



Service Management Strategy

60-70 Short Gardens and 14-16 Betterton Street, Covent Garden

11 April 2017

Waterman Infrastructure & Environment Limited

Regent House, Hubert Road, Brentwood, Essex CM14 4JE
www.watermangroup.com



Client Name: Span Group
Document Reference: WIE10452-100-R-4-2-3-SMP
Project Number: WIE10452

Quality Assurance – Approval Status

This document has been prepared and checked in accordance with
Waterman Group's IMS (BS EN ISO 9001: 2008, BS EN ISO 14001: 2004 and BS OHSAS 18001:2007)

Issue	Date	Prepared by	Checked by	Approved by
2	11/04/2017	Dave Martin		

Comments

2nd Issue

Disclaimer

This report has been prepared by Waterman Infrastructure & Environment Limited, with all reasonable skill, care and diligence within the terms of the Contract with the client, incorporation of our General Terms and Condition of Business and taking account of the resources devoted to us by agreement with the client.

We disclaim any responsibility to the client and others in respect of any matters outside the scope of the above.

This report is confidential to the client and we accept no responsibility of whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies on the report at its own risk.

Contents

1. Introduction	1
2. Delivery Access and Generation.....	2
3. Servicing.....	5
4. Justification for On-Street Servicing	6

Tables

Table 1: Proposed Development Schedule	2
Table 2: Predicted Service Trips Generation for Vehicle on Short Gardens.....	3
Table 3: Predicted Service Trips Generation for Vehicle on Betterton Street	3

Appendices

- A. Site Location Plan
- B. Proposed Site Layout
- C. Proposed Highways Arrangement

Contents

1. Introduction

- 1.1. Waterman Infrastructure & Environment Limited (WIE) has been instructed by Span Group to provide a Service Management Plan in support of the proposal for a change of use at 60 - 70 Shorts Gardens and 14-16 Betterton Street, Covent Garden, London and falls under the authority of the London Borough of Camden.
- 1.2. The site, which was formally offices, has planning permission for office, retail and restaurant use under application number 2011/103/P.
- 1.3. The development proposal is to provide a total of 4 residential flats, B1, D1/D2 and A3 uses.
- 1.4. This Service Management Strategy identifies the strategy for delivery and service to safely and efficiently access the site.
- 1.5. The report should be read in conjunction with the Transport Statement submitted as part of the planning application.
- 1.6. A site location plan is provided at **Appendix A**.

2. Delivery Access and Generation

Proposed Site Details

2.1. The development proposes the schedule as follows.

Table 1: Proposed Development Schedule

Floor	Shorts Gardens		Betterton Street	
	Use	(GIA m ²)	Use	(GIA m ²)
Basement - 1	D1/D2/A3	445	-	-
Basement Mezzanine	D1/D2/A3	361	Ancillary	145
Ground	B1/D1/D2	537	A1/ D1	153
Ground Mezzanine	B1/D1/D2	243	A1/D1	58
First	B1	536	C3	158
Second	B1	536	C3	162
Third	B1	385	C3	166
Fourth	B1	382	C3	130
Fifth	-	-	C3	97
Total		3,426		1,069

2.2. The above table indicates the total gross internal area (GIA) of development on Shorts Gardens is 3,426m² and 1,069m² on Betterton Street. Details of the proposed outline plans are provided at **Appendix B**.

2.3. The C3 residential use is for 4 residential flats with a total of 9 bedrooms.

Short Gardens

2.4. Deliveries to the uses accessed off Shorts Gardens will be able to use the lay-bys proposed along the site frontage. The proposed arrangement includes the provision of a half lay-by along the front of the site which remains at footway level but slightly re-graded so that it has a gradual slope towards the carriageway reducing the height of the kerb. This ensures that vehicles can easily park but also allows the width of the existing footway to be maintained when vehicles are not parked in this area.

2.5. The width of the footway when vehicles are parked reduces to 1.8m. This is considered an acceptable width given the predicted pedestrian footfall in this area. The width of the road past the loading bay is 3.25m ensuring that vehicles servicing the development will not affect the through movement along Shorts Gardens. A plan showing this arrangement is included in **Appendix C**.

2.6. The number of deliveries predicted to be made to the site is based on the TRICS database, the results of which are shown in the table below, broken down for each element of the development. Details of the TRICS information can be found in the Transport Statement submitted as part of this development application.

Table 2: Predicted Service Trips Generation for Vehicle on Short Gardens

Time Period	Office	Restaurant/Café	D1/D2 Use
07:00 - 08:00	-	1	-
08:00 - 09:00	-	-	-
09:00 - 10:00	1	-	-
10:00 - 11:00	-	-	1
11:00 - 12:00	-	-	-
12:00 - 13:00	-	1	-
13:00 - 14:00	-	-	-
14:00 - 15:00	-	-	-
15:00 - 16:00	-	1	-
16:00 - 17:00	-	-	-
17:00 - 18:00	-	-	-
18:00 - 19:00	-	-	-

- 2.7. The deliveries shown in the table indicate the total number of daily movements to the site. In assessing the delivery times in more detail, it is shown that throughout the day the maximum number of vehicles that are likely to use the service bay on Shorts Gardens at any one time will be 1. Most of these deliveries will be made by car/van type vehicles and only on occasion will a larger 7.5ton type vehicle be used. The length of the proposed lay-by is 10.5m in length and as such will be able to accommodate two vehicles at any one time.

Betterton Street

- 2.8. Delivery is for the flats via Betterton Street, requiring vehicles to stop on road to load / unload. However, the width of the road along Betterton street is such that a vehicle parking on road parking would block the through movement, therefore any delivery vehicles will either use the existing parking bays along Betterton Street or park on Drury Street and use a trolley where required to deliver the goods. This arrangement will be advised to all delivery companies that need to access this side of the development.
- 2.9. As with the deliveries for Shorts Gardens, the number of deliveries predicted to be made by to the Betterton Street side of the site is based on the TRICS database, the results of which are shown in the table below.

Table 3: Predicted Service Trips Generation for Vehicle on Betterton Street

Time Period	Residential
07:00 - 08:00	-
08:00 - 09:00	-

Time Period	Residential
09:00 - 10:00	1
10:00 - 11:00	-
11:00 - 12:00	-
12:00 - 13:00	-
13:00 - 14:00	1
14:00 - 15:00	-
15:00 - 16:00	-
16:00 - 17:00	-
17:00 - 18:00	-
18:00 - 19:00	1

- 2.10. The deliveries shown indicate that throughout the day the maximum number of vehicles that will deliver to the residential development will be around 3 per day. These will mostly be postal deliveries which already occur on site and in the local area. Other deliveries could be associated with home shopping over the internet. These trips are likely to be undertaken by small van.

