



**UNIVERSITY
OF LONDON**

GARDEN HALLS, UNIVERSITY OF LONDON

Delivery and Servicing Management Plan

May 2016

Contents

1. Executive Summary	3
2. Introduction.....	4
2.1 Overall Strategy: Frequency.....	4
2.2 Overall Strategy: Location and Timing	5
2.3 Overall Strategy: Parking.....	6
2.4 Overall Strategy: Implement the overall strategy in the negotiation process	6
3. Ad Hoc / Occasional Deliveries	7
4. Royal Mail.....	7
5. Courier/Parcel Deliveries	7
6.1 Amazon Lockers	7
6. Out of Hours Arrangements.....	7
6.1 Deliveries.....	7
6.2 Out of Hours Arrangements - Contractor Visits.....	8
7. Schedule of Deliveries.....	8
8. Monitoring the Delivery and Service Management Plan.....	9
9. Conclusion.....	9
Appendix 1	10
Appendix 2	12
Appendix 3	14

1. Executive Summary

The plan outlines how UPP and the site team will work with their suppliers and contractors to minimise the disruption to the wider community of the various necessary visits to Garden Halls by delivery organisations and contractors.

The backbone of the plan is developed from a basic strategy:

1. Reduce frequency of deliveries
2. Define time and location of deliveries
3. Establish firm parking and delivery arrangements for both UPP and Aramark
4. Embed our requirements in initial discussions with contractors and suppliers

There will be two main points which deliveries will be received these are either the main receptions on Cartwright Gardens, or the service road from Sandwich Street, to Cartwright Gardens. The deliveries via reception are expected to be primarily mail via Royal Mail, parcels from a selection of couriers, grocery deliveries for some of the residents and takeaway food deliveries.

Discussions with Royal Mail are underway for them to deliver mail direct to residents using the post boxes located in Reception areas.

Parcels and packages for residents which are delivered by couriers will be received by the Reception team via the main entrance on Cartwright Gardens. However, discussions are underway with Amazon, to install lockers accessible from the service road. The aim of this is to encourage deliveries through the access road and reduce, as far as possible, parcel deliveries through Reception.

Occasionally, deliveries to the residents may occur outside normal hours; the team members on duty outside of normal hours have the same facilities and receive the same training to check and receive deliveries. These deliveries will primarily be for the residents and will be made directly to them via the main entrances. The building management team would only expect deliveries out of hours in the case of emergencies, or contractor call outs.

A schedule of deliveries has been created based on the information provided by Aramark and the experience of UPP at sites across the UK.

The General Manager will have responsibility for implementing, monitoring and amending the Delivery Management Plan and ensuring that the site team are working within the provisions of the Plan.

UPP are committed to working with their neighbours and the surrounding community.

2. Introduction

The Delivery and Servicing Management Plan 2013 previewed the provision of services at Garden Halls in accordance with LB Camden CP57 Transport, Delivery and Servicing Management Plan and TfL's Delivery and Servicing Plan, Making Freight Work for You. A commitment was also included to take account of the impact of service vehicles on the existing community and the local environment once the development was completed.

This document considers how the site will work with its service partners to ensure that the accommodation will be managed operationally in accordance with The Delivery and Servicing Management Plan submitted in 2013.

UPP works in partnership with 13 university partners in England, and in all locations, the UPP site teams manage deliveries of the consumables necessary to run each site. Each UPP partner has different requirements within the Service Level Agreements, which the site teams reflect in their ordering structures.

UPP Procurement maintains the partnership ethos when dealing with UPP suppliers, engaging in routine review meetings and face to face discussions about developments and improvements which will improve conditions for the contractors and suppliers, UPP and UPP's customers and neighbours.

Garden Halls offers accommodation for 1200 students; just over 750 rooms are offered as catered accommodation, the remaining rooms have shared kitchen and communal social facilities in either flats or town houses. Cleaning in the flats, town houses, central facilities and circulation spaces, and maintenance across the whole accommodation, will be carried out by UPP.

2.1 Overall Strategy: Frequency

UPP site teams operate stock control mechanisms to ensure that sufficient goods are available to replenish exhausted, failed or damaged items within their agreements with their partner Universities. At Garden Halls, stock controls will operate for cleaning, maintenance and office consumables. Normally, sufficient stock is ordered for one month. Purchase orders will be raised monthly, and, consequently it is anticipated that deliveries of consumables in all disciplines at Garden Halls, will occur once in each month.

In the future UPP will be managing life cycle works for the building. This includes the replacement of fixtures, fittings and other items as they come to the end of their life. This process may involve volume deliveries of goods and materials as the building ages. Any deliveries will fall within the agreed delivery window, to cause least disruption to the community. This strategy is in line with The Delivery and Management Plan, Sec. 3.2 Local Highway ensure that HG vehicles over 5 tonnes are not waiting on the highway.

The catering is provided by Aramark, an existing provider to the University of London, which has experience of working with the community around Cartwright Gardens. Catering is provided seven days a week for the residents of Garden Halls. There will also be catering provision for conferences and occasional building users during the summer months.

Aramark have provided information about the delivery frequencies and these reflect the nature of their business. Food stuffs which can be stored for a period without deterioration, e.g. dried or frozen foods, will be delivered three times per week, with a larger volume delivered on Fridays to cover the weekend requirements. Foods such as bread and milk would be delivered daily on week days, as soon as practicable, but without disturbing the surrounding residential properties.

Catering for events and conferences will be managed so that food deliveries on these occasions will fall into existing agreed time frames as far as possible.

Waste at Garden Halls will be managed by UPP. There will be collections of mixed recycling and residual general waste. The anticipated volumes indicate that two collections per week will be required. The plans for waste management include the use of a compactor which will increase the capacity of the commercial 1100 litre waste bins by as much as 50%.

Residents will be encouraged to recycle as much of their waste as possible in order to match recycling waste volumes achieved elsewhere at UPP sites, of 60%. Bins are located beneath the accommodation; these will be labelled for recycling or general waste, with sufficient provision to match the expected waste stream volumes. The site team will ensure that there are always bins available for residents to dispose of their rubbish.

UPP will organise waste collections with the approved carrier for agreed days and time window. The site team will plan so that bins are available in the main bin store on the Lower Ground floor, for collection at the agreed waste collection point, at the appropriate time, on the access road.

From time to time, there will be additional collections of routine maintenance items which require specialist waste collections; these will be organised to fall into the existing agreed time frames as far as possible to minimise disruption for Cartwright Garden residents.

2.2 Overall Strategy: Location and Timing

Garden Halls is located in a conservation area where the buildings have retained the feel of their original residential purpose. In order to maintain that ambience, the design for Garden Halls includes an access road and off road area (see appendix 1) for collections and deliveries between Hughes Parry Tower and the Main Building. This access road is one-way, access from Sandwich Street, exit onto Cartwright Gardens and includes a drop and collection area into both buildings. The access road is gated at both ends and is controlled on site to facilitate access, and prevent unauthorised parking.

UPP will define a time windows for deliveries to take place within, this will be between the hours of 8am to 6pm. UPP will work with Aramark, encouraging Aramark's suppliers to deliver between these times.

Working with Aramark, UPP will define outline arrival / delivery procedures for suppliers and deliveries which will ensure a speedy off-loading of goods and consequent vehicle exit from the premises. These procedures will be advised to delivery drivers by signs and notices in the delivery area.

UPP will define a Goods Inwards area for their deliveries, which will be signed clearly from the drop off location. The Goods Inwards area will have adequate space to house incoming deliveries, including white and kitchen goods, prior to appropriate storage. All UPP staff who may be involved in receiving and receipting goods will be trained to receive and check deliveries to expedite vehicle movement from site.

2.3 Overall Strategy: Parking

Garden Halls has no parking for staff or visiting contractors, and operates a car free plan. The highways around the site prohibit casual parking. Visitors using private transport will need to use local, commercial car parks.

Staff will be advised to use public transport or bicycles - appropriate storage for staff bikes will be provided within the bicycle storage area on the Lower Ground Floor, or within the FM areas controlled by UPP.

Contractor operatives, who may require easy access to their tools because of the nature of their work, may be provided with short term controlled parking on the access road. UPP will work with their contractor partners to provide appropriate secure storage facilities for their tools for the duration of a contractor visit. Any parking provided by UPP for their visiting contractors or Aramark's visitors will be strictly managed to ensure that large delivery / collection vehicles are not impeded on the access road. This is possible due to the two bays off the main service road which allow for loading and unloading (see appendix for drawings). Vehicles are able to be in this location without impeding any larger deliveries. It should be noted that this will be managed closely and used as a last resort rather than an everyday practice.

2.4 Overall Strategy: Implement the overall strategy in the negotiation process

The UPP procurement process will include the main provisions of the Delivery Strategy which will be discussed during any initial meetings with potential contractor partners, and will be embedded in any framework agreements or contracts.

The members of the site team, who would be in contact with the local service branches of our partner contractors, will reiterate these provisions at each occasion.

This will ensure that local operatives, not party to any central discussions, understand the constraints of working at Garden Halls.

UPP will work with Aramark to ensure that any occasional visitors or contractors for the catering services understand the constraints and arrangements for the Delivery Strategy.

3. Ad Hoc / Occasional Deliveries

From time to time, visitors and deliveries will arrive without prior notice. Processes and procedures will be put in place to ensure that these are dealt with speedily and efficiently. If appropriate, UPP will have follow up discussions with the visiting organisation about future visits.

4. Royal Mail

In the two Reception areas, there is provision for each resident to have a mail box. UPP will be having discussions with Royal Mail once the formal site address has been confirmed. UPP is anticipating that Royal Mail will deliver ordinary mail for residents to their mail box. Any internal mail will be distributed by UPP and placed in a resident's mail box.

5. Courier/Parcel Deliveries

As retail shopping moves more and more online, the volume of parcels delivered for the hall's resident's increases. Courier deliveries will be made to reception, the drivers will be made aware that there is no parking in the immediate vicinity of the hall. To minimise the delivery times for courier vehicles, parcels will be received and recorded by the UPP Reception team; deliveries will be checked against the Residents' List prior to acceptance. Residents will be contacted to collect their parcels from the dedicated parcel storage facility behind the Reception desk.

Residents in self-catering accommodation may organise grocery deliveries amongst themselves, for delivery at a time convenient to them. If possible, delivery vans will be given access to the access road while the drivers are contacting their customers, so that the delivery may be off loaded safely. However, this will be depending on no clashes with booked regular deliveries to prevent congestion on the service road.

6.1 Amazon Lockers

In order to reduce courier deliveries through the Reception areas, UPP are negotiating with Amazon to provide Amazon lockers dedicated to Garden Halls' residents. These will be located in the courtyard adjacent to the delivery area on the access road. Couriers using the Amazon locker arrangements will enter the access road so that parcels and packages can be delivered directly to the Amazon lockers. However this is not confirmed at the time of writing this plan. Should the lockers not be agreed prior to occupation, these deliveries will

6. Out of Hours Arrangements

6.1 Deliveries

As outlined in the overall strategy, UPP will be making arrangements to fall within specified time periods set out above to minimise delays and disruption to traffic. Deliveries which arrive after normal

office hours will be dealt with by the out of hours Reception team. Entry to the access road will be permitted out of hours so there is minimum restriction to the highways. The out of hours team will receive the same training for checking and receiving deliveries to expedite vehicle movement from site.

6.2 Out of Hours Arrangements - Contractor Visits

From time to time, the UPP team will seek support from their contractors when a problem occurs in the accommodation overnight. In those instances, contractors may be permitted to park their vehicles in loading bays off the access road out of hours, subject to any planned deliveries. However, it will be made clear to these contractors that their vehicles will need to be moved prior to the commencement of that days routine deliveries from 8am. Priority will always be given to the planned deliveries, and keeping the service road clear and accessible. Contractor out of hours parking will only be granted at the management’s discretion rather than being normal practice.

7. Schedule of Deliveries

Delivery and servicing schedule					
Daily (Mon-Fri)	Weekly/2-3 days per week	Weekends	Monthly	Regular	Occasional
Aramark -Catering					
Perishable food deliveries	General Food deliveries		General Food deliveries		
Royal Mail	Waste collections	Waste collections			
	Laundry				
UPP					
Royal Mail	Waste collections	Waste collections	Maintenance consumables	Contractor servicing visits	Out of hours emergencies
			Office consumables	Specialist waste collections	
			Cleaning consumables		
Residents					
Royal Mail		Royal Mail			
Amazon Deliveries		Amazon Deliveries			
Courier/Parcel Deliveries		Courier/Parcel Deliveries		Grocery deliveries	
Take away food deliveries		Take away food deliveries			

8. Monitoring the Delivery and Service Management Plan

UPP routinely monitors, reviews and updates plans and strategies for providing an excellent service to their customers and their neighbours. Monitoring the Delivery and Service Management Plan will fall within the responsibility of the General Manager, and the Deputy General Manager who will act as the Travel Plan Coordinator (The Delivery and Service Management Plan Sec. 2.2). The General Manager will:

- ensure that the site team have access to the Delivery and Service Management Plan
- be complicit in consolidating the suppliers and contractors for the site
- work with the Procurement Manager to ensure that all suppliers and contractors are aware of their role in the Delivery and Service Management Plan

The Delivery and Service Management Plan will be reviewed by the General Manager within the first six months of occupation and annually thereafter. The General Manager will review the Delivery Management Plan from an established operational viewpoint but within the provisions and the spirit of The Delivery and Management Plans published in 2013.

Following the collection of delivery data, any change, or addition to the delivery patterns will be scrutinised and amended if necessary. The General Manager and the Procurement Manager will ensure that future arrangements fall within the provisions of the Delivery and Service Management Plan.

9. Conclusion

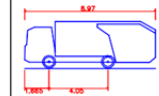
UPP has established an outline strategy which should serve all deliveries and contractor visits to Garden Halls; this outline strategy will form part of any contract discussion between UPP and its suppliers, both at an initial stage and the routine of working at Garden Halls. UPP is committed to minimising the impact of their service delivery on the local community.

The General Manager will own the Delivery and Service Management Plan and monitor the performance of the site team and its partner contractors / suppliers on a regular annual basis.

Appendix 1

NOTES

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Phoenix 2-15W (with Elite 2 4x2 chassis)
Overall Length 6.970m
Overall Width 2.330m
Overall Body Height 3.211m
Min Body Ground Clearance 0.416m
Track Width 2.330m
Lock to Lock Time 4.005
Kerb to Kerb Turning Radius 7.650m



Issue	Date	Description	By	Chkd	Verfd
F	13.03.13	REVISED OFF SITE HIGHWAYS PROPOSALS	AD	TC	-
E	27.02.13	UPDATE SITE LAYOUT C08-100P1	AD	TC	-
D	07.02.13	SMALLER REFUSE VEHICLE AND UPDATED TRACKING	AD	TC	-
C	01.02.13	NEW SITE LAYOUT AND TRACKING	AD	TC	-
B	17.01.13	NEW SITE LAYOUT AND TRACKING	AD	TC	-
A	10.12.12	NEW SITE LAYOUT AND TRACKING	AD	TC	-
	03.11.12	ORIGINAL ISSUE	AD	TC	-

Project Garden Halls, Cartwright Gardens, London – Student Accommodation
 Client University of London
 Architect -

Job No. 1004327 / Scale 1:250
 Status INFO

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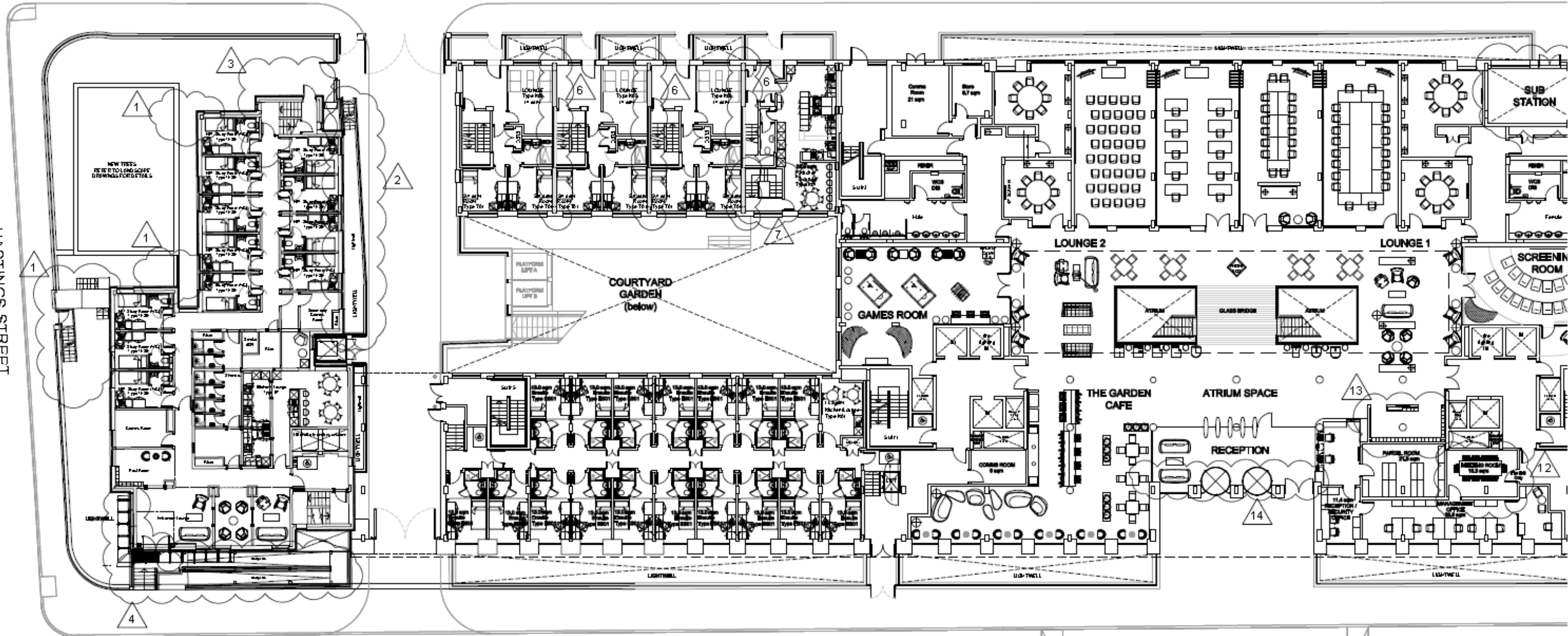
Title Vehicle Sweep Path Analysis Refuse Vehicle

Appendix 2



SANDWICH STREET

HASTINGS STREET



RAISED TRAFFIC TABLE
REFER TO LANDSCAPE DRAWINGS FOR
DETAILS

CARTWRIGHT GARDENS

NEW FOOTPATH
REFER TO LANDSCAPE DRAWINGS FOR DETAILS

Appendix 3

NOTES
 CONSULT LOCAL PLANNING OFFICIALS ON Y TO BE TAKEN FROM THE
 DRAWING. CHECK DIMENSIONS ON SITE AND REPORT
 DISCREPANCIES TO THE ARCHITECT
 THIS DRAWING IS PROTECTED BY COPYRIGHT
 ALL RIGHTS RESERVED. NO PART OF THIS DRAWING MAY BE REPRODUCED OR
 TRANSMITTED IN ANY FORM OR BY ANY MEANS, ELECTRONIC OR MECHANICAL,
 INCLUDING PHOTOCOPYING, RECORDING, OR BY ANY INFORMATION STORAGE AND
 RETRIEVAL SYSTEM, WITHOUT PERMISSION IN WRITING FROM THE ARCHITECT.



Project Name	Scale	Date
Client	1:500	10/10/2024
Architect		

Preliminary
tp bennett
 architects
 interior
 planning

Site: Carwright Gardens, London
 Project: Proposed Mixed Use Scheme
 Drawing: Ground Floor Plan

Proposed Mixed use Scheme
 University of London / UPP
 Carwright Gardens, London

Project Name	Scale	Date
A10417	C08 100	P1