



**PegasusLife Development Ltd.**

**79 FITZJOHN'S AVENUE**

Delivery & Servicing Management Plan

May 2016

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# 1 INTRODUCTION

- 1.1 This document sets out the basis of the Delivery & Servicing Plan (DSP) that will be adopted for the 'development' at Arthur West House, No. 79 Fitzjohn's Avenue in Hampstead, within the London Borough of Camden (LBC).
- 1.2 This DSP outlines the measures that will be implemented with regard to servicing activity associated with the development. In addition, it sets out the way in which goods delivered to the development will be managed and monitored.
- 1.3 The development seeks to provide specialist living accommodation for older people comprising up to 33 flats. All apartments will be wheelchair accessible and will have shared communal facilities, a health and well-being facility, while accommodation will be provided for staff and visitors. The specialist living accommodation will provide safe and secure parking for both residents and employees.

## Objectives

- 1.4 The primary objectives of the DSP will be to manage deliveries and servicing to, from and within the premises in order to ensure that servicing activity is undertaken successfully and without conflict between vehicles and/or pedestrians.
- 1.5 The DSP will manage deliveries and servicing to the premises in order to:
- Ensure that, where possible, deliveries are planned so as to minimise the potential for deliveries coinciding, therefore reducing any wait time and disruption to the local highway network.
  - Ensure that, where possible, deliveries are undertaken by small to medium sized vehicles.
  - Manage deliveries so that they occur throughout the day in order to minimise the number and volume of service vehicle movements during the AM and PM peak periods.
  - Ensure that vehicles load/unload for the minimum time necessary, in order to ensure that the development and adjacent highway is not obstructed or congested and is available for incoming vehicles whenever possible.

1.6 The remainder of the DSP is set out as follows:

- Section 2 - sets out the development's servicing arrangements;
- Section 3 - identifies the initiatives of the DSP;
- Section 4 - details the monitoring and review of the DSP; and
- Section 5 - provides a conclusion.

## **2 SERVICING ARRANGEMENTS**

2.1 All servicing arrangements associated with the development will take place as per the existing situation via Prince Arthur Road.

### **Servicing Movements**

2.2 The number of deliveries to the specialist living accommodation is likely to be lower than those to a regular residential development where typically 8-9 deliveries are generated per 100 units. Using this general rule of thumb in order to establish a 'worst-case scenario' this would equate to a maximum of approximately 3 deliveries per day, however the actual figure is likely to be lower.

2.3 The development will also provide shared communal facilities including dining facilities and a health and well-being facility which will both generate a low number of deliveries.

2.4 The dining facilities will serve the residents of the development, as well as staff and visitors, however each flat will have a kitchen and therefore residents are likely to cater for themselves for the majority of the time. On this basis, the dining facilities will be small in scale and will be likely to generate a small number of servicing requirements. The number of deliveries the dining facilities are likely to generate will be in the region of 2 –5 deliveries per day. In the event that the dining facilities were to also serve the local residents in the surrounding area, it would still generate a similar number of vehicle movements, however, each delivery vehicle would carry more goods per journey.

2.5 It is difficult to estimate the number of delivery vehicles that will be generated by the health and well-being facility, however it is considered reasonable to assume that the requirement for deliveries will be low, with typically less than 1 delivery per day.

2.6 Therefore, it is likely that the site will generate between 5-10 deliveries per day. At this stage, for reasons set out above, it is anticipated that the number will be at the lower end of the predicted range.

2.7 Typically, the average duration of stay would be less than 10 minutes, with a small proportion needing to stay for longer.

## **Types of vehicle**

- 2.8 It is anticipated that the vast majority of deliveries will be undertaken by small to medium sized vehicles e.g. transit vans.

### **Specialist Living Accommodation**

- 2.9 It is likely that the majority of deliveries to the specialist living accommodation will comprise regular post by vans/bikes, internet shopping and supermarket delivery vans and occasional large goods vehicles such as furniture deliveries. As noted previously, the number of deliveries made to the flats is likely to be less than those made to regular residential accommodation, as for example, the elderly profile of the future residents may suggest that less deliveries will be made through on-line shopping.

### **Restaurant**

- 2.10 The majority of deliveries to the restaurant use will be by small to medium sized vehicles up to 7.5t Luton box vans, with goods primarily comprising food and beverages. There is the potential for large vehicles on occasion depending on the end occupier.

### **Health and well-being facility**

- 2.11 It is anticipated that deliveries to the health and well-being facility will primarily comprise couriers of miscellaneous supplies, together with the occasional bulky good such as equipment / furniture. The majority of vehicular deliveries would therefore be by motorbike (couriers) and small to medium sized vans, with the occasional need for a larger vehicle.

## **Vehicle Routing**

- 2.12 The development site is located on the north-western corner of the junction between Fitzjohn's Avenue and Prince Arthur Road, south of Hampstead High Street.
- 2.13 Vehicles approaching the development from the north or south are likely to utilise the A502 / Hampstead High Street which is a strategic route through the Borough and operates between Hendon in the northwest and Camden in the southeast.

- 2.14 The B519 / Spaniards Road connects to the A502 at a mini roundabout junction, which provides access to or from the development to the northeast.
- 2.15 The A41 which is located to the west of the site, operates in a broadly north-south route and provides access to the M1 to the north of the development.
- 2.16 In the rare event that an HGV is required to service the development, the London Lorry Control Scheme (LLCS) will be adhered to where applicable i.e. for HGVs with a gross weight of over 18 tonnes.
- 2.17 The LLCS controls the movements of HGVs at night and at weekends by imposing the following time restrictions.
- Monday to Friday: 21:00 – 07:00 (including 21:00 Friday night to 07:00 Saturday morning).
  - Saturday: 13:00 – 19:00 Monday morning.
  - Sunday: (all day).
  - Bank holidays: treated as a normal weekday.

### **3 INITIATIVES OF THE PLAN**

- 3.1 A Goods In Manager will be appointed to oversee servicing operations and to ensure servicing activity is undertaken safely and efficiently, for all aspects of the development. The Goods In Manager will be aware of forthcoming servicing activity, particularly, if/when exceptional activity is planned/expected.
- 3.2 It will be more difficult to manage the timings of deliveries and servicing requirements for the specialist living accommodation element of the development as they are likely to occur on an ad hoc basis specific to each residential unit, whereas deliveries to the restaurant and health and well-being facility can be planned in advance.

#### **Servicing**

- 3.3 In order to meet the objectives of the DSP, the following initiatives will be adopted:
- The Goods In Manager will issue written/email instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted by them.
  - Suppliers will be required to pre-book delivery slots (max. 60 minutes) including details of the type of vehicle that will be used to undertake the delivery and the scale/nature of goods to be supplied (although the majority of deliveries would only take 5-10 minutes to undertake, the 60 minute slots would allow for the vagaries of London traffic etc.).
  - Deliveries of non-perishable items will be programmed to take place in the afternoon, if necessary, in order to ensure there is sufficient capacity to undertake deliveries of perishable food items in the morning.
  - Deliveries will be programmed so as to avoid waste/recycling collections.
  - Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e. when their vehicle is stationary).
  - A banksman or a marshal will be employed if considered necessary so as to ensure the safety of pedestrians in the vicinity of the development.
  - The Goods In Manager will be responsible for the transfer of goods from the point of receipt to their ultimate destination.
  - The Goods In Manager will be responsible for the smooth and efficient operation of the "Plan".



## **Other Matters**

3.4 In addition to the delivery and collection of goods, this DSP also considers the following vehicular activity:

- Access Management; and,
- Disabled Access.

### **Access Management**

3.5 Vehicular access to the development and on-site car parking will be restricted to all but essential and authorised access (with the assistance of measures such as signage, active management and CCTV control).

3.6 Signage will indicate that vehicular access to the car park is restricted to authorised vehicles only.

3.7 Servicing will take place during the day time in accordance with the initiatives set out above.

3.8 Security/management staff will provide an active presence on-site in order to provide assistance to disabled users, whilst also actively discouraging any illegal parking/waiting activity.

## **4 MONITORING AND REVIEW OF THE PLAN**

- 4.1 The Goods In Manager will maintain a record of servicing, which will include the following information:
- Day
  - Date
  - Delivery slot(s) booked
  - Type of vehicle
  - Goods carried
  - Time of arrival
  - Time of departure
  - Any other comments
- 4.2 The Goods In Manager will constantly monitor and review the success of the Plan and, if considered necessary or appropriate, will propose changes to the Plan to be approved by the Local Planning Authority (LPA).
- 4.3 As part of the monitoring/review of the Plan, The Goods In Manager will take into consideration any other developments in the locality which could potentially affect, or be affected by servicing activity associated with the development.
- 4.4 The Plan will be the subject of a regular review (six months after first occupation and annually thereafter) with the LPA.
- 4.5 The Goods In Manager will review any comments received from occupants of the development and / or third parties regarding servicing activity and notify the Council if necessary or appropriate during the next review of the Plan.

## **5 CONCLUSION**

- 5.1 Overall, the DSP will ensure the successful operation of servicing activity on a day to day basis.
- 5.2 The SMP will ensure that the likelihood of conflicts with pedestrians and other vehicles will be minimised and that the servicing of the development will not affect the free flow or environmental condition of the public highway.

### **Statement**

- 5.3 *'The agreed contents of this Delivery and Servicing Management Plan must be complied with unless otherwise agreed in writing with the Council. The Goods In Manager shall work with the Council to review this Delivery and Servicing Management Plan as above. Any future revised plan must be approved by the Council and complied with.'*