steer davies gleave

Centre Point Service Management Plan

Report
April 2018

Almacantar Centre Point Nominee No1 Ltd and Almacantar Centre Point Nominee No2 Ltd

Our ref: 22706209
Client ref:

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Prepared by:

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Contents

Figures

Tables

Appendices

1 Introduction

Background

1.1 This Service Management Plan (SMP) has been prepared by Steer Davies Gleave for Almacantar Centre Point Nominee No1 Ltd and Almacantar Centre Point Nominee No2 Ltd. for the refurbishment, extension and alteration works at Centre Point Tower, Centre Point House, Centre Point Link and the previous public house site located in central London.

1.2 The site was previously occupied by office space and a restaurant/bar in the Centre Point Tower, office and retail space in Centre Point Link and offices, residential and retail use in Centre Point House.

1.3 This SMP is designed to satisfy the Section 106 agreement paragraph 4.13.1 for the scheme which states that a SMP is required prior to occupation of the refurbished Centre Point development. The SMP must also reflect conditions 25 and 26 of the main planning permission (ref: 2017/0994/P), which state:

Condition 25: "No loading or unloading of goods associated with the use of the buildings, including fuel, by vehicles arriving at or departing from the premises shall be carried out outside the following times: 08:00 to 21.00 Monday to Sunday and on Public/Bank Holidays."

Condition 26: "No loading or unloading of goods, including fuel, by vehicles arriving at or departing from the premises associated with the use of the buildings shall be carried out at the application site otherwise than via the servicing bay at Earnshaw Street or the loading bay on St Giles High Street directly to the east of Centre Point Tower. At no time should servicing be carried out from the public highway except from the loading bay on St Giles High Street directly to the east of Centre Point Tower."

1.4 It should be noted that the loading bay previously located on St. Giles High Street directly to the east of Centre Point Tower has been removed as part of the implementation of public realm works by LB Camden.

What is an SMP

1.5 SMPs provide a framework to better manage all types of freight vehicle movement to and from individual developments. A SMP is essentially the equivalent of a workplace travel plan for freight.

1.6 The London Freight Plan highlights SMPs as one of the four measures to improve freight and servicing in London. The other three measures include the Freight Operator Recognition Scheme (FORS), Construction Logistics Plans (CLPs) and the Freight Information Portals (FIP).

Benefits of SMPs

1.7 The 'Managing Freight Effectively: Delivering and Servicing Plans' document identifies the benefits of SMPs to local authorities and residents, developers, businesses and freight operators.

1.8 In summary, SMPs should:

- Help developers and local authority planning officials comply with:
  - The National Planning Policy Framework, which requires the promotion of more sustainable transport choices for moving freight; and
  - The Traffic Management Act, the London Plan and any borough-specific policies, cover issues such as road safety and air quality.
- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and sustainable way.
- Identify deliveries that could be reduced, re-timed or consolidated, particularly during busy periods.
- Help cut congestion on London's roads and ease pressure on the environment.
- Improve the reliability and efficiency of deliveries to the site concerned.
- Reduce the operating costs for building occupants and freight companies.
- Reduce the impact of freight activity on local residents.

SMP Objectives

1.9 The overall objective of this SMP is:

> "To minimise the impacts of freight movements and facilitate sustainable freight travel to and from Centre Point".

1.10 To support the realisation of this overarching objective, several sub-objectives have been set out:

- promoting smarter operations that reduce the need for freight travel overall or that reduce or eliminate trips particularly those in peak periods;
- encouraging greater use of sustainable freight modes;
- encouraging use of greener vehicles;
- managing the on-going development and delivery of the SMP with tenant(s);
- communication of site servicing/delivery operational strategy (through dissemination of information) to staff and suppliers;
- communication of the SMP and its constituent measures to occupiers; and
- encouraging the most efficient use of freight vehicles and servicing/delivery trips.

SMP Structure

1.11 This SMP has been prepared in accordance with best practice and is divided into the following chapters:

- Chapter 1: Introduction;
- Chapter 2: Policy Context;
- Chapter 3: Previous On-Site Servicing Activity;
- Chapter 4: Servicing and Deliveries Arrangements;
- Chapter 5: Waste Management;
- Chapter 6: Encouraging Sustainable Freight;
- Chapter 7: Management of the SMP; and
- Chapter 8: Conclusions.

