



## 122-126 Kilburn High Road, Camden

### TRANSPORT STATEMENT

Report

# 122-126 Kilburn High Road, Camden

## TRANSPORT STATEMENT

Report

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### Report Record

Job No.	Report No.	Issue No.	Prepared	Verified	Approved	Status	Date
ST17450	001	001	PJM	DW	PM	Draft	02/11/2016
ST17450	001	002	PJM	JS	JS	Final	04/11/2016

### Contents Amendments Record

Issue No.	Revision description	Approved	Status	Date
001	First client draft	PM	Draft	02/11/2016
002	Including client comments	JS	Final	04/11/2016

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# 1 Introduction

## GENERAL

- 1.1 JMP Consultants Ltd (JMP) has been commissioned by Arc Planning on behalf of Dentix (the Client) to provide transport and highway consultancy services in relation to a planning application for a proposed development at 122-126 Kilburn High Road, London, known as Merlin House (the Site).
- 1.2 The planning application will comprise a change of use of the basement and ground floor of the existing retail units (A1 land use) to a dental practice (D1 land use). The dental practice would incorporate six treatment rooms, an x-ray room, two sterilization rooms and supporting ancillary facilities, and would be car-free (the Proposed Development).
- 1.3 The Site is located within the London Borough of Camden (LBC), who is the Local Highway and Planning Authority. LBC provided a response to a pre-application planning statement produced by Arc Planning, and this is attached to this report in **Appendix A**.

## PLANNING HISTORY

- 1.4 The Site has been the subject of a number of previous planning applications, with details of the relevant applications set out below for information.
- 1.5 There have been three recent planning permissions granted which have resulted in residential use of the upper floors, along with extensions to the roof of the building. The Site was granted planning permission on 29/09/2014 for a change of use of the offices on the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> floor levels to provide 12 residential studio units (C3) (ref: 2014/4733/P). A further application for the erection of an extension on the roof of the Site to provide two additional residential units with terrace amenity area was granted planning permission subject to s106 agreements on 01/05/2015 (ref: 2014/7916/P). This was followed by an application in 2015 for the erection of a first floor roof extension level to create an additional one-bedroom residential unit (C3), which was approved subject to s106 agreements on 27/03/2015 (ref: 2015/0075/P).
- 1.6 The residential developments on the upper floors of the Site are now approaching completion. The ground floor and basement level floor are currently occupied by Blue Inc., a clothing/fashion retailer.
- 1.7 This Transport Statement (TS) has been produced to support a further planning application at the Site for the change of use of the ground floor and basement retail unit fronting onto Kilburn High Road, to provide a dental surgery.
- 1.8 The TS is intended to identify existing and potential future traffic and transport issues related to the Site and its proposed future operation. The report also provides an assessment of the potential transport impacts associated with the anticipated number of trips as a result of the development, and sets out a delivery, servicing and waste management strategy for the Proposed Development.
- 1.9 As the planning application does not incorporate any changes to the upper floors of the Site, these are not subject to further assessment within this report.

## REPORT STRUCTURE

1.10 Following this introductory chapter, the remainder of the TS is structured as follows:

- **Section 2: Existing Site and Baseline Conditions** – Details the existing transport conditions prevailing at the Site and in the surrounding area;
- **Section 3: Proposed Development** – Provides a concise overview of the development proposals;
- **Section 4: Multi-Modal Trip Generation** – Presents the outcome of the trip generation assessment undertaken to ascertain trip characteristics associated with the Proposed Development;
- **Section 5: Delivery & Servicing Management Strategy** – Sets out the servicing strategy that will be employed at the Site, including for the collection of waste;
- **Section 6: Sustainable Transport Strategy** – Details the strategy and measures that will be employed at the Site to promote sustainable travel; and
- **Section 7: Summary & Conclusion** – Summarises the key points arising from the work carried out to inform this TS, and provides a final conclusion.



## 2 Baseline Conditions

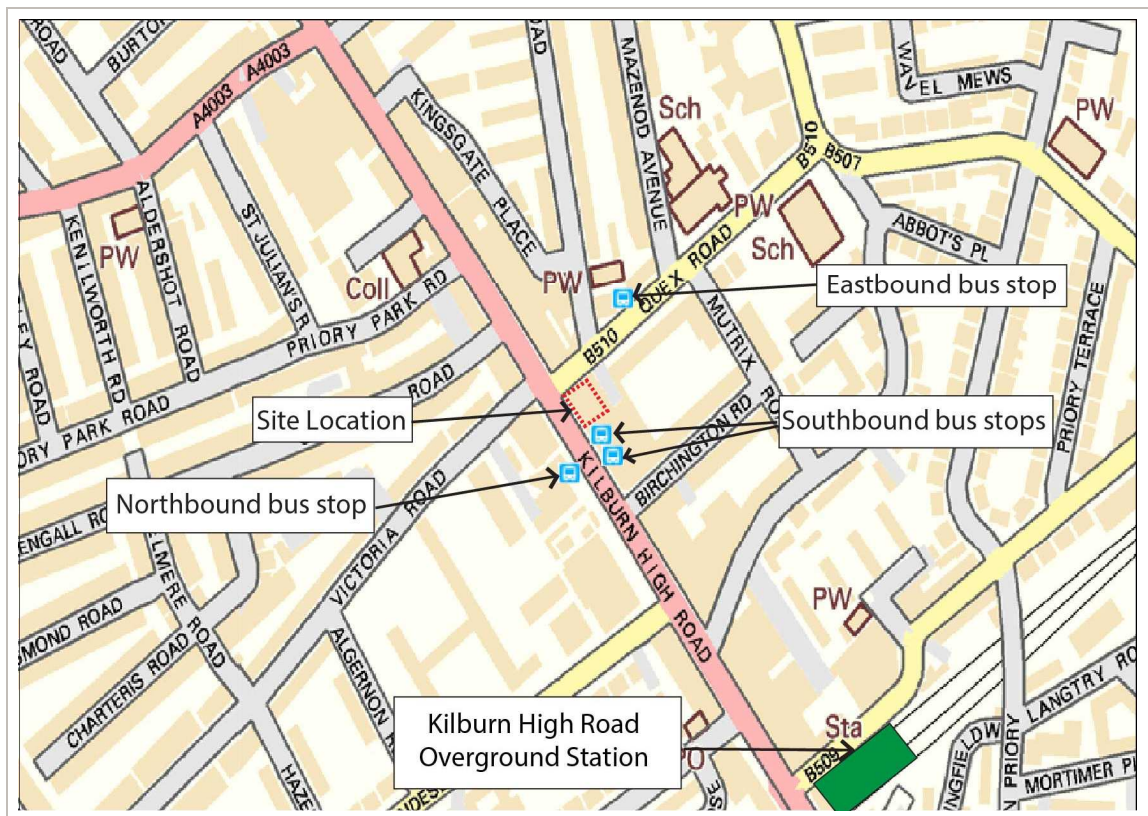
### GENERAL

- 2.1 This section provides information on the existing Site and the surrounding area, with a focus on local transport infrastructure and services. It is informed by desk-based research and a site audit undertaken by JMP during the afternoon peak period on Monday 31<sup>st</sup> October 2016. The baseline conditions are identified so that the context of the Proposed Development, its measures and potential impact on the local transport and highway network can be fully understood.

