





BARACK HOLDINGS LIMITED

323 GRAYS INN ROAD, KINGS CROSS

DELIVERY AND SERVICING PLAN

OCTOBER 2017











323 Grays Inn Road, Kings Cross Delivery and Servicing Plan

Project No: J323366



transport planning

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Document Status: Live

Issue Number: 1

Date: 17 October 2017

File Reference: 171017 j323366 dsp v1.2.docx

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Appendix A Architect's Site Layout Plan

1 Introduction

1.1 Background

- 1.1.1 This Delivery and Servicing Plan (DSP) is prepared by Mode Transport Planning on behalf of Barack Holdings Limited, a KFC franchisee, to outline the servicing strategy for 323 Grays Inn Road, Kings Cross, London. This report is prepared in conjunction with KFC's logistics provider, Bidvest Logistics and Biffa as waste collection provider.
- 1.1.2 The site is currently subject to a planning application for a change of lawful use from A3 restaurant use, to A5 hot-food takeaway under planning application reference 2017/4237/P.
- 1.1.3 The gross internal area of the unit is 75 square metres across a ground and basement floor. The layout of the unit and access arrangements are shown on the Architect's layout plan included at **Appendix A**.
- 1.1.4 The purpose of this DSP is to ensure that delivery/servicing activity associated with the KFC takeaway can take place in a safe, efficient and sustainable manner. It has been developed in accordance with the policies set out within:
 - 'Delivery and Servicing Plans: Making Freight Work for You' produced by Transport for London, 2010;
 - 'Quiet Deliveries Good Practice Guidance Key Principles and Processes for Retailers' produced by the Department for Transport in April 2014;
 - The London Plan, 2016; and
 - London Borough of Camden Local Plan, 2017.
- 1.1.5 The remainder of the report is structured under the following chapter headings:
 - Chapter 2 Local Situation;
 - Chapter 3 Bidvest Logistics Servicing Arrangements;
 - Chapter 4 Biffa Waste Collection Servicing Arrangements;
 - Chapter 5 Policy and Good Practice Overview;
 - Chapter 6 Monitoring and Review; and
 - Chapter 7 Summary
- 1.1.6 This DSP is applicable to all delivery vehicles servicing the KFC takeaway. Compliance and implementation of the DSP will be monitored and reviewed by Barack Holdings Limited in conjunction with Bidvest Logistics and Biffa for waste collection.



1.1.7 The KFC takeaway operation is managed by a dedicated operational team within KFC who oversee the logistical requirements of each store (in conjunction with the franchisees) on a rolling weekly basis to reflect the Bidvest Logistics intelligent servicing strategy and also to ensure that waste is collected in a timely manner without conflict between the respective servicing providers.

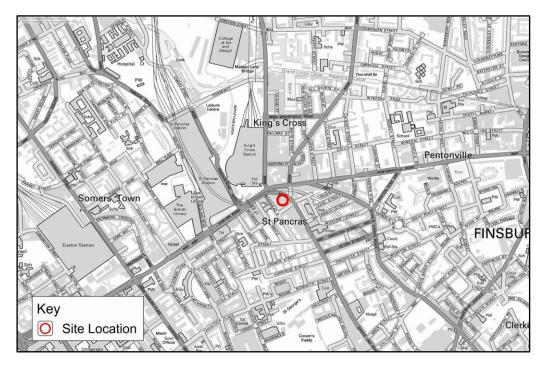


2 Local Situation

2.1 Site Location

2.1.1 The site is located at 323 Grays Inn Road in Central London between Kings Cross and St Pancras within the London Borough of Camden. The site location in context of the local area is shown below in **Figure 2.1**.

Figure 2.1 Site Location Plan



- 2.1.2 Pedestrian access to the existing unit is provided from the Grays Inn Road frontage, a primarily retail frontage in close proximity to Kings Cross and St Pancras railway station. Grays Inn Road forms part of Transport for London's red route infrastructure, the red route begins as Grays Inn Road becomes the A501, previously the A5200 to the south.
- 2.1.3 Grays Inn Road is a three-lane one-way carriageway. The southern lane of the carriageway, where the unit fronts onto, is a dedicated bus lane. The bus lane time restrictions are Monday Friday 07:00-10:00 & 16:00-19:00, with no restrictions on weekends. Signalised pelican crossings can be found outside the site frontage along Grays Inn Road and additionally across King's Cross Bridge.
- 2.1.4 Along the east side of Grays Inn Road, a loading bay is located opposite the site, with red route restrictions of servicing only between Monday Saturday 10:00-16:00 for a maximum of 20 minutes.



