mode
transport planning

T Bello Group Limited

75 Southampton Row, Holborn, London

Delivery and Servicing Plan

May 2018

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CONTENTS

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1 Introduction

1.1 Overview

1.1.1 This Delivery and Servicing Plan (DSP) is prepared by Mode Transport Planning (mode) on behalf of T Bello Group Limited, a TACO BELL Franchisee, and their logistics partners Quick Service Logistics (QSL) and DHL, to outline the servicing strategy for a proposed TACO BELL takeaway unit at 75 Southampton Row, Holborn, London.

1.1.2 A planning application is being made for a Change of Use of the current ground floor premises (previous use as a restaurant) from Use Class A3 to a hot food takeaway (Use Class A5) along with associated operational development and signage. The floor area of the unit is 121 square metres.

1.1.3 The proposed site fronts onto the A4200 Southampton Row, which provides the main access to the unit, with a bin store area accessible via a private access serving Hamilton House. The general arrangement of the unit is shown on the Architect's layout plan included at Appendix A.

1.1.4 The purpose of this DSP is to ensure that delivery and servicing activity associated with the TACO BELL takeaway can take place in a safe, efficient and sustainable manner. It has been developed in accordance with policies set out within:

- Delivery and Servicing Plans: Making Freight Work for You' produced by Transport for London;
- 'Quiet Deliveries Good Practice Guidance - Key Principles and Processes for Retailers' produced by the Department for Transport in April 2014;
- The London Plan (current and new plan documents); and
- The London Borough of Camden Local Plan.

1.1.5 The remainder of this report is structured under the following chapter headings:

- Chapter 2 - Local Context;
- Chapter 3 - Quick Service 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 TACO BELL takeaway. Compliance and implementation of the DSP will be monitored and reviewed by T Bello Group Limited in conjunction with the TACO BELL operational team, Quick Service Logistics, DHL and Biffa for waste collection.

2 Local Context

2.1 Site Location

2.1.1 The site is located at 75 Southampton Row, Holborn within the London Borough of Camden in central London. Situated to the north-east of the site is Finsbury Park, to the west is Fitzrovia and to the south-west is Soho. The site location is shown below in **Figure 2.1**.

Figure 2.1: Site Location Plan

2.1.2 Southampton Row (A4200) runs from north-west to south-east axis, with the A4200 commences in Mornington Crescent to the north-west where it merges with the A400 Camden High Street. The road continues south-east intersecting with the A501 Euston Road at a signalised junction, then routing past Russell Square and the site frontage to a signalised junction with the A40 gyratory. It links to the A4 (Aldwych) to the south at Temple.

2.1.3 Access for delivery and servicing is taken from Southampton Row, which is located within the London Congestion Charge Zone, and the Emissions Surcharge (T-Charge) Zone, which are in place on Monday to Friday 07:00-18:00 hours.

2.1.4 Southampton Row is a three-lane carriageway along the site frontage, with one lane and a bus lane heading south-east and one lane heading north-west. The bus lane is operational between the hours of Monday to Saturday 07:00 - 10:00 and 16:00 - 19:00 hours.

2.1.5 The site frontage is subject to single yellow line waiting restrictions with kerb blips restricting loading Monday to Friday between the hours of 07:00 – 10:00 and 16:00 – 19:00 hours. This would permit loading activity along the Southampton Row frontage outside of the restricted peak hour periods.

2.2 Future Servicing Arrangements

2.2.1 Servicing for the proposed operation will continue to take place utilising the available kerbside area along Southampton Row adjacent to the unit access. Servicing would take place with vehicles no larger than a 12-metre rigid HGV servicing the site.

2.2.2 Refuse collection is expected to occur on-street, with bins transported from the rear bin store area along the private access road, which serves Hamilton House to the refuse collection vehicle. The waste collection provider would utilize a vehicle that can turn with the off-street area to enable the vehicle to enter and leave the highway network in a forward gear.

2.3 Bin Store Location

2.3.1 The bin store will be located to the rear of the takeaway unit, which is accessed from a private access road that serves other units along the frontage as well as the Hamilton House residential area. The site layout plan including the bin storage locations is shown on the Architect's site layout plan included in Appendix A.