Delivery Times

- 2.11. There are delivery times stipulated on Betterton Street with deliveries being permitted between Monday and Saturday between 08:30am & 6.30pm and Sunday 10:00am-3pm, although on other roads local to the site there are currently no restrictions for deliveries. The TRICS data suggests that some 20% of deliveries are made prior to 8:30 these are associated with the A3 use proposed on Shorts Gardens which will require earlier deliveries such as fresh produce/ newspapers etc. As such if a restriction on hours is required for the lay-by proposed on Shorts Gardens then it is suggested that the times for deliveries be restricted between Mondays and Saturdays between the hours of 07:00 am – 6:30pm.
- 2.12. It is understood that during the mornings (before 10am) the local streets experience a high proportion of delivery vehicles. To try and reduce the impact of deliveries the proposed end users will be encouraged to arrange their deliveries after 10am and before 3pm. However, in the instances where a single HGV is dropping off to multiple locations in the local area it is more efficient to allow these deliveries to occur whenever necessary within the restricted times.

3. Servicing

Refuse Collection

- 3.1. The refuse collection will be undertaken on a weekly basis. Refuse will be collected directly from the storage points on Short Garden and Betterton Street. Further details of the refuse collection arrangements are provided in the Waste Management Strategy submitted as part of the application.

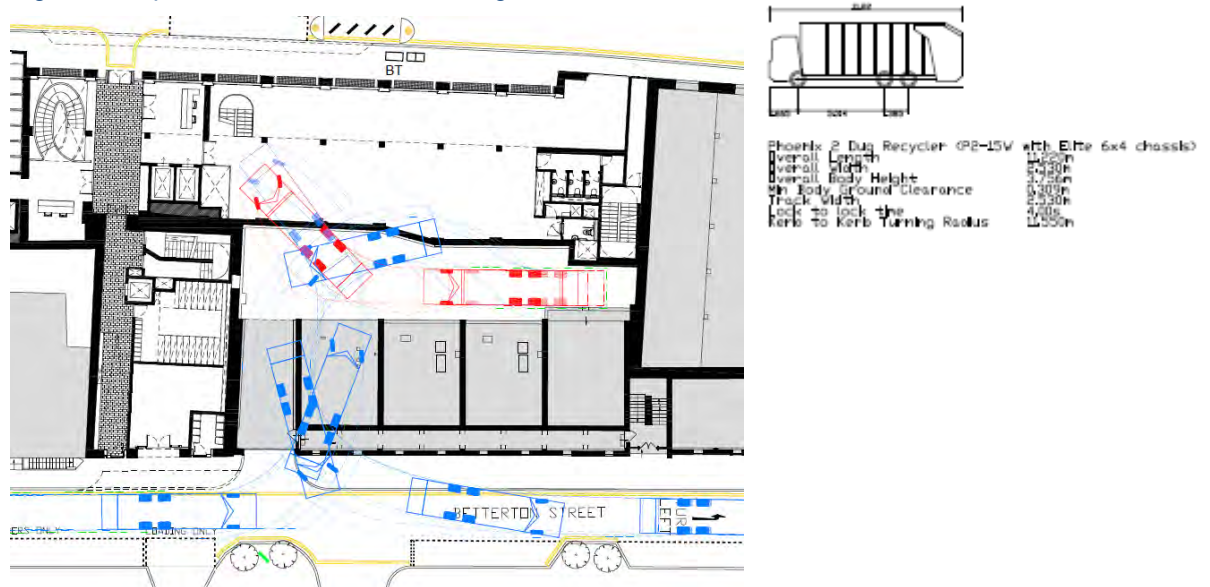
Service Vehicles Delivery Times

- 3.2. As mentioned above, the refuse collection is likely to be made on a weekly basis with collections being made from Betterton Street and Short Gardens.
- 3.3. Delivery vehicles will be spread throughout the day and are unlikely to conflict with one another.

4. Justification for On-Street Servicing

- 4.1. Options to provide on-site servicing has been considered however these have been ruled out and therefore on-street provision has been proposed. It should be reminded that the existing historic building was not designed to accommodate modern delivery vehicles.
- 4.2. A 'service road' through the site between Shorts Gardens and Betterton Street has been discounted due to the significant level difference between the two roads. In addition, the construction of the basement ceiling will unlikely have the structural integrity to bear the forces exerted by HGVs.
- 4.3. Moreover, due to the narrowness of Shorts Gardens, Betterton Street and on-street parking bays the swept path of a HGV moving in and out of the building requires a very wide access which would significantly alter the site frontages appearance, character and limit the type of use/occupier on the ground floor. The is shown on the figure below.

Figure 1: Implications of On-Site Servicing



- 4.4. The above figure demonstrates the significant area required on the ground floor to enable a large vehicle to enter and exit the site in forward gear. This would potentially take up significant developable ground floor space and make any proposals unviable. This is typically why adjacent sites are serviced from on-street.

