



# GREENWOOD PLACE AND HIGHGATE ROAD SITE

Community Resource Centre, Centre for independent living and new residential units

Draft Delivery and Servicing Plan

September 2013



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APPENDIX A – DELIVERY AND SERVICING LOG

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## **1.0 INTRODUCTION**

- 1.1 Campbell Reith Hill LLP has been appointed by London Borough of Camden (LBC) to prepare the Delivery and Servicing Plan (DSP) in support of the Greenwood Place redevelopment proposals.
- 1.2 The plan will detail the proposed servicing arrangements and demonstrate ways in which the plan could help improve management of deliveries and reduce the negative impacts of delivery-related activities. It details the level of commitment required by the College and the actions required to ensure the site is operated in a safe and sustainable manner.
- 1.3 A DSP is unique to the building it's produced for. It can sit alongside, and work in conjunction with, an organisation's travel plan to ensure that all transport associated with a site is efficient, cost-effective and as sustainable as possible.

### Delivery and Servicing Plan Objectives

- 1.4 A DSP can help to ensure that freight vehicle activity to and from the site is working effectively. It can help to manage deliveries to reduce the number of delivery and servicing trips, particularly in the morning peak. It can identify improvements which could benefit the end-user by lowering operating costs, freeing up staff time and introducing supply chain efficiencies.
- 1.5 Fewer deliveries will help reduce the risk of accidents on-site and there will be less harmful emissions associated with the site as a result of fewer journeys to and from the site. The benefits to local residents include reduced congestion, improved local air quality, lower risk of collisions and an improved quality of life due to reduced noise and intrusion.

**2.0 DELIVERY AND SERVICING ARRANGEMENTS**

2.1 The proposed Greenwood Centre and the Highgate residential building will naturally generate vehicle movements associated with deliveries, collections and servicing requirements. These vehicle movements are likely to include the following:

- Stationery equipment
- Catering supplies
- Cleaning materials
- Laundry
- Waste removal
- Postal deliveries
- Shopping deliveries

2.2 These vehicle movements are understood to be mainly by Camden refuse collection vehicles (which are nearly 11 metre rigid vehicles based on Mercedes Econic rear steer chassis), post delivery vehicles (most likely a car based van or a light van), food delivery vehicles and others (which are likely to be sized between the car based vans for equipment servicing to 10 metre rigid vehicles for catering and food deliveries). In order to get a better understanding of the number and types of delivery and servicing movements, HASC (the Greenwood Centre and Highgate Building manager) will undertake an exercise whereby all delivery and service vehicle movements are recorded over the course of one month. This will ensure that any less regular activities are captured. Table 1 shows the type of information to be recorded.

| Date | Vehicle Registration | Vehicle Type | Arrival Time | Departure Time | Location | Delivery Organisation | No. of items | Item description | Who delivery is for |
|------|----------------------|--------------|--------------|----------------|----------|-----------------------|--------------|------------------|---------------------|
|      |                      |              |              |                |          |                       |              |                  |                     |
|      |                      |              |              |                |          |                       |              |                  |                     |

**Table 1 – Example of Delivery and Servicing Log**

2.3 General information such as how vehicles enter and leave the premises (including any reversing manoeuvres) and how far the delivery drivers have to physically move the goods after unloading and whether any areas which are unsuitable for loading/unloading are regularly used will also be recorded.

2.4 A graph of the number (and type) of deliveries in each hour of the day will be produced to understand and highlight any patterns of movement.

**3.0 DELIVERY AND SERVICING INITIATIVES AND TARGETS**

3.1 Greenwood Centre management will strive to introduce the following practices:

- Make sure suppliers know where they should be loading and unloading
- Keep loading bays free for their intended purpose
- Implement a delivery booking system to help manage deliveries away from peak hours and use a centralised ordering system for all departments, where possible
- Reschedule some deliveries to outside of peak hours
- Reduce delivery, servicing and collection frequencies
- Reduce or consolidate the number of suppliers
- Encourage suppliers to join a best practice scheme
- Review how waste is stored and collected

3.2 On completion of the Delivery and Servicing Log, specific targets will be set to help in achieving the DSP objectives. These will include setting a specific percentage reduction in the number of deliveries and also limiting the number of vehicle movements at peak times.

**APPENDIX A – DELIVERY AND SERVICING LOG**

\*\*\*To be inserted after the initial surveys\*\*\*

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