



Service Management Plan

Wellesley Road Care Home
1 Wellesley Road
Camden
NW5 4PN

Revision Record

First Draft	31/07/14	Issued to Planning
A	30/01/15	Amended Following Planning Comments
B	23/03/15	Amended Following Further Planning Comments

Introduction

The way a site is serviced can have an impact on transport because it can create obstructions and possible dangerous situations. A Service Management Plan (SMP) is needed to manage how a site is serviced to ensure this does not happen. A SMP outlines how a development will be serviced (e.g. deliveries, collection and arrivals and departures of occupiers, staff, visitors, contractors and other users) with the objective of minimising traffic disruption, avoiding dangerous situations and minimising the impact on local amenity. The agreed contents of this Servicing Management Plan must be complied with unless otherwise agreed with the Council. The building occupiers shall work with the Council to review this Delivery and Servicing Management Plan from time to time when necessary. Any future revised plan must be approved by the Council and complied with thereafter.

The Site and Surrounding Area

Shaw Healthcare has been selected by the LB Camden provide a new 60 bed care home at Wellesley Road to replace the existing building which was no longer suitable for use as a modern care facility. The site is located in a densely populated residential area comprising of medium to high rise social housing. The site is bounded by timber fencing and brick walls. Adjacent to the site on the east boundary is a park used by the local community, and to the south a former petrol station is currently used as a car wash and MoT centre. Malden Road (B517) is a 2-way wide road providing access towards Camden and the Transport for London road network. It relatively lightly trafficked and provides for good access to the site.

Site Access Routes

Access to the care home for deliveries and collections will be via Malden Road (B517), leading to Haverstock Road / Wellesley Road, as shown on the plans on the following pages. With the exception of two disabled parking bays, there is no vehicle parking provision on the site. The care home is well served by public transport, with a bus stop on Malden Road adjacent to the secondary pedestrian entrance, and both Gospel Oak, Chalk Farm and Kentish town stations are within a 10-15 minute walk from the site.

Control of Deliveries and Collections to On/Off Site Servicing Areas

Deliveries and collections will be controlled using a weekly timetable and managed by the care home management team to avoid multiple deliveries or collections at any one time (the timetable is included in this plan). Use of the two on site disabled parking bays (in the service yard area) will be strictly by prior arrangement with the care home management. Deliveries will use the existing ambulance drop-off layby on Wellesley Road. This layby is to be subject to a change of use under a Traffic Management Order to enable it to be used for general deliveries to the care home, rather than as a dedicated ambulance layby.

Pedestrian and Highway Safety

The existing entrance cross-over from Wellesley Road into the on-site service yard is to be re-formed by the Local Authority under a Section 278 agreement. Vehicle tracking and sight-line diagrams are included in this plan to demonstrate that vehicles can safely enter and leave the service yard in forward gear, to eliminate reversing out of the service yard across the public footpath. At the front of the site there is an existing unloading layby which will be used for deliveries to the care home as noted above.

Consultation Local Residents, Businesses, Local Groups and Ward Councillors.

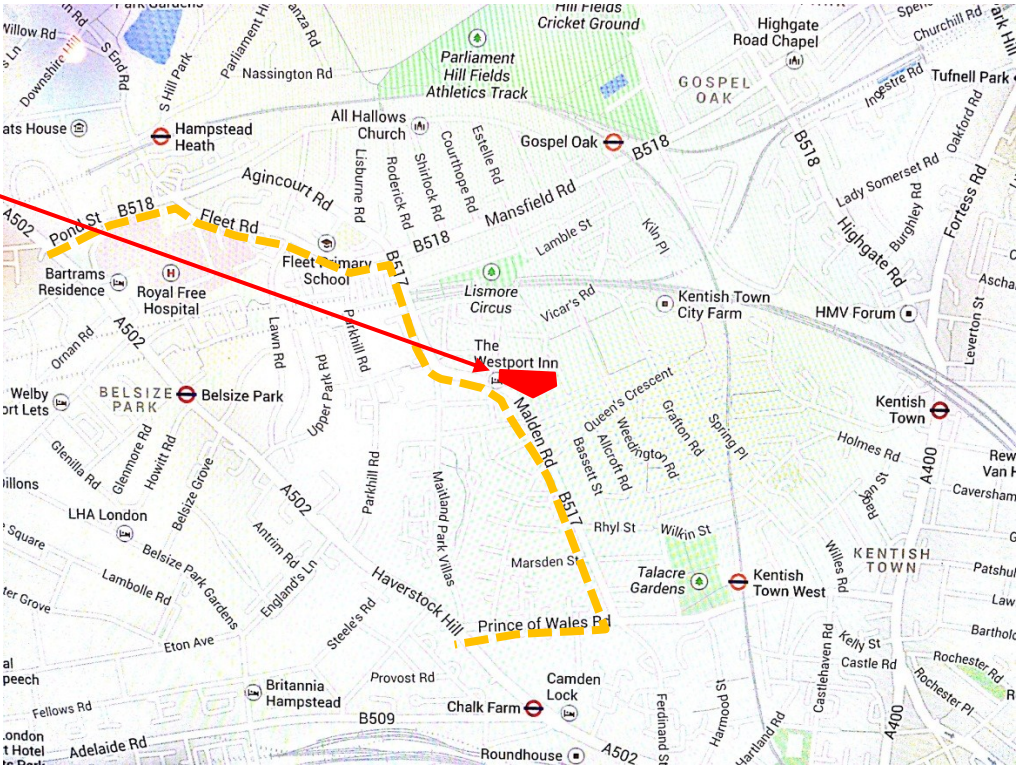
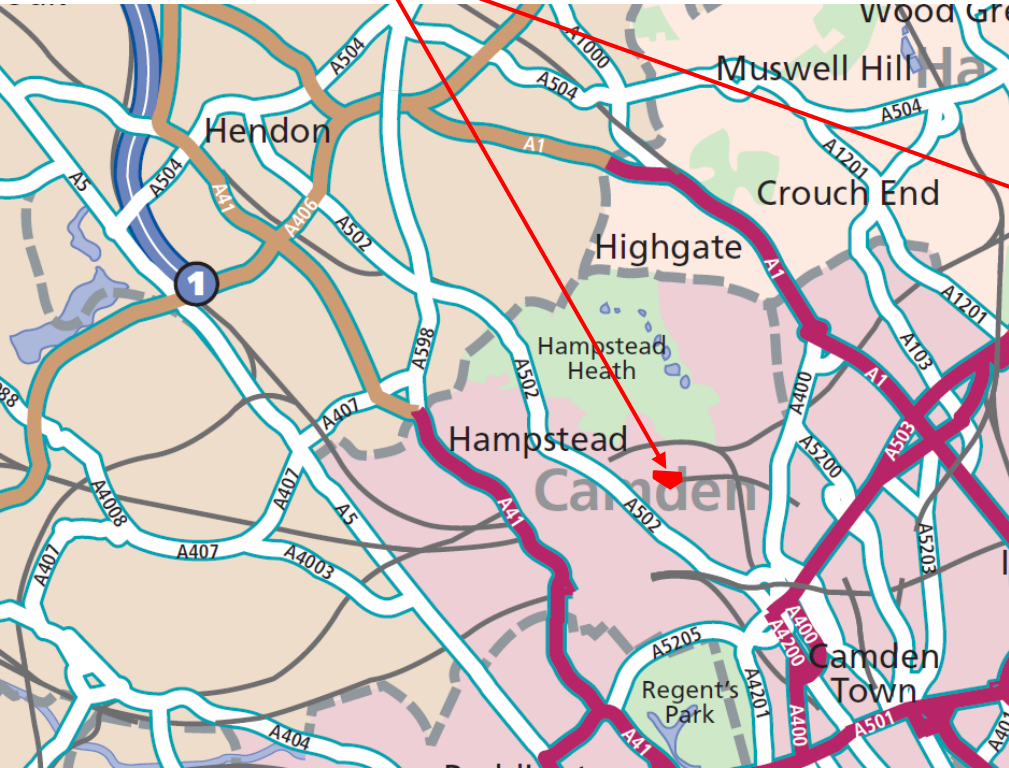
As part of the re-development of the care home a Community Working Group was established comprising all stakeholders affected by both the Wellesley Road Care Home construction site and the adjacent regeneration works within the Bacton Estate and Gospel Oak area (ie The Local Authority, Local Community Representatives, Building Contractors). The Group meets on a monthly basis, and maintains an on-going dialogue with respect to any issues or concerns raised during the intervening period. Site tours have also been provided to members of the Group during the construction of the new care home.

This SMP has been provided to the Group for their review and comment.

Site Location

Proposed routes for vehicles between the site and the Transport for London Road Network (TLRN).

Wellesley Road Care Home

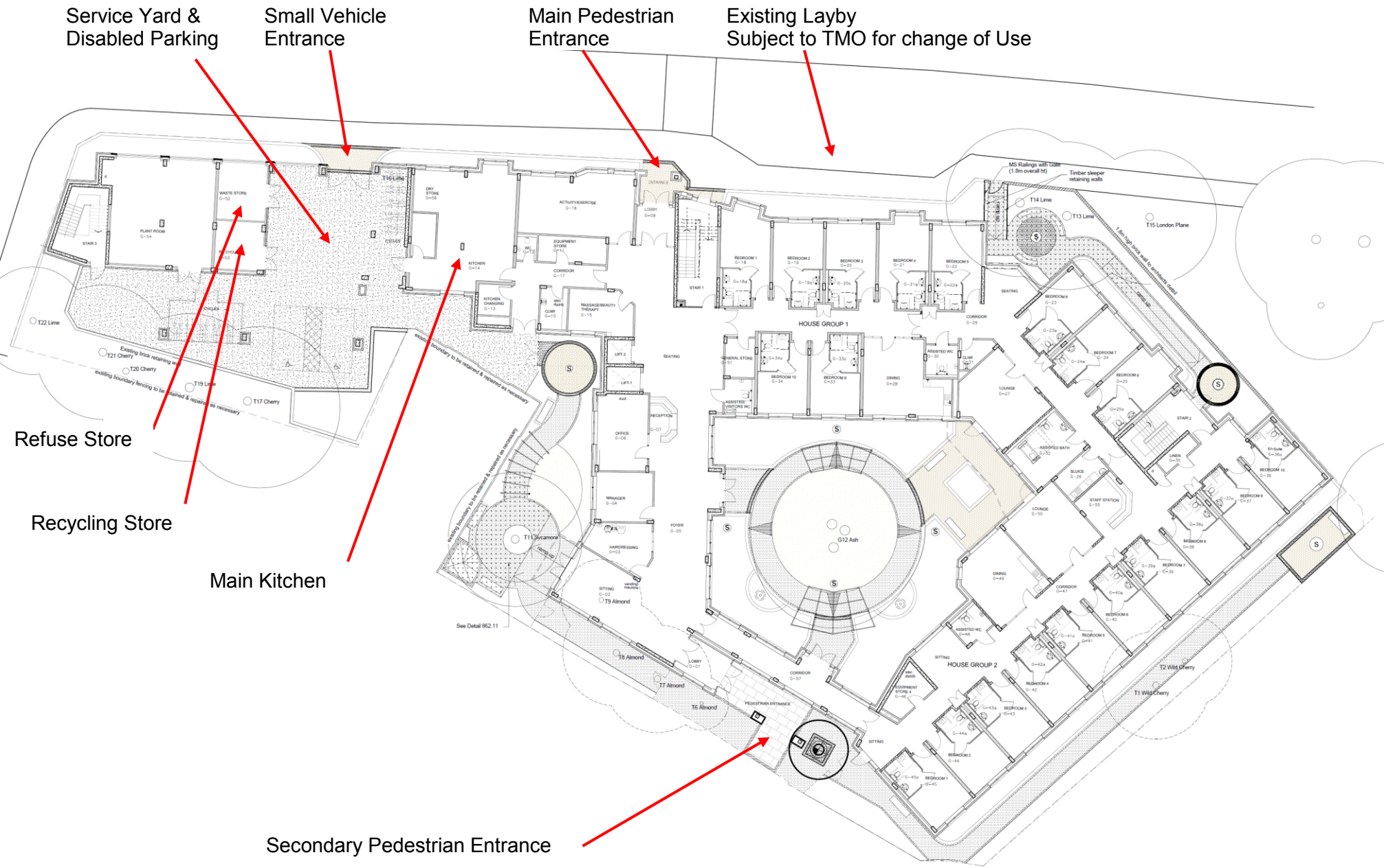


Location and Layout of Off-Street and On-Street Servicing Bays

Local Site Location Plan



Servicing Bays to the Building and Service Access



Frequency and Duration of Servicing Movements

	AM – arranged/anticipated time	PM – arranged/anticipated time
Monday	Commercial/Domestic Waste collection (LBC) 7.00am Recycling collection (not food) (LBC) 7.00am Dwell time 15 minutes	
Tuesday	Clinical Waste (All Clear) collection 7.00am Dwell time 30 minutes	Catering delivery (Brakes) – 2.00pm Dwell time 30 minutes
Wednesday		Stationary delivery (Medical Supermarket - monthly) – 2.00pm Hygiene/Medical items delivery (Countrywide - weekly) – 3.00pm Dwell time 30 minutes
Thursday	Commercial/Domestic Waste collection (LBC) 7.00am Recycling collection (not food) (LBC) 7.00am Dwell time 15 minutes	Catering delivery (Brakes) – 2pm Dwell time 30 minutes
Friday	Recycling collection (food) (LBC) 7.00am Dwell time 15 minutes	Catering delivery (Brakes) – 2pm Dwell time 30 minutes
Saturday		
Sunday		

There are no other commercial properties adjacent to the care home, with the exception of a pub on the corner of Malden Road / Haverstock Road. Should any issues due to the cumulative effects of deliveries become apparent the timings of deliveries to the care home can be reviewed and altered.

Service Vehicles Proposed to Attend the Site

Deliveries and collections will be made in vans and light goods vehicles. Heavy goods vehicles or articulated vehicles will not be required.

Emergency and patient transfer ambulances will park in the existing layby on Wellesley Road.

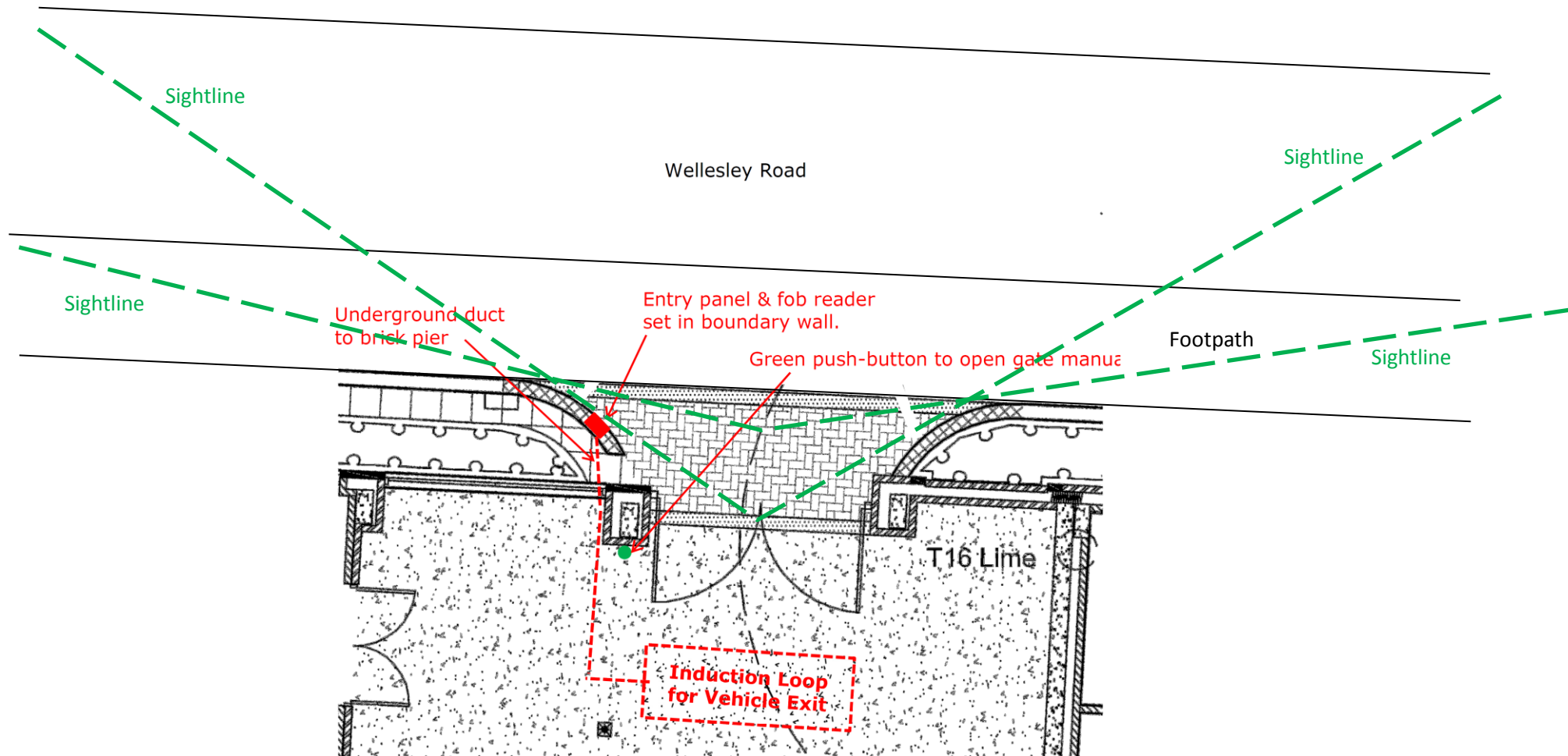
Refuse removal will be by Local Authority commercial waste collection vehicles.

Swept Path Drawings

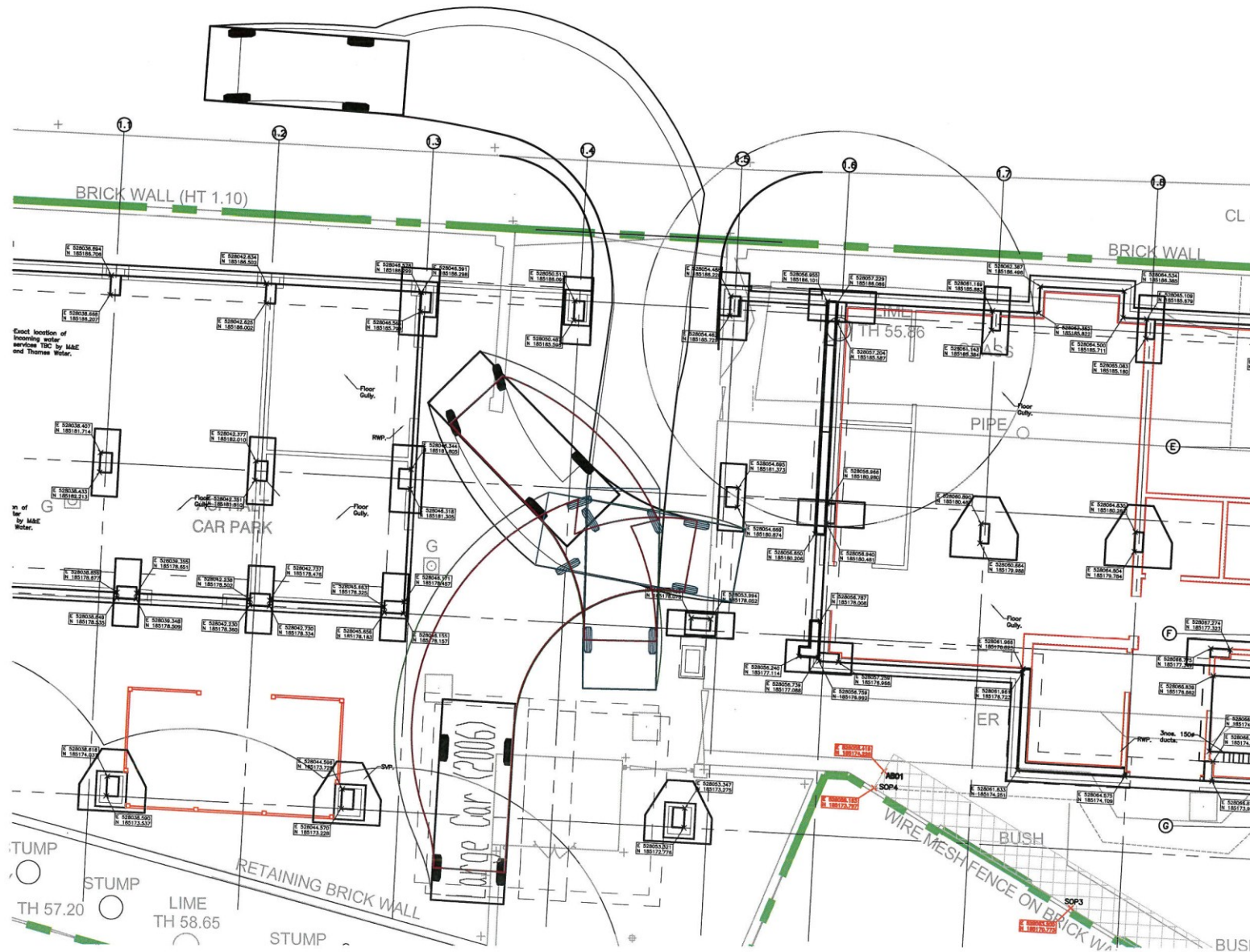
The vehicle tracking diagrams on the following pages demonstrate how cars and small vans can enter and leave the service yard area in forward gear. Note that the primary use of this area is for the two disabled parking bays, bicycle storage, and access to the waste and recycling stores (bins will be taken from these stores to the kerbside for emptying into the refuse collection vehicles). The height in this area is limited to 2.4 metres.

Access Control Arrangements

For access control to this area, an entry panel and fob reader is to be set into the curved section of boundary wall on the outside of the gate. Visitors with a fob use this to open the gate, others will use the intercom system to speak to reception. The gate is set back sufficiently far enough for a car to pull off the road to use the access control panel. The shaded green area represents to sight line / field of vision for vehicle exiting the site.



9776 - WELLESLEY TRACKING
LARGE CAR PARKING BAY EXIT
1:100 @ A3

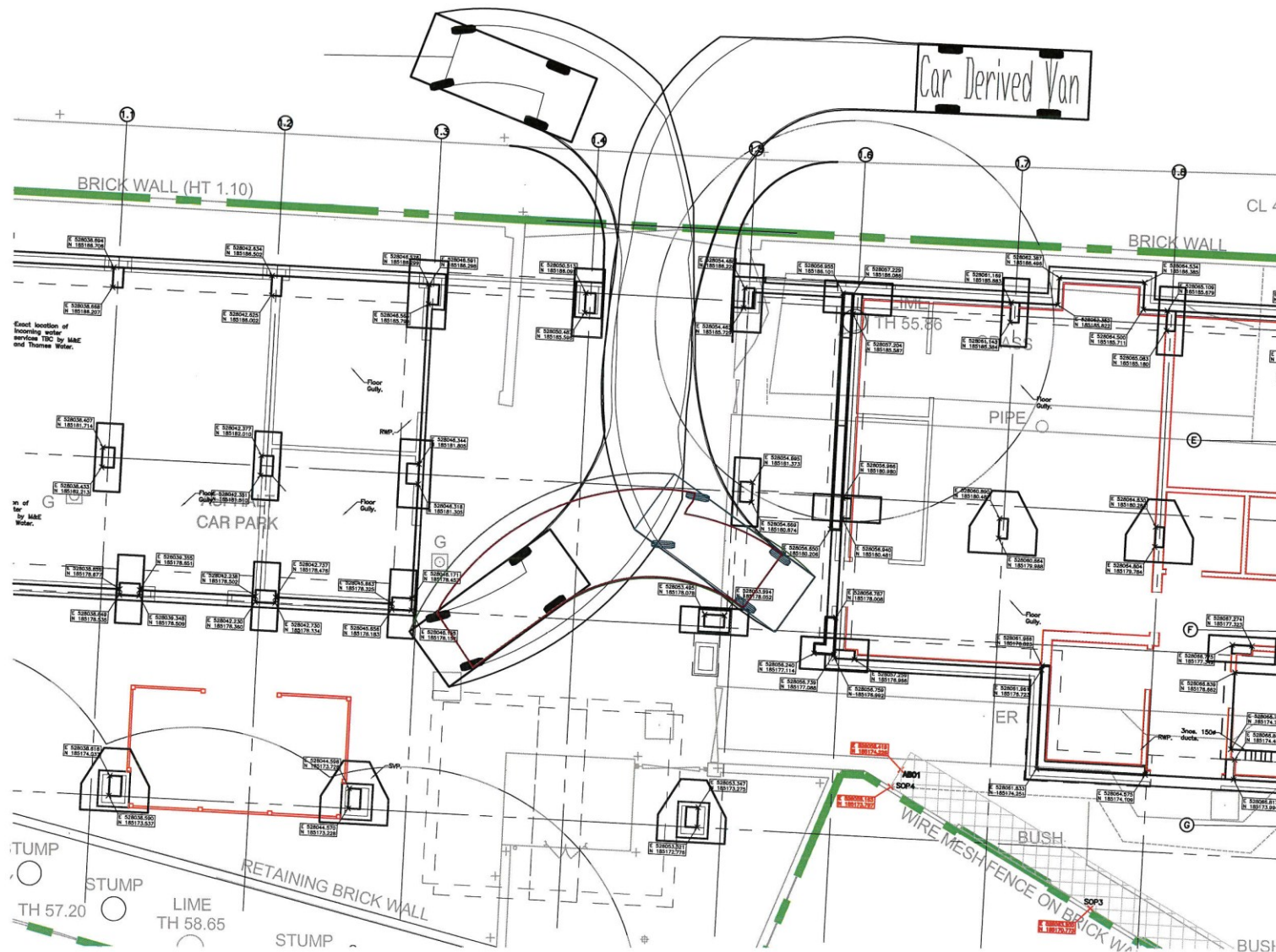


9776 - WELLESLEY TRACKING
LIGHT VAN 7 POINT TURN
1:100 @ A3



Large Car (2006)

9776 - WELLESLEY TRACKING
CAR VAN 3 POINT TURN
1:100 @ A3



Nature of Goods to be Delivered

Catering deliveries

Brakes

Three times per week

Can arrange specific days/try to arrange specific times inc after lunch

Hygiene/medical items delivery

Countrywide Hygiene

Once a week

Can arrange specific days/try to arrange specific times

Stationary/Office deliveries

Medical Supermarket

Monthly

Details of Refuse Storage and Servicing

Commercial/Domestic waste collection

London Borough of Camden

Supply 2 x 1100 litre commercial bins

Collect twice a week

Mon, Thurs collections – am slot. Not before 7am in residential area.

Recycling collection (cans/plastic/bottles/paper/food)

London Borough of Camden

Supply 2 x 1100 litre bins for Dry Mixed Recycling (DMR) - cans/plastic/paper/glass

Supply 1 x 1100 litre bins for food

Collect twice/once a week

Mon, Thurs collections (not food) – am slot. Not before 7am in residential area.

Fri collections (food) – am slot. Not before 7am in residential area.

Clinical waste collection

All Clear

Supply 4 x 1100 litre clinical bins

Collect once a week

Tuesdays or Thursdays – collection aprox 6am

Clinical waste collection - Sharps

All Clear

Supply sharps boxes

Delivery and collection basis – twice monthly

Tuesdays or Thursdays – collection aprox 6am

Pharmaceuticals collection

Local Pharmacist

Pharmaceutical (medicine waste)

Collection once a month.

Once the service is operational and the real time arrangements of significant activities (such as collection of domestic waste) have been established the more flexible activities such as those provided by local suppliers will be rearranged to prevent any overlap of vehicle arrivals/departures. All the duty of cares, pre acceptance audits, registration of hazardous waste is undertaken by Shaw healthcare (Property Services).

London Borough of Camden Servicing Management Plan (SMP) Checklist

The SMP should demonstrate that the following has been considered and where necessary the impacts mitigated.

Item	
a) A brief description of the site, surrounding area and development for which the SMP applies.	✓
b) Location and layout of off-street and on-street servicing bays that will be used to service the site (drawings to be submitted).	✓
c) Likely frequency and duration of serving movements (including methodology for generating these figures).	✓
d) The sizes of service vehicles proposed to attend the site, and where each type of service vehicle will stop to service the site.	✓
e) Swept paths should be provided to ascertain manoeuvring into and out of and within the site.	✓
f) Delivery vehicles should have a sufficient turning area to be able to both enter and exit the site in a forward gear. This will need to be demonstrated by swept paths.	✓
g) Nature of goods to be delivered.	✓
h) Route to and from on-street servicing bays to the building/service access where relevant.	✓
i) Proposed routes for vehicles between the site and the Transport for London Road Network (TLRN).	✓
j) Statement setting out how pedestrian and highway safety will be maintained during servicing movements;	✓
k) Statement setting out how servicing movement to the site can be combined or reduced to minimise traffic and vehicle activity.	✓
l) A detailed statement outlining how on-site servicing bays will be organised and managed.	✓
m) If on-street servicing is intended, a detailed statement giving reasons why this is necessary/reasonable and how it is expected to impact on safety and the operation of the public highway.	✓
n) Details of arrangements for refuse storage and servicing.	✓
o) How your approach to servicing takes into consideration the cumulative effects of other developments local to your site.	✓
p) Evidence and details of consultation on a draft SMP with local residents, businesses, local groups and Ward Councillors.	✓
q) Any other relevant information with regard to traffic and transport.	✓
r) The SMP should also include the following statement: <i>"The agreed contents of this Servicing Management Plan must be complied with unless otherwise agreed with the Council. The building occupiers shall work with the Council to review this Delivery and Servicing Management Plan from time to time when necessary. Any future revised plan must be approved by the Council and complied with thereafter."</i>	✓