- 2.1.5 There are signalised junctions to both the north-west and south-east of the site along Grays Inn Road, linking to Euston Road and York Way. Grays Inn Road and Euston Road forms part of the A501, the A501 forming part of London's Inner ring road.
- 2.1.6 The A501 routes to the west of London and connects with the A40, just to the south of Marylebone railway station. The A40 continues to run west out of London to the north of Heathrow where it connects to Junction 1 of the M40.
- 2.1.7 The residential roads of St Chad's Street and Birkenhead Street provide a route around the back of the unit. St Chad's Street runs southwest to northeast to the south of the site and Birkenhead Street runs northwest to southeast to the west of the site. There is no right of access to the back of the site associated with the unit's ownership.

2.2 Future Servicing Arrangements

2.2.1 There are two servicing options for the unit based on the local road layout and restrictions in place.

On-street Along St Chad's Street

- 2.2.2 St Chad's Street offers an opportunity for on-street servicing, subject to a weight restriction of 18 tonnes being in place to prevent out of hours servicing between the hours of:
 - Monday Friday: 00:00 07:00 & 21:00 00:00;
 - Saturday: 00:00 07:00 & 13:00 00:00; and
 - Sunday: No servicing.
- 2.2.3 On-street servicing can occur along single yellow lines along St Chad's Street approximately 45 metres from the junction with Grays Inn Road. The Controlled Parking Zone (CPZ) restrictions are within Monday Friday 08:30-18:30 and Saturday 08:30-13:30. Servicing can be undertaken for a maximum of 40 minutes within the CPZ restrictions, out of the CPZ restriction period servicing can be undertaken for an uncapped time.

Grays Inn Road Loading Bay

2.2.4 There is a dedicated loading bay provided on Grays Inn Road, on the northern side of the carriageway. The loading bay permits vehicles to undertake loading activities for up to 20 minutes at a time.



- 2.2.5 The use of this loading bay would require goods to be crossed over Grays Inn Road, which would be undertaken at the signalised crossings approximately 20 metres to the east of the loading bay.
- 2.2.6 The takeaway will be serviced by rigid vehicles of up to 12 metres length and will follow the principles set out within this DSP in terms of managing their servicing and types of vehicle and frequency of servicing vehicles.

2.3 Restaurant Specifications

- 2.3.1 The KFC takeaway will have a 75-square metre gross internal floor area and will comprise of the following elements:
 - Customer access will continue to be provided from the Grays Inn Road frontage; and
 - Servicing access will be taken from the frontage of the unit, with the bin store and internal servicing area found within the takeaway unit.

2.4 Bin Store Location

- 2.4.1 The future bin store for the site will be accommodated within the internal storage of the site, there will be the provision of a bin bag storage room on the basement floor. The general waste collection by Biffa will occur frequently and would be included as part of the Biffa waste collection strategy in this area and is not expected to require an additional vehicular trip.
- 2.4.2 Recyclable material will also be stored within the bin store location and will be removed by Bidvest as part of a reverse logistics strategy by KFC to minimise the number of servicing trips to all of its restaurants.