APPENDICES

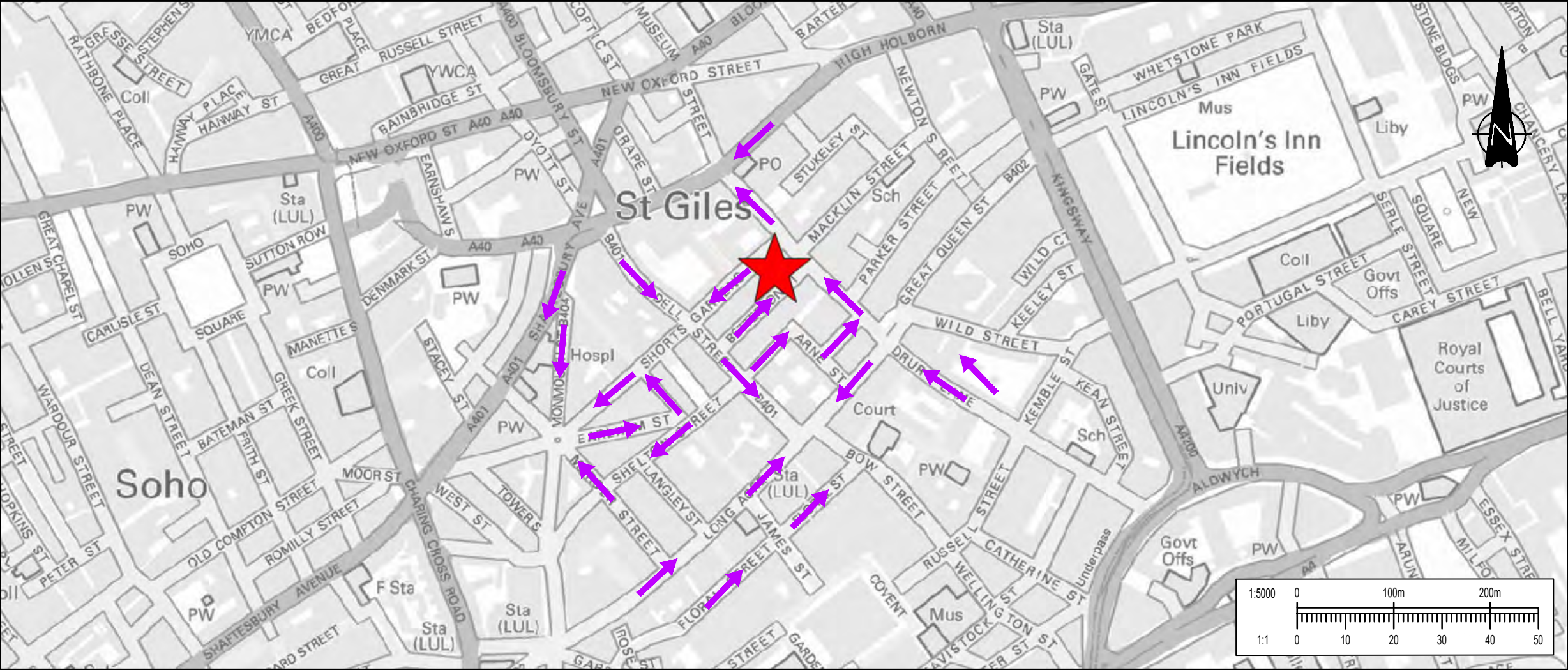
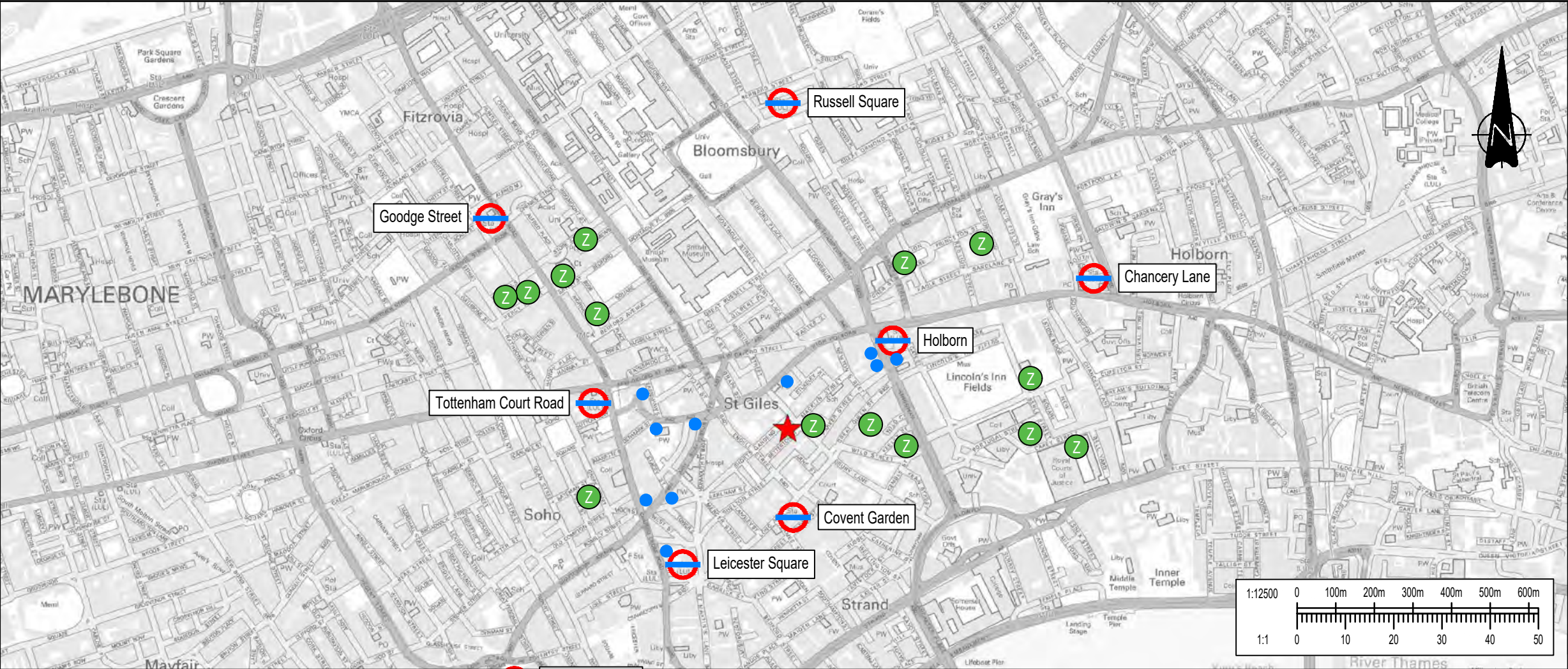
A. Site Location Plan

Appendices

Service Management Strategy

Project Number: WIE10452

Document Reference: WIE10452-100-R-4-2-3-SMP



Based upon the Ordnance Survey's 1:10,000 Map of 2016 with permission of the controller of Her Majesty's Stationary Office, Crown copyright reserved. Waterman Infrastructure & Environment Ltd. - Pickfords Wharf, Clink Street, London SE1 9DG.

- Key:
- ★ Site Location
 - ⊖ London Underground Station
 - Closest Bus Stops to the Site
 - ← Traffic Flow Direction
 - Ⓩ Car Club

A01	10.02.17	FIRST ISSUE	AJJ
Rev	Date	Description	By

Amendments

Project
60-70 Shorts Gdns & 14-16 Betterton St

Title
Site Location Plan & Local Transport Facilities

Client
Span Group



Regent House Hubert Road Brentwood Essex CM14 4JE
t 01277 238 100
mail@watermangroup.com www.watermangroup.com

Drawing Status

PRELIMINARY

Designed by	AJT	Checked by	AJT	Project No	WIE10452
Drawn by	AJJ	Date	FEBRUARY 2017	Computer File No	WIE-10452-SA-06-0001-A01.dwg
Scales @ A3	work to figured dimensions only	1:5000 & 1:12500			
Publisher	Zone	Category	Number	Revision	
WIE	SA	06	0001	A01	

B. Proposed Site Layout

Appendices

Service Management Strategy

Project Number: WIE10452

Document Reference: WIE10452-100-R-4-2-3-SMP

Contractor to check all dimensions on site. Do not scale from this drawing. Stanton Williams to be advised of any variation between the drawings and site conditions.