1.12 This SMP has been developed in consultation with LB Camden and a summary of comments, queries and responses is provided in Appendix C.

2 Policy Context

2.1 This chapter sets out the relevant national, regional and local policy documentation and best practice guidance for the Development. The following documents have been considered in the preparation of this report.

National Policy and Guidance

- BS:5906 Waste Management in buildings – Code of Practice (2005); and
- Designing for Deliveries, Freight Transport Association (2006).

Regional Policy Guidance

- The London Plan (2016);
- The Mayor of London's Transport Strategy (2010 & 2018);
- The London Freight Plan (TfL) (2007);
- Freight Operator Recognition Scheme (FORS) (TfL); and
- Freight Information Portal (FIP).

Local Policy Guidance

- London Borough of Camden Local Plan (2017);
- Camden Planning Guidance – Housing CPG2 (2016 updated March 2018)
- Camden Planning Guidance – Transport CPG7 (2011); and
- Camden Planning Guidance – Design CPG1 (2015 updated March 2018)

3 Previous On-Site Servicing Activity

Introduction

3.1 This chapter provides details of the previous on-site servicing and delivery conditions, highlighting the main issues identified and the pattern of deliveries under the previous occupation of the buildings. This provides a useful comparison for the expected servicing activity described in the following chapters.

Previous Development

3.2 Centre Point Tower, Centre Point Link, Centre Point House and the public house site adjacent to Centre Point House previously formed the site. Centre Point Tower was predominantly made up of office space. The tenants were mixed with, for example, some media agencies, and London Underground's Tottenham Court Road Station Upgrade team taking advantage of the location whilst the upgrade was delivered. The total office space at the site was approximately 15,600 square metres (net), with up to 1,250 people working in these office areas. The top three floors of the Tower were a private club and restaurant.

3.3 The Centre Point Link and first and second floors provided conference facilities and offices for the Confederation of British Industry (CBI). These facilities held regular conferences with up to 200 people in attendance.

3.4 Centre Point House continues to provide 36 residential units and there continues to be retail space provided at ground floor level.

3.5 The previous public house site located at the southern end of Centre Point House (now called White Lion House) is also part of the development site. The area of the pub was 900 square metres (gross external area).

3.6 The Table 3.1 provides a schedule of the previous uses on site.

Table 3.1: Previous Uses on Site

Use	Area (m2)
Residential	4,086
Retail	7,887
Office	27,516
Total	**39,489**

Previous Servicing and Delivery Arrangements

3.7 The buildings were previously serviced from the shared basement (accessed via a ramp) and using on-street deliveries. Access to the basement was restricted to vehicles with a height of 1.8m or lower.

3.8 Previously, servicing activity consisted of refuse collection, couriers and contractors. Service vehicles associated with the maintenance of Centre Point which exceeded the head height used to park on the ramp.

3.9 In terms of refuse collection, waste was collected on street daily and recyclables were collected three times a week.

Estimated Previous Service Vehicle Movements

3.10 In order to estimate the previous servicing activity on site, daily delivery vehicle trip rates of 0.21 per 100 m^2 floor area have been used for office land use, whilst 0.59 has been used for non-food retail, 2.0 for food retail and 0.1 for residential. These trip rates are based on SDG's previous assessments of servicing activity at large development sites in central London. These trip rates have been applied to the previous floor areas as set out in Table 2.1. The estimated number of previous servicing trips are shown in Table 3.2. Note: as part of this calculation it was assumed that there was a 50:50 split between retail shops and food and beverage. This took account of the previous bar and restaurant in Centre Point Tower.

Table 3.2: Servicing Vehicles - Estimated Previous Daily Total

Land use	Daily Number Trips (Previous)
Retail	19
Food and Beverage	63
Office	46
Residential	3
Total	**131**

3.11 A summary of trip generation for the development is provided in Appendix D.

4 Servicing and Deliveries Arrangements

Introduction

4.1 This chapter presents the servicing arrangements for the refurbished Centre Point development.

Development Overview

4.2 The following sections summarise the Development at Centre Point.

Centre Point Tower

4.3 The Grade II Listed Centre Point Tower has been restored and refurbished with a change of use from office to provide 82 residential units. The refurbishment works have included but are not necessarily limited to restoration of the exterior façade, including cleaning and repair of the façade materials and replacement glazing to improve the environmental performance of the building. In addition, there have been some alterations to the ground floor layout to facilitate integration of the building and the new public realm around Tottenham Court Road Station.

Centre Point House

4.4 The 36 residential units within Centre Point House are being retained with new retail units provided on the ground floor. The previous office use within Centre Point House has been removed.

Centre Point Link

4.5 The Link previously provided conference facilities and it has been converted to restaurant use. This includes a new restaurant space below the Link.

Public House Site

4.6 The previous public house was demolished and it has been replaced by a new building containing 13 residential units (designated as affordable housing).

4.7 The floor areas are detailed in Table 4.1 below. For the purposes of this SMP, the retail element of the scheme has been split evenly between food and drink, and shop retail, in order to provide a robust and conservative scenario.

Table 4.1: New Uses on Site

Use	Area (m2)	Number of units
Residential	33,968	Centre Point Tower - 82 Centre Point House- 36 Public House Site – 13
Retail	8,156	9
Total	**42,124**	**Residential = 131**

Commercial Tenants

4.8 The commercial tenants are as follows:

- R01 – Streat Markets Ltd;
- R02 – Streat Markets Ltd;
- R03 – Din Tai Fung;
- R04 – Rhubarb Vivi;
- R05 – Vapiano;
- R06 – Pret a Manger;
- R07 – Black Sheep;
- R08 – Pret A Manger; and
- R09 – Godiva.

Servicing Location

4.9 All servicing for retail uses occurs in the servicing area accessed from Earnshaw Street. Residential servicing also occurs in the same location and residents are required to direct all deliveries, e.g. internet shopping, to this location.

4.10 The servicing area is under the control and management of the Estate Management Team and concierge staff who are located on site.

4.11 Ground level servicing uses a managed service area accessed from Earnshaw Street which allows service vehicles to enter and leave in a forward gear. This area is also used for refuse collection.

4.12 Refuse collection vehicles use the new managed service area under normal circumstances. If for some reason the service yard area is not available, the refuse collection vehicle will stop on-street. This is the same arrangement as for the previous operation of the building (see para 3.9). Refuse bins are brought up to ground level using the goods or car lifts just in time for the refuse collections. The use of the loading bay is managed by a Loading Bay Supervisor, booking system and CCTV monitoring. Deliveries are booked in to avoid the time when waste collections are expected and this process is being monitored and regularly reviewed. If longer windows of time are required to account for variations in the arrival time of waste collection vehicles then these will be implemented to help ensure that refuse collection vehicles can collect waste using the loading bay.

4.13 In the unlikely event of on-street refuse collection being necessary, pedestrian and cyclist safety will be managed in the following way:

- Cyclists will be routed around parked vehicles by the kerb build-out located to the south of the loading bay entrance.
- The loading bay manager will actively manage waste collection and deploy measures to assist pedestrian awareness of the waste collection activity and help prevent any conflicts with any deliveries. This will include asking pedestrians to wait until it is safe to continue along the footway. If necessary barriers could be temporarily placed across the footway by the loading bay manager to further help prevent conflicts between pedestrians and refuse.

4.14 It is anticipated that disruption to cyclists and pedestrians would be rare and brief as the loading bay is internal and it is in the interests of the building operators to streamline the collection process. Appropriate levels of management are being provided to ensure this happens. These arrangements are being revised as the building becomes fully occupied.

4.15 The location of the refuse and servicing area is shown in Figure 4.1.

Figure 4.1: Location of servicing bays

Forecast Service Vehicle Movements

4.16 The same trips rates as set out in paragraph 3.10, have been used to calculate the estimated servicing and delivery vehicles generated by the Development. These rates have been applied to the floor areas as set out in Table 4.1.

4.17 Using this methodology, a total of 111 delivery vehicles are forecast to arrive per day. Table 4.2 presents the anticipated numbers of servicing vehicles per day.

Table 4.2: Servicing Vehicles - Forecast Daily Total

Land use	Forecast Daily Number Trips
Retail	20
Food and Beverage	65
Residential	26
Total	**111**

4.18 Compared to the previous delivery and servicing flows from the site, the Development is forecast to generate 20 fewer servicing trips to the site each day. This results in an overall reduction of large vehicles accessing the site.

4.19 The two large servicing bays provided in the managed service area are able to accommodate two MGV/HGV/articulated HGV or four smaller cars or vans at a time.

4.20 A 'flat' arrival profile is being enforced with approximately the same number of deliveries in each hour using a managed delivery booking system. Delivery vehicles are booked into time slots and are required to unload within the designated time period.

4.21 The required number of loading bays has been calculated, assuming dwell times of 10 minutes for cars, vans and box vans, 20 minutes for MGVs, and 30 minutes for larger HGVs and articulated vehicles. On this basis, the two service bays accommodate the delivery and servicing vehicle requirements for the Development.

4.22 The managed delivery system ensures that delivery vehicles adhere to their time slots and do not over-stay their allotted unloading/loading time.

4.23 Table 4.3 shows how a managed delivery and servicing profile looks across a typical day.

Table 4.3: Estimated Servicing Trips from Development (Managed Profile)

Time	HGVs	LGVs / Cars	Total
05:00-06:00	0	0	0
06:00-07:00	0	0	0
07:00-08:00	0	0	0
08:00-09:00	1	7	9
09:00-10:00	1	7	9
10:00-11:00	1	7	9
11:00-12:00	1	7	9
12:00-13:00	1	7	9
13:00-14:00	1	7	9
14:00-15:00	1	7	9
15:00-16:00	1	7	9
16:00-17:00	1	7	9
17:00-18:00	1	7	9
18:00-19:00	1	7	9
19:00-20:00	1	7	9
20:00-21:00	1	7	9
21:00-22:00	0	0	0
Total	**16**	**95**	**111**

***columns may not sum due to rounding**

4.24 The managed delivery profile reduces peaks as servicing activity trips are spread out across the day. This means there is expected to be a reduction in activity in AM and PM peaks compared to the previous use of the site.

Measures to avoid several vehicles arriving at the same time

4.25 As set out in paragraph 4.15, a booking system is enforced for all deliveries associated with the retail units. Residents are being advised to inform any online delivery service providers to utilise the service area for deliveries.

4.26 A Loading Bay Supervisor is based in an office near the loading bay during key delivery times and the area is monitored using CCTV. Loading bay bookings are being done through the Centre Point App and managed by the Loading Bay Supervisor. The management of the loading bay is supported by the Estate Management Team who provide full time onsite cover.

4.27 The delivery and servicing plan ensures two large commercial vehicles are not booked for the same time slot. There is sufficient space for cars to enter and exit the car lift whilst a large vehicle is located in the loading bay. A red-light warning system indicates that delivery vehicles should not reverse when a car is exiting the lift.