2.3.2 Recyclable material will also be stored within the bin store location and will be removed by DHL as part of a reverse logistics strategy to minimise the number of servicing trips required to the TACO BELL takeaway.

3 Quick Service Logistics (QSL) Servicing

3.1 Logistics Overview

3.1.1 Deliveries to the new takeaway will be undertaken by Quick Service Logistics (QSL) in conjunction with DHL, who are the sole distributor for all food and non-food items (excluding Kitchen Equipment) for TACO BELL in the UK.

3.1.2 Quick Service Logistics utilise a fleet of DHL multi temperature vehicles to complete deliveries to TACO BELL takeaway and restaurants, this allows all of the frozen, ambient and chilled products to be delivered in one visit, using the same vehicle.

3.1.3 All product items are picked and delivered to takeaway and restaurants on UK standard roll cages or dollies. It is the responsibility of the DHL delivery driver to safety driver all products into the takeaway or restaurant behind the first lockable door.

3.1.4 On average the delivery vehicle will be parked for up to 45 minutes whilst completing a delivery, though this depends on the size of the delivery and access requirements.

3.1.5 On completion of the delivery, DHL will take away all used roll cages and dollies from the site. In addition, they will collect any empty delivery trays and any cardboard and plastic recyclable material, which is delivered back to the DHL distribution centre in Rugby, where it is sorted for collection by accredited recycling providers.

3.1.6 All deliveries are signed for utilizing electronic signatures on iPads carried by DHL drivers. This generates a paperless exchange between the servicing provider and the franchisee for the delivery and settlement process.

3.2 Servicing Management

3.2.1 A standard TACO BELL takeaway receives 3 deliveries per week, although this depends on site-specific factors.

3.2.2 QSL can deliver 7-days per week, depending on the local context and any Sunday restrictions in place.

3.2.3 Each takeaway allows QSL/DHL a time frame per day in which to schedule their deliveries. This usually falls somewhere between the hours of 05:00 and 17:00 with delivery blackout restrictions between 12:00 - 14:00 and between 17:00 - 19:00. Any restrictions in the form of Planning Conditions or highway restrictions are also taken into account when identifying the delivery time frame. The delivery window is bespoke and will vary by store dependent on specific requirements. Any variance (for example changes due to Bank Holidays) will be advised 2 weeks in advance.

3.2.4 The iPIMM tool will allocate a 1-hour delivery slot within the identified takeaway delivery time frame within which QSL will complete the delivery. Each store is pre-notified of their allocated 1-hour delivery slots 2 weeks in advance of the delivery date.

3.2.5 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.

3.3 QSL Route Management

3.3.1 To efficiently plan their delivery routes, QSL utilise use a planning tool (iPIMM) to manage the individual requirements of each delivery destination and thus produce the most efficient and effective routes to meet these requirements.

3.3.2 On the day of delivery, QSL use the GPS technology within their vehicles to track all deliveries. Takeaway management teams are kept regularly updated on the progress of the vehicle and its estimated time of arrival.

3.4 Servicing Vehicle

3.4.1 To reduce the impact on the highway network, QSL and DHL currently undertake several projects in association with TACO BELL contracts including dynamic cage ordering and 'reverse logistics' using the delivery vehicles to remove waste products such as cardboard.

3.4.2 DHL will utilise a rigid HGV vehicle; typically, an 11.52 metre vehicle providing up to 30 cages or 21 cages and 6 pallets of 26 tonnes in weight. The dimensions of the DHL vehicle have been appended to this report at Appendix B.

4 Waste Management

4.1 Refuse Collection

4.1.1 Refuse and recycling storage is provided by contract with Biffa, who supply bins bags to the site, which will be stored in the dedicated bin store location.

4.1.2 Biffa typically utilise a 10-metre trade waste collection vehicle to service the bins, although it is expected that Biffa will utilise vehicles currently serving the surrounding area and Hamilton House (if they serve this development). The dimensions of this vehicle are included at Appendix C.