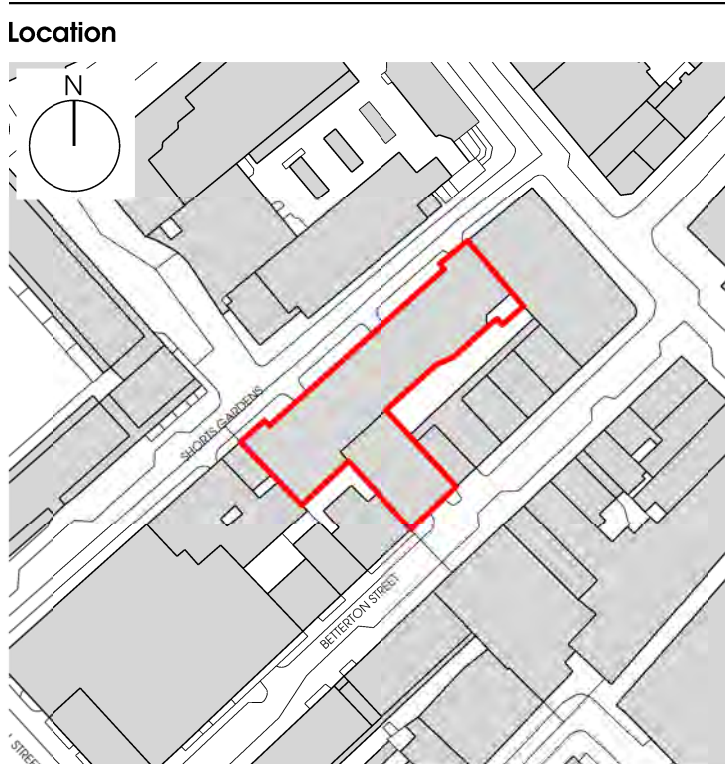
© Stanton Williams.
All rights described in Chapter IV of the Copyright, Designers and
Patents Act 1998 have been asserted.

To be read in conjunction with the specification and all relevant drawings.

1. FIRE ESCAPE
2. OPEN STAIRS
3. LIFT
4. LOBBY
5. PLANT ROOM
6. BIKE STORAGE & LOCKERS FOR A1, A3, B1, D1, & D2 USE
7. FLEXIBLE USE
8. BASEMENT GENERAL VENTILATION RISER
9. OFFICE RISER
10. BASEMENT MULTI- SERVICE RISER
11. RESIDENTIAL RISER

 FLEXIBLE USE
A3, D1, D2
Proposed GEA Shorts Gardens: 459 sqm
Proposed GIA Shorts Gardens: 361 sqm

Revision	Date	Description
----------	------	-------------



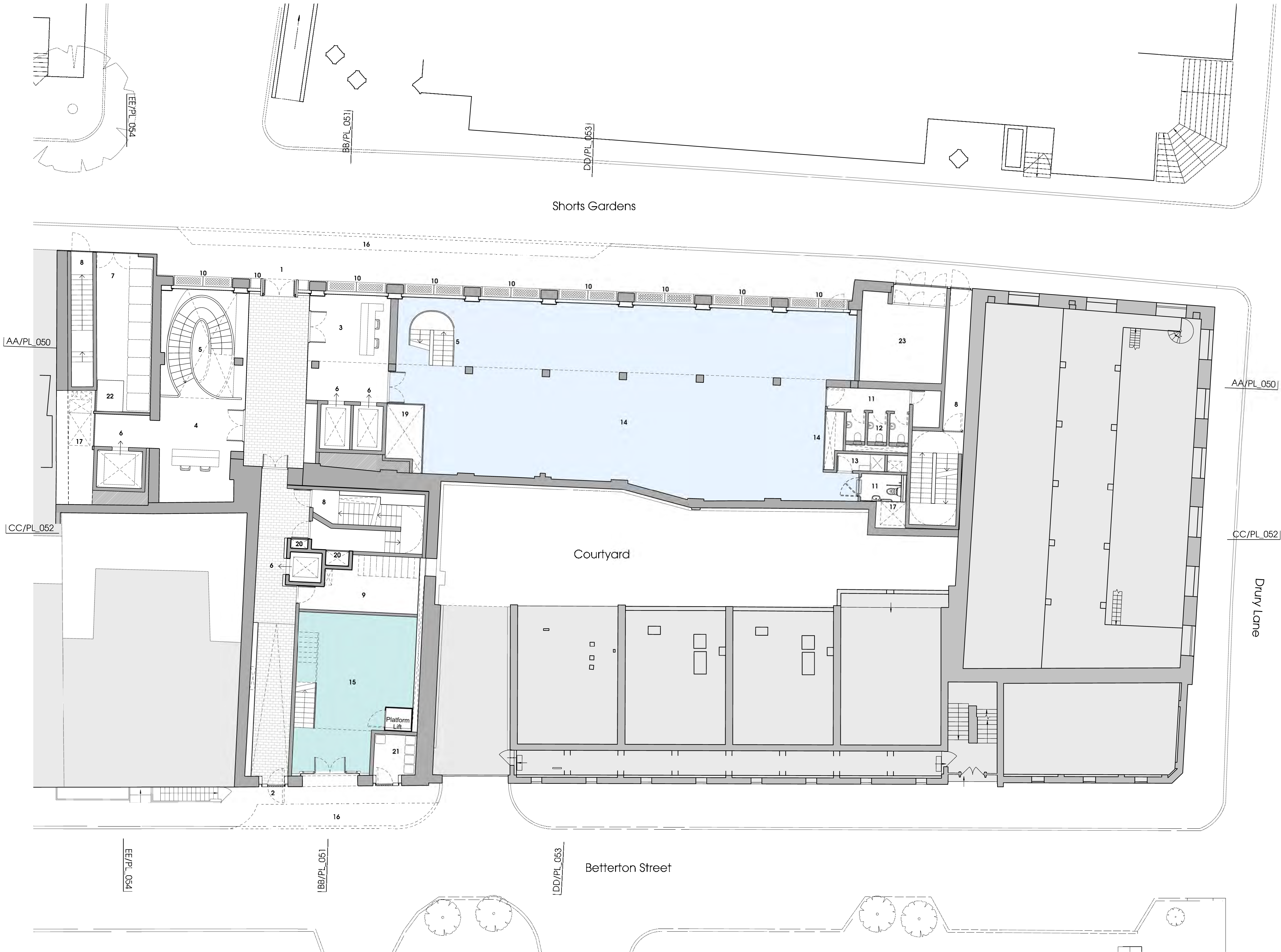
Stanton Williams
36 Graham Street
London N1 8GJ
Phone +44 (0)20 7880 6400
Email info@stantonwilliams.com
www.stantonwilliams.com

STANTON
WILLIAMS

Project
Shorts Gardens

Drawing Title
Proposed Upper Basement Plan

Drawn TK	Checked WK	Approved PR
Date 05/04/2017	Scale @ A1 (@A3) 1:100 (1:200)	Status Planning
Project No. 498	Drawing No. PL_038	Revision 00