4.28 The General Manager is responsible for enforcing the SMP and is based onsite (manager@centrepointlondon.com).

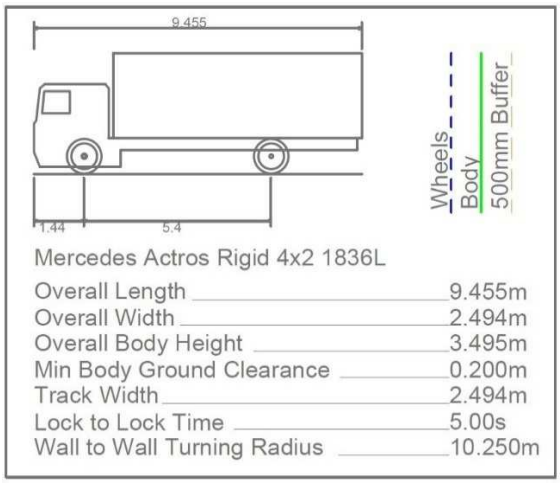
Goods to be delivered

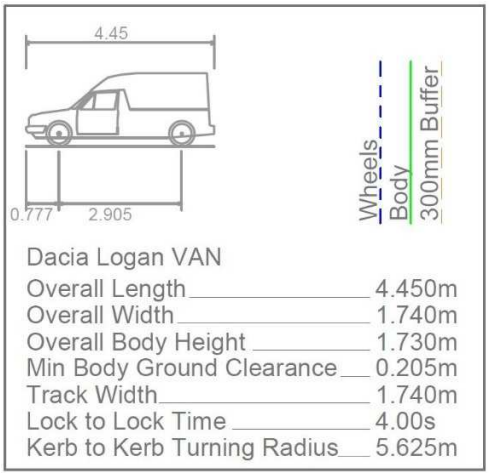
4.29 General goods associated with residential, retail and food uses typical of central London are delivered to the site.

Size of the delivery vehicles

4.30 The typical vehicles that service the Centre Point development are shown in Figure 4.2

Figure 4.2: Size of delivery vehicles





Swept Path Analysis

4.31 Swept path drawings of the servicing bays are provided in Appendix A. They show how vehicles can drive into and out of the loading bay in a forward gear.

Pedestrian and public safety

4.32 The loading bays are well illuminated and vehicles are able to enter and leave the loading bays in a forward gear reducing risks to pedestrians. During lift maintenance, temporary warning signs are to be provided to alert drivers. pedestrians and cyclists to the temporary change in vehicle movement arrangements. The loading bay is a managed space which allows vehicles to enter and exit the loading bay in a forward gear.

5 Waste Management

Introduction

5.1 The total waste generation by land use for the Centre Point development has been estimated and the totals have been broken down according to waste type and according to the differing characteristics of each land use.

5.2 Separate waste management facilities are provided for the residential and commercial land uses within the waste storage areas located in the basement.

Waste Management Facilities

General

5.3 LB Camden is expected to be responsible for the collection of both residential and commercial waste generated within the development, although a charge is made by Camden Council for collection, disposals and hire of containers.

5.4 Commercial waste requirements have been assessed in aggregate as part of the design process. They are to be reviewed as part of the update of the SMP, scheduled six months after opening, or at 75% occupancy, whichever is sooner.

Residential Waste

5.5 LB Camden operates a three times weekly collection service for non-recyclable waste from residential developments. The service frequency for mixed recyclables is dependent upon the use of recycling and it is assumed that it is also be collected three times weekly. LB Camden's guidance states that sufficient storage should still be available to contain all the waste and recyclables produced over a minimum period of eight days and this has been taken into account when calculating the estimated waste generation and storage requirements. The waste management provision is summarised in Table 5.1

Table 5.1: Residential Waste Storage Provision

Waste Type	Centre Point Tower	Centre Point House	White Lion House
General (1,100L)	9	4	1
Mixed recyclables (1,100L)	7	3	1
Organic / other waste (500L)	2	3	1
Total	**18**	**7**	**3**

5.6 Residential waste is not to be compacted, and is separately stored to commercial waste. The storage of waste is managed by the Estate Management Team and if a bin becomes full in one area (e.g. White Lion House) there is scope to swap it for an empty bin located in another part of the basement.

5.7 An onsite glass crusher is provided and managed by the Estate Management Team.

Commercial Waste

5.8 Table 5.2 below summarises the storage facilities for commercial waste, which is compacted, and has been designed to provide for two-days' waste storage. A Eurobin compactor helps waste management at the site. Both the recyclable and non-recyclable waste is compacted and this reduces the number of Eurobins that are required to be provided, which in turn decreases the number of waste collection trips required to the site.

5.9 The Managing Agent is working closely with Camden's Senior Area Monitoring Officer to control refuse management at Centre Point. General refuse and recycling for the residential apartments is collected twice a week and residential food waste once per week.

5.10 The frequency of commercial waste collections is as often as required by the commercial occupiers. Veolia have been engaged and they currently have capacity for daily waste collections if required.