### SITE LOCATION

- 2.2 Merlin House is located at 122-126 Kilburn High Road, between the South Hampstead and Queen's Park areas of north-west London. Kilburn High Road London Overground station is located approximately 350m to the south-east of the Site, while Kilburn Park Underground station is 600m to the south.
- 2.3 A plan showing the location of the Site in the context of the surrounding area is shown in **Figure 2.1** below.

**Figure 2.1 Site Location Plan**



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### EXISTING SITE

- 2.4 The existing Site comprises former B1a office floorspace on the first, second and third floors, which is currently being converted into residential units. The ground and basement floor levels are currently

occupied by Blue Inc., a clothing/fashion retailer, which has a frontage onto Kilburn High Road. Another retail unit occupied by QuickFix is also located on the ground floor of Merlin House, however this will continue to operate and is not part of this planning application. The site is shown below in **Figure 2.2**.

**Figure 2.2 Site Frontage, Kilburn High Road**



### **Site Access**

- 2.5 Pedestrian and staff access to the existing retail unit is via Kilburn High Road. There is an access to the rear of the Site onto Quex Mews; however this is only used for emergency access.

### **PUBLIC TRANSPORT ACCESSIBILITY**

- 2.6 Public Transport Accessibility Levels (PTALs) are a measure of accessibility from a site to the local public transport network. The measure takes account of the walk access time to a station or stop as well as the wait time and reliability of local public transport services.
- 2.7 A PTAL assessment has been undertaken for the Site using the latest timetable data for accessibility public transport nodes through the TfL WebCAT tool. A PTAL rating of 1a indicates a very low level of

accessibility, while 6b is the highest level of accessibility. The assessment undertaken for the Site confirms a PTAL of 6a, indicating an excellent level of accessibility.

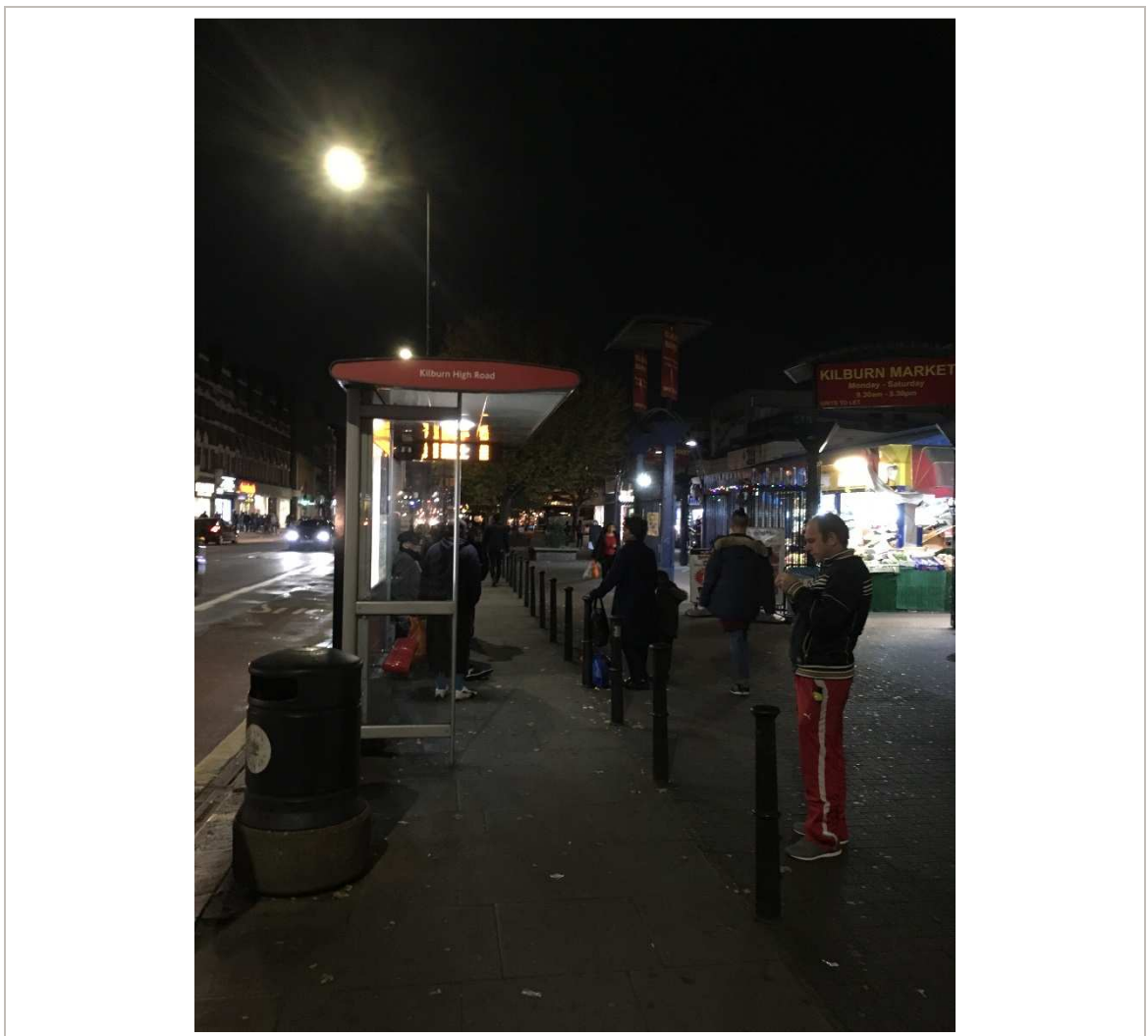
2.8 The PTAL assessment is contained at **Appendix B** for information.

## PUBLIC TRANSPORT SERVICES

### Bus Services

- 2.9 The Site is currently served by a total of seven daytime, one school, and two night bus services. According to TfL standards, an accessible bus service can be reached within a maximum walk distance of 640m (eight minutes' walk at 4.8kmph).
- 2.10 The closest bus stops to the Site are located on Kilburn High Road, at a 40m distance for southbound services and 60m for northbound services. An additional bus stop is located approximately 80m to the east of the Site on Quex Road. Seating, shelter, timetable information and litter bins are provided at all stops, while bus stop P on the northbound side of Kilburn High Road also provides real-time information, as shown in **Figure 2.3**. The bus stops are served by routes 16, 32, 98, 189, 316, 328, 332, 632, N16 and N98.

**Figure 2.3 Kilburn High Road Northbound Bus Stop**



## London Overground Services

- 2.11 Kilburn High Road London Overground station is located 320m (a four minute walk at 4.8kph) to the south-east of the Site along Kilburn High Road, and is located within Zone 2 of London's zonal travel area. The station is on the Watford Junction to Euston line, which provides services every 20 minutes Monday to Friday throughout day time hours.
- 2.12 Brondesbury London Overground station is located approximately 900m to the north-west of the Site (an 11 minute walk at 4.8kph), providing visitors and staff with another option for accessing the Site.