4.1.3 The off-highway waste collections would occur at any point within the delivery and servicing window. Typically, such collections occur during the working day and outside of peak trading or highway network peak hours.

4.1.4 The frequency of waste collections is typically 3 to 4 collections per week depending on peak trading periods.

4.1.5 The operational team at TACO BELL are in dialogue with both Quick Service 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 takeaway, 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 on vehicle no larger than a12-metre rigid HGV.

4.2.2 The oil management is organised by the TACO BELL operational team who will coordinate collections around the Quick Service Logistics and Biffa servicing requirements and would notify the takeaway management of planned collections.

5 Policy and Good Practice Guidance

5.1 National Policy

5.1.1 The National Planning Policy Framework 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

The London Plan

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."

The Draft London Plan 2017

5.2.3 The draft London Plan 2017 has been published for public consultation until March 2018. Whilst not an adopted document, it does provide an indication of the direction of planning policy at the regional level in the future and is a material consideration for planning applications.

5.2.4 Draft Policy T7 considers freight and servicing movements and encourages planning that will include servicing strategies for areas, which would seek to:

- "Reduce freight trips to, from and within these areas;
- Coordinate the provision of infrastructure and facilities to manage freight and servicing at an area-wide level; and
- Seek to reduce emissions from freight, such as trough sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles".

5.2.5 It also states that:

- "Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments."

The London Freight Plan

5.2.6 The London Freight Plan incorporates guidance on DSP's. It states that:

- "Delivery and Servicing Plans (DSPs) will be used to increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions. DSP's aim to reduce delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including consolidation and out-of-hour deliveries."

Local Policy

5.2.7 The London Borough of Camden's Local Plan, which was adopted in July 2017, has a policy relating to the 'Sustainable Movement of Goods and Materials' (Policy T4), which states:

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

5.2.8 Paragraph 10.34 of the accompanying text to Policy T4 states that

- "The roads considered to be most suitable for use by lorries and other heavy goods vehicles are those in the Transport for London Road Network and others designated as Major Roads. Heavy goods vehicles should therefore be routed to minimise the use of district and local roads for the movement of goods, particularly roads which provide primarily for access to residential properties."

5.3 Good Practice Guidance

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

5.3.1 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.

5.3.2 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."

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

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

5.4 Summary

5.4.1 This DSP for the proposed TACO BELL takeaway at 75 Southampton Row, Holborn, London, 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. 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.

6.1.2 A record will be kept of any incidences, comments or feedback from staff or delivery drivers.

6.2 Review

6.2.1 T Bello Group Limited in conjunction with the TACO BELL operational team, Quick Service Logistics, DHL 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 T Bello Group Limited and their logistics partner Quick Service Logistics, DHL and waste collection provider Biffa, to outline the servicing strategy for a proposed TACO BELL takeaway at 75 Southampton Row, Holborn, London.

7.1.2 All TACO BELL servicing requirements are undertaken by Quick Service Logistics and DHL. 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 This 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 TACO BELL operational team who are responsible for the servicing of all of the takeaways across the country, the requirements of Quick Service Logistics, DHL and Biffa are all scheduled and managed on a rolling weekly basis, and the takeaway team are informed in advance of servicing schedules to ensure that the servicing area is safeguarded for use when required.

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 sites in conjunction with Quick Service Logistics, DHL and Biffa.

