



Herbal House
London Borough of Camden

Delivery and Servicing
Management Plan

For
Herbal House Investments Ltd

Document Control Sheet

Delivery and Servicing Management Plan
Herbal House, London Borough of Camden
Herbal House Investments Ltd

This document has been issued and amended as follows:

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1.0 Introduction

- 1.1 Herbal House Investments Limited has appointed Motion to prepare this Delivery and Servicing Management Plan (DSMP) in respect of the development proposals at Herbal House, London Borough of Camden (LB Camden).
- 1.2 The site is situated in a highly accessible, central London location within the LB Camden. The site is fronted by Herbal Hill to the east, Back Hill to the west and Ray Street to the north. To the south the building is bound by adjacent properties.
- 1.3 Planning permission was granted in December 2014 (Planning Ref: 2014/3683/P) for development proposals comprising:
- “Addition of a two storey roof extension, external alterations and change of use of existing building from D1 (higher education) to a mix of uses including B1 (office), 6no. duplex residential apartments (5th & 6th floors), 2no. A1 (retail) / A3 (café) / B1 (office) ‘interchangeable’ units fronting Herbal Hill, and a commercial gallery (with ancillary café) / B1 workspace ‘interchangeable’ unit fronting Back Hill.”*
- 1.4 The building will provide a total of 15,160 square metres GEA of floor space comprising;
- ▶ 12,270 square metres GEA of B1 (office) use;
 - ▶ 2no. ‘interchangeable’ units providing 1,028 square metres GEA of A1 (retail)/ A3(café)/ B1 (office) use fronting Herbal Hill;
 - ▶ 1no. ‘interchangeable’ unit providing 870 square metres GEA of commercial gallery (with ancillary café)/ B1 workspace fronting Back Hill; and
 - ▶ Six residential apartments (993 square metres GEA).
- 1.5 No vehicle access to the site will be provided and no on-site car parking will be provided. Servicing and deliveries would continue to utilise the existing on-street loading opportunities to service the development.
- 1.6 A Transport Statement, Framework Travel Plan and Framework Delivery and Servicing Plan were submitted to accompany the planning application.

Scope of the Report

- 1.7 The S106 agreement in relation to the consented development proposals includes an obligation to prepare a Delivery and Servicing Management Plan (DSMP). This DSMP has been prepared based on the Framework DSMP submitted alongside the planning application and to address the requirements of the S106 obligation.
- 1.8 The purpose of this DSMP is to ensure that delivery and servicing activity associates with the proposed redevelopment can take place in a safe, efficient and sustainable manner. It will consider the day to day servicing activity associated with the development.
- 1.9 This DSMP has been drafted in accordance with guidance provided with the Transport for London (TfL) document “Managing Freight Effectively: Delivery and Servicing Plans”.

2.0 Local Context

Site Location and Surrounding Area

- 2.1 The site is situated in a highly accessible, central London location within the LB Camden. The site is fronted by Herbal Hill to the east, Back Hill to the west and Ray Street to the north. To the south the building is bound by adjacent properties. A site location plan is attached at [Figure 2.1](#).

Past Site Use

- 2.2 The building has historically provided a total of 13,459 square metres GEA of floor space and was occupied by the University of Arts London, Central Saint Martins and in D1 Land Use.
- 2.3 The building has historically utilised the on-street loading opportunities adjacent to the site to service the development and undertake refuse collection. The majority of servicing and delivery activity was undertaken from Back Hill with vehicles using the kerbside loading opportunities on the eastern kerbside of Back Hill to serve the site.
- 2.4 In addition, the past use of the building required a delivery of fuel oil which arrives via Herbal Hill. The oil delivery vehicle stopped on Herbal Hill in order to unload to the site. When the building was fully occupied by the University of Arts London an oil delivery was required once every two weeks.
- 2.5 The Council's waste collection contractor, Veolia, has advised that it services the streets in the vicinity of the site using a 26T refuse vehicle and in order to access Back Hill, the refuse vehicle utilises a route via Eyre Street Hill and Summers Street.

Local Road Network

- 2.6 Back Hill fronts the western boundary of the site and is a two-way carriageway running in a broadly north-south alignment. At its southern end Back Hill is accessed from Clerkenwell Road via a priority junction. At its northern end Back Hill connects with Ray Street, however the existing traffic regulation order prohibits all vehicles except cycles from passing between Back Hill and Ray Street.
- 2.7 Herbal Hill fronts the eastern boundary of the site and is a one-way route connecting from Clerkenwell Road to Ray Street. Ray Street fronts the northern boundary of the site and is a two-way carriageway running in a broadly east-west alignment. At its eastern end Ray Street connects with Farringdon Road.
- 2.8 The A5201, Clerkenwell Road, is situated to the south of the site. It is a two-way road running in a broadly east-west alignment. In the vicinity of the application site, Clerkenwell Road provides eastbound and westbound cycle lanes and connects east to Farringdon Road and west to the A2000 Southampton Row.
- 2.9 The streets adjacent to the site provide a variety of parking and loading opportunities. Motion drawing 131213-01, attached at [Appendix A](#), details the highway arrangement and parking and loading opportunities in the vicinity of the site.

3.0 Consented Development Proposals

3.1 The consented development proposals (Planning Ref: 2014/3683/P) comprise the:

“Addition of a two storey roof extension, external alterations and change of use of existing building from D1 (higher education) to a mix of uses including B1 (office), 6no. duplex residential apartments (5th & 6th floors), 2no. A1 (retail) / A3 (café) / B1 (office) ‘interchangeable’ units fronting Herbal Hill, and a commercial gallery (with ancillary café) / B1 workspace ‘interchangeable’ unit fronting Back Hill.”

3.2 The building will provide a total of 15,160 square metres GEA of floor space comprising:

- ▶ 12,270 square metres GEA of B1 (office) use;
- ▶ 2no. ‘interchangeable’ units providing 1,028 square metres GEA of A1 (retail)/ A3(café)/ B1 (office) use fronting Herbal Hill;
- ▶ 1no. ‘interchangeable’ unit providing 870 square metres GEA of commercial gallery (with ancillary café)/ B1 workspace fronting Back Hill; and
- ▶ Six residential apartments (993 square metres GEA).

3.3 The development proposals include four commercial units fronting Herbal Hill. The two southernmost units (Units 1 and 2) would provide B1 office space and their floor space is included in the office floor space indicated above. Units 3 and 4 would provide flexible A1 (retail)/ A3 (café)/ B1 (office) use.

3.4 The main element of the proposed office space would be accessed from the Back Hill frontage of the site. The proposals include a triple height gallery café workspace which would be ancillary to the office space.

3.5 The six proposed residential units would provide 5 two-bedroom units and 1 three-bedroom unit.

3.6 Pedestrian access to the commercial element of the proposed development would be gained from a main entrance from Back Hill at the northern end of the site frontage. Further pedestrian entrances to the commercial units which front Herbal Hill will be provided from the Herbal Hill frontage of the site. The residential units would be accessed via a pedestrian entrance on the Back Hill, at the southern end of the building frontage.

3.7 Cycle access to the site will be gained from Back Hill and this will provide access to residential cycle store on the ground floor and a lift to serve the commercial cycle store within the basement. No vehicle access to the site would be provided and no on-site car parking will be provided.

4.0 Servicing Arrangements

- 4.1 A servicing strategy was developed as part of the consented development proposals that meets the needs of the development and enables servicing activity to be undertaken in an efficient, safe and sustainable manner.

Access Arrangements

- 4.2 The redeveloped building will utilise the existing kerbside loading opportunities adjacent to the site on Back Hill to service the site, as per the historic servicing arrangements associated with the site.
- 4.3 The building will include a goods/ service entrance on the Back Hill frontage of the site. The service entrance provides access to a goods lift, serving the basement and all commercial floors within the building. In addition the service entrance will provide access to both the residential and commercial refuse stores.
- 4.4 Servicing vehicles can access and egress Back Hill in a forward gear by turning from Clerkenwell Road into Eyre Street Hill and then into Summers Street to connect to Back Hill. Single yellow line waiting restrictions are in place on the eastern kerbside of Back Hill, adjacent to the service entrance. This enables servicing and refuse vehicles to stop adjacent to the service entrance to service the site and undertake deliveries. A plan identifying the access routes for service vehicles to the site frontage is attached at [Appendix B](#).
- 4.5 Swept path analysis demonstrating a typical delivery vehicles accessing and egressing the site frontage and stopping in close proximity to the site is attached at [Appendix C](#).
- 4.6 Further single yellow line space is currently provided on Ray Street adjacent to the northern frontage of the site. Whilst it is envisaged that the majority of servicing and deliveries would be undertaken from Back Hill, the single yellow space on Ray Street provides a further opportunity for deliveries to be undertaken.

5.0 Servicing Trip Attraction

- 5.1 An assessment of the servicing trips associated with the development proposals was included within the Transport Statement and Framework Delivery and Servicing Plan supporting the current planning application.
- 5.2 In order to consider the servicing trips associated with the proposed office use reference has been made to the sample of sites from the TRAVL database utilised for person trip assessment purposes within the Transport Statement supporting the approved application.
- 5.3 The Transport Statement concluded that, from an analysis of the TRAVL sample of sites, it is evident that the level of servicing trips associated with office space is not directly proportional to the floor area of the office space i.e. the larger office buildings within the sample do not necessarily report the highest number of servicing trips. As such in order to estimate the number of servicing trips associated with the proposed office space, the average number of servicing trips surveyed in the TRAVL sample of sites has been considered.
- 5.4 On that basis it is considered that the proposed office space could result in 12 servicing trips per day. Servicing vehicle trips associated with the office space would likely include the delivery of office supplies and couriers. Courier trips would likely be undertaken by cycle or motorcycle, while deliveries of office supplies would be undertaken by transit type vans or 7.5 tonne rigid lorry.
- 5.5 If the flexible A1/ A3/ B1 floorspace were occupied by retail uses then it is envisaged these could comprise up to two separate retail units and the proposed ancillary gallery/ café space. The cafe space is likely to generate a daily fresh food and beverage delivery.
- 5.6 The Transport Statement supporting the approved planning application provided a first principles assessment of the servicing trips associated with the retail units. This concluded that a retail unit is likely to require one delivery trip per day and it is that this would typically be undertaken by a transit type van or 7.5 tonne rigid lorry. On that basis, if the flexible space was fully occupied by retail space then the proposed retail space would be expected to attract up to 3 servicing trips per day.
- 5.7 The development proposals include 6 residential dwellings. The residential dwellings would not attract a significant number of servicing and delivery movements and servicing trips associated with the dwellings would likely to consist of a small number of trips by panel vans delivering items such as mail/internet-ordered goods and supermarket home deliveries.
- 5.8 The Transport Statement supporting the approved planning application assessed servicing trips to the residential units based on servicing data from the TRAVL sample of sites utilised for person trip generation purposes. Based on that sample it concluded that the proposed residential dwellings would attract no more than 1 servicing trip per day. It is noted that servicing trips associated with the dwellings would likely be linked with existing servicing trips undertaken in the vicinity of the site i.e. mail deliveries and refuse collection would be undertaken as an extension of existing activities in the locality.
- 5.9 In total the development is expected to attract 16-17 servicing trips per day.
- 5.10 The Transport Statement, supporting the approved planning application, concluded that the expected changed in servicing trips associated with the development, in comparison with the past use of the building, is not considered to be significant and would not result in a material impact on the operation of the highway network local to the site.
- 5.11 Deliveries and servicing associated with the proposed office space would typically take place between 0800 and 1830 hours from Monday to Friday. However, at the current time the occupier(s) of the building are not known and this DSMP will be updated to incorporate details of the specific delivery requirements of the occupier(s), once known.

Refuse Collection

- 5.12 Refuse storage and recycling storage for both the office and residential uses will be on the ground floor, accessible from the service access on the Herbal Hill frontage of the site.
- 5.13 Refuse and recycling would be collected via the service entrance from Back Hill. The refuse vehicle would utilise the existing kerbside loading restrictions directly adjacent to the service entrance in order to load. Refuse collection operators would access the site via Eyre Street and Summers Street to connect to Back Hill and the Council's waste collection contractor, Veolia, currently utilise this route for their 26T refuse vehicle.

6.0 Management of Deliveries

- 6.1 The management measures set out below seek to minimise nuisance resulting from servicing and delivery activity. To this extent it is considered that the development proposals would not result in material impact on premises in the vicinity of the site.
- 6.2 The purpose of this DSMP is to ensure that delivery and servicing activity associates with the proposed development can take place in a safe, efficient and sustainable manner.
- 6.3 The delivery and servicing strategy for the building has been developed such that servicing vehicles can stop on street directly adjacent to the servicing access door to the development, minimising the need to trolley deliveries and as such minimise any effect on pedestrians.
- 6.4 A building manager will be appointed who will be responsible for the ongoing management and implementation of the DSMP. In addition the building manger will be responsible for the directing and receiving deliveries to the building.
- 6.5 At this stage the building manager has yet to be appointment. Following appointment of the building manager the DSMP will be updated to provide the contact details their contact details below:
- ▶ Name: [to be confirmed following appointment]
 - ▶ Contact Tel: [to be confirmed following appointment]
- 6.6 The building manager will implement measures to minimise the impact of delivery and servicing activity such as:
- ▶ Encouraging site tenants to source goods from suppliers and freight operators registered with a best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS);
 - ▶ Encourage occupants for the site to source supplies locally and from suppliers used by other tenants;
 - ▶ Manage a central delivery booking system whereby occupants are encouraged to provide suppliers with the central building contact to reserve a time slot for arrival. This would assist in managing deliveries away from peak hours and minimise and peaks in servicing activity;
 - ▶ Maintain a record of all deliveries including time of arrival and departure, recipient and vehicle type;
 - ▶ Review and monitor delivery activity to enable issues to be promptly identified and dealt with;
 - ▶ If necessary the building manager will arrange for staff to assist with deliveries in order to ensure pedestrian management and public safety during servicing;
 - ▶ Liaise with tenants of the building to encourage co-ordination of deliveries to avoid peaks in servicing demand and sharing suppliers to minimise to number of servicing trips to the area; and
 - ▶ Advise occupants and suppliers of the delivery strategy for the site, to ensure that they are aware where they can stop to delivery and collect from the site.
- 6.7 In addition the following measures will be implemented to minimise disturbance, in particular by noise, when deliveries are taking place the designated loading area:
- ▶ Drivers will be instructed to turn off engines when stationary/ parked;
 - ▶ Drivers will be instructed to turn off vehicle radios when parked;
 - ▶ Service access doors to be kept closed while not in use;
 - ▶ Vehicle headlights to be turned off when stationary;
 - ▶ Delivery drivers and staff will be instructed to keep noise to a minimum where unloading;

-
- ▶ Mechanical noise generated by vehicles to be kept to a minimum by instructing drivers to:
 - ▶ Engage gears with minimal noise;
 - ▶ Keep engine revs to a minimum;
 - ▶ Apply brakes gently; and
 - ▶ Close doors with minimal noise.

6.8 Suppliers will be advised in writing in advance of the servicing and delivery strategy for the building and the management measures set out above.

7.0 Monitoring and Review

- 7.1 The building manager will be responsible for the ongoing monitoring of the DSMP. The monitoring process will generate information by which the Plan can be evaluated. Monitoring activity will include continual recording of deliveries and collections made to and from the site, recording feedback and comments received from site occupants or neighbouring residents/ businesses and noting any incidents and problems with deliveries and servicing activity. This will include, but not be limited to the following:
- ▶ Date and time of delivery;
 - ▶ Delivery departure;
 - ▶ Type and size of delivery vehicle;
 - ▶ Recipients; and
 - ▶ Type of activity, e.g. courier, maintenance, stationary delivery etc.
- 7.2 The monitoring process will enable the DSMP to be modified as appropriate to respond to any issues as they arise. The management of the site will undertake a comprehensive review of the Plan with representatives of all occupants annually.
- 7.3 The statement produced from the monitoring and review will be available to the Council on request.

8.0 Summary

- 8.1 This Delivery and Servicing Management Plan (DSMP) has been prepared by Motion on behalf of Herbal House Investments Limited. It relates to the proposed development at Herbal House, LB Camden.
- 8.2 The DSMP is designed to ensure that deliveries and servicing activity associated with the site can be carried out in a safe and efficient manner and that the impact of this activity is kept to a minimum. The DSMP has been drafted in accordance with TfL guidance and will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.
- 8.3 The agreed contents of this DSMP must be complied with unless otherwise agreed with the Council. The building occupiers shall work with the Council to review this DSMP from time to time when necessary. Any future revised plan must be approved by the Council and complied with thereafter.

Figures



Not to Scale

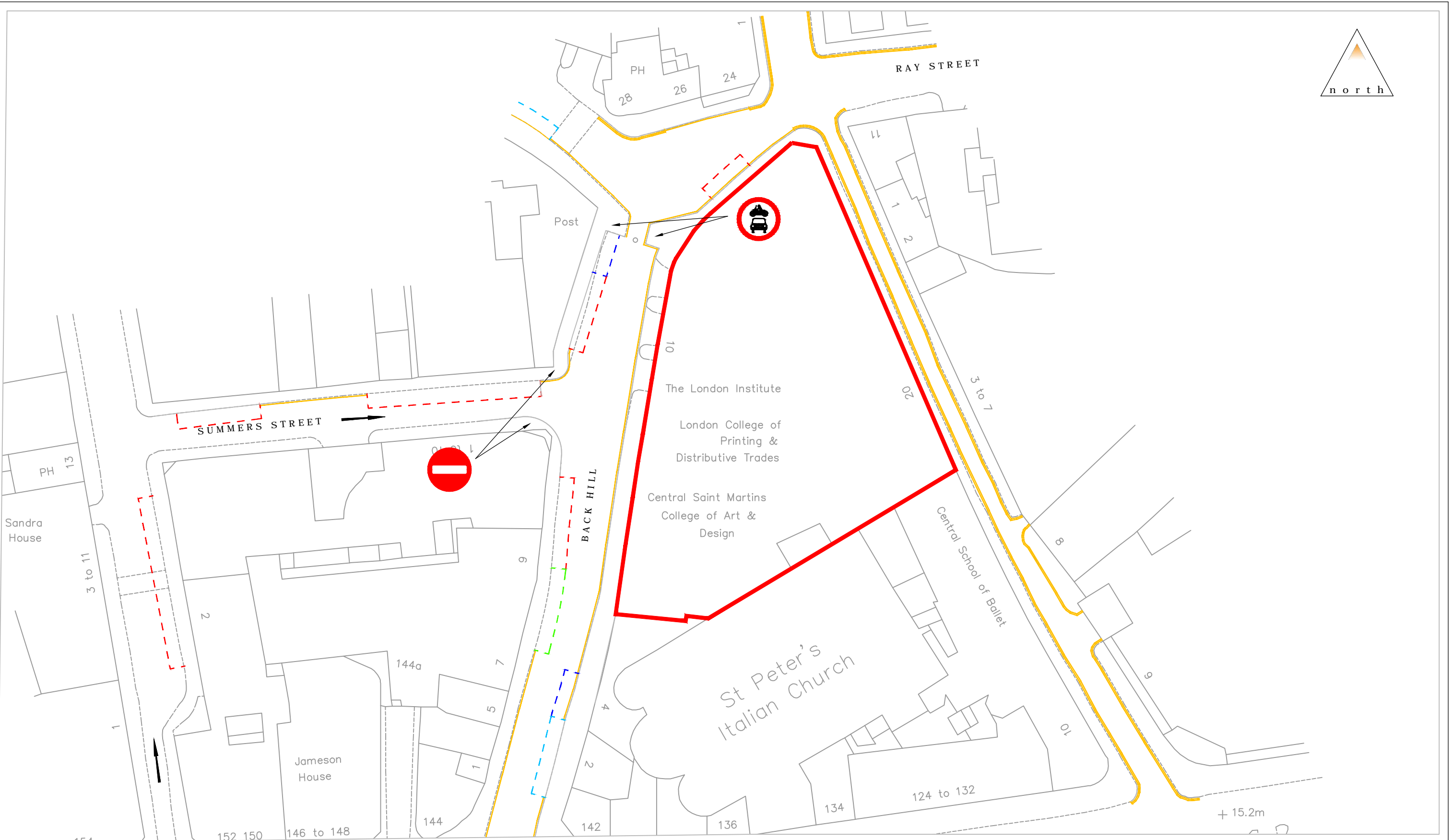
Herbal House

Figure 2.1 – Site Location Plan



Appendix A

Existing Local Highway Arrangement



LEGEND

- Pay and Display Parking Bay - - - -
- Resident Permit Holder Bay - - - -
- Motorcycle Parking Bay - - - -

Loading Bay - - - -



232 High Street
Guildford
Surrey
GU1 3JF

T: 01483 531 300

25 Floral Street
Covent Garden
London
WC2E 9DS

T: 020 7031 8141

www.motion-uk.co.uk

Project:
Herbal House

Title:
Existing Highway Arrangement

Scale: 1:500 (@ A3)

Notes:

Drawing:
131213-01

Revision:
-

Appendix B

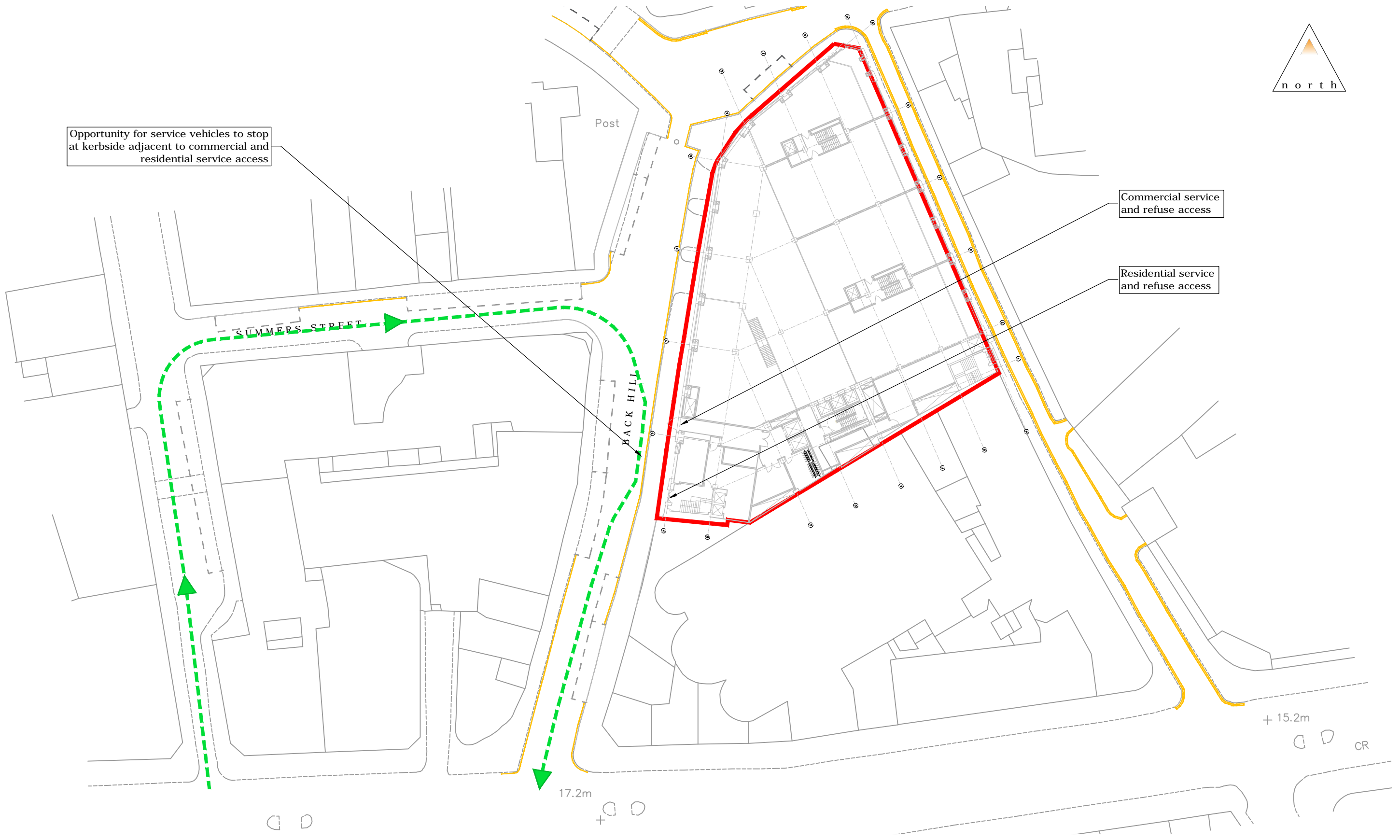
Service Vehicle Access Arrangement



Opportunity for service vehicles to stop at kerbside adjacent to commercial and residential service access

Commercial service and refuse access

Residential service and refuse access



SUMMERS STREET

BACK HILL

+17.2m

+15.2m

CR

LEGEND

--- Service Vehicle Access Route



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Project:
Herbal House

Title:
Service Vehicle Access Route

Scale: 1:500 (@ A3)

Notes:

Drawing:
131213-02

Revision:
-

Appendix C

Swept Path Analysis



Opportunity for service vehicles to stop at kerbside adjacent to commercial and residential service access

Commercial service and refuse access

Residential service and refuse access

SUMMERS STREET

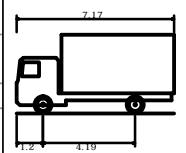
Post

+ 15.2m

+ 17.2m

PCs
TCB

TCBs



FTA Design LG Rigid Vehicle (1998)	
Overall Length	7.170m
Overall Width	2.300m
Overall Body Height	3.580m
Min Body Ground Clearance	0.375m
Track Width	2.120m
Lock to Lock Time	3.00s
Kerb to Kerb Turning Radius	7.000m



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Project:
Herbal House

Title:
Swept Path Analysis
FTA LG Rigid Vehicle

Scale: 1:500 (@ A3)

Notes:

Drawing:
131213-TK05

Revision: