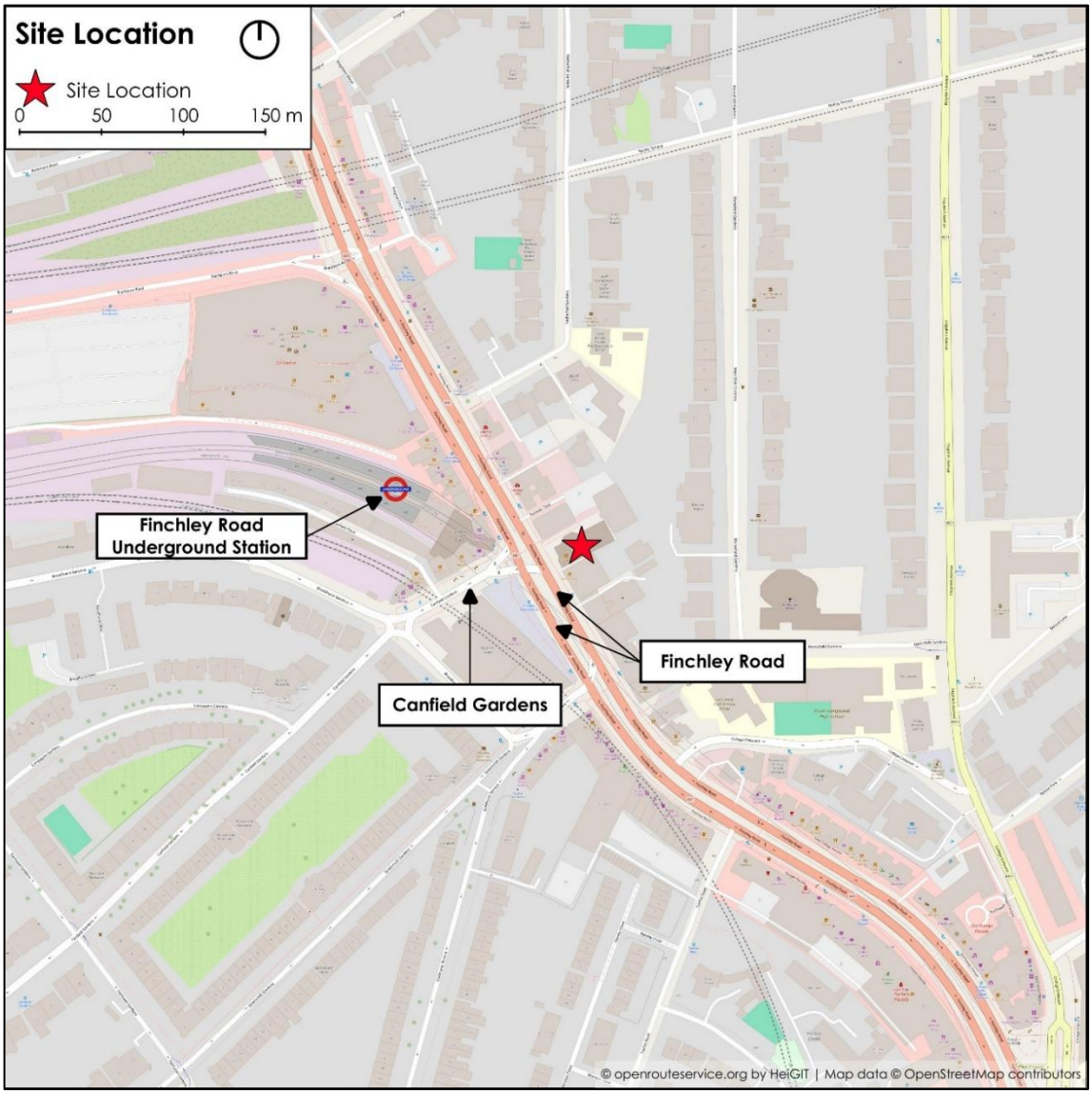


Figure 1 Site Location

2.1.4 Local amenities include the O2 Centre which benefits from retail and restaurant facilities, with the centre circa 180m walk north of the site.

2.1.5 Finchley Road (a TfL Red Route) benefits from a bus lane on either side and an additional two lanes for vehicular traffic in each direction. Finchley Road is limited to a posted 20mph with a fenced median strip. Only southbound vehicles are able to enter Sumpter Close which provides access to the rear of the site and its associated parking area which is shared with neighbouring properties.

2.1.6 A loading bay is located to the north of the site along Finchley Road, as shown in the extract below. The image additionally illustrates the general profile of Finchley Road, showing the dual lane nature with fenced median strip.

Figure 2 Finchley Road Loading Bay (Google)

2.1.7 Additionally, the extract below shows the Sumpter Close entrance from Finchley Road.

Figure 3 Sumpter Close Entrance (Google)

3 DELIVERY VEHICLE ACCESS AND SERVICING

3.1 Delivery / Servicing Arrangements

3.1.1 There are various opportunities for loading and servicing within the immediate vicinity of the site. As illustrated in the schematic figure below, a loading bay is located to the north of the site along Finchley Road.

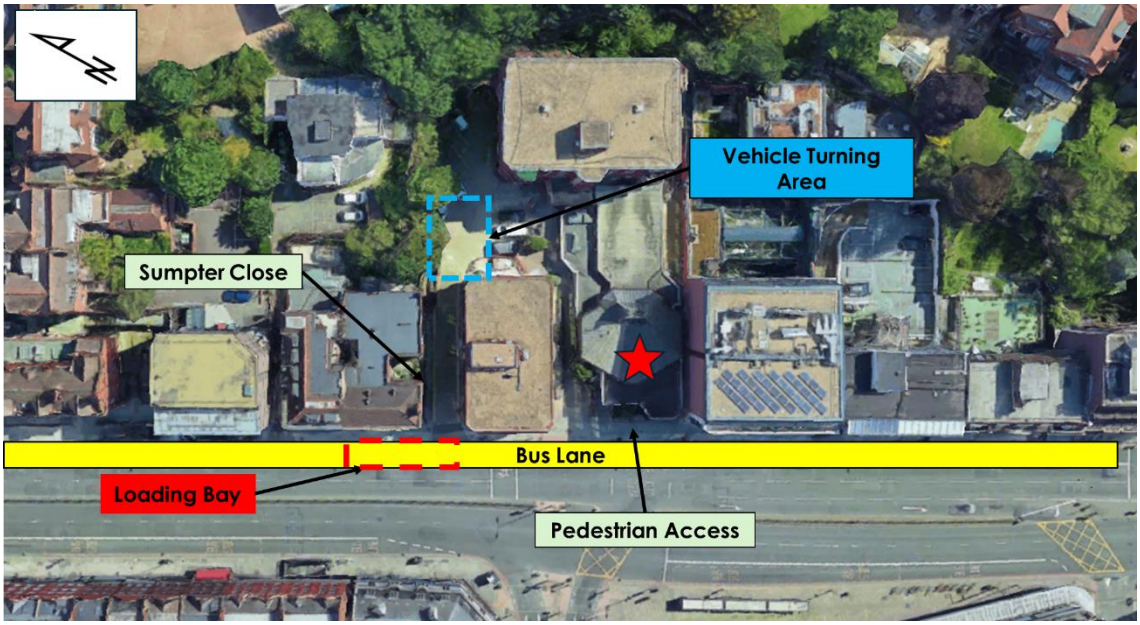


Figure 4 Indicative Highway Arrangement

3.1.2 The loading bay shown above is subject to a 20-minute maximum duration of stay with no return within one hour.

3.1.3 Refuse collection will continue to operate as per the current situation with bins stored in the small external area to the south of the building, but with a new enclosure. Bins are collected from the kerbside of Finchley Road weekly in a consistent arrangement to the neighbouring premises.

3.1.4 The café may receive smaller deliveries with food / drink items. These deliveries are expected to be via a small van which can utilise the hatched turning area as shown in drawing **LLC-RGP-XX-XX-DR-T-001**, attached hereto. Any larger deliveries would utilise the on-street provisions along Finchley Road.

3.1.5 Drawing **LLC-RGP-XX-XX-DR-T-001** also confirms that a car is able to access the rear parking area to undertake pick-up and drop-off activities.

3.2 Frequencies

3.2.1 It is likely that the church would receive ad hoc deliveries which would not be frequent nor significant in their quantum and duration of stay. As noted above, the site would be subject to a weekly refuse / recycling collection.

3.2.2 It is therefore not expected that the proposals would result in a material difference in delivery and servicing frequencies and durations from those at the existing facility.

3.3 Events / Performances

3.3.1 Occasional events / performance at the site may require deliveries (e.g. for catering supplies), however are unlikely to generate any significant vehicle movements. These visits are likely to be undertaken by smaller vehicles which would be able to access the car park to the rear of the site.

4 WASTE STORE, STREAMS AND COLLECTIONS

4.1 Waste Store

4.1.1 A bin store is located to the south of the site at ground floor level, as illustrated in the Site Plans attached in **Appendix A**. This area would allow for storage of generale waste and mixed recycling, with bins transferred to the site frontage on collection days for collection from the kerbside.

4.1.2 The bin store would be designed to be lockable, clear of the footways and all staff would be advised of the refuse / recycling processes to ensure that they are fully aware of the requirements. This approach will be maintained via up-to-date information placed on noticeboards.

4.2 Waste Streams

4.2.1 The waste store would provide containers for the following waste streams:

- General waste
- Mixed recycling

4.3 Waste Collections

4.3.1 Bins would be transferred to the kerbside on collection days for unloading before being returned to the storage point. Staff would ensure that bins are appropriately stored and that any containers are not idle outside of the stores on collection days for any longer than necessary prior to / following servicing.

4.4 Waste

4.4.1 The Operator will be committed to minimising the impact of its activities on the environment, and will adopt measures that are technically, economically and environmentally practicable to include, but not limited to:

- Reduce waste at source;
- Re-use waste components where it is safe and practicable to do so;
- Recover / recycle those fractions of the waste stream where an outlet is suitable;
- Dispose of final wastes by the most environmentally available means; and
- Adopt the practice of responsible energy and water management through sustainable supply and the encouragement of efficient use throughout the business.