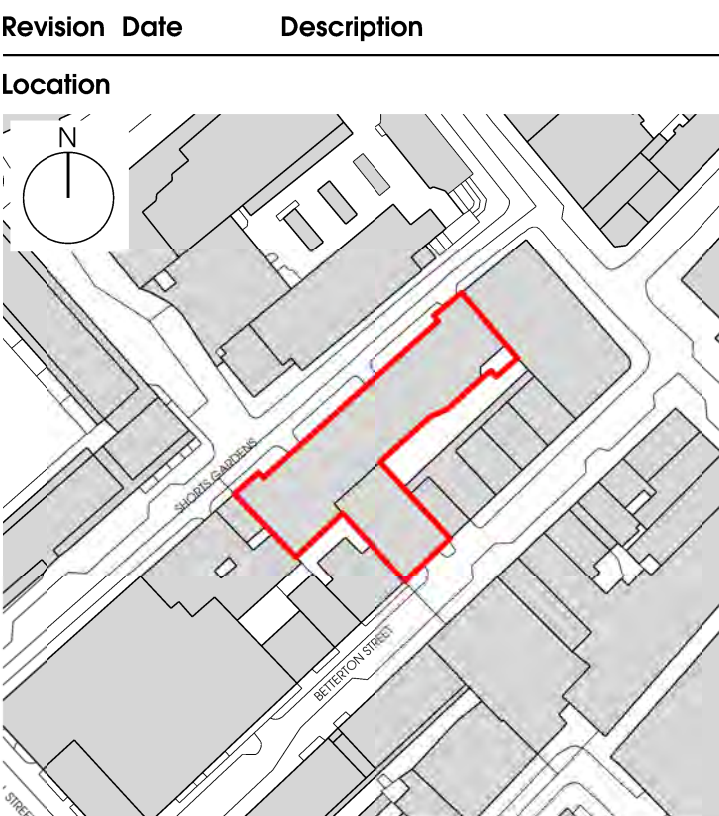


Notes
Contractor to check all dimensions on site. Do not scale from this drawing. Stanton Williams to be advised of any variation between the drawings and site conditions.
© Stanton Williams. All rights disclaimed in Chapter IV of the Copyright, Designers and Patents Act 1998 have been asserted.
To be read in conjunction with the specification and all relevant drawings.

- KEY**
1. MAIN ENTRANCE
 2. RESIDENTIAL ENTRANCE/ ESCAPE DOOR
 3. GROUND FLOOR ENTRANCE LOBBY FOR OFFICES
 4. BASEMENT ENTRANCE LOBBY
 5. OPEN STAIRS
 6. GOODS LIFT
 7. REFUSE AND RECYCLING FOR A3/ B1/ D1/ D2 SPACE
 8. ESCAPE STAIRS
 9. BIKE STORAGE FOR RESIDENTIAL C3
 10. SMOKE VENTS
 11. LOBBY
 12. WC's
 13. SHOWER
 14. B1/ D1/ D2 USE
 15. A1/ D1 USE
 16. PROPOSED LOADING BAY
 17. BASEMENT VENTILATION RISER
 18. OFFICE RISER
 19. BASEMENT MULTI- SURVICE RISER
 20. RESIDENTIAL RISER
 21. REFUSE AND RECYCLING FOR RESIDENTIAL C3 USE
 22. REFUSE COMPACTOR
 23. SUBSTATION

FLEXIBLE USE
B1, D1, D2
Proposed GEA Shorts Gardens: 588 sqm
Proposed GIA Shorts Gardens: 537 sqm

A1, D1
Proposed GEA Betterton Street: 186 sqm
Proposed GIA Betterton Street: 153 sqm



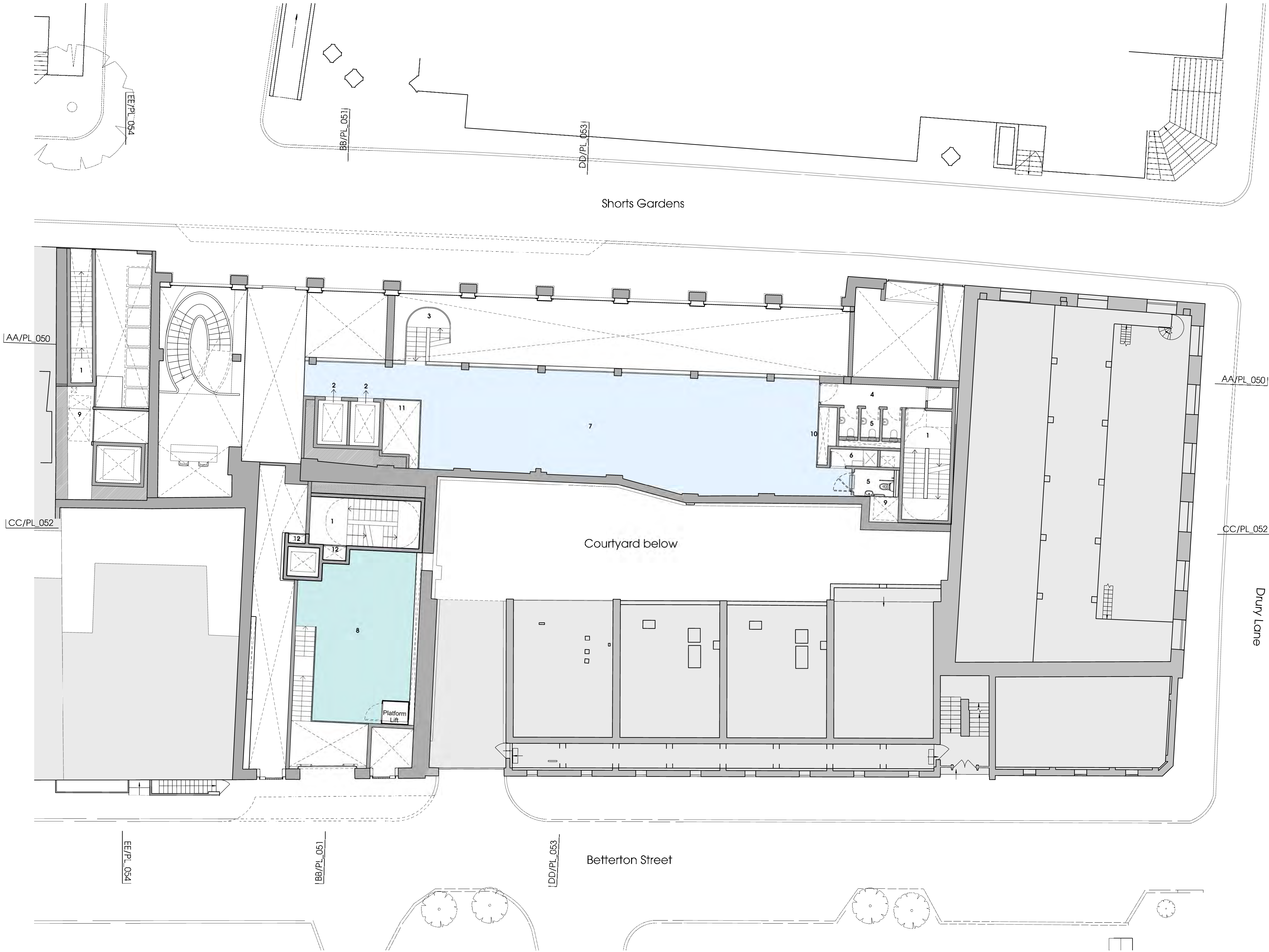
Stanton Williams
36 Graham Street
London N1 9GJ
Phone +44 (0)20 7880 6400
Email info@stantonwilliams.com
www.stantonwilliams.com