## London Underground Services

- 2.13 The closest London Underground station is Kilburn Park Station, which is located 600m to the south of the Site (an 8 minute walk at 4.8kph). The station is within Zone 2 of London's zonal travel area, and provides access to Bakerloo Line services. Trains run approximately every three minutes in peak hours.
- 2.14 Kilburn Underground station is located approximately 1km from the Site (a 12 minute walk at 4.8kph), providing patients and visitors to the Site with an access to Jubilee Line services.

## LOCAL HIGHWAY NETWORK

### Kilburn High Road

- 2.15 The Site is located on Kilburn High Road (A5) which is a key arterial route into central London heading south-east from the Site, and connecting with Junction 1 of the M1 heading north-west bound for 4.6km.
- 2.16 Outside the Site, Kilburn High Road is formed of a two lanes running in each direction, and is subject to a 30mph speed restriction. Given the nature of the road as a key high street, however, vehicles were observed to be travelling below the speed limit in the peak period during the site visit.

### Quex Road

- 2.17 Quex Road (B510) is situated along the northern boundary of the Site and provides rear access to Merlin House via Quex Mews, for emergency access only. The road is subject to a 20mph speed limit, and heads north-east towards residential streets in South Hampstead, and south-west to connect with Kilburn High Road via a signalised pedestrian crossing. The road is designated as being within a Controlled Parking Zone (CPZ), which operates between 08:30 and 18:30, as well as being restricted for lorries over 5 tonnes and coaches between 18:30 and 08:00.

## PEDESTRIAN & CYCLE FACILITIES

### Pedestrian

- 2.18 Pedestrian infrastructure in the vicinity of the Site is of good quality. Footways are generally wide and of smooth surface quality and observed to be suitable for pedestrian flows. Tactile paving and dropped kerbs have been installed at the vast majority of junctions close to the Site, and there are a number of pedestrian crossing points along Kilburn High Road, including one directly outside the Site.
- 2.19 For visitors heading to the Site from the east, there is a zebra pedestrian crossing on Quex Road with tactile paving and dropped kerbs, as shown in **Figure 2.4** overleaf.

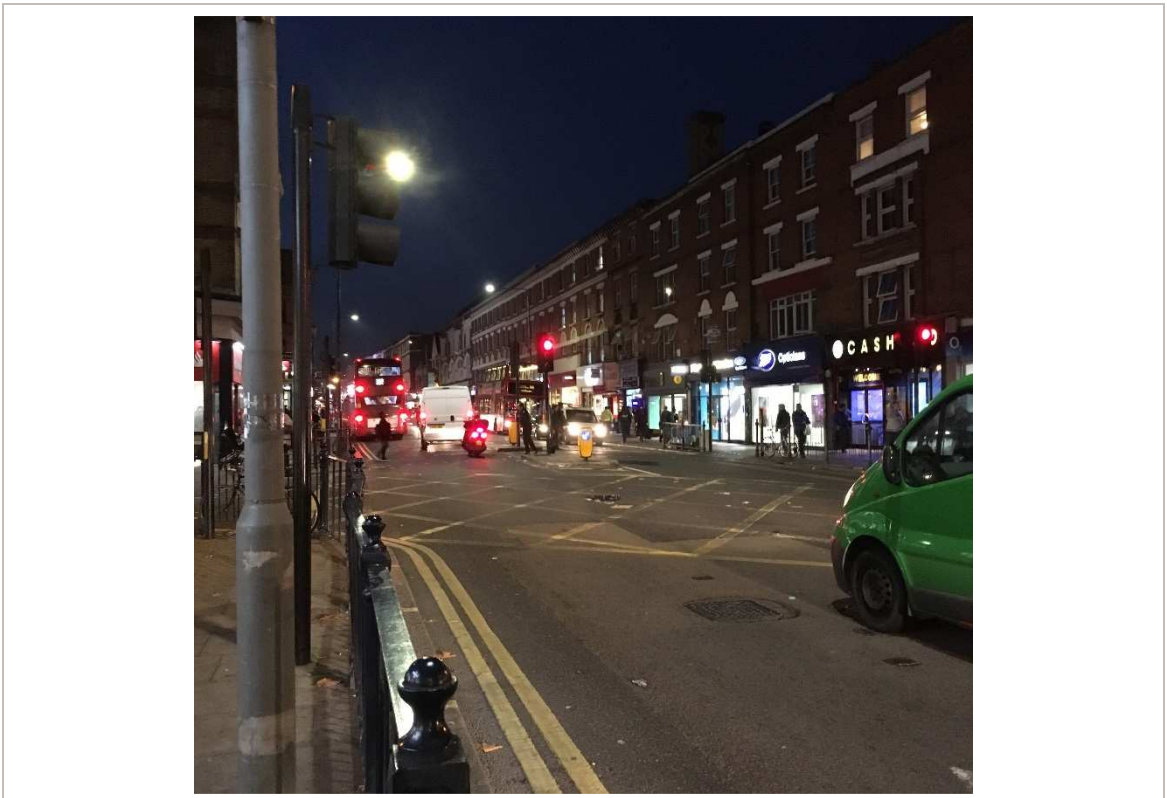


**Figure 2.4 Zebra Pedestrian Crossing over Quex Road**



2.20 The crossroads located directly outside the Site has signalised Pelican Crossings across all arms, facilitating pedestrian movements from a range of directions. This is shown below in **Figure 2.5**.