4.5 Waste Hierarchy

4.5.1 Waste will be managed as far is reasonably practicable, in line with the Waste Hierarchy, as illustrated below.

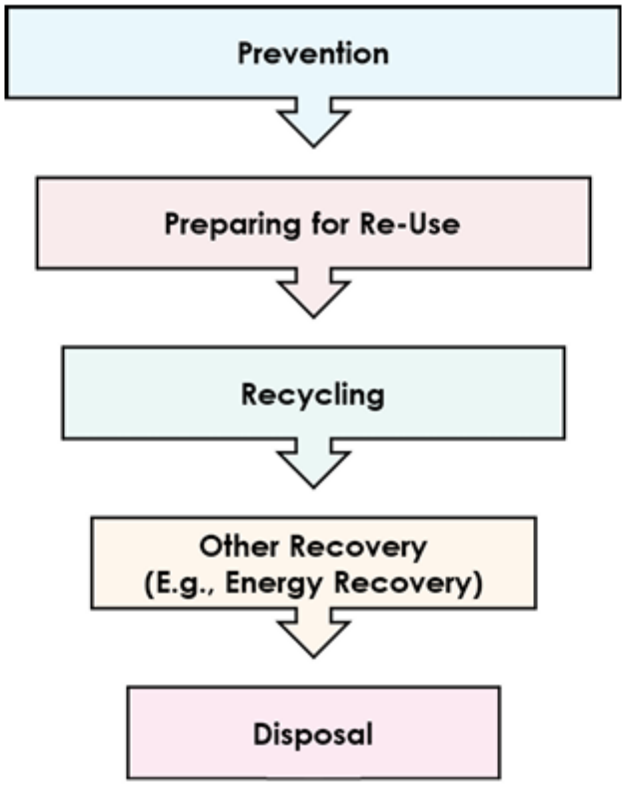


Figure 5 Waste Hierarchy

4.5.2 The waste Hierarchy gives top priority to preventing waste in the first place. When waste is created, it gives priority to preparing it for re-use, then recycling, then recovery and last of all disposal (e.g. landfill).

5 MEASURES

5.1 Context

5.1.1 This Section is informed by the Transport for London *'Delivery and Servicing Plan Guidance'* (2020).

5.2 Coordinator & Schedule

5.2.1 The Site Operator would ensure that a member of staff is responsible for coordinating any delivery and servicing visits to the site.

5.2.2 The DSMP Coordinator role could include:

- Implementation of this DSMP.
- Ensuring delivery and servicing movements are completed as per this DSMP.
- Reviewing the delivery and servicing schedule to identify movements which could be consolidated.
- Reviewing the delivery and servicing schedule to identify movements which could be or re-timed.
- Liaising with delivery and servicing partners to ensure the fewest practical delivery and servicing movements occur.
- Reviewing and updating this DSMP as often as is required to ensure it is reflective of the ongoing operation at the site.
- Liaising with 'other' organisations of the locale to work toward consolidated delivery and servicing movements.

5.2.3 The coordination of deliveries and servicing trips would include a schedule of regular / expected deliveries to ensure that all activities can be appropriately managed at the site.

5.2.4 In the event of a movement, the Operator would record the following details:

- Name of the delivery or servicing carrier or company.
- Estimated mode and type of transport, to include registration number, if known.
- Estimated time of movement.
- Estimated duration of movement.
- Description of movement.
- Intended recipient details.

5.3 Carrier or Company

5.3.1 Although deliveries are likely to be ad-hoc, in the event that regular, larger deliveries are required, the Operator would engage delivery / servicing operators who adhere to the following standards:

- Direct Vision Standard;
- Fleet Operator Recognition Scheme;
- Low Emission Zone; and
- Ultra Low Emission Zone.

5.4 Direct Vision Standard

5.4.1 Any Heavy Goods Vehicle (HGV) delivering to or servicing the proposed development would accord with the latest Direct Vision Standard (DVS) requirement as confirmed by TfL.

5.5 Anti-Idle Policy

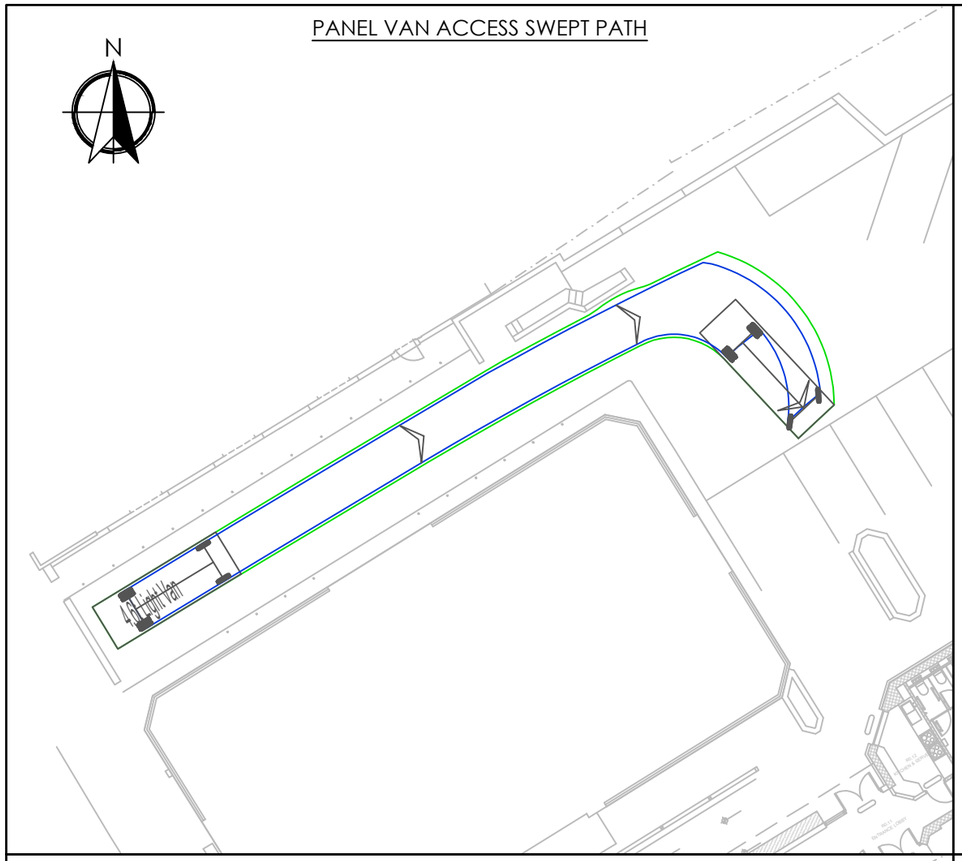
5.5.1 As far as is reasonably practicable, all delivery and servicing operators would be requested to switch off their engines when parked in the on-street loading bay or within the rear parking area. An anti-idle policy will minimise air and noise pollution.

5.6 Large Scale Events

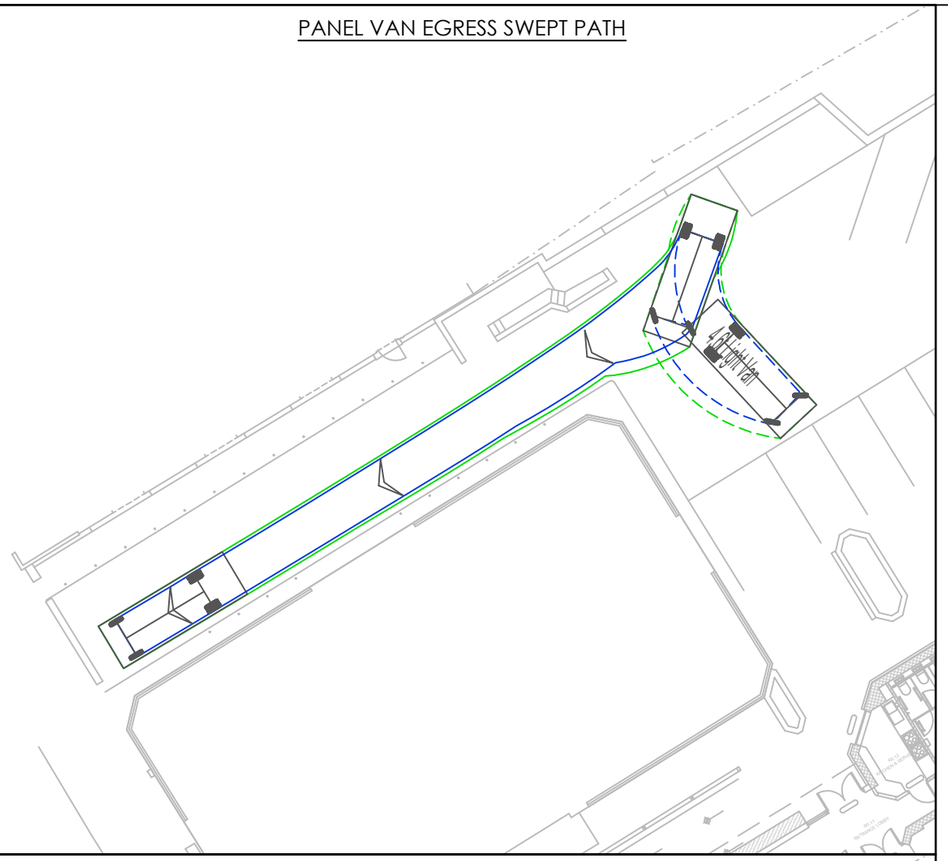
5.6.1 The Operator would be encouraged to engage with all delivery or servicing operators prior to any 'large scale' events planned at the site.

DRAWINGS

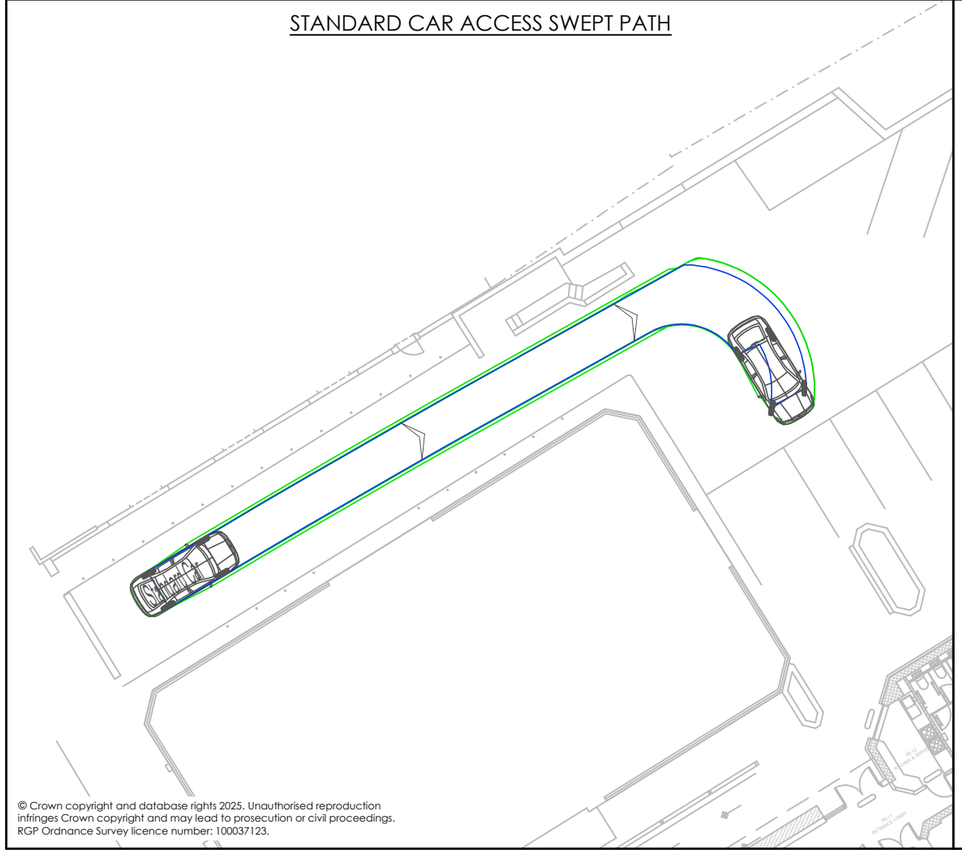
PANEL VAN ACCESS SWEPT PATH



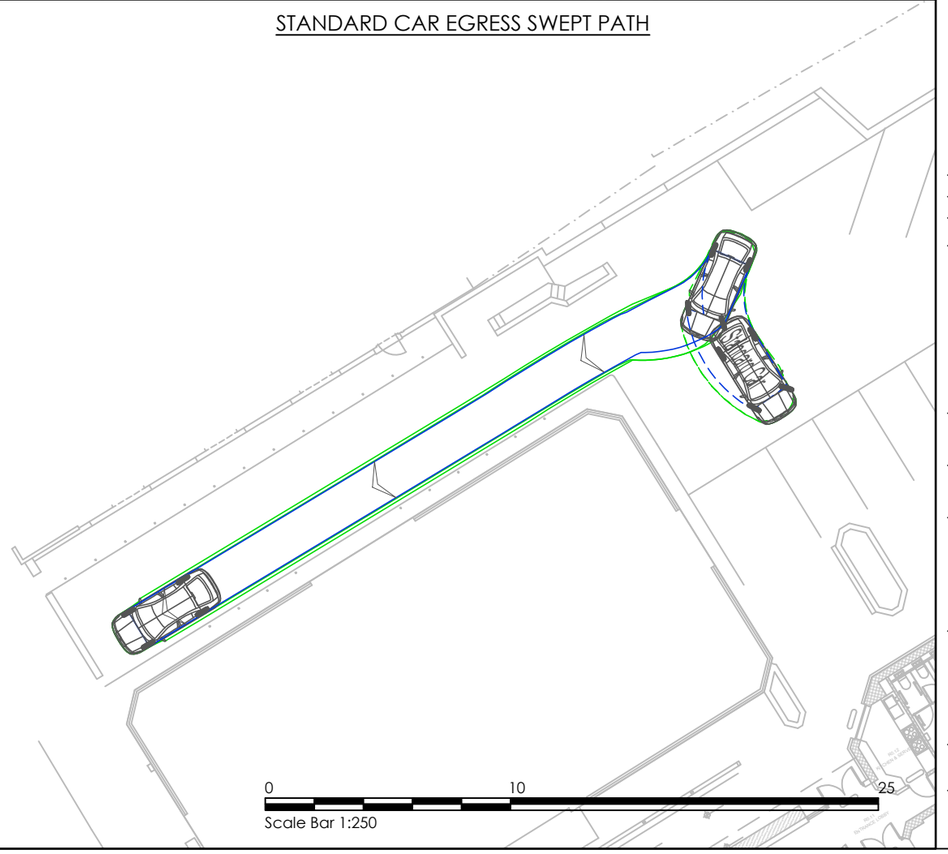
PANEL VAN EGRESS SWEPT PATH



STANDARD CAR ACCESS SWEPT PATH

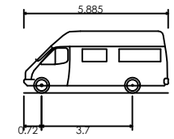


STANDARD CAR EGRESS SWEPT PATH

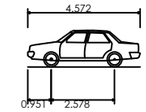


Notes:

1. Do not scale from this drawing.
2. All dimensions are in metres unless noted otherwise.
3. All levels are in metres above ordnance datum (AOD).
4. This drawing should be printed in colour.
5. This drawing is to be read in conjunction with all other engineer's drawings.



4.6t Light Van	
Overall Length	5.885m
Overall Width	2.000m
Overall Body Height	2.526m
Min Body Ground Clearance	0.299m
Track Width	1.765m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	6.000m



Standard Car	
Overall Length	4.572m
Overall Width	1.769m
Overall Body Height	1.488m
Min Body Ground Clearance	0.249m
Max Track Width	1.713m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	5.100m

Rev	Details	Date	By	Chkd	Appd
P02	UPDATED PROJECT TITLE & CLIENT NAME	28/03/25	GE	JC	NR
P01	FIRST ISSUE	18/03/25	GE	JC	NR