**STANTON
WILLIAMS**

Project
Shorts Gardens

Drawing Title
Proposed Ground Floor Plan

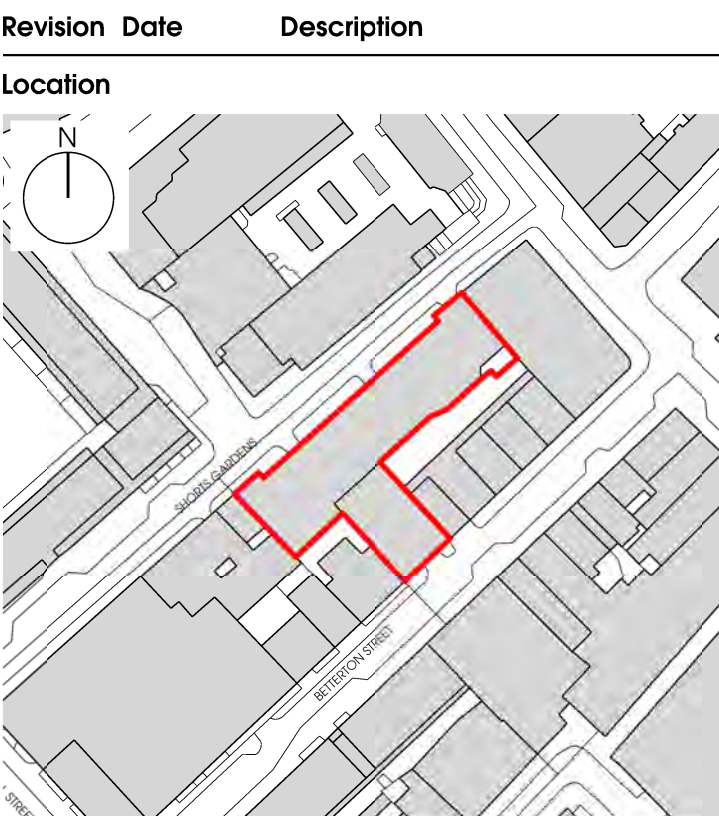
Drawn TK	Checked WK	Approved PR
Date 05/04/2017	Scale @ A1 (@A3) 1:100 (1:200)	Status Planning
Project No. 498	Drawing No. PL_039	Revision 00



Notes
Contractor to check all dimensions on site. Do not scale from this drawing. Stanton Williams to be advised of any variation between the drawings and site conditions.
© Stanton Williams.
All rights reserved in Chapter IV of the Copyright, Designers and Patents Act 1988 have been asserted.
To be read in conjunction with the specification and all relevant drawings.

- KEY.**
- 1. ESCAPE STAIRS
 - 2. LIFT
 - 3. OPEN STAIRS
 - 4. LOBBY
 - 5. WC'S
 - 6. SHOWER
 - 7. B1/ D1/ D2 USE
 - 8. A1/ D1 USE
 - 9. BASEMENT GENERAL VENTILATION RISER
 - 10. OFFICE RISER
 - 11. BASEMENT MULTI- SERVICE RISER
 - 12. RESIDENTIAL RISER

- FLEXIBLE USE**
B1, D1, D2
Proposed GEA Shorts Gardens: 298 sqm
Proposed GIA Shorts Gardens: 243 sqm
- A1, D1**
Proposed GEA Betterton Street: 89 sqm
Proposed GIA Betterton Street: 58 sqm



Stanton Williams
36 Graham Street
London N1 9GJ
Phone +44 (0)20 7880 6400
Email info@stantonwilliams.com
www.stantonwilliams.com

**STANTON
WILLIAMS**

Project
Shorts Gardens

Drawing Title
Proposed Ground Floor Mezzanine Plan

Drawn TK	Checked WK	Approved PR
Date 05/04/2017	Scale @ A1 (@A3) 1:100 (1:200)	Status Planning
Project No. 498	Drawing No. PL_040	Revision 00

C. Proposed Highways Arrangement

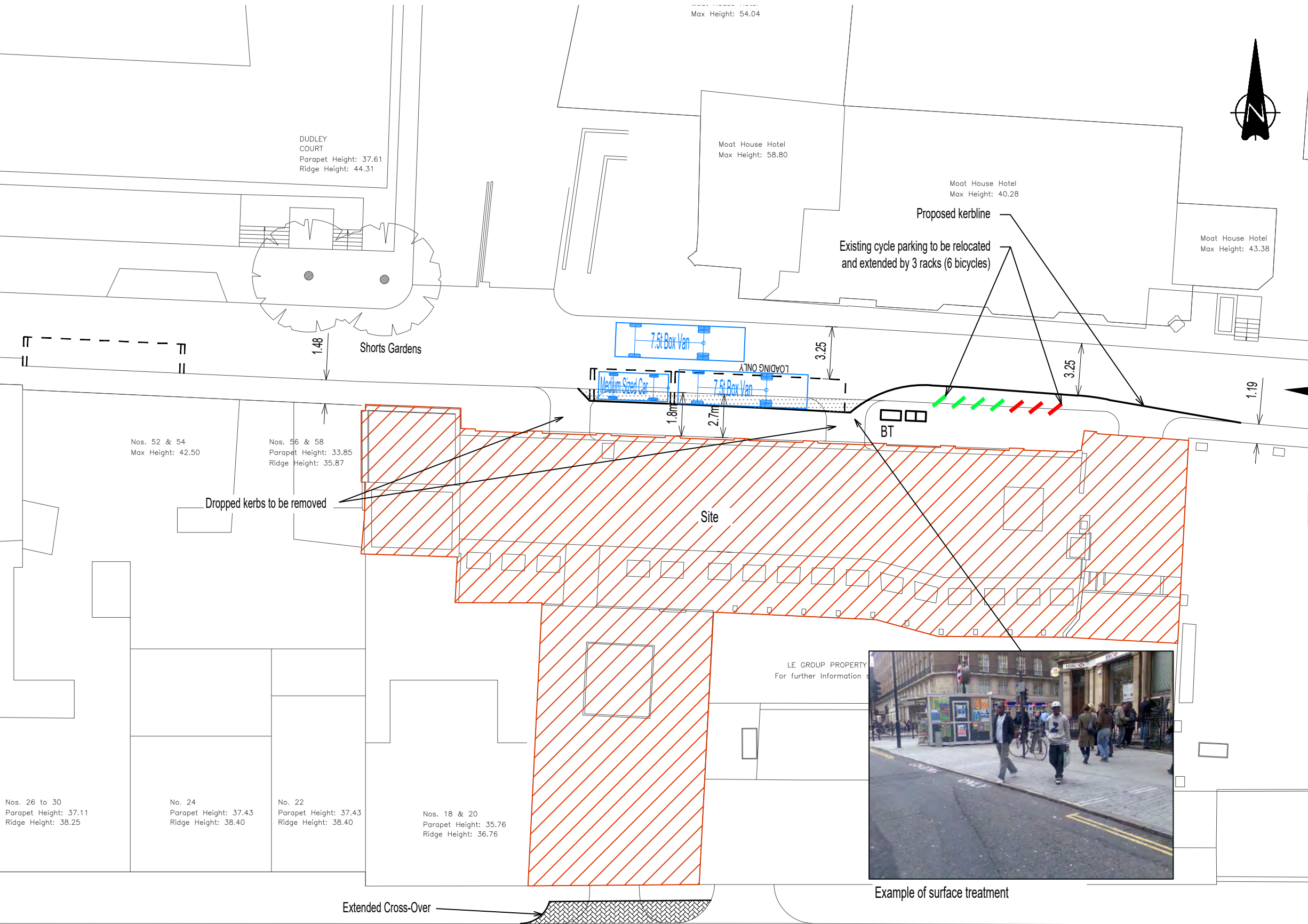
Appendices

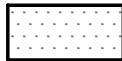
Service Management Strategy

Project Number: WIE10452

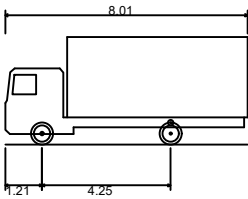
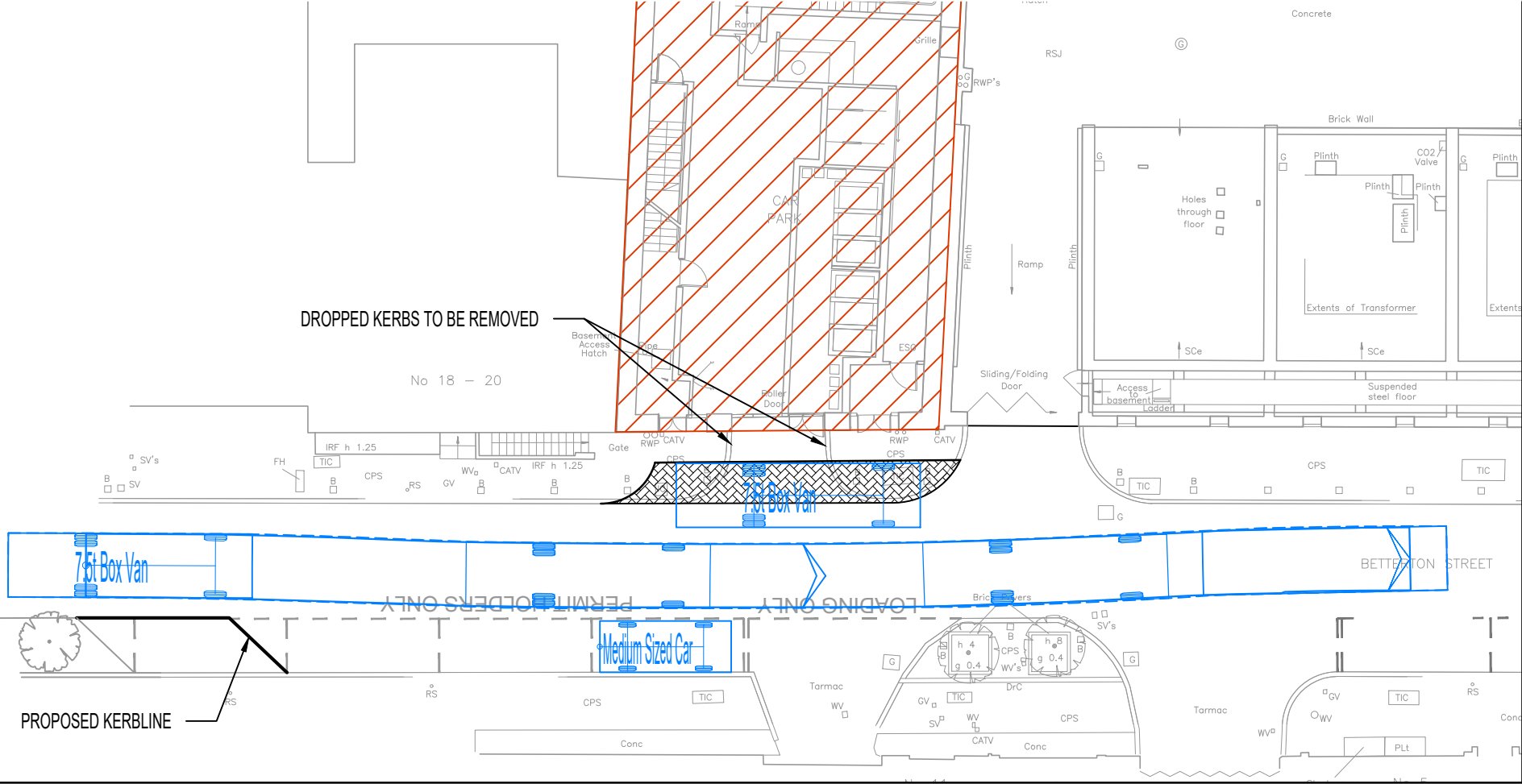
Document Reference: WIE10452-100-R-4-2-3-SMP

Based upon the Ordnance Survey's 1:1250 Map of **2017** with permission of the controller of Her Majesty's Stationery Office, Crown copyright reserved. Waterman Infrastructure & Environment , Regent House, Hubert Road, Brentwood, Essex, CM14 4JE. License No: AL 100010602.

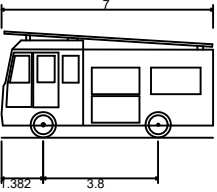
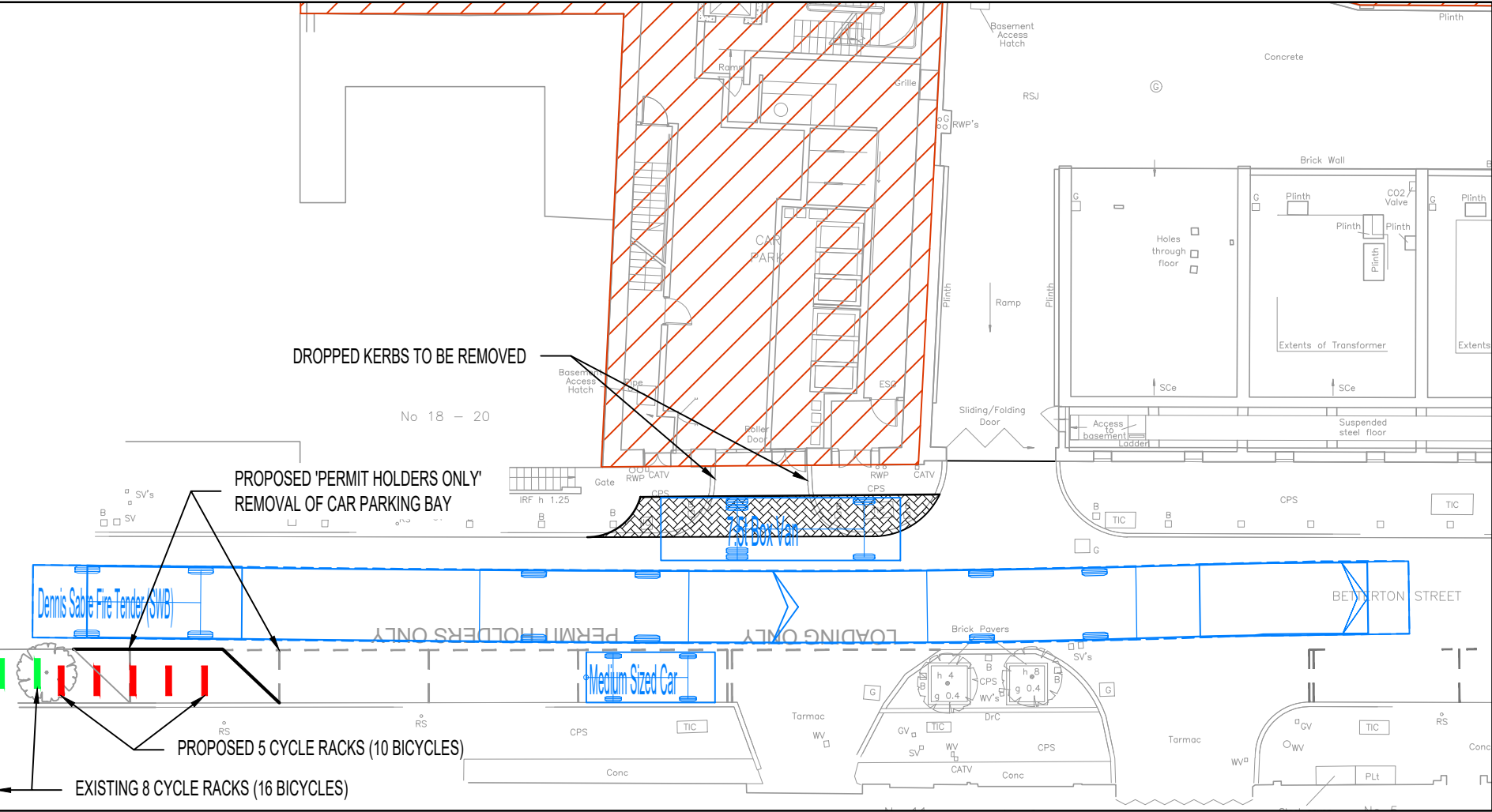


Key:			
		Site location	
		Setts on Footway to Delineate Loading/Parking Bays	
		Existing Cycle Rack (4 in total)	
		Proposed Cycle Rack (3 in total)	
A02	04.04.17	PROJECT TITLE AMENDED, PROPOSALS ADDED	AJ
A01	10.03.17	FIRST ISSUE	AJ
Rev	Date	Description	By
Amendments			
Project			
60-70 Shorts Gdns & 14-16 Betterton St			
Title			
PROPOSED PARKING BAY AND PARKING ARRANGEMENTS			
Client			
Span Group			
			
Regent House Hubert Road Brentwood Essex CM14 4JE			
t 01277 238 100			
mail@watermangroup.com www.watermangroup.com			
Drawing Status			
PRELIMINARY			
Designed by		Checked by	
Drawn by		Date	
Scales @ A3		Project No	
work to figured dimensions only		WIE10452	
Publisher		Computer File No	
Zone		WIE-10452-SA-95-0007-A02.dwg	
Category		Number	
Revision		0007	
WIE		SA	
85		A02	

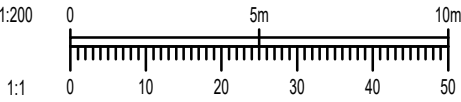
Based upon the Ordnance Survey's 1:1250 Map of **2017** with permission of the controller of Her Majesty's Stationery Office, Crown copyright reserved. Waterman Infrastructure & Environment , Regent House, Hubert Road, Brentwood, Essex, CM14 4JE. License No: AL 100010602.



7.5t Box Van:
Overall Length 8.010m
Overall Width 2.100m
Overall Body Height 3.556m



Dennis Sabre Fire Tender (SWB):
Overall Length 7.000m
Overall Width 2.430m
Overall Body Height 3.512m



- Key:
- Site location
 - Proposed Cycle Rack (5 in total)

Rev	Date	Description	By
A3	04.04.17	PROJECT TITLE AMENDED, PROPOSED BICYCLE RACKS ADDED	AJJ
A02	04.04.17	PROJECT TITLE AMENDED	AJJ
A01	10.03.17	FIRST ISSUE	AJ

Amendments	
Project	60-70 Shorts Gdns & 14-16 Betterton St
Title	PROPOSED SWEEP PATH ANALYSIS 7.5TN BOX, FIRE TENDER BETTERTON STREET AND PARKING ARRANGEMENTS
Client	Span Group



Regent House Hubert Road Brentwood Essex CM14 4JE
1 01277 238 100
mail@watermangroup.com www.watermangroup.com

Drawing Status				
Designed by		Checked by		Project No
Drawn by		Date		WIE10452
Scales @ A3		1:200		Computer File No
work to figured dimensions only				WIE-10452-SA-95-0008-A03.dwg
Publisher	Zone	Category	Number	Revision
WIE	SA	95	0008	A03

UK and Ireland Office Locations