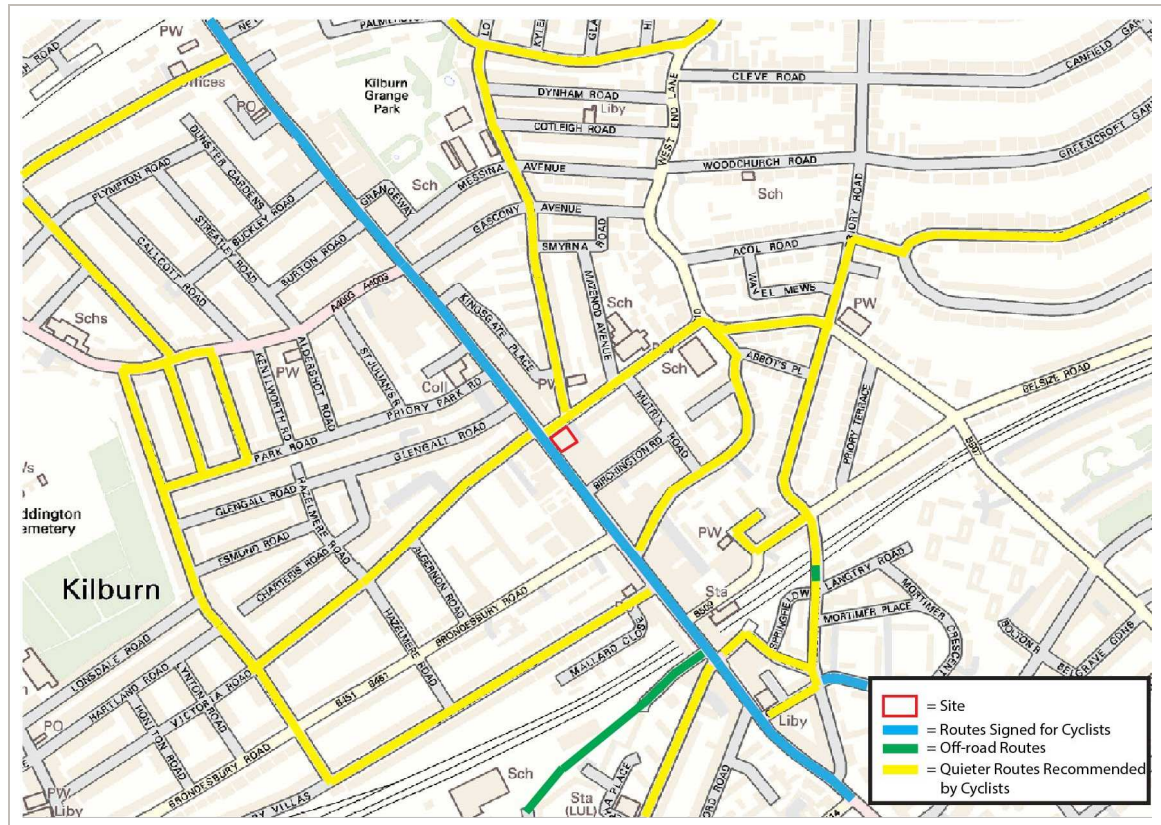
**Figure 2.5 Kilburn High Road / Quex Road / Victoria Road Junction**



## Cycle

- 2.21 **Figure 2.6** shows the routes recommended and signed for cyclists in the vicinity of the Site, from TfL's Local Cycling Guide 7 (2013).

**Figure 2.6 Cycle Routes**



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- 2.22 As can be seen in **Figure 2.6** above, the Site is surrounded by network of advisable routes for cyclists, which should encourage trips to the Site by bicycle.
- 2.23 Advance Stop Lines (ASL) allow cyclists to position themselves in front of traffic waiting at signalised junctions to increase their visibility. ASL's are prevalent at all arms of the Kilburn High Road / Quex Road / Victoria Road crossroads, providing a more attractive cycling environment for users of the Site.
- 2.24 There are several cycle parking stands within the local area that will be suitable for use by visitors to the Proposed Development. The closest is located on Quex Road, providing capacity for 2 bicycles, while Kilburn High Road features several Sheffield stands a short walk from the Site, including capacity for 8 bicycles outside WHSmith, 4 bicycles at the junction with West End Lane and a further 4 outside Halifax to the north-west.

## PARKING

### Controlled Parking Zone

- 2.25 The streets surrounding the Site are located within Controlled Parking Zones (CPZ) CA-K and CA-Q, which are both enforced between 08:30-18:30, Monday to Friday. Outside of these hours, anyone can park in the bays without a Resident Permit.

## Quex Road

- 2.26 Parking on Quex Road is restricted by single and double yellow lines throughout its entirety.

## Kingsgate Road

- 2.27 Parking on Kingsgate Road is restricted through CPZ CA-Q/K, with the exception of a Car Club Permit Holder bay, and three pay and display bays costing £1.30 per hour and being limited to a 2 hour duration. The pay and display bays are enforced between 08:30 and 18:30, meaning anyone can park in these bays outside these times. These are shown below in **Figure 2.7**.

**Figure 2.7 Pay and Display parking bays on Kingsgate Road**



## Victoria Road

- 2.28 Victoria Road features on-street parking bays reserved for resident permit holders under CPZ KB, which is enforced between 08:30 and 18:30. Kilburn Square Car Park is accessible from Victoria Road and provides short and long term pay and display parking options. It is open between 09:30 and 17:30 Monday to Saturday.

## SUMMARY OF BASELINE CONDITIONS

- 2.29 The Site is located in an area with a PTAL rating of 6a which means there is excellent accessibility to public transport services, with a total of eight daytime and two night bus services, as well as London Underground and Overground services. Existing pedestrian and cycle infrastructure in the vicinity of the Site is of a good quality with signalised crossings, cycle parking and ASLs.



## 3 Development Proposals

### GENERAL

- 3.1 This section of the report provides a detailed overview of the Proposed Development at Merlin House. It includes details of the proposed land use, car and cycle parking information, access details, and servicing and waste collection arrangements.

### PROPOSED DEVELOPMENT

- 3.2 The development proposals incorporate the redevelopment of the ground floor and basement levels of Merlin House to provide a dental surgery (D1 land use), totalling 332 sqm of floorspace, to replace a single retail unit which is currently operational.
- 3.3 The ground floor and basement will be redeveloped to provide the following rooms:
- 1 Reception & waiting room;
  - 6 Surgeries;
  - 4 Offices;
  - 1 X-ray room;
  - 2 Sterilisation rooms;
  - 1 Public accessible toilet;
  - 1 Public toilet;
  - 1 Staff room;
  - 1 Accessible staff toilet;
  - 1 Plant room;
  - 1 Archive room;
  - 1 A/V room; and
  - 1 Bin store.
- 3.4 It is anticipated that the dental surgery will be managed and operated by Dentix (the Operator) and will operate between the hours of 09:00 to 21:00, Monday to Saturday.
- 3.5 It is anticipated that a planning condition would ensure the unit is used solely as a dental clinic and for no other purposes within the D1 use class. This is to alleviate any concerns that may be caused with the other uses that could occur from open D1 planning permission being granted. Upon this use ceasing, the unit will have planning permission for retail (Class A1) use.
- 3.6 The planning application does not incorporate any changes to the upper floors of the Site, nor the existing Quickfix retail unit fronting onto Quex Street. As such, these have not been included within this report.
- 3.7 Proposed architect plans are contained at **Appendix C** for information.

### STAFF PATTERNS

- 3.8 It is expected that between 16 and 20 staff will be employed at the Site. The anticipated number of staff by role and responsibility at the Site is as follows:
- 2 receptionists;
  - 1 manager;



- 1 deputy manager;
- 6 dentists (one per consultancy room);
- 6 nurses (one per consultancy room); and
- 2 assistants.

## SITE ACCESS

- 3.9 Access to the Proposed Development will be gained via one main pedestrian entrance off from Kilburn High Road, for use by both patients and staff. The Proposed Development will provide an active frontage along Kilburn High Road.
- 3.10 The Site has fire escape access to a small enclosed rear yard that is linked to Quex Mews to the east of the property, and this will be retained under the proposals.

## CAR PARKING

- 3.11 Due to the Site's relative small size, its constrained nature and accessible location in terms of PTAL level and public transport (local bus and London Underground) services, no car parking will be provided as part of the Proposed Development. This is in line with Policy T2 of CMC's draft Local Plan (2015).

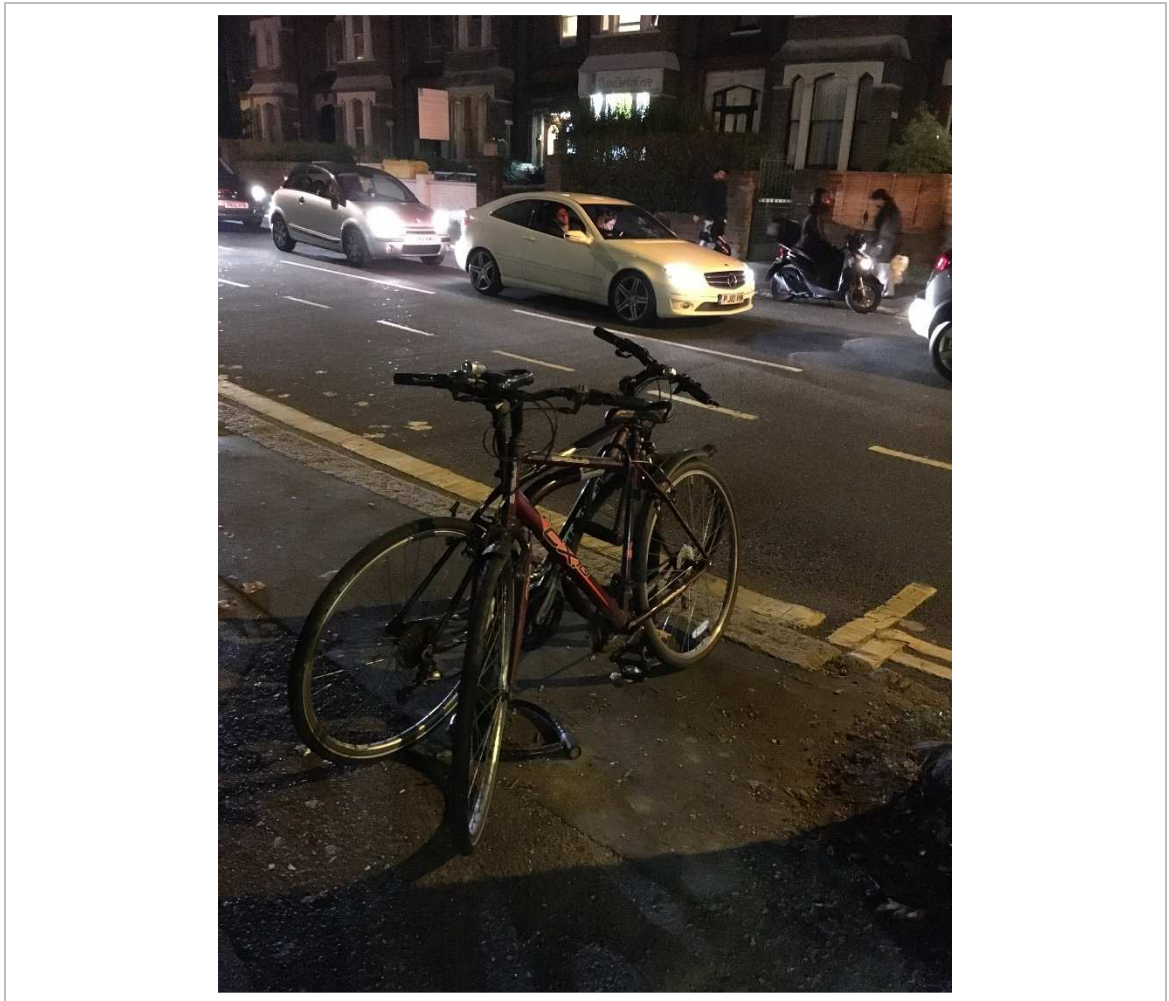
## DISABLED PARKING

- 3.12 Disabled visitors will be encouraged to use the pay and display parking facilities on Kingsgate Road when accessing the Site. These spaces will provide the closest suitable parking area for disabled users, are on a quieter residential street. They are accessible via a good quality footpath network leading to the Site, featuring dropped kerbs and tactile paving at the major crossings.
- 3.13 There is also a disabled parking bay located a short distance from the Site on Mutrix Road, which will be advertised as a potential option for disabled visitors and staff. This bay is approximately 170m walking distance from the entrance of the Proposed Development, but is also accessible via a high quality footpath network.

## CYCLE PARKING

- 3.14 LBC's Development Policies (2010) document sets out minimum cycle parking standards for developments within Camden. For D1 non-residential institution uses, the standards for staff and visitor parking apply from a threshold of 500 sqm additional floorspace. As the floorspace of the Proposed Development will remain as 332 sqm, no dedicated cycle parking is proposed as part of this application.
- 3.15 Due to the relative small size of the Proposed Development, it is recommended that visitors and patients of the dental surgery will be encouraged to make use of on-street cycle parking currently provided on Quex Road and Kilburn High Road, as shown in **Figure 3.1** overleaf.

Figure 3.1 Cycle Parking on Quex Road



## DELIVERY & SERVICING

- 3.16 Due to the size and constrained nature of the Site, all delivery and servicing activity generated by the Proposed Development will be undertaken on-street. This is expected to take place adjacent to the Site on Quex Road, consistent with the existing retail unit.
- 3.17 Further details of the delivery and servicing strategy to be employed as part of the Proposed Development, including for waste collection, is set out in **Section 5** of this report.

## 4 Multi-Modal Trip Generation Assessment

### OVERVIEW

- 4.1 This section of the report sets out the results of the multi-modal trip generation assessment that has been undertaken to ascertain the likely number of trips and potential travel patterns that are anticipated to be generated as a result of the Proposed Development. Consideration is given to trips associated with the Site's current operation, its proposed future use and the net change in trips.
- 4.2 The planning application does not incorporate any changes to the upper floors of the Site. As such, these floors have not been included within the trip generation assessment.

### EXISTING DEVELOPMENT (A1 RETAIL)

- 4.3 The Site currently comprises a retail unit on the ground floor occupied by Blue Inc. As the unit is currently operational, the Site should be considered to have a level of trip generation associated with it already. It is necessary, therefore, to take these trips into consideration in order to understand the full impact of the Proposed Development.
- 4.4 The exact level of trips has not been quantified in this assessment, however, it should be noted that retail land uses are typically high trip generators. The Site is located on a busy commercial street, meaning it can be expected that a high proportion of the trips associated with the retail development are likely to be pass-by trips, rather than dedicated trips to the network. Nevertheless, the current use of the Site will generate some new and diverted trips which should be considered in this trip generation assessment.