Godalming Office
Shackleford Suite, Mill Pool House
Mill Lane, Godalming
GU7 1EY

T: 01483 861 681
E: enquiries@rgp.co.uk
www.rgp.co.uk

Transport Planning and Infrastructure Design Consultants

Status: PRELIMINARY

Client: Lighthouse London

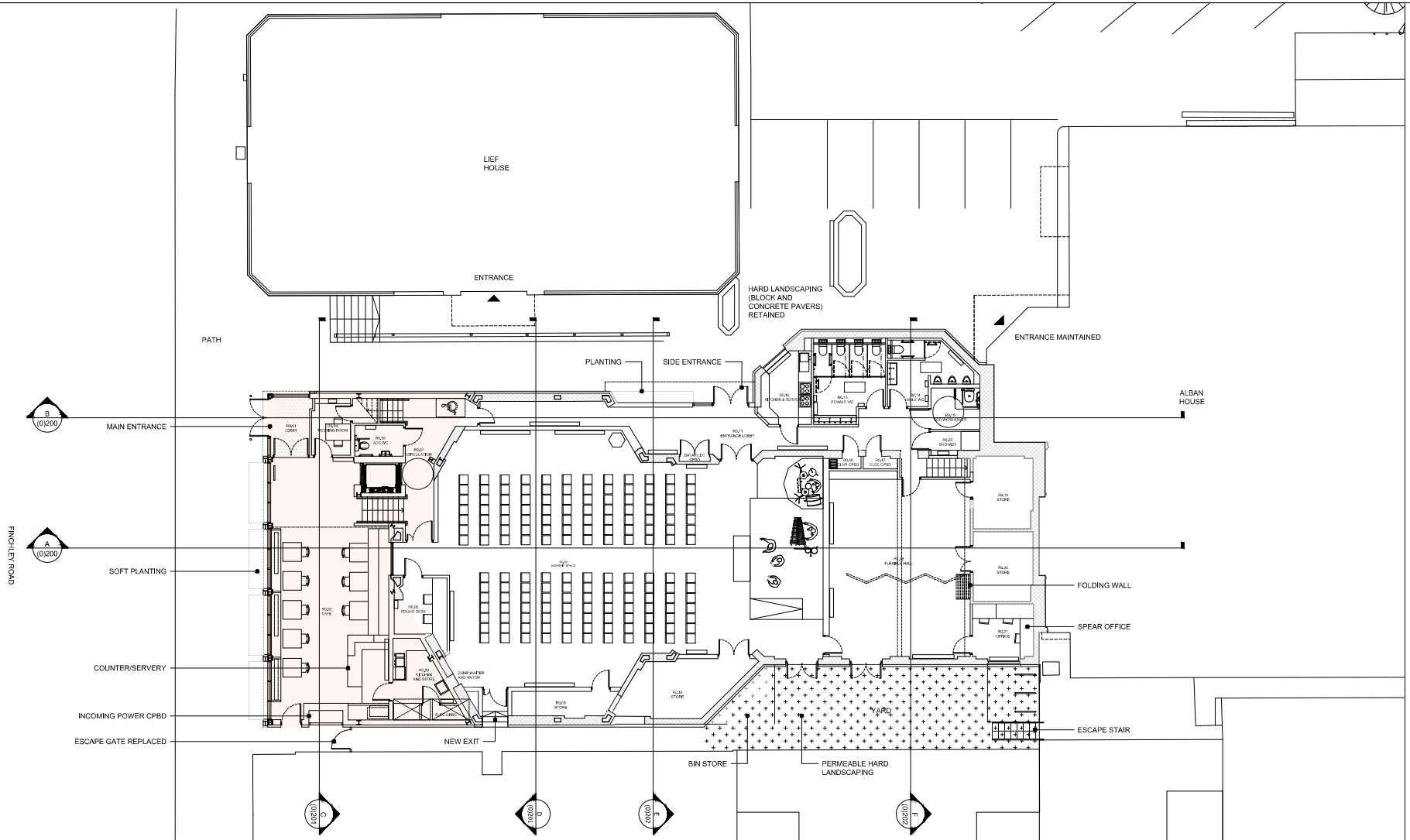
Project: Holy Trinity Church, Finchley Road

Drawing Title: Swept Path Analysis

Scale @ A3:	Date:	Drawn:	Designed:	Checked:	Approved:
1:250	18/03/25	GE	GE	JC	NR

Project No:	Drawing No:	Revision:
8527	LLC-RGP-XX-XX-DR-T-001	P02

APPENDIX A



THE CONTRACTOR IS TO CHECK AND VERIFY ALL BUILDING AND SITE DIMENSIONS, LEVELS AND SEWER INVERT LEVELS AT CONNECTION POINTS BEFORE WORK STARTS.

THIS DRAWING IS TO BE READ AND CHECKED IN CONJUNCTION WITH ENGINEERS AND OTHER SPECIALIST DRAWINGS.

EXISTING WALLS

EXTENT OF NEW BUILD FOOTPRINT

0 1 2 5m

REV	DATE	DESCRIPTION
P01	25.03.25	

REED WATTS
www.reedwatts.com
studio@reedwatts.com

PROJECT 2401 LIGHTHOUSE LONDON CHURCH

DRAWING

G+0 PROPOSED PLAN

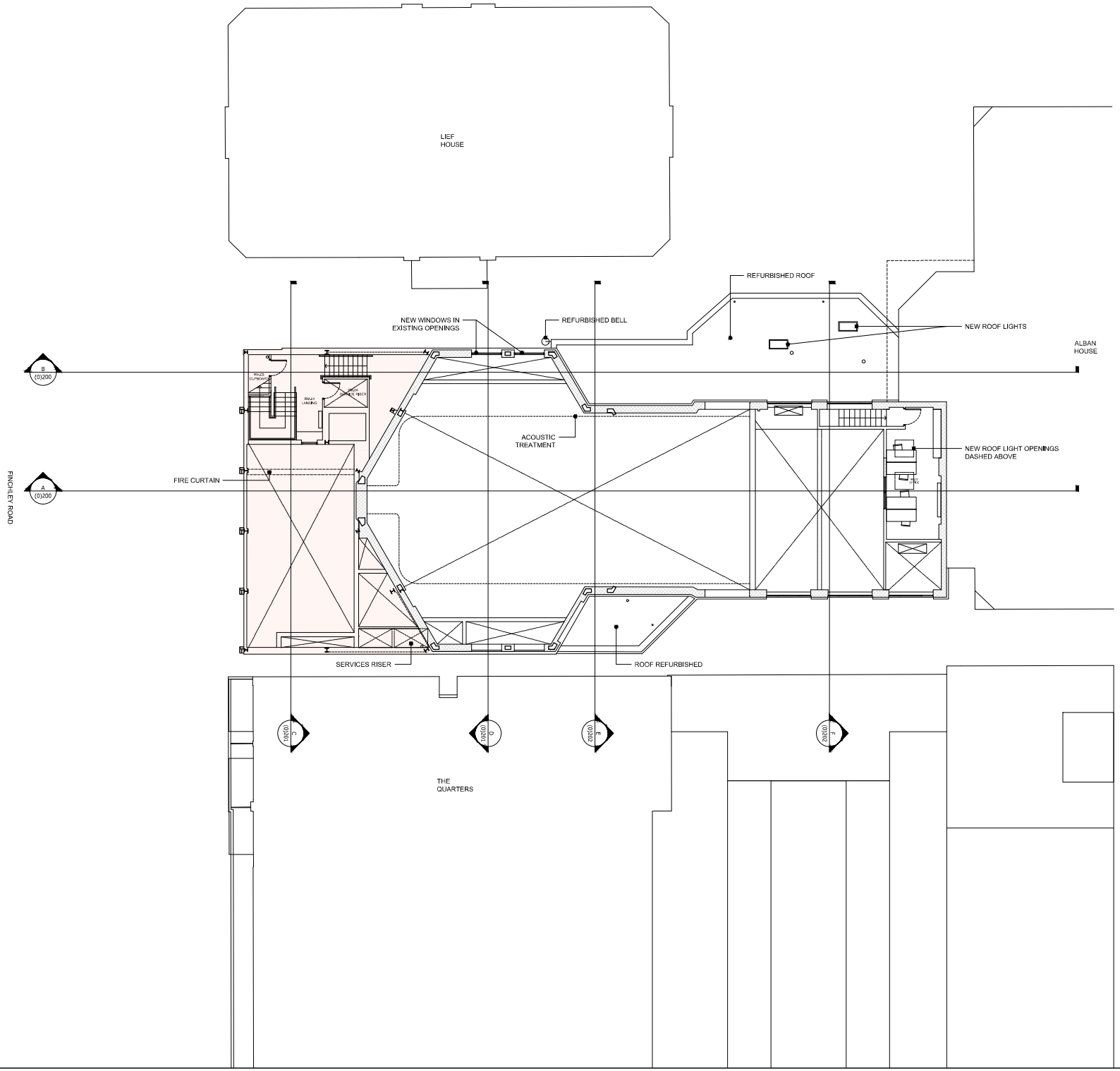
DRAWING NO 2401(0)100

REVISION P01

SCALE 1:100 @ A1 1:200 @ A3

DATE 25.03.25

STATUS PLANNING



EXISTING WALLS

EXTENT OF NEW BUILD FOOTPRINT

0 1 2 5m

REV	DATE	DESCRIPTION
P01	19.03.25	

REED WATTS

www.reedwatts.com
studio@reedwatts.com

PROJECT 2401 LIGHTHOUSE LONDON CHURCH

DRAWING

G+0 MEZZANINE PROPOSED PLAN

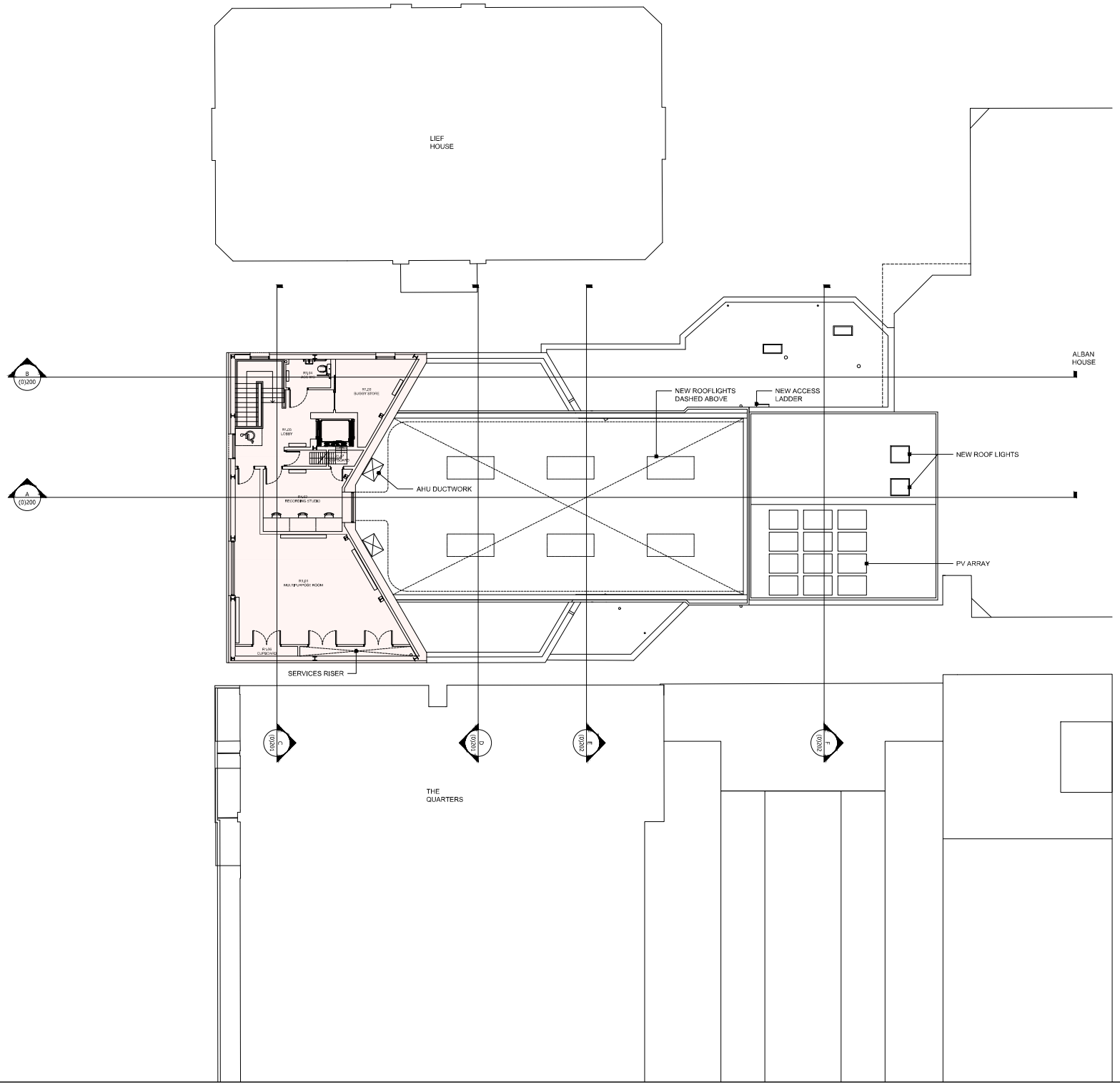
DRAWING NO 2401(0)101

REVISION P01

SCALE 1:100 @ A1 1:200 @ A3

DATE 19.03.25

STATUS PLANNING



EXISTING WALLS

EXTENT OF NEW BUILD FOOTPRINT

0 1 2 5m

REV	DATE	DESCRIPTION
P01	19.03.25	

www.reedwatts.com
studio@reedwatts.com

PROJECT 2401 LIGHTHOUSE LONDON CHURCH

DRAWING

G+1 PROPOSED PLAN

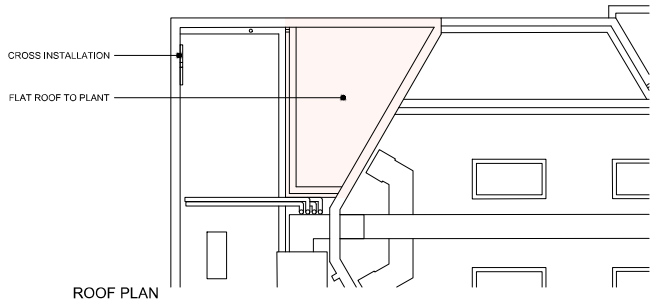
DRAWING NO 2401(0)102

REVISION P01

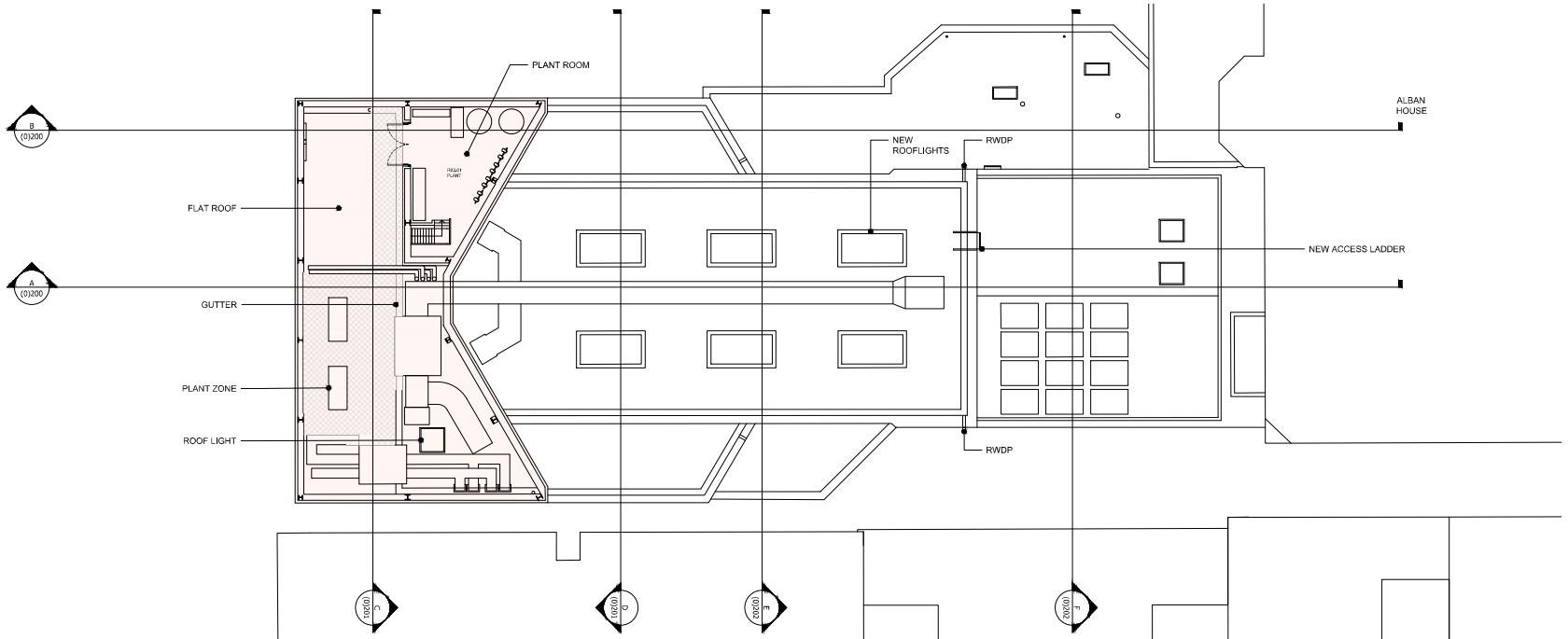
SCALE 1:100 @ A1 1:200 @ A3

DATE 19.03.25

STATUS PLANNING



ROOF PLAN



EXTENT OF NEW BUILD FOOTPRINT

0 1 2 5m

REV	DATE	DESCRIPTION
P01	19.03.25	

REED WATTS
www.reedwatts.com
studio@reedwatts.com

PROJECT 2401 LIGHTHOUSE LONDON CHURCH

DRAWING

G+2 PROPOSED PLAN

DRAWING NO 2401(0)103

REVISION P01

SCALE 1:100 @ A1 1:200 @ A3

DATE 19.03.25

STATUS PLANNING

RGP - Transport Planning and Infrastructure Design Consultants enquiries@rgp.co.uk www.rgp.co.uk

Surrey Office Shackleford Suite, Mill Pool House, Godalming, Surrey GU7 1EY T: 01483 861 681
London Office 10 York Road, London SE1 7ND T: 020 7078 9662