3 Bidvest Logistics Servicing Management

3.1 Logistics Overview

- 3.1.1 Deliveries to the new takeaway will be undertaken by KFC's supplier, Bidvest Logistics, who are the sole distributor for all food and non-food items (excluding kitchen equipment) for KFC in the UK.
- 3.1.2 Bidvest Logistics utilise a fleet of 350+ multi-temperature vehicles to complete deliveries to KFC restaurants, allowing all of the frozen, ambient and chilled products to be delivered in a single visit within the same vehicle.
- 3.1.3 All product items are picked and delivered to KFC restaurants on UK standard CHEP pallets. It is the responsibility of the Bidvest Logistics delivery driver to safely deliver all products into the KFC restaurant.
- 3.1.4 The delivery vehicle can be parked for up to one hour whilst completing a delivery, though this depends on the size of the delivery and access requirements. If the Grays Inn Road loading bay is being utilised, this will restrict the loading time to 20 minutes.
- 3.1.5 On completion of the delivery, Bidvest will take away all used pallets and shrink wrap from the site. In addition, they will collect any empty delivery trays which are then returned to the appropriate suppliers.
- 3.1.6 KFC restaurants receive their Bidvest delivery on a caged pallet that is then left on site for the to fill with waste cardboard. The full cages are then collected by Bidvest Logistics the next time they complete a delivery to site, at which point they will leave a new cage for the store to fill. This ensures that product delivery and waste collection are being completed by the same vehicle, reducing the requirement for multiple trips.

3.2 Bidvest Logistics Route Management

- 3.2.1 To efficiently plan their delivery routes, Bidvest Logistics use a market leading planning tool (Paragon) to manage the individual requirements of each delivery destination and thus produce the most efficient and effective routes to meet these requirements.
- 3.2.2 Within each restaurant's stipulated 7.5-hour window, the Paragon tool will allocate a 1 hour delivery slot within which they will complete the delivery. Each store is pre-notified of their allocated 1 hour delivery slots 2 weeks in advance of the delivery date. In certain circumstances there may be the requirement to make last minute changes to these delivery slots, any such changes would be communicated at a minimum of 24 hours' notice, however these instances are rare.



3.2.3 On the day of delivery, Bidvest Logistics use the GPS technology within their vehicles to track all deliveries. Restaurants are kept regularly updated on the progress of the vehicle and its estimated time of arrival.

3.3 Servicing Arrangements

- 3.3.1 Approximately three deliveries will be made per week as is common with existing KFC restaurants. To reduce the impact on the highway network Bidvest Logistics currently undertake several projects in association with KFC contracts including dynamic cage ordering and 'reverse logistics' using the delivery vehicles to remove waste products such as cardboard.
- 3.3.2 Deliveries are typically completed using up to a 12-metre rigid vehicle.



4 Waste Management

4.1 Refuse Collection

- 4.1.1 Refuse and recycling storage is provided by contract with Biffa, who will service the site, from a dedicated internal bin store location.
- 4.1.2 Biffa utilise a 10-metre trade waste collection vehicle to service the bins. The waste collection would occur at any point within the delivery and servicing window agreed with KFC and Biffa. Typically, such collections occur during the working day and outside of peak trading or highway network peak hours.
- 4.1.3 The frequency of waste collections is typically 3 to 4 collections per week, depending on peak trading periods.
- 4.1.4 The KFC operational team will inform the takeaway team on a rolling weekly basis when the Biffa waste collection will occur based on operational data for the restaurant.
- 4.1.5 The operational team at KFC are in constant dialogue with both Bidvest Logistics and Biffa and are therefore able to mitigate any conflicts associated with multiple vehicle arrivals through early detection in the takeaway planning process.

4.2 Oil Management

- 4.2.1 Within the restaurant, there is a requirement to collect and store oil/fat/grease particles in an oil management tank provided in the bin store onsite. Typically, oil is collected 3 times per year by a specialist waste collector for recycling into biofuels. The oil would be transferred in specific containers.
- 4.2.2 The oil management is organised by the KFC operational team who will coordinate collections around the Bidvest Logistics and Biffa servicing requirements and would notify the restaurant management of planned collections.



5 **Policy and Good Practice Guidance**

5.1 National Policy

- 5.1.1 The National Planning Policy Framework (NPPF) sets out the Government's planning policies for England and how these are expected to be applied.
- 5.1.2 The NPPF presumes in favour of sustainable development and is a material consideration in planning decisions. Twelve core land-use planning principles are put forward to underpin both plan-making and decision-taking, one of which is to *"actively manage patterns of growth to make the fullest possible use of public transport, walking and cycling, and focus significant development in locations which are or can be made sustainable."*
- 5.1.3 Paragraph 35 of the NPPF states that plans should be designed to "*accommodate the efficient delivery of goods and supplies*".

5.2 Regional Policy

- 5.2.1 The London Plan; The Spatial Development Strategy for London Consolidated with Alterations since 2011' was adopted by the Mayor of London in March 2016. It sets out an integrated economic, environmental, transport and social framework for the development of London over the next 20-25 years.
- 5.2.2 Policy 6.14 of the current London Plan specifically relates to freight. In regard to development proposals, it stipulates that:
 - "locate developments that generate high numbers of freight movements close to major transport routes;
 - promote the uptake of the Freight Operators Recognition Scheme, construction logistics plans and delivery and servicing plans. These should be secured in line with the London Freight Plan and should be co-ordinated with travel plans and the development of approaches to consolidate freight; and
 - increase the use of the Blue Ribbon network for freight transport."

5.3 Local Policy

- 5.3.1 The Camden Local Plan, adopted in June 2017, provides planning policy for the borough through to 2031. The following policies are relevant to the DSP:
- 5.3.2 Policy T4 Sustainable movement of goods and materials states that:



"The Council will promote the sustainable movement of goods and materials and seek to minimise the movement of goods and materials by road. We will:

- encourage the movement of goods and materials by canal, rail and bicycle where possible;
- protect existing facilities for waterborne and rail freight traffic and;
- promote the provision and use of freight consolidation facilities.

Developments of over 2,500 sqm likely to generate significant movement of goods or materials by road (both during construction and operation) will be expected to:

- minimise the impact of freight movement via road by prioritising use of the Transport for London Road Network or other major roads;
- accommodate goods vehicles on site; and
- provide Construction Management Plans, Delivery and Servicing Management Plans and Transport Assessments where appropriate."

5.4 Good Practice Guidelines

Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Retailers (DfT, April 2014)

- 5.4.1 The Quiet Deliveries good practice guide covers the key problems for retailers, freight operators, local authorities and community stakeholders, reducing congestion and delays that affect freight and retail business, as well as local communities, particularly residents. This guidance is based on lessons learnt from Quiet Deliveries trials held by DfT, Freight Transport Association (FTA) and Noise Abatement Society (NAS) in 2010-11 and from the experience during the London 2012 Games.
- 5.4.2 The core principle of the DfT document on quiet deliveries is:

"about enabling businesses and organisations to make and receive deliveries outside the main working day. The flexibility will generate multiple benefits for all affected parties, such as reduced congestion, lower emissions and business efficiency."

5.4.3 Through pilot schemes and case studies it was found that:

"If delivery times are extended into the evenings/night-time periods in a wellmanaged manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities."



5.5 Summary

5.5.1 This DSP for the proposed KFC takeaway at 323 Grays Inn Road, Kings Cross accords with the relevant national, regional and local level transport policy and good practice guidance. The DSP will ensure that deliveries are managed to minimise impacts on the local road network. Furthermore, servicing and delivery activity will be managed in such a way as to ensure it operates efficiently and minimises any adverse impacts.



6 Monitoring and Review

6.1 Monitoring

- 6.1.1 The appointed member of staff will be responsible for the ongoing monitoring of the DSP.
- 6.1.2 The monitoring process will generate information by which the success of the DSP can be evaluated. The monitoring process will enable the DSP to be modified as appropriate to respond to any issues as they arise.
- 6.1.3 A record will be kept of any incidences, comments or feedback from staff or delivery drivers.

6.2 Review

6.2.1 Barack Holdings Limited in conjunction with KFU UKI, Bidvest Logistics and Biffa, will undertake an annual review of this DSP and will make any necessary changes or alterations as a result of this review. Stakeholders will be consulted where appropriate.

7 Summary

7.1 Overview

- 7.1.1 This Delivery and Servicing Plan (DSP) is prepared by Mode Transport Planning on behalf of Barack Holdings Limited for the development of a KFC and their logistics partner Bidvest Logistics and waste collection provider Biffa, to outline the servicing strategy for a KFC takeaway at 323 Grays Inn Road, Kings Cross.
- 7.1.2 All KFC servicing requirements are undertaken by Bidvest Logistics, and waste management is undertaken by Biffa with occasional oil management servicing undertaken (circa 3 times per year) by a specialist management company.
- 7.1.3 The DSP has been drafted in accordance with policy and good practice guidance in relation to the movement of freight. It will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner.
- 7.1.4 Through the KFC operational team who are responsible for the servicing of all of the KFC restaurants across the country, the requirements of Bidvest Logistics, Biffa waste collection and oil management are all scheduled and managed on a rolling weekly basis and the takeaway team are informed in advance of servicing schedules.
- 7.1.5 The measures set out within this DSP will ensure the successful and efficient operation of servicing/delivery activity on a day to day basis, reducing the impact of servicing movements on the road network.
- 7.1.6 The DSP will be monitored on a regular basis by staff. An annual review will be undertaken with relevant stakeholders.