5.11 There are separate commercial tenant waste stores for commercial units 1 to 5, and one separate tenant waste store shared between retail units 6, 7 and 8. There are also landlord waste facilities, which house the compactor.

Table 5.2: Two Day Commercial Waste Storage Requirement

Waste	Storage Requirement	Waste Collection Frequency
Commercial Tenant Room 1: Recyclable/Non-Recyclable (Retail Unit 1)	2 x 1100L Eurobins 1 x 360L Organics	There will be a daily collection of commercial waste from the Development
Commercial Tenant Room 2: Recyclable/Non-Recyclable (Retail Unit 2)	4 x 1100L Eurobins	
Commercial Tenant Room 3: Recyclable/Non-Recyclable (Retail Unit 3)	4 x 1100L Eurobins	
Commercial Tenant Room 4: Recyclable/Non-Recyclable (Retail Unit 4)	4 x 1100L Eurobins	
Commercial Tenant Room 5: Recyclable/Non-Recyclable (Retail Unit 6, 7 and 8)	4 x 1100L Eurobins	
Commercial Tenant Room 6: Recyclable/Non-Recyclable (Retail Unit 5)	4 x 1100L Eurobins	
Commercial Tenant Room 7: Recyclable/Non-Recyclable (Retail Unit 9)	4 x 1100L Eurobins	
Landlord: Recyclable/Non-Recyclable	Eurobin Compactor	
Total	**26 x 1100L Eurobin (15 for General Waste, 11 for Mixed Recyclables)** **1 x 360L Wheeled bins** **1 Eurobin Compactor**	

5.12 Appendix B shows the layout and location of the waste storage areas.

6 Encouraging Sustainable Freight

SMP Measures

6.1 Table 6.1 on the following page details the SMP measures, the benefits they offer, the timescale for their implementation and responsibility to take them forward. The measures aim to achieve the SMP sub-objectives and minimise the impact of the servicing and deliveries forecast for the Development.

6.2 The SMP measures for the Development need to be developed further once the needs of the tenant(s) have been fully identified following several months of operation of the Site. However, at this stage it is expected that during its development the SMP considers a combination of some of the measures (not exclusive) within Table 6.1.

Table 6.1: SMP Measures

Measure	Description	Benefit	Timescale for Implementation	Responsibility
Management of the SMP				
Adoption of the SMP	'Buy in' from the management company will be vital to ensure that the SMP is an active, living document.	The involvement of the tenant(s) will mean that more policies could be implemented and better results could be delivered.	Prior to occupation.	The Applicant
Assign Responsibility of SMP to Travel Plan Co-ordinator	To be responsible for managing the on-going development, delivery and promotion of the SMP.	This will ensure that the SMP is taken forward and results are delivered.	Prior to occupation.	The Applicant
Travel Surveys	Servicing and Delivery surveys.	This will inform the future development of the SMP and inform progress reports for occupiers.	When the development is occupied and 1st, 3rd and 5th years.	Travel Plan Coordinator
Raise awareness and promote SMP initiatives	Site information, website, Centre Point Management meetings.	To encourage sustainable freights to and from the site.	Prior to occupation and on-going.	Travel Plan Coordinator
Service Vehicle Access				
Access routes for servicing and deliveries	Provide sufficient space and clear and uncongested routes for servicing and waste vehicles	Minimise localised congestion and ensure that there are no access issues.	This will be implemented when the Development is built.	The Applicant
Reducing Servicing and Delivery Trips				
Couriers	A smart courier policy could reduce the number of motorised vehicle trips to, from and around the site.	Using cycle couriers where appropriate could reduce the number of motorised vehicle trips to, from and around the site, cut congestion and reduce pollution and carbon emissions.	Within first year of occupation.	Travel Plan Coordinator
Use of local sources/suppliers	Encourage tenant(s) to source items locally, or from the same supplier.	To reduce the number of deliveries required	Within first year of occupation.	Travel Plan Coordinator
Servicing and Delivery Operations				

Site information	Publish details of servicing/delivery facilities and procedures to tenant(s) indicating: best times for deliveries; delivery locations; 'best practice' supplies/couriers.	Encourage deliveries out of busy (peak) times and use 'best practice' companies. To ensure waste collections/deliveries are efficient and spend a minimal amount of time at Centre Point to ensure minimal impact on traffic operations.	Upon occupation.	Travel Plan Co-ordinator
Central Area for Waste Collections and Deliveries	Use central areas for waste collections and deliveries.	To minimise service and delivery vehicle movements at Centre Point	This will be implemented when the Development is built.	Construction Contractor

SMP Targets

6.3 As part of the work place travel surveys, servicing surveys are to be undertaken within three months of occupancy. These surveys are to set targets for the tenant(s) for the SMP and the targets should align with the objectives and measures set out earlier. Examples of targets that could be developed include:

i. number, or a specific percentage, of servicing and delivery trips to be undertaken during the AM and PM peak hours;
ii. a specific number of servicing and deliveries to encourage the consolidation of trips to the site;
iii. all, or a specific proportion, of servicing and delivery companies used to be a member of FORS; and
iv. specific percentage of the Development servicing and delivery vehicles to be 'green' vehicles

7 Management of the SMP

General

7.1 The SMP is being currently being used (i.e. it became operational upon first occupation of the site) and it is to be updated within six months of occupation.

7.2 Almacantar Centre Point Nominee No1 Ltd and Almacantar Centre Point Nominee No2 Ltd are working with the Estate Management Team to ensure the SMP is followed and developed over time.

7.3 The Travel Plan and SMP documents are interlinked and the management of the SMP is the responsibility of the Travel Plan Co-ordinators. This helps ensure that the SMP is taken forward effectively and provides a feedback mechanism to Senior Management of the site to ensure continued support and resources for the SMP.

Raising Awareness

7.4 The tenants are being made aware of this SMP and made to understand:

- What is a SMP?
- The importance of SMPs and freight movements and their impacts.
- What the tenants can do to help encourage the use of sustainable freight to and from the site.

7.5 This helps ensure the tenants are on board and supportive of the SMP. To increase awareness of the SMP, relevant staff and most importantly suppliers are being given information on the SMP and encouraged to use sustainable freight to and from the site.

7.6 It is essential that relevant employees working at the site and suppliers are involved in the implementation and development of the SMP. The servicing/delivery surveys will contribute to raising awareness at the outset. They will also allow staff and suppliers to have an input into the on-going development of the SMP.

Review and Monitoring

7.7 The Review and Monitoring of the SMP is similar to that of the Travel Plan.

7.8 The first stage of the monitoring and review programme is to undertake comprehensive servicing/delivery surveys. The surveys are expected to be undertaken within three months of site occupation.

7.9 The SMP has a five-year timescale. The document is to be regularly monitored and reviewed to ensure that the document reflects the changing requirements of the development and is up-to-date with servicing/delivery options available.

7.10 The SMP development is the responsibility of the Travel Plan Co-ordinators, who are to be appointed by Almacantar Centre Point Nominee No1 Ltd and Almacantar Centre Point Nominee No2 Ltd upon occupancy.

7.11 Table 7.1 below sets out programme for monitoring and review of the SMP.

Table 7.1: Programme of Monitoring and Review

Action	Timescale
Initial servicing and delivery surveys	Within 3 months of occupancy
Produce a full SMP	Within 3 months of occupancy
Future servicing and delivery surveys	3rd and 5th Year
Feedback to the management company and tenant(s)	Quarterly – following meetings
Review the Targets using the results from the surveys	6 months, 3rd and 5th Year
Undertake comprehensive strategic review of all aspects of the SMP	6 months, 3rd and 5th Year

8 Conclusions

8.1 This report presents the servicing and delivery strategy for the Centre Point Development.

8.2 The total number of servicing and delivery trips has been estimated and this shows that service and delivery vehicles can access the site with minimal disruption to the surrounding road network. As a result of the Development there is an overall daily reduction of 20 servicing and delivery vehicles accessing the site. Therefore, the changes in servicing and delivery activity at the Development are not expected to have an impact upon the surrounding highway network.

8.3 The report also sets out the waste storage requirements for both residential and commercial waste streