

Project Title
Netley Development

Report Title
Delivery and Servicing Plan

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Prepared For
London Borough of Camden

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APPENDICES

APPENDIX A – SITE LAYOUT PLANS

1.0 INTRODUCTION

1.1 This Delivery and Servicing Plan (DSP) has been prepared by Robert West on behalf of the London Borough of Camden (LBC) for the Netley Development, Stanhope Street, Camden, NW1 3EN. The site, previously solely occupied by the Netley Primary School, is being redeveloped to include 80 residential units. The location of the site is illustrated on **Figure 1** (below).

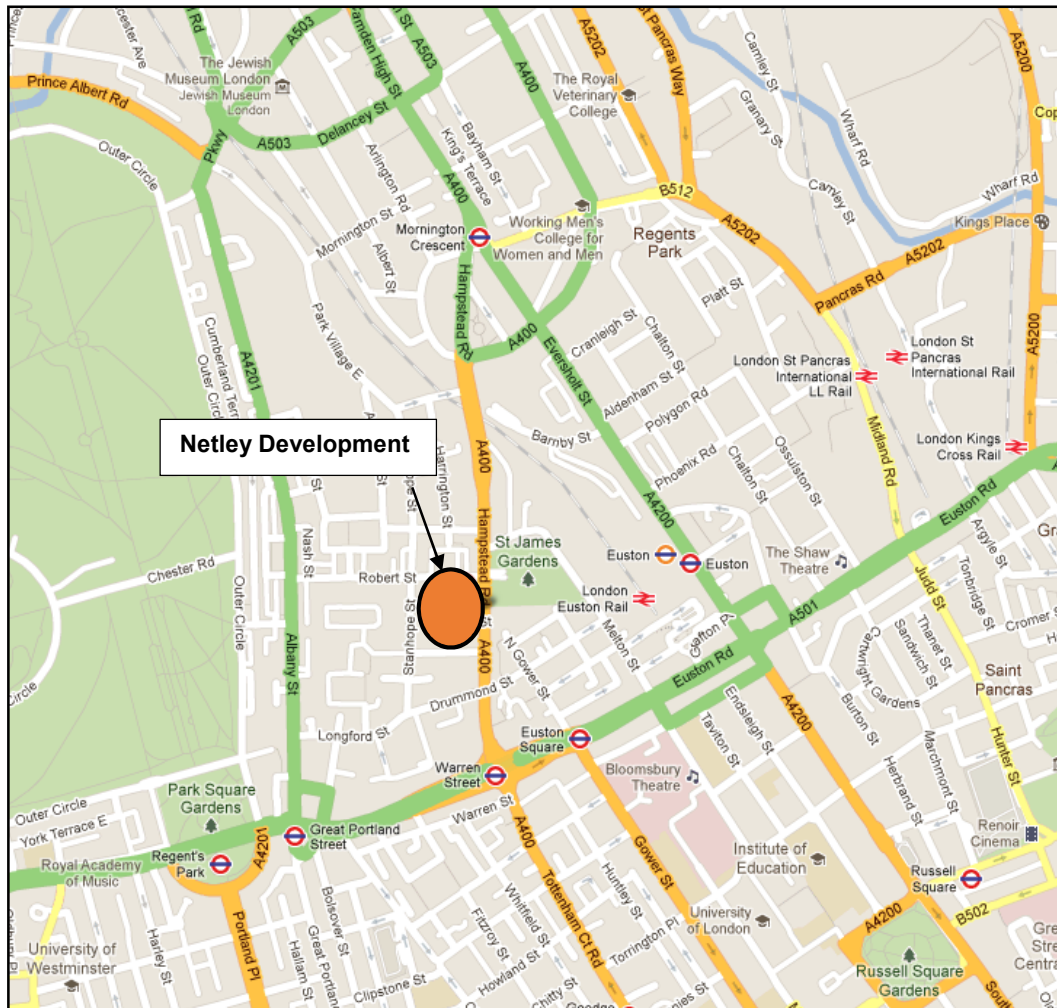


Figure 1: Site Location Plan

Background

1.2 Netley Primary School, currently located at the site, is a mixed school attended by 449 primary and 47 nursery pupils aged between 3 and 11 years. The School employs 63 members of staff. Additionally the School has an attached Autism Spectrum Disorder Unit (16 pupils), Community Learning Centre (12 pupils) and the Robson House Pupil Referral Unit (12 pupils aged between 5 – 11 years, and 22 members of staff).

- 1.3 Planning permission has been granted for the redevelopment and expansion of Netley Primary School, its associated uses and the introduction of 80 residential units. The development will be completely 'car free' and no off-street parking provision or on-street parking permits will be offered to future occupants of the residential units or School staff. As a result the development is not expected to generate any additional traffic movements above those generated by the existing site.
- 1.4 The proposed development will see a loss of eight unmarked on-site parking spaces within the School playground, 23 parking spaces along Everton Buildings and 15 garages specifically dedicated to Woodhall residents.
- 1.5 The proposed redevelopment is not expected to have a significant impact on the local highway network, due to the negligible amount of vehicle traffic that will be generated.
- 1.6 A School Travel Plan and Residential Travel Plan have been produced to mitigate any potential impacts that may arise as a result of the development and assist pupils, staff, and residents in making sustainable travel choices and reduce trips by vehicles.

Scope of DSP

- 1.7 This DSP has been prepared to outline the principles associated with servicing of the proposed development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not adversely impact upon the operation of the local highway network.
- 1.8 The aspiration of this DSP is to have wider benefits for the local highway network including contribution to a reduction in congestion and the environmental impacts associated with servicing and delivery movements, and a contribution to improved road safety conditions.

Report Structure

- 1.9 Following this introduction, the remainder of this report is structured as follows:
 - i. Section 2.0 considers relevant policy and guidance at Government, Regional and Local Authority level;
 - ii. The aims, objectives and scope of this DSP are outlined in Section 3.0;
 - iii. The proposed delivery, servicing and refuse collection strategy is outlined in Section 4.0;
 - iv. The management measures recommended to assist in managing the impact of demand for delivery and servicing activity associated with the development are outlined in Section 5.0;

- v. The monitoring and review process for this DSP is outlined in Section 6.0; and
- vi. A summary and conclusion is provided in Section 7.0.

2.0 POLICY CONTEXT

2.1 The policy contained in the following documents has been reviewed:

- i. National Planning Policy Framework (NPPF);
- ii. The London Plan;
- iii. The Mayor's Transport Strategy;
- iv. The London Freight Plan;
- v. TfL DSP Guidance; and
- vi. LBC Policy.

NPPF

2.2 Section 4 of the NPPF outlines policy for promotion of sustainable transport. At paragraph 35 it states that new development should be located and designed to *"accommodate the efficient delivery of goods and supplies"*.

The London Plan

2.3 Policy 6.1 of the London Plan states that ensuring the most efficient forms of transport freight and making deliveries through modern logistics techniques will also be important, adding that the Mayor is committed to increasing the use of the Blue Ribbon Network for both passengers and freight transport.

2.4 Policy 6.3 of the London Plan requires DSPs to be produced in line with the London Freight Plan and coordinated with Travel Plans.

2.5 Policy 6.11 of the London Plan requires Development Plan Documents prepared by the London Boroughs to incorporate policy that promotes efficient and sustainable arrangements for the transportation and delivery of freight in order to support the policy objective to smoothing traffic flow and congestion.

2.6 Policy 6.14 of the London Plan is related to freight. It states that development proposals should promote uptake of the 'Freight Operators Recognition Scheme' (FORS) and the implementation of DSPs.

The Mayor's Transport Strategy

- 2.7 The Mayor's Transport Strategy promotes reduced CO2 emissions from transport (Proposal 99), including freight deliveries through the following mechanisms: implementation of delivery and servicing plans, aiming for 50% of Heavy Goods Vehicles (HGVs) and vans serving London to be part of FORS by 2016; and encouraging improved freight movement efficiency through greater consolidation and more off-peak freight movement.
- 2.8 At proposal 117, the Mayor's Transport Strategy promotes smarter transport of freight and services, to reduce conflicts with other modes of transport, particularly pedestrians and cyclists. DSPs and participation in FORS are identified as key measures.

The London Freight Plan

- 2.9 The London Freight Plan promotes sustainable freight distribution with the objective of ensuring that freight is run efficiently, that unnecessary journeys are reduced, that journey distances are reduced and loads are maximised; and that negative impacts of freight activities on local communities are minimised.
- 2.10 The high level aims of the London Freight Plan include:

"Improve quality of life in London by minimising the impact of noise and vibration caused by freight and servicing"

"Improve quality of life in London by reducing the negative impacts of freight and servicing on communities"

- 2.11 The ability of land-use planning to influence freight activity through the development control process is identified in paragraph B.60. The importance of giving full consideration to freight and servicing implications of new development is highlighted in paragraph B64, which states that *"It is essential that freight activity is considered alongside the movement of people, throughout the planning system, to avoid generating conflict with other road users, particularly pedestrians and cyclists"*.
- 2.12 DSPs are one of four key projects part of the London Freight Plan. The plan states that these should be used to "...increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions...". DSPs should aim to reduce deliveries particularly during peak periods.

DSP – Making freight work for you

2.13 In 2011 TfL provided new guidance on the drafting and production of Delivery and Servicing Plans which are to be produced as part of planning applications, subject to size and types of new development. This guidance has been used in the preparation of this DSP. Table 2.1 details the potential benefits to those parties affected by the DSP as taken from the TfL guidance document *Delivery and Servicing Plans – Making freight work for you*.

Party	Efficiency	Benefit
Organisation	Save time and money	Lower operating costs if deliveries are consolidated, intensified into larger, less frequent deliveries
		Free up the time staff spend on receiving goods and completing procurement activities, such as processing
		Take advantage of other supply chain efficiencies
	Improve reliability	Ensure supply chain continues to operate effectively during large planned events or other foreseeable disruption
	Improve Safety	Fewer deliveries will help to reduce the risk of accidents
		Ensure health and safety compliance
	Reduce environmental impacts	Produce less harmful emissions associated with your building as a result of fewer journeys to and from the site
		Better manage freight activity and enhance the organisations corporate social responsibility
		Create a more pleasant localised environment
Suppliers	Costs	Fuel saving from reduced mileage
		Less risk of having to park illegally and attracting penalty charge notices (PCNs)
	Time	More certainty on delivery times
	Safety	Reduced risk of collisions due to fewer journeys and less likely to unload in safe location
		Reduced environmental impact
Local Authorities and residents	Safety	Reduced congestion and lower risk of collisions
	Environmental	Improved local air quality through reduced emissions and less noise intrusion

Table 2.1: Potential benefits of a DSP

London Borough of Camden Policies

2.14 LBC refer to Servicing requirements within Development Policy DP20 Movement of goods and services (within Local Development Framework Development Policies Adopted 2010).

2.15 This document states:

Minimising the movement of goods and materials by road

In order to minimise the movement of goods and materials by road the Council will:

a) expect development that would generate significant movement of goods or materials both during construction and in operation to minimise the movement of goods and materials by road, and consider the use of more sustainable alternatives such as rail and canal links;

b) promote the development and use of freight consolidation facilities and other initiatives with potential to reduce the impact of goods vehicles, and encourage the use of cycle courier services for local deliveries; and

c) seek to promote and protect facilities for the movement of goods by rail and water, including facilities for transfer between road, rail and canal.

Minimising the impact of the movement of goods and materials by road

The Council will expect development that would generate significant movement of goods or materials by road, both during construction and in operation, to:

d) be located close to the Transport for London Road Network or other Major Roads;

e) avoid any additional need for movement of vehicles over 7.5 tonnes in predominantly residential areas;

f) accommodate goods vehicles on site; and

g) seek opportunities to minimise disruption for local communities through effective management, including through the optimisation of collection and delivery timings and the use of low emission vehicles for deliveries.

3.0 AIMS AND OBJECTIVES

3.1 As identified in Section 1.0, this DSP is intended to outline the principles associated with servicing of the proposed development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not have adverse impacts.

3.2 The aims of this DSP are as follows:

- i. Ensure adequate arrangements are made for deliveries and servicing to the site and to ensure that the plan protects the amenity of future residents and the safety of existing and future school children; and
- ii. Assist in the management of refuse, delivery and servicing activities at the development by improving the efficiency of these activities and reducing the impact of the development on the local road network.

3.3 The more specific objectives of the DSP are as follows:

- i. To minimise delivery trips (particularly during peak periods associated with drop off and pick up of school children);
- ii. To ensure availability of safe and legal loading facilities;
- iii. To minimise congestion both within the site and on the approach to the site access;
- iv. To minimise penalty charge notices (PCN);
- v. To increase road network efficiency; and
- vi. To reduce accidents and maintain good road safety conditions.

3.4 The intended benefits of the DSP are as follows:

- i. For the occupiers and supply chain – reduced operating costs and improved reliability of deliveries;
- ii. For site users and the local community - reduced risk of accidents particularly those involving children on the journey to/from the School and reduced congestion on the roads surrounding the application site; and
- iii. For the local community and wider environment - reduced CO2 and noise emissions.

4.0 DELIVERY, REFUSE, AND SERVICING STRATEGY

4.1 This section outlines the proposed strategy associated with unloading of deliveries, servicing/ general maintenance and refuse/ recycling collection. Where necessary refuse operatives will have keys to access refuse areas.

Refuse and Recycling

4.2 It is anticipated that refuse and recycling will be undertaken by LBC within their standard collection timetables. This is currently weekly on a Friday.

Netley Primary School

4.3 Refuse for Netley Primary School will be collected from two locations; firstly, kitchen waste will be collected from the corner of Everton buildings/ Stanhope Street and secondly, another bin store will be accessed from Netley Street.

Netley Residential Units

4.4 In terms of servicing the private housing units, the refuse and recycling storage for the residential accommodation in Block A – Stanhope Apartments, will be located directly adjacent to each block access and will be collected from Stanhope Street.

4.5 Similarly, refuse and recycling storage for Housing Block B – Winchester Apartments, will be located directly adjacent to the block access and will be collected from William Road.

4.6 Refuse vehicles will collect on street from William Road.

Woodhall House

4.7 Refuse and recycling will be stored in 2 places for Woodhall House residents. The first will be an internal storage facility that will have an access/ collection point from Robert Street through one of the main entrance doors in Woodhall House.

4.8 The second location is on Stanhope Street near the Corner of Everton Mews/ Buildings. This will be collected on-street from Stanhope Street. Plans are enclosed as Appendix A indicating the refuse and recycling storage areas for Woodhall House.

4.9 The 10 affordable housing units will have separate wheelie bins which will be collected via the access road. The Estate Manager/ Residential Caretaker will be responsible for taking bins to Stanhope Street for collection.

Deliveries and Servicing

Netley Primary School

- 4.10 Deliveries to the School will be via a loading bay accessed from Netley Street.
- 4.11 Regular deliveries to the school are expected to include the following:
- i. Fresh perishable produce (e.g. fruit, vegetables etc.);
 - ii. General stationary supplies (e.g. paper, books etc.); and
 - iii. Sanitary supplies (e.g. hand-wash, cleaning products etc.).
- 4.12 Deliveries of these supplies are anticipated to occur on a daily basis with between 1-2 vehicles delivering per day.
- 4.13 The majority of these deliveries are expected in transit type vans and are not anticipated to occur in vehicles larger than a 7.5 tonne box van.
- 4.14 Less common deliveries, expected on an ad-hoc basis less than once a month, to the school may include:
- i. Furniture (e.g. desks, chairs, cupboards etc.);
 - ii. Sports equipment (e.g. nets, balls, rackets etc.); and
 - iii. Electrical equipment (e.g. IT such as laptops, computers, printers etc.).
- 4.15 Where feasible these deliveries will be via transit type vans or 7.5 tonne box vans. Should larger vehicles require access special arrangements will be made in advance to mitigate disruption and impact on the local highway network and to ensure the safety of pupils, staff, and local residents.

Netley Residential Units

- 4.16 It is expected that goods deliveries will occasionally be made to the residential dwellings associated with online shopping, post and courier.
- 4.17 Delivery and servicing vehicles associated with the residential units will be restricted to using single yellow lines and/ or pay and display parking bays on Stanhope Street and William Road as required.

Woodhall House

- 4.18 The 10 affordable Mews Houses located at Woodhall House will be serviced from the access road. It is noted that vehicular entry to the access road will be controlled and restricted to emergency and refuse vehicles. Larger delivery vehicle access will be available via prior arrangement.

General Servicing

- 4.19 Scheduled maintenance visits may be necessary for the grounds and also any proposed plant. Additionally residents and occupiers may occasionally require maintenance visits e.g. plumber/ electrician. Operatives typically use light goods vehicles (LGVs) which would be smaller in size than a 7.5 tonne van.
- 4.20 These servicing requirements are anticipated to occur in line with the arrangements outlined in the Deliveries and Servicing paragraphs included within this section of the DSP.

Emergency Vehicle Access

- 4.21 Emergency vehicles will have full access to the site from the local highway network.
- 4.22 Emergency access to Woodhall House will be via the access road.

5.0 MANAGEMENT MEASURES

5.1 The management measures supporting the servicing strategy are outlined in this Section, with reference to both personnel requirements and actions that would need to be implemented.

DSP Co-ordinators

5.2 The development will have the following 'divisions', each of which will have a nominated DSP Coordinator:

- i. Netley Primary School - Site Manager;
- ii. Netley Residential Units – London Residential Management (LRM); and
- iii. Woodhall House – Estate Manager/ Residential Caretaker.

5.3 At the outset of occupation the three DSP Coordinators will be required to liaise with the occupants of their 'division' in relation to their servicing needs and demands. They will be required to collect information to facilitate scheduling of deliveries and maintenance visits.

5.4 The DSP Coordinator will be required to liaise with all 'divisions' to ensure that the servicing requirements of the overall site are managed appropriately to minimise disruption to the local highway network and ensure the safety of pupils, staff, and local residents.

5.5 The main responsibilities of each DSP Co-ordinator will be to manage the delivery and servicing activity generated by their 'division' and ensure the coordinated approach with the other 'divisions' on the site. This will include:

- i. Taking ownership of the DSP and implementing the appropriate servicing strategy for their 'division';
- ii. The Estate Manager/ Residential Caretaker for Woodhall House will be responsible for taking bins associated with the mews houses to Stanhope Street for collection on street;
- iii. To establish and maintain a delivery and servicing schedule for the development to ensure that the delivery and servicing requirements of all occupiers can be met without conflict within the site;
- iv. To monitor the DSP in line with the monitoring methodology as agreed with LBC and set out in this DSP;
- v. To update occupiers on changes to the servicing schedule so that they may inform their suppliers;
- vi. To provide the main liaison between LBC, occupiers and their suppliers;

- vii. To inform occupiers of any road works, that may affect access to the development so that they may inform suppliers in relation to any alternative arrangements that need to be made; and
- viii. To meet with LBC where necessary should any issues associated with delivery and servicing of the site occur in the future.

Servicing Schedule

- 5.6 A deliveries and servicing schedule will be produced and implemented by the appropriate DSP Coordinators based on the regular deliveries anticipated by the occupiers.
- 5.7 Residents will be notified that they must give the appropriate DSP Coordinator advance notice of when deliveries are anticipated using vehicles larger than a motorbike courier or transit van. Refuse and recycling collections will be included in the schedule.
- 5.8 The schedule will ensure that there is no conflict for use of loading bays and that if additional vehicles are anticipated whilst the loading bay is in use that there is sufficient space for other vehicles to stop and manoeuvre within the development until the loading bay is free.
- 5.9 The appropriate DSP Coordinator should encourage their respective occupiers to manage their supply chain and / or delivery requirements to occur outside network peak periods (07:00 – 10:00 and 16:00 – 19:00) and outside peak school drop off and pick up periods (07:00 – 10:00 and 14:00 – 18:00) to reduce impact on the local highway network and ensure safety of pupils, staff, and local residents. Refuse collections should also occur outside these times. Limited out of hours (19:00 – 07:00) deliveries should be undertaken to minimise impact on residential amenity and in particular noise disturbance.
- 5.10 With regards regular deliveries at the School a 'ring ahead' service should be established to give warning in case deliveries are delayed and allow time to organise for the loading bay to be vacated.

Other Measures

- 5.11 With regards regular deliveries at the School the relevant DSP Coordinator will establish and maintain an approved supplier's database and recommend use of suppliers who are affiliated with FORS and operating green fleets complying with the emissions standards set by London Emissions Zones.
- 5.12 Where suppliers are not part of FORS, the DSP Coordinator for the School will recommend the School choose suppliers on the basis of their record of operating their vehicles safely and lawfully, reducing their impact on the environment and reducing costs by improving efficiencies in freight movements.

- 5.13 The DSP Coordinator for the School will hold information on recommended suppliers that fit with these criteria and supply this to the School, to assist with selection of appropriate suppliers.
- 5.14 Complaints in relation to deliveries and servicing issues will be dealt with by the relevant DSP Coordinators for each 'division'.

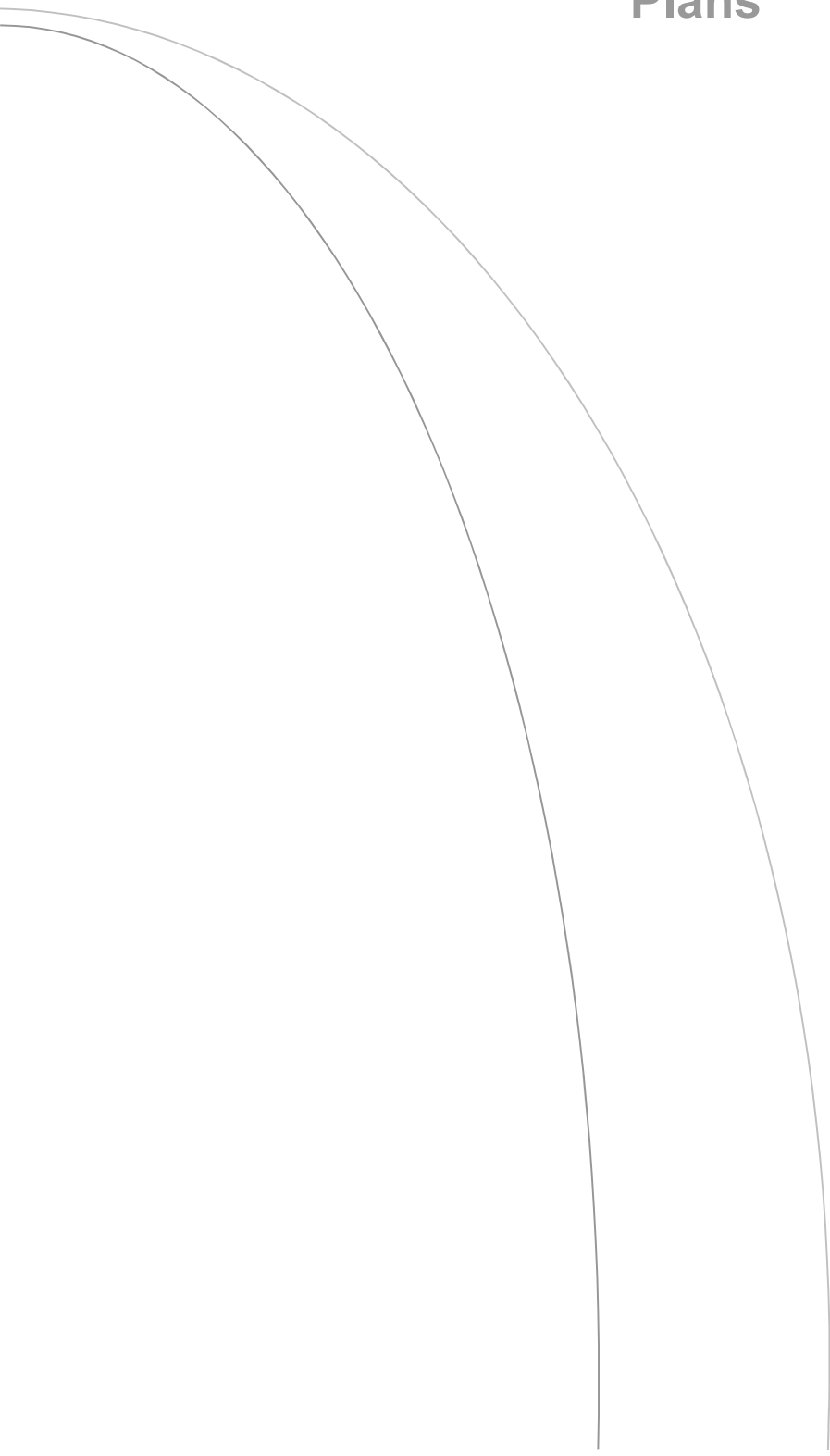
6.0 MONITORING AND REVIEW

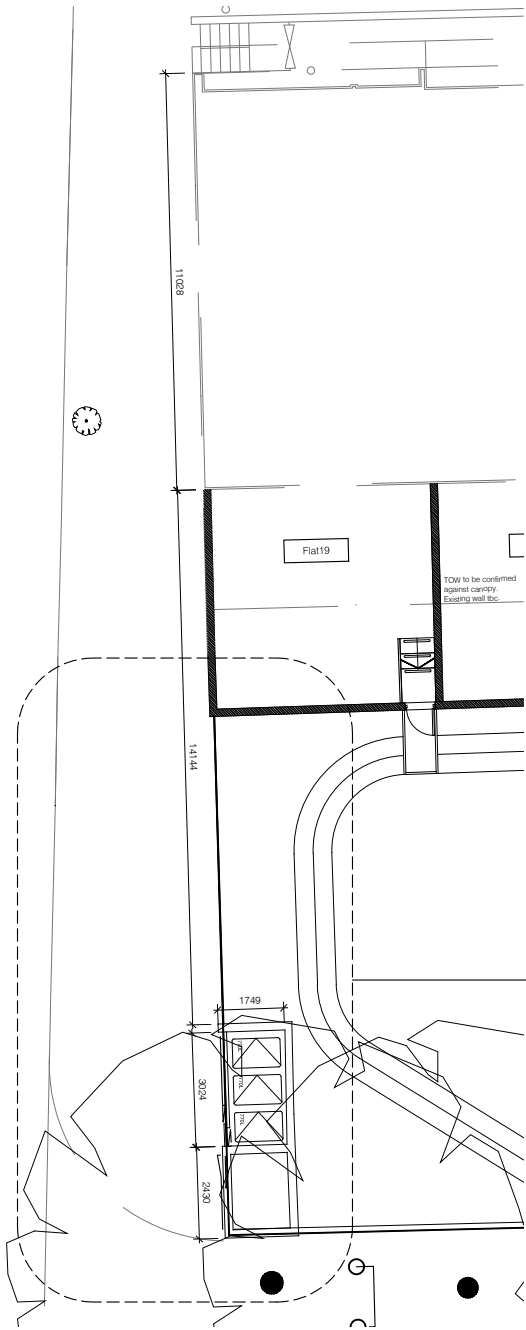
- 6.1 A programme of monitoring and review will be implemented for activity associated with deliveries and servicing at the Netley Development site. This programme will be implemented for the period of occupation of the development and for three years following the full occupation of the development, if this is to be phased.
- 6.2 A data record in relation to delivery and servicing activity generated by the development will be collected via the appropriate DSP Coordinators for each 'division'. This will be used to make spot checks that deliveries, maintenance visits and refuse collections are made in accordance with the schedule.
- 6.3 In particular, the supplier, size of vehicles used and location/timing of deliveries should be noted, to enable review against any agreement with the supplier and the servicing strategy. This is predominantly relating to the delivery and servicing schedule associated with the School.
- 6.4 The information should be reviewed six monthly by the three DSP Coordinators, to determine whether there should be any change to the suppliers used on the basis of performance, whether is any scope for further consolidation in vehicular deliveries and also scope to identify where there is opportunity to influence use of reduced vehicle sizes amongst the supply chain.
- 6.5 Feedback should also be given to individual residents of the development where deliveries have caused issues and agreement reached in relation to measures that should be taken to ensure these are prevented in the future. Feedback from the School to residential occupiers in relation to delivery and servicing demands and *vice versa* will be communicated between parties by the appropriate DSP Coordinators as and when this is relevant.
- 6.6 Any complaints received in relation to delivery and servicing activity and actions taken should also be reconsidered at this six monthly review. This is intended to identify potential requirements for new management measures in relation to deliveries and servicing to ensure that the objectives of the DSP are met and enable continuous improvement in the management of deliveries and servicing.

7.0 SUMMARY AND CONCLUSIONS

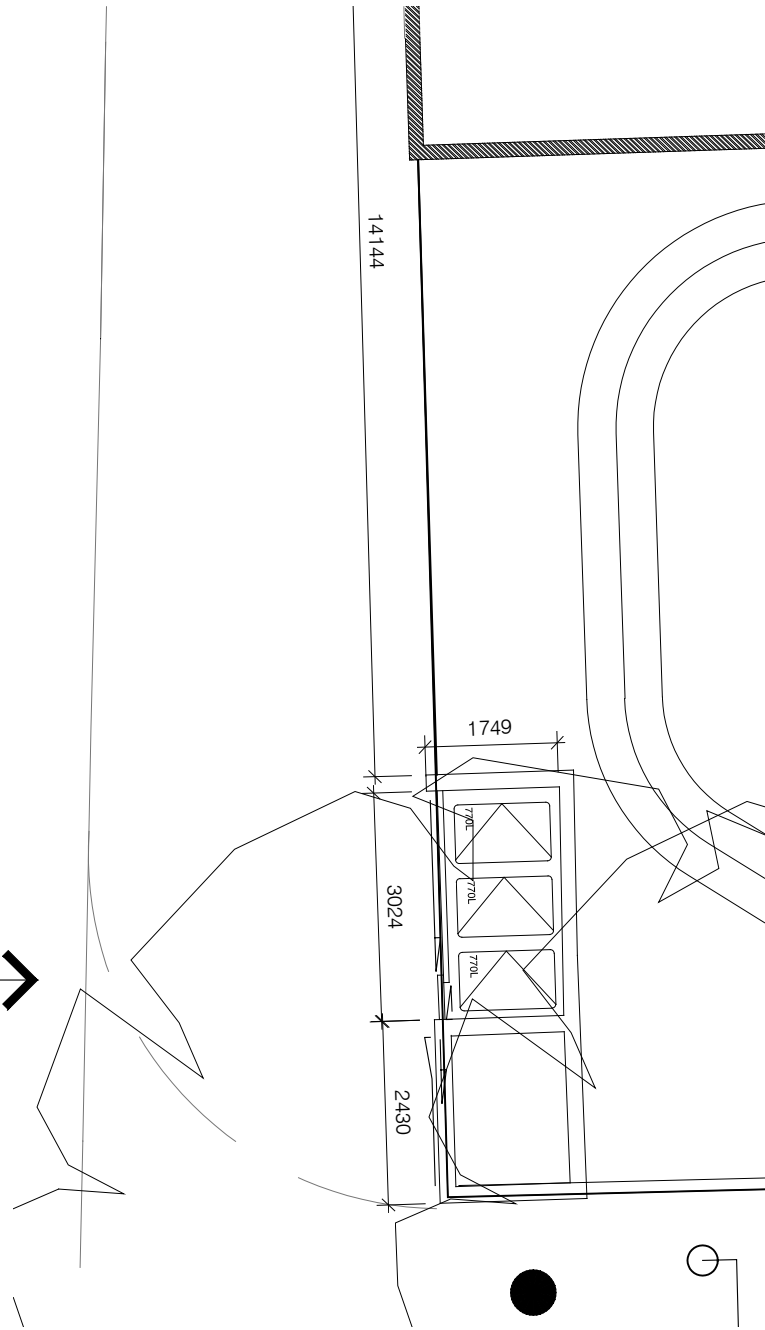
- 7.1 This DSP represents a delivery and servicing strategy devised in relation to the proposed development at the Netley Development located on Stanhope Street. The strategy seeks to minimise the impact of delivery and servicing activity on the local highway network and ensure the safety of pupils, staff, and local residents.
- 7.2 The content of this DSP has been prepared with reference to policy and guidance at Government, Regional and Local Authority levels. It is submitted in support of the planning application for the development and sets out the arrangements for deliveries and servicing associated with both the proposed residential and non-residential land uses.
- 7.3 All delivery and servicing activity for the proposed development will take place on-site and access will be managed to allow vehicles entry and exit. Loading bays are provided along with turning space for vehicles undertaking deliveries, maintenance visits and refuse collection.
- 7.4 It is proposed that the development will have three DSP Coordinators; one for the School, one for the residential development, and one for Woodhouse Gardens. It is assumed that these individuals will take the responsibility for being the DSP Coordinators for their respective 'divisions'.
- 7.5 The main responsibilities will lie in the establishment and maintenance of a delivery and servicing schedule and liaison with both residents and the School in relation to their delivery and servicing demands. The appropriate DSP Coordinators will also ensure that refuse/recycling collection bins are brought to the central storage area on collection days.
- 7.6 The delivery and servicing schedule will seek to encourage deliveries outside network peak periods and outside peak drop off and pick up periods at the School.
- 7.7 Any issues associated with deliveries and servicing will be monitored by the DSP Coordinators. Feedback will be provided to residents or the School should any issues arise and additional management measures implemented where necessary.

Appendix A – Site Layout Plans

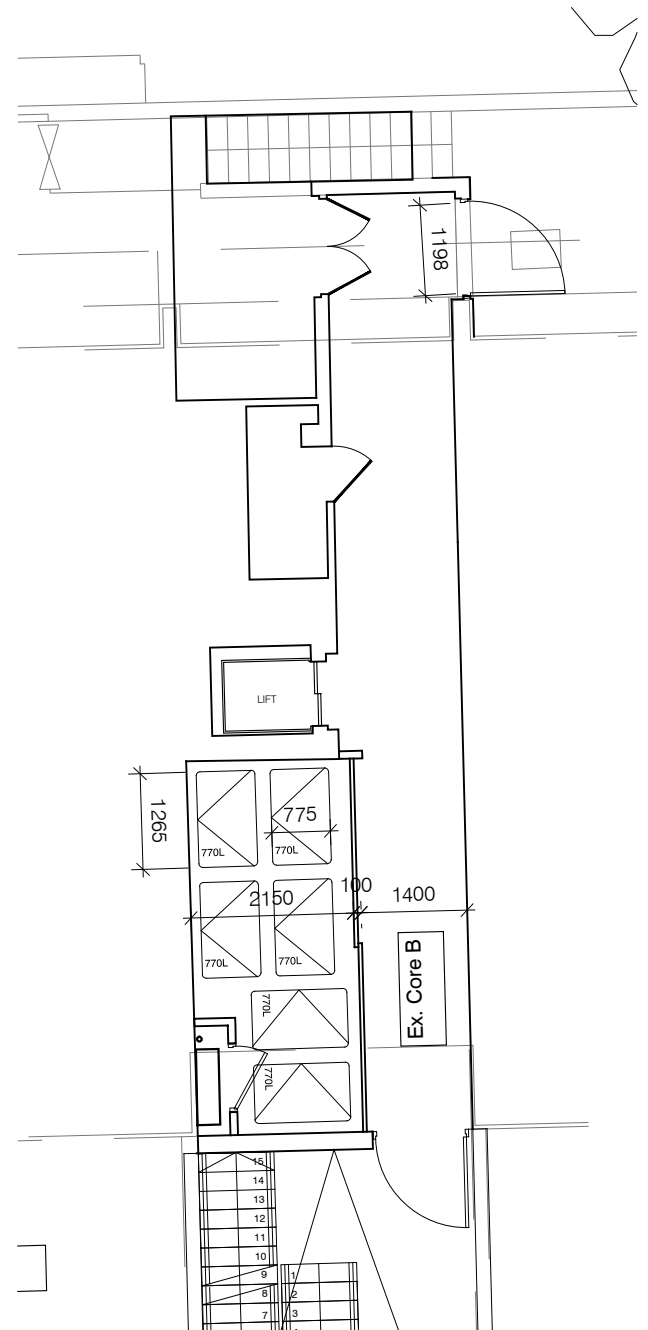




Refuse Enclosure @ Stanhope Street
1:200



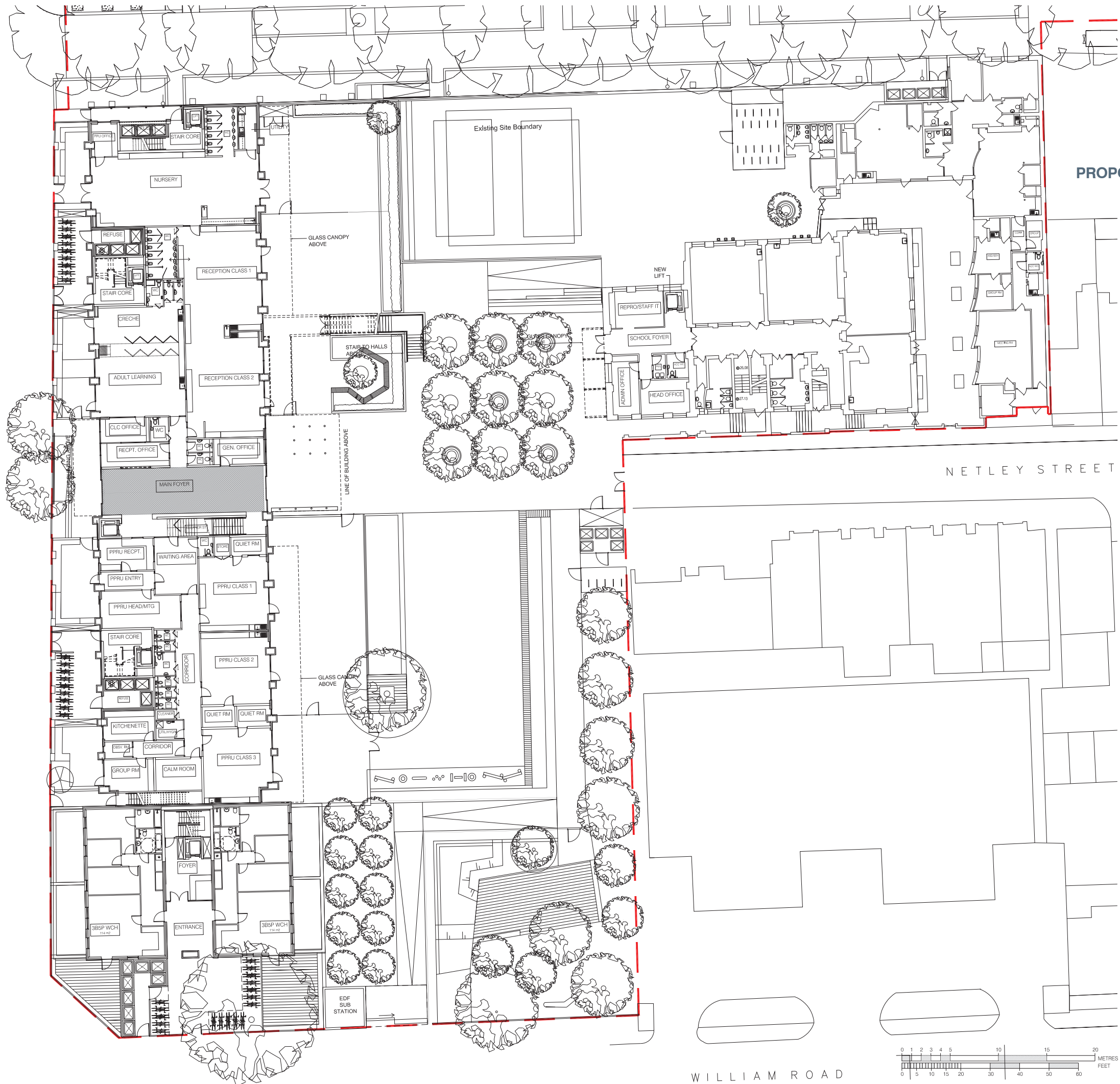
Refuse Enclosure @ Stanhope Street
1:100



Refuse Enclosure @ Woodhall East Lift
1:100

PROPOSED GROUND FLOOR PLAN PL(00)151

STANHOPE STREET



NETLEY STREET

WILLIAM ROAD

DRAFT

rev.	date	description	dm	aut
drawing status: PLANNING				
Diespeker Wharf 38 Graham Street London N1 8JX				
T: 020 7336 7777 URL: www.ptea.co.uk F: 020 7336 0770 E: lorename.surname@ptea.co.uk				
POLLLARD THOMAS EDWARDS architects				
project	drawn	auth'd	scale	date
NETLEY SCHOOL DEVELOPMENT	MR	CB	1:200@A1	13.03.12
dwg no.	job no.	dwg no.	rev	
PROPOSED GROUND FLOOR PLAN	09 161	PL(00)151	-	

5.1 THE BRIEF

General key points

Main changes to Brief since Stage C.

- 1. Sustainability Strategy.
- 2. Residential Units Block A reconfigured.
- 3. Tree Mitigation Strategy.
- 4. Removal of Surma from application (under review)