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APPENDICES

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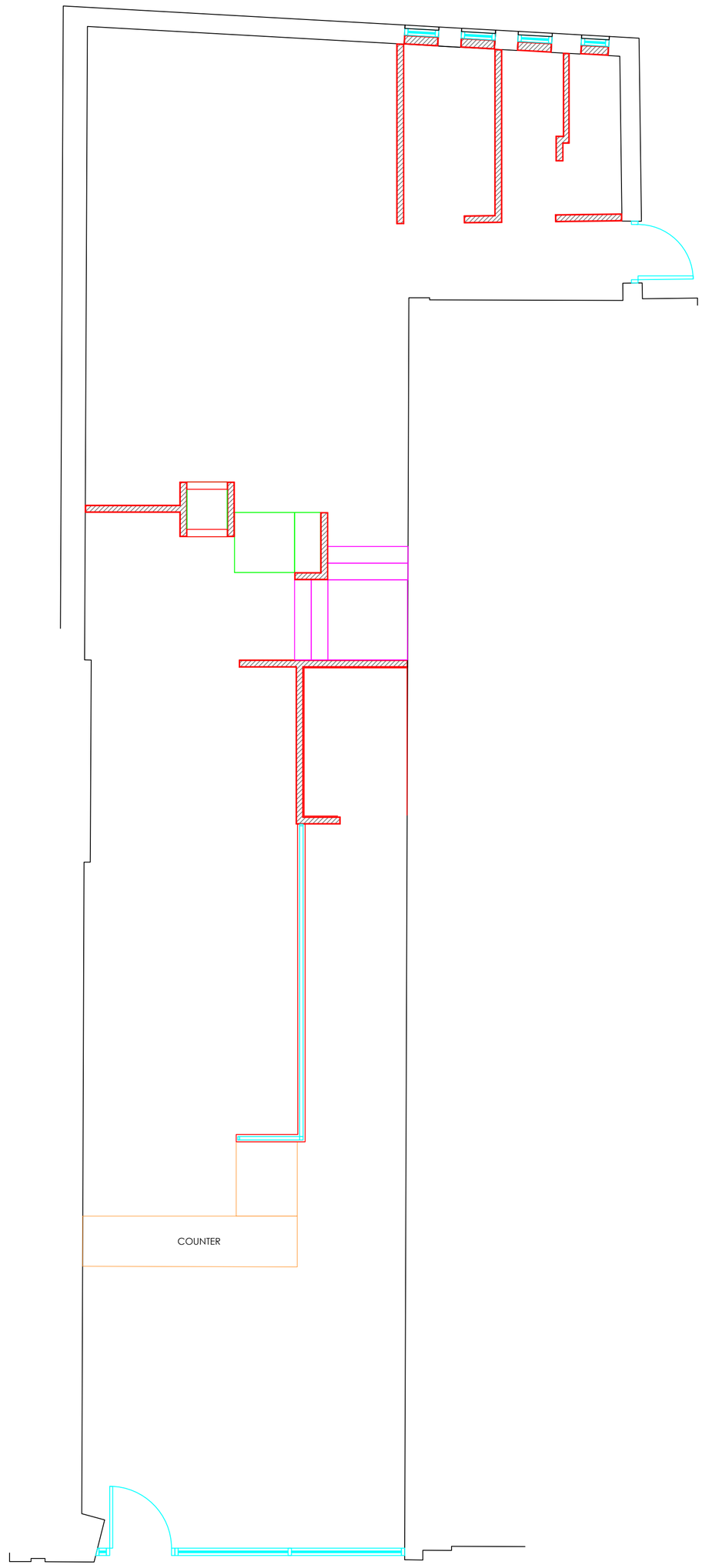
APPENDIX A – Site Layout Plan

NOTE:
Layout dependant on structural engineer report,M&E report and building control. All dimensions shown as approximate. Confirmation of equipment required.



Proposed Layout
scale: 1:50@A1

SCALE
1:50 only
0 1 2 3 4 5 10

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ALL DIMENSIONS TO BE CHECKED ON SITE

DO NOT SCALE FROM THIS DRAWING EXCEPT FOR THE PURPOSES OF LOCAL AUTHORITY PLANNING

CLIENT:
CASKADE

PROJECT ADDRESS:
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LONDON
WC1

DRAWING TITLE:
PROPOSED PLAN

DRAWN BY:	CHECKED BY:
IE	
DATE: MAY 2018	SCALE: 1:50@A1

STATUS: PLANNING DRAWING

DRAWING NO.	REVISION:
PL100/2864	

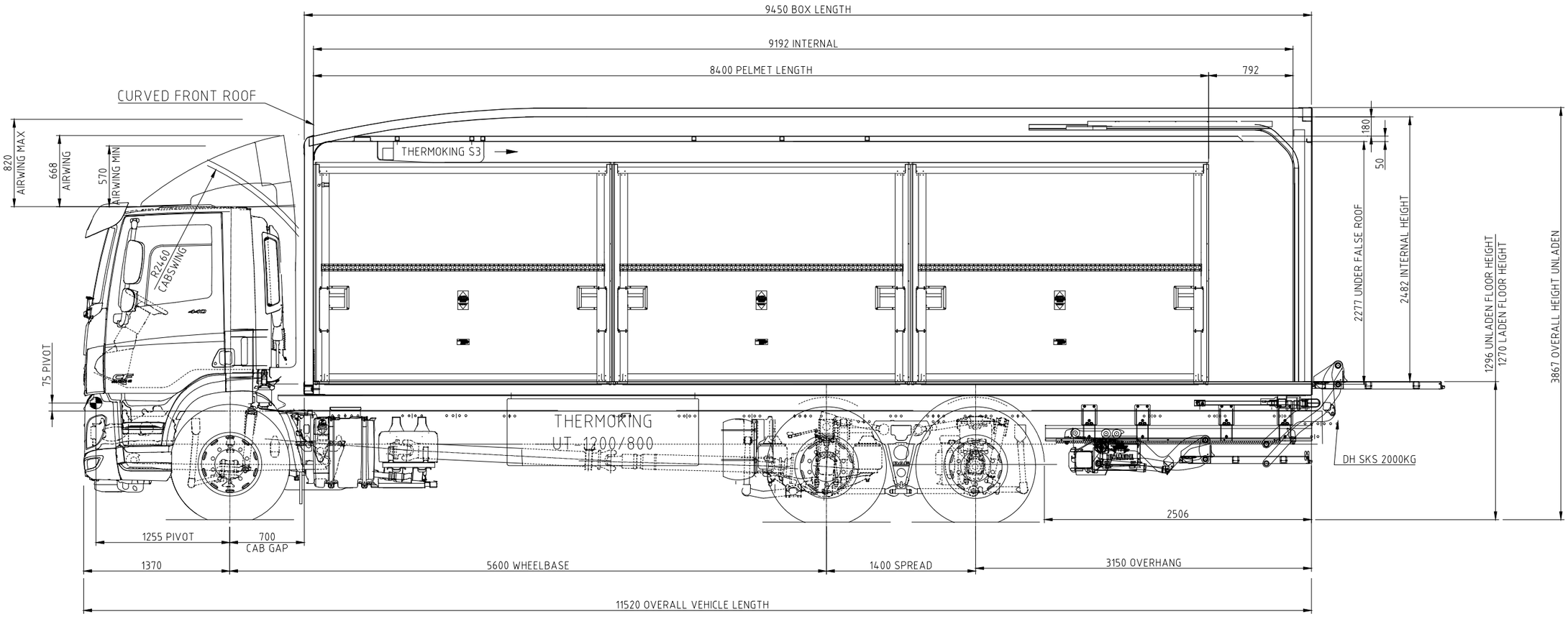
REV	DATE	DESCRIPTION

APRIL 2018

APPENDIX B – Servicing Vehicle

IF IN DOUBT ASK | SHARP EDGES & BURRS MUST BE REMOVED

DAF CF FAR
6X2 DAY CAB



SQ887C

REV	DESCRIPTION	INITIAL	DATE	CHECKED	DATE
AA	FIRST ISSUE	DP	22.03.16		

NOTES
1. ALL DIMENSIONS ARE IN MILLIMETERS U.O.S.
2. FABRICATION TOLERANCES U.O.S. ANGULAR ±1 LINEAR ±1
3. PANEL TOLERANCES U.O.S.+0,−2
4. ALL WELDS TO BE CARRIED OUT IN ACCORDANCE WITH THE APPROVED PROCEDURES
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THIRD ANGLE PROJECTION | DRAWING SCALE: NTS | IF IN DOUBT ASK | SHEET SIZE A3 STANDARD DRU BORDER

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DEPOT ORDER NUMBER:	
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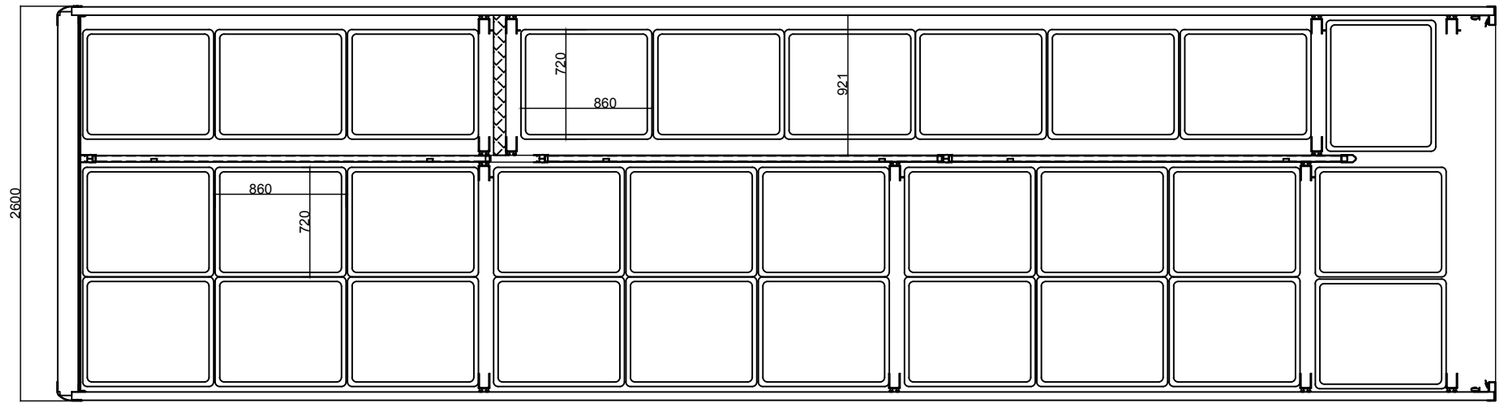
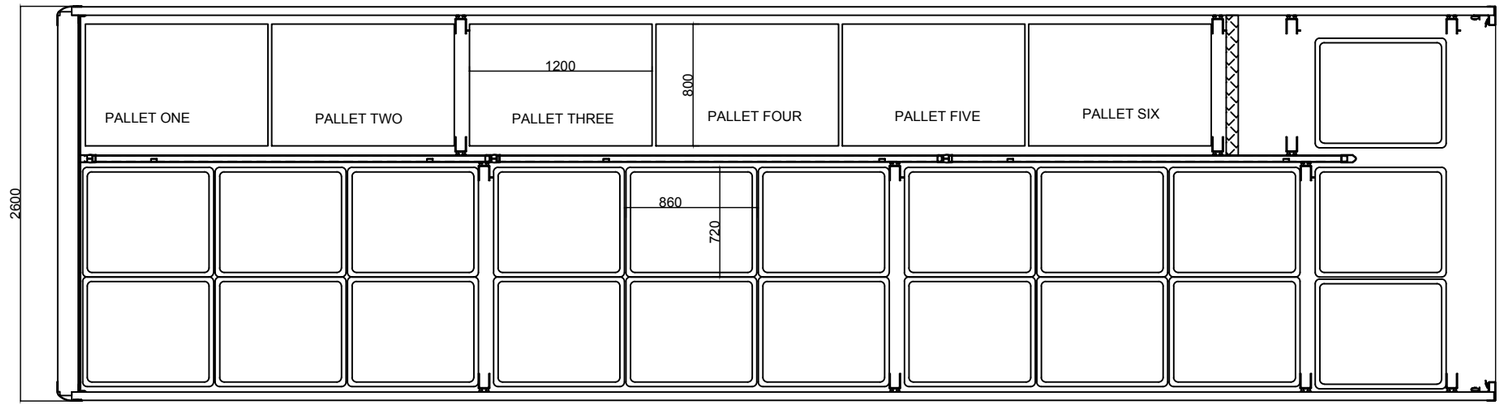
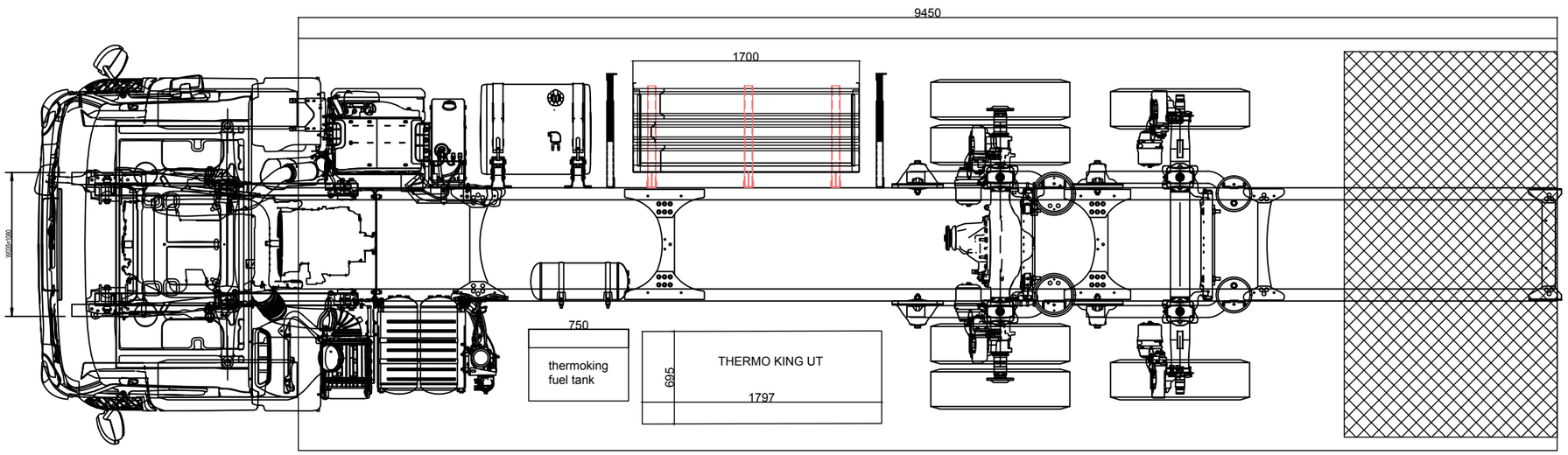
DRAWN BY:	
ISSUE DATE:	
SHEET	1 OF 1



30 Cages



6 Pallets
21 Cages



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Title: VOLVO FE 26T 5800mm WB		Drawing No: DHL - 1		Tolerance: +/- 1	Issue No. ONE
					3RD ANGLE PROJECTION Dimensions In: Millimetres

APPENDIX C – Refuse Vehicle

Biffa's Collection Vehicles

complete the service

Below is a diagram showing information which is relevant to the collection of various types of containers.

When selecting a container always be aware of the space available in your compound or premises for vehicular access.

Your Biffa representative will discuss with you your requirements and ensure you have adequate access for the relevant vehicle.

Trade Waste Collection Vehicle

Gross Vehicle Weight	26.00 tonnes	
Vehicle Length	10.00m	32'10"
Pick up Length Required	11.50m	37'9"
Travel Height	3.90m	12'10"
Operating Height	4.00m	13'1"
Vehicle Width	2.50m	8'3"
Turning Circle (kerb to kerb)	17.50m	57'5"

NB: This is a general guide as these dimensions can vary depending on the make of the vehicle and size of bin.

Front End Loader Collection Vehicle

Gross Vehicle Weight	32.00 tonnes	
Vehicle Length	10.36m	34'0"
Pick up Length Required	14.63m	48'0"
Travel Height	4.50m	14'9"
Operating Height	5.79m using 8m container	19'0"
Vehicle Width	2.50m	8'2"
Turning Circle (kerb to kerb)	23.01m	75'6"

Rear End Loader Collection Vehicle

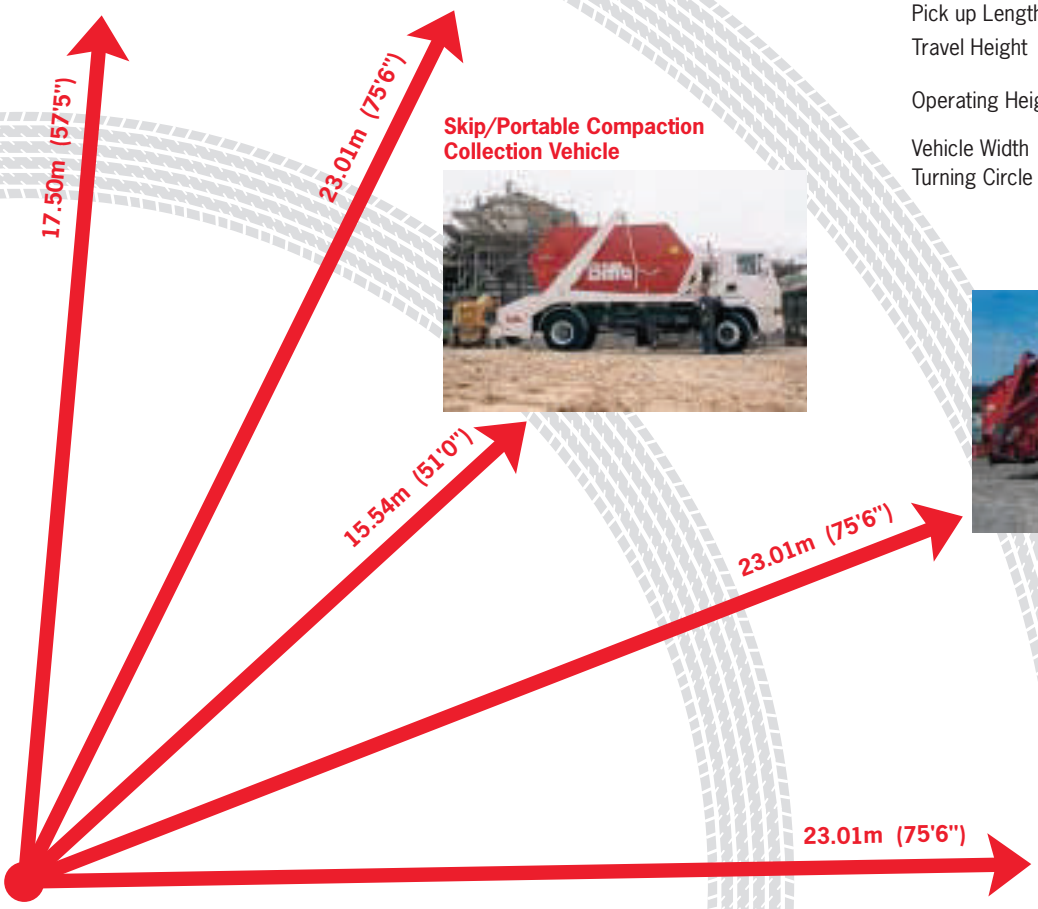
Gross Vehicle Weight	32.00 tonnes	
Vehicle Length	11.00m	36'1"
Pick up Length Required	15.00m	49'2"
Travel Height	3.80m	12'6"
Operating Height	6.00m using 11m container	19'9"
Vehicle Width	2.55m	8'5"
Turning Circle (kerb to kerb)	23.01m	75'6"

Skip/Portable Compaction Collection Vehicle

Gross Vehicle Weight	17.00 & 18.00 tonnes	
Vehicle Length	7.00m	23'0"
Pick up Length Required	12.19m	40'0"
Travel Height	3.68m	12'1"
Operating Height	4.34m	14'3"
Vehicle Width	2.50m	8'2"
Turning Circle (kerb to kerb)	15.54m	51'0"

Bulk Carrier/Compaction Container Collection Vehicle

Gross Vehicle Weight	32.00 tonnes	
Vehicle Length	9.14m	30'0"
Pick up Length Required	15.54m	51'0"
Travel Height	5.18m max height using 9m container	17'0"
Operating Height	6.70m max height using 9m container	22'0"
Vehicle Width	2.50m	8'2"
Turning Circle (kerb to kerb)	23.01m	75'6"



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