7.2 Conclusion

7.2.1 This DSP forms the basis of delivery and servicing activity proposed to be undertaken at the site and follows best practice at other KFC sites. The DSP will be implemented by Barack Holdings Limited, KFC UKI and operated in conjunction with Bidvest Logistics and Biffa, or any future logistics and waste provider.



Appendix A Architect's Site Layout Plan

EQUIPMENT SCHEDULE

	EQUIPMEN	130	
1.	VEG CHILLER.	41.	UPRIGHT FRIDGE.
2.	KREAM BALL MACHINE.	42.	
3.		43.	
3a.	SELF SERVICE KIOSK.	44.	
3b.	HANDHELD TERMINAL.		FLOOR STANDING PATCH CABINET.
4.	POST MIX 6 HEAD DISPENSE.	45.	
4a.	POST MIX 8 HEAD DISPENSE.	46.	FRIDGE UNIT UNDER.
5.	COFFEE MACHINE.	47.	
5a.	COFFEE MACHINE SLIMLINE.	48.	SAFE.
6.	HCS5.	49.	LANDING TABLE.
6a.	HCS5 BASE.	50.	2 DRAWER FILING CABINET.
7.	BUN CHUTE.	51.	
7a.	2 TIER TRANSFER BIN	52.	
7b.	3 TIER TRANSFER BIN	53.	
70. 7c.	BUCKET CHUTE	54.	
8.	CHIP DUMP / PASS THRU.	55.	KITCHEN BIN.
9.		56.	FIRE ALARM INDICATOR PANEL.
10.	MICROWAVE.	57.	
	MICROWAVE TABLE.	58.	
11.	CHIP FREEZER.	59.	
	LARGE CHIP FREEZER.		DUKE HSHU HOT HOLD TO HCW- 2x2 HIGH.
12.	4 HEAD HENNY PENNY.	60.	STAR GRILL.
12a.	6 HEAD COLECTROMATIC.	61.	WATER MAIN.
13.	8 HEAD HENNY PENNY.	62.	WATER CYLINDER / BOILER LOCATION.
14.	14" FRYER (EVOLUTION ELITE).	63.	INTRUDER ALARM PANEL.
	14" DOUBLE FRYER (EVOLUTION ELITE).	64.	
	14" TRIPLE FRYER (EVOLUTION ELITE).	65.	KEY BOX.
	· · ·	66.	THAW CABINET.
	14" FRYER (PITCO).		
	14" DOUBLE FRYER (PITCO).	67.	MOP STORAGE.
	14" DOUBLE FRYER (PITCO).	68.	
14f.	18" FRYER.	69.	
15.	COUNTER.	70.	COLD FOOD TABLE.
16.	HC900.	71.	TWISTER DRAWER.
16a.	HC900 - FLAPS IN PLACE OF DOOR.	72.	STAR GRILL TABLE.
17.	BUN TOASTER.	73.	
18.	WHB.	74.	HCW5.
19.	BURGER STATION.	75.	
20.	SINGLE BREADING TABLE.	76.	
			HCS5 COLD DRAWER 1100x700mm.
	LINEAR DOUBLE BREADING TABLE.		
	BACK TO BACK DOUBLE BREADING TABLE.		RATIONALE OVEN.
	SLIMLINE BREADING TABLE.		RAZZLE MACHINE.
	NEXT GEN BREADING TABLE.		PUMP AND TOPPING MACHINE.
21.	UPRIGHT FREEZER.	78c.	
22.	S/S TABLING/BENCH.	78d.	TABLE TOP CARPIAGANI.
22a.	MOBILE CHICKEN PACKING TABLE.	78e.	BLENDERS & TOPPINGS TABLE.
23.	HC903.	79a.	EPCS PANEL.
24.	HCW3.	79b.	EPCS MONITOR.
	HCW3 BASE.	80.	
25.	LABEL PRINTER	81.	
26.	HOT DRAWERS.	82.	
		83.	
27.	HEADSET BASE LOCATION.	83. 84.	
28.	BOTTLE STORAGE.		
29.	FREEZER ROOM		COMBINED GREASE TRAP MOP SINK.
30.	COLD ROOM.	85.	
31.	ICE MACHINE.	86.	
32.	3 BOWL SINK - 2550x750.	87.	
32a.	SINGLE BOWL SINK.	88.	BIFFA BIN.
	3 BOWL SINK - 1650x950.	89.	LEARNING ZONE.
33.	S/S SHELVING.	90.	
34.	CHEMICAL CUPBOARD.	91.	
34.	COLD DRAWERS.	92.	FTU5.
		92. 93.	
36.	POST MIX SYRUPS.		
37.	EXTRACT HOODS.	94.	
38.	MOP SINK.	95.	
39.	ELECTRIC SWITCHGEAR.	96.	MANITOWOC ES2 OVEN.
40.	BAIN MARIE.		

Sketch plan based on PDF and is for discussion only, confirmation required of bin and oil storage, plant area, and extract duct route. Full structural report required.

800 high balustrade to stair edge set on 300mm high dwarf wall

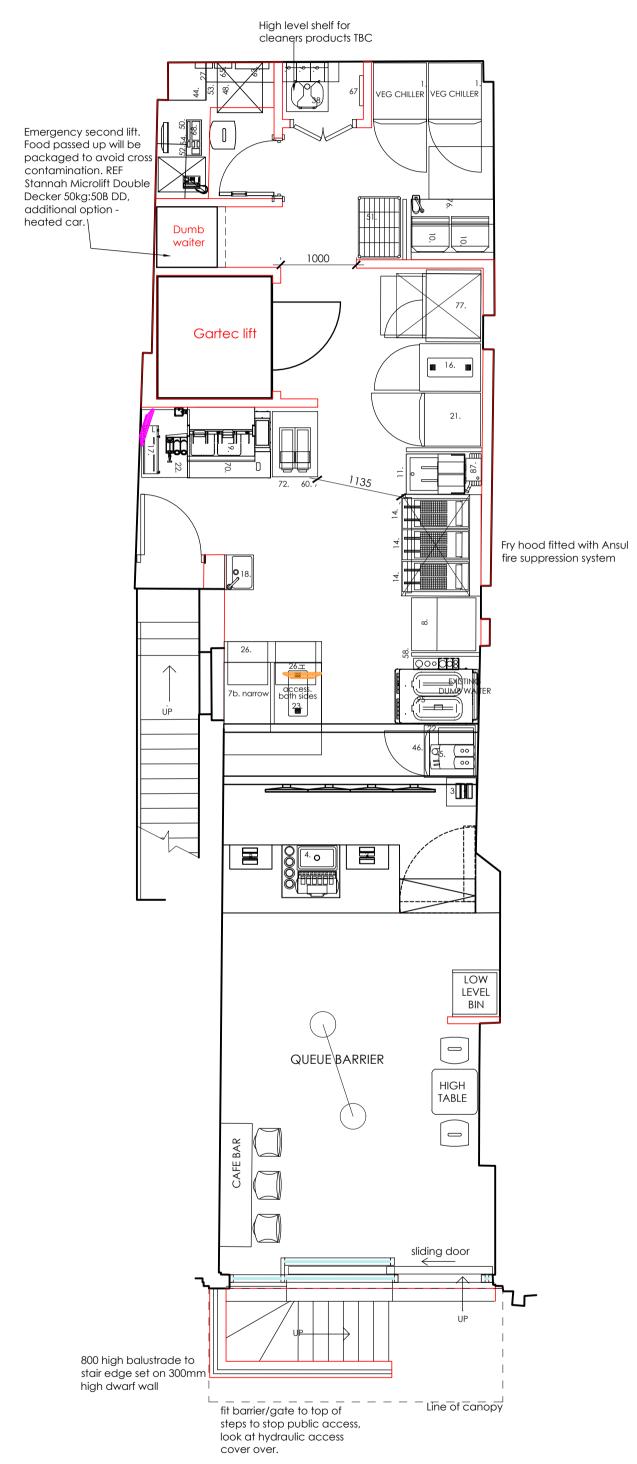
Emergency second lift. Food passed up will be

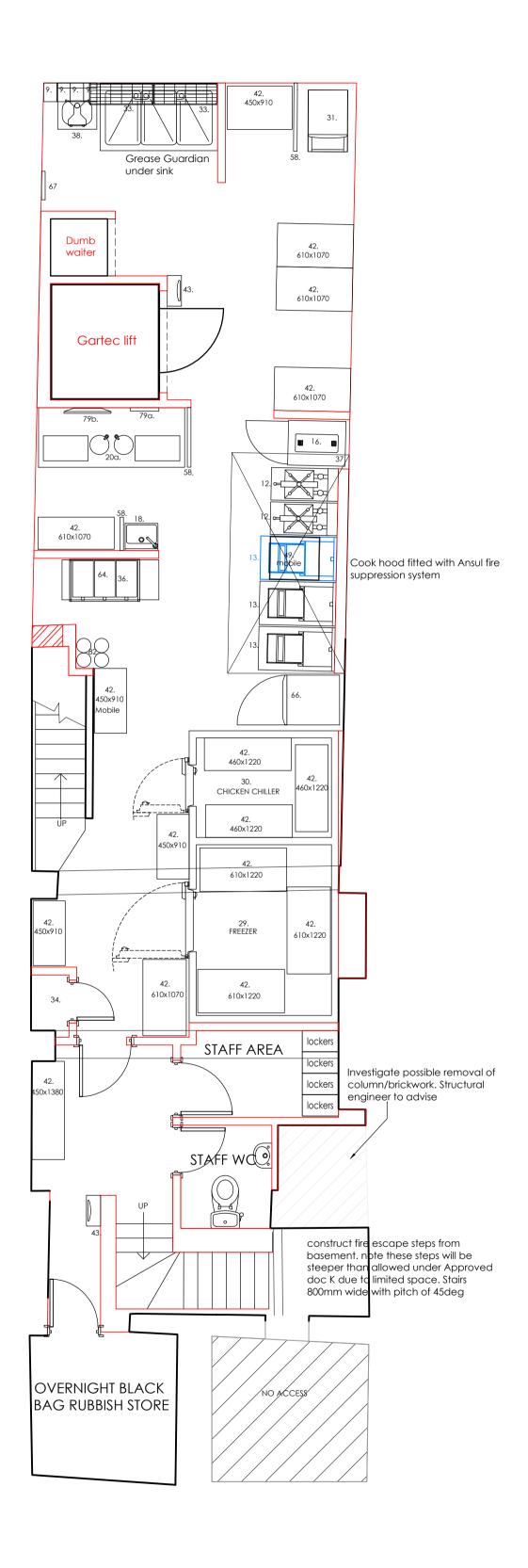
Decker 50kg:50B DD, additional option -

heated car.

packaged to avoid cross

scale - 1:50 @ A1





sketch ground floor plan

sketch basement

scale - 1:50 @ A1

ALL DIMENSIONS TO BE CHECKED ON SITE. DO NOT SCALE FROM THIS DRAWING EXCEPT FOR THE PURPOSES OF LOCAL AUTHORITY PLANNING				
A19.09.17Basement extended, general rev IEB20.09.17Kitchen rev, FOH rev IE				
rev date description				
Design Studio Tel: 01279 758545 Millars Three Fax: 01279 757730 Southmill Road Bishop's Stortford				
Herts. CM23 3DH email: firstname.lastname@honeedwards.co.uk				
EC. KEC				
NEW HIGH STREET				
store address KINGS CROSS				
323 GRAY'S INN ROAD LONDON WC1X 8PX				
drawing title SKETCH PROPOSED LAYOUT				
OPTION 4				
drawn by checked date IE JE AUG 2017				
store no. scale 1:50@A1				
drawing no. revision				
HEA drawing no. revision 2697/SK101 OPT 4 B				

Birmingham \ 0121 794 8390 London \$ 020 7293 0217 Manchester • 0161 974 3208 Oxford \$ 01865 389 440