### PROPOSED DEVELOPMENT (D1 NON-RESIDENTIAL INSTITUTION)

#### TRICS Assessment

- 4.5 To ascertain the number of trips likely to be generated by the Proposed Development, a trip rate search has been undertaken using the latest available version of the TRICS database (v 7.3.3).
- 4.6 Trip rates for the proposed dental surgery have been derived using the following criteria:
- 05 Health - J: Dental Surgery;
  - Greater London surveys;
  - 2008 surveys onwards;
  - Weekday surveys only; and
  - PTAL 6a and 6b.
- 4.7 **Table 4.1** details the sites contained within the TRICS database that match these parameters. It can be seen that only one site was found to match these parameters, which has been used to inform the trip generation assessment for the Proposed Development.

**Table 4.1 TRICS Site Selection – Dental Surgery**

Reference	Location	Survey Year	GFA	PTAL	Selected
IS-05-J-01	Islington	2013	800 sqm	6b	Y

TRICS (v 7.3.3)

- 4.8 It is noted that the identified site on the TRICS database is located in a similar area to the Proposed Development in terms of public transport accessibility, and its location on a key commercial street and within a Controlled Parking Zone. As such, data generated by this site is considered to be representative of the Proposed Development. Vehicle, pedestrian, cycle and public transport trip rates (per 100 sqm) are set out in **Tables 4.2 to 4.5** respectively. Full trip rates for all modes are contained at **Appendix D** for information.

**Table 4.2 Vehicle Trip Rate (per 100 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	0.25	0.00	0.25
17:00-18:00	0.13	0.25	0.38
<b>07:00-19:00</b>	<b>3.13</b>	<b>3.13</b>	<b>6.25</b>

TRICS (v 7.3.3)

**Table 4.3 Pedestrian Trip Rate (per 100 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	0.38	0.00	0.38
17:00-18:00	0.50	0.50	1.00
<b>07:00-19:00</b>	<b>9.63</b>	<b>9.63</b>	<b>19.25</b>

TRICS (v 7.3.3)

**Table 4.4 Cycle Trip Rate (per 100 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	0.38	0.00	0.375
17:00-18:00	0.00	0.13	0.125
<b>07:00-19:00</b>	<b>1.88</b>	<b>1.88</b>	<b>3.75</b>

TRICS (v 7.3.3)

**Table 4.5 Public Transport Trip Rate (per 100 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	2.50	0.13	2.63
17:00-18:00	0.63	1.50	2.13
<b>07:00-19:00</b>	<b>11.50</b>	<b>11.50</b>	<b>23.00</b>

TRICS (v 7.3.3)

- 4.9 The trip generation figures for vehicle, pedestrian, cyclist and public transport trips anticipated to be generated by the Proposed Development of 332 sqm are presented in **Tables 4.6 to 4.9** overleaf.

**Table 4.6 Vehicle Trips (332 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	1	0	1
17:00-18:00	0	1	1
<b>07:00-19:00</b>	<b>10</b>	<b>10</b>	<b>21</b>

TRICS (v 7.3.3)

**Table 4.7 Pedestrian Trips (332 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	1	0	1
17:00-18:00	2	2	3
<b>07:00-19:00</b>	<b>32</b>	<b>32</b>	<b>64</b>

TRICS (v 7.3.3)

**Table 4.8 Cycle Trips (332 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	1	0	1
17:00-18:00	0	0	0
<b>07:00-19:00</b>	<b>6</b>	<b>6</b>	<b>12</b>

TRICS (v 7.3.3)

**Table 4.9 Public Transport Trips (332 sqm)**

Time Period	Arrivals	Departures	Total
08:00-09:00	8	0	8
17:00-18:00	2	5	7
<b>07:00-19:00</b>	<b>38</b>	<b>38</b>	<b>76</b>

TRICS (v 7.3.3)

- 4.10 It can be seen that based on data contained within the TRICS database, the Proposed Development is anticipated to generate a total of 21 two-way vehicular trips between 07:00 and 19:00. This equates to approximately 11% of the modal split, with the total people trips being 180 people. One arrival and no departures are anticipated during the standard network morning peak hour of 08:00 to 09:00, with no arrivals and one departure anticipated during the standard network evening peak hour of 17:00 to 18:00.
- 4.11 The majority of trips to and from the Proposed Development are anticipated to be made by sustainable modes; a total of 64 two-way trips are anticipated to be made on foot (equating to 36% of all trips), and 74 two-way trips by public transport (41% mode share).

## First Principles Assessment

- 4.12 In order to provide a robust assessment and to ensure an accurate representation of the likely number of trips to be generated by the Proposed Development, a first principles approach assessment has also been undertaken, based on the proposed number of consultancy rooms.
- 4.13 As detailed in **Section 3** of this report, the development proposals incorporate the provision of six consultancy rooms. To provide an assessment of the worst case scenario, the following assumptions have

been made based on Dentix's experience of other dental surgeries under their operation and their expected operation of the Proposed Development:

- Six consultancy rooms to be provided on-site, all to be occupied continuously during opening hours (09:00-21:00);
- First appointments of the day to arrive just before 09:00, i.e. in 08:00-09:00 peak;
- Consultancy sessions to last for an average of 30 minutes (two sessions per consultancy room, per hour); and
- 18 staff working each day, arriving and leaving in the peak periods.

4.14 The resultant total number of weekday arrivals and departures to be generated by the Proposed Development between the hours of 08:00 and 21:00 are set out in **Table 4.10** below.

**Table 4.10 Total Person Trips (Six Consultancy Rooms)**

Time Period	Arrivals		Departures		Total
	Visitors	Staff	Visitors	Staff	
08:00-09:00	6	18	0	0	24
17:00-18:00	12	0	12	18	42
<b>08:00-21:00</b>	<b>150</b>	<b>18</b>	<b>150</b>	<b>18</b>	<b>336</b>

4.15 It can be seen that based on the assumptions set out above, the Proposed Development could generate a total of 336 two-way person trips between the hours of 08:00 and 21:00. 24 and 42 two-way movements are anticipated to occur during the two standard network peak hours of 08:00 to 09:00 and 17:00 to 18:00 respectively.

4.16 The vehicle mode share of 11% identified within the TRICS assessment is considered applicable to the first principles assessment. This equates to a total of 37 two-way trips made by car between the hours of 08:00 and 21:00. As noted previously, this trip generation is based on a worst case scenario involving 100% utilisation of all consultancy rooms.

4.17 In the peak periods, the number of two-way movements equates to a maximum of 5 vehicle trips per peak period, based on the assumptions above. This equates to one vehicle movement every 12 minutes in the peak periods.

## CONCLUSION

4.18 This trip generation exercise has calculated the expected level of person and vehicular trips associated with the Proposed Development, through observing a survey of a highly comparable site and through using a robust first principles methodology based on a set of operational assumptions. In reality, the trip generation of the Proposed Development is likely to be somewhere between the two; however the worst-case vehicle trip generation level of the first principles approach would not be considered to have an adverse impact on the local road network, at 5 two-way vehicle movements. This level of trip generation is anticipated to be lower than the existing trips associated with the current use of the Site as a clothes/fashion retailer.

4.19 The measures set out in **Section 6** of this report are anticipated to further reduce the vehicular trip generation of the Site in favour of sustainable modes. The use of the Site as a dental surgery, instead of a retail unit, will mean that all arrivals and departures associated with both patients and staff can be monitored and controlled, with most trips made via prior appointment. Furthermore, patients and staff will be provided with information on public transport, cycling and walking routes. As such, use of the Site as a

dental surgery will provide a greater level of control over the number of arrivals and departures to be generated than would be possible if the Site was to continue operating as a retail unit.



## 5 Delivery & Servicing Management Strategy

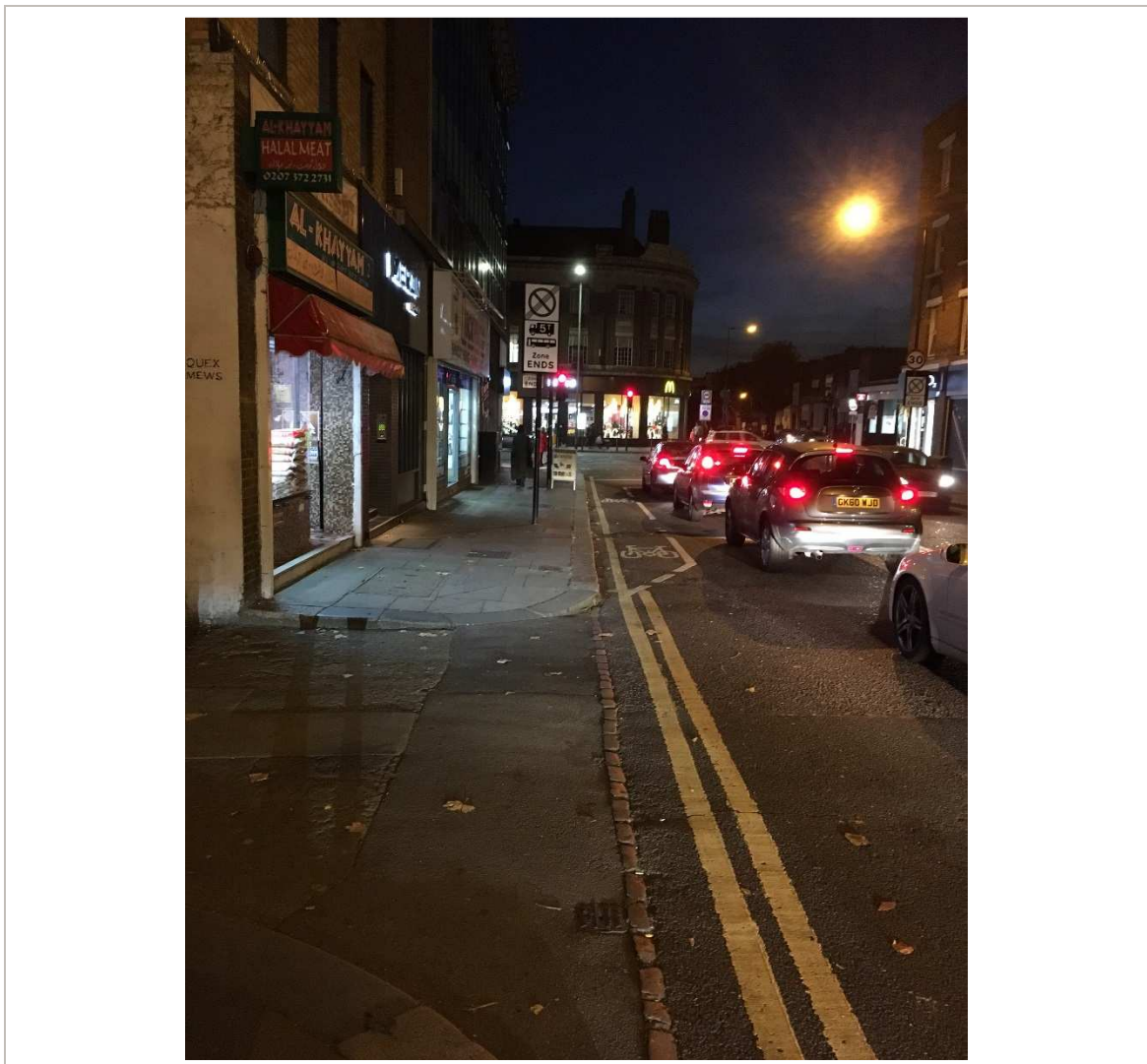
### GENERAL

- 5.1 This section of the report outlines the proposed servicing management strategy for the dental surgery, including the proposals for refuse and waste collection.

### SERVICING LOCATION

- 5.2 All delivery and servicing activity associated with the Proposed Development will take place on-street, as per the previous situation for the existing retail unit. Due to the constrained nature of the Site, there are no dedicated loading bays that serve the unit. There is however sufficient room for a panel van to stop adjacent to the Site on Quex Road, without impeding traffic, as shown in **Figure 5.1**. Deliveries will then be walked to the Site entrance on Kilburn High Road via a trolley. This location also allows servicing activity to take place without crossing any carriageways.

**Figure 5.1 Proposed Loading Location on Quex Road**





- 5.3 LBC's Traffic Management Order (2012 / No. 1) restricts loading during the prescribed hours of 08:00 and 18:30, Monday to Saturday, except for so long as may be necessary for the purposes of loading or unloading goods to or from the vehicle in the course of collecting from or delivering to premises adjacent to the street. For Quex Road, the restrictions apply between its junction with Kilburn High Road and a point opposite the party wall of nos. 5 and 7 Quex Road. Between the hours of 11:00 and 18:30, vehicles exceeding 3.5 tonnes must not wait for a period of more than 40 minutes, while vehicles of 3.5 tonnes or less have a maximum of 20 minutes. The Operator will ensure that all deliveries meet these guidelines.
- 5.4 It is anticipated that the dental surgery will generate a relatively low level of delivery and servicing trips, and will represent a similar, if not reduced level of trips when compared to servicing activity generated by the existing retail unit located on Site.
- 5.5 Given the low level of anticipated servicing activity, this loading strategy is considered to present an acceptable arrangement for servicing and delivery arrangements for the Proposed Development.

## SCHEDULING OF DELIVERIES

- 5.6 Where possible, servicing movements would be restricted to avoid arriving and departing from the Site during the standard network morning and afternoon peak hours of 08:00 to 09:00 and 17:00 to 18:00. This will both ensure deliveries are able to arrive on-time and will have minimal impact on the traffic flow of the local road network.
- 5.7 All deliveries to the dental surgery would be controlled by a delivery booking system to ensure that deliveries are equally distributed across the week and across delivery hours, avoiding an adverse impact of the Proposed Development on the delivery and loading location. Deliveries will not be accepted outside of their designated time-slot. Given the medical nature of the Proposed Development, all deliveries would be known in advance and the same suppliers would be used. Suppliers would be informed of the booking system prior to the commencement of the contract with the Operator, and will be provided with details of a contact through which all deliveries should be scheduled.

## REFUSE & WASTE COLLECTION STRATEGY

- 5.8 The London Freight Plan identifies that developments should provide sufficient facilities for the storage and collection of segregated waste. A waste storage area is proposed to be located within the Proposed Development on the ground floor, as shown in the proposed layout plan in **Appendix C** (drawing GA 101). The waste storage area would be accessed via the main entrance to the dental surgery on Kilburn High Road.
- 5.9 Given the nature of a dental surgery, waste generated by the Proposed Development is likely to comprise clinical waste, general refuse, and recyclable material. Each of these is discussed in turn below.

### Clinical Waste

- 5.10 The dental surgery would generate clinical waste, which cannot be collected by LBC's general waste collection service. A private contractor will be employed by the Operator, who will collect all clinical waste generated at the Site.
- 5.11 The collection and movement of all clinical waste will be monitored and tracked electronically by the Operator. As a worst case scenario, it is anticipated that one clinical waste collection will be required per day. Collection vehicles will stop to collect waste in the proposed loading location on Quex Road, with all delivery and waste collection being scheduled to avoid vehicles arriving simultaneously. Waste collectors will access the dental surgery via the main entrance on Kilburn High Road, collect sealed and secured clinical waste containers from the waste store, and carry this to the waste collection vehicle.

- 5.12 The Client will accept a condition as part of any planning permission regarding the provision of a detailed Waste Strategy if required by LBC.

### **General Refuse & Recyclables**

- 5.13 The Operator will be responsible for placing general refuse and recyclables into the bin store throughout the day, with a designated person responsible for placing such general refuse on the Kilburn High Road footway at the appropriate timings in line with collection periods. The Operator will ensure the waste is put out on the public highway 30 minutes before the time of collection, only, in line with LBC requirements.
- 5.14 A management strategy will be implemented for the Site, setting out the requirement for the bins to be moved to the footway on Kilburn High Road on collection days by the appointed member of staff. Therefore the movement and collection of the general waste and recycling containers would not impede the operations of the dental surgery.

## 6 Sustainable Transport Strategy

### GENERAL

- 6.1 This section of the TS details the strategy and measures that will be employed at the Site to promote sustainable travel.

### SITE ACCESSIBILITY

- 6.2 The Site is located within a highly accessible location, with a PTAL rating of 6a (excellent). As outlined in **Section 2** of this report, Given the Site's accessible nature in close proximity to 10 bus services on Kilburn High Road and Quex Road, as well as London Overground and Underground services from several nearby stations, it is anticipated that the majority of patients and staff to the Proposed Development will travel to and from the Site by public transport, on foot or by bicycle.

### PATIENT WELCOME PACK

- 6.3 On joining as a patient of the dental surgery, patients will be provided with details of access options to the Site by public transport, and details on local cycling and walking routes and facilities.
- 6.4 Questionnaires will be given to patients on joining to ascertain details, including their travel patterns to and from the Site and provide information on alternative sustainable travel suggestions for travel.
- 6.5 A notice board will be provided within the reception area of the Site, providing travel planning information to patients and visitors to the Site. This will include details of any changes to local bus and rail services, including engineering works, and any promotional sustainable travel events promoted or organised by LBC.

### PATIENT APPOINTMENT STRATEGY

- 6.6 All appointments at the dental surgery will be organised by prior arrangement only. A strict appointment system will operate at the Site, ensuring that arrival and departure times are well managed to avoid an unacceptable impact upon the local highway and transport network.

### CAR & CYCLE PARKING

- 6.7 As previously detailed, no car parking will be provided as part of the development. Patients and staff will be informed of this, and will be discouraged from using on-street parking facilities in the vicinity of the Site that are likely to be used by local residents, including the pay and display bays on Kingsgate Road.
- 6.8 However, given the location of the Site in terms of its excellent accessibility to local bus and rail services, and the local CPZ arrangement which will discourage patients from driving, it is anticipated that the vast majority of patients and staff are anticipated to travel to and from the Site by sustainable modes.
- 6.9 As previously noted, there are Sheffield Stands providing capacity for 18 bicycles located nearby to the Site on Quex Road and Kilburn High Road, which are considered suitable for use by patients of the Proposed Development. To encourage staff to cycle to the Site, the Operator will ensure that staff have a secure location for storing bicycles during their shift. The space will ideally be located on the ground floor of the Site, and accessed by a key held by a member of the management team.

## MOBILITY IMPAIRED PATIENTS

- 6.10 Patients with mobility issues, including Blue Badge holders, will be informed of nearby on-street disabled parking spaces, and locations suitable for dropping off patients with accessibility issues.
- 6.11 It is noted that pay and display parking bays (with capacity for three vehicles) are located close the Site on Kingsgate Road. Patients with mobility impairments will be informed of this parking provision as a potential location for dropping-off patients. Information on public car parks with disabled parking provision will be provided to such patients on joining the surgery.

## 7 Summary & Conclusion

### GENERAL

- 7.1 JMP Consultants Ltd has been commissioned by Arc Planning on behalf of Dentix to provide transport and highways consultancy services in relation to a planning application for a proposed development at 122-126 Kilburn High Road, London. The Site is located within the London Borough of Camden, who is the Local Highway and Planning Authority.
- 7.2 The Site has been the subject of a number of previous planning applications, with the upper floors of the Site currently being converted to residential units. The ground floor is currently occupied by Blue Inc., a clothes/fashion retailer.
- 7.3 This TS has been produced to support a further planning application at the Site for the change of use of the ground floor and basement retail unit from A1 retail to D1 non-residential institution land use, to facilitate the provision of a dental surgery.
- 7.4 It is anticipated that a planning condition would restrict the Site from being occupied under any other uses within the D1 use class apart from a dental surgery. This is to alleviate any concerns that may be caused with the other uses that could occur from open D1 planning permission being granted. Upon this use ceasing, the unit will have planning permission for retail (Class A1) use.
- 7.5 The Site is located in an area of excellent public transport accessibility with a PTAL of 6a and is within walking distance of 10 local bus services and London Overground and Underground services. Pedestrian and cycle infrastructure in the vicinity of the Site is of a high quality.
- 7.6 Based on the worst case trip generation assessment, the Proposed Development is anticipated to generate a total of 336 two-way all mode trips between the hours of 08:00 and 21:00. The majority of trips are anticipated to be undertaken by sustainable modes, with vehicular trips representing an 11% mode share. The Proposed Development is therefore likely to generate 37 two-way vehicle trips in the daily period, and up to 5 two-way vehicle trips in a peak hour. This equates to one trip every 12 minutes, and is likely consistent or lower than the Site's existing retail use.
- 7.7 All delivery and servicing activity will take place on Quex Road, with vehicles stopping adjacent to the Site. A refuse strategy incorporating clinical waste, general refuse and recyclable materials has been set out, with all refuse collection taking place on-street. The servicing and delivery arrangements are as per the existing situation and for surrounding commercial premises.
- 7.8 In conclusion, it is JMP's opinion that the Proposed Development should not be refused planning permission based on Transport or Highways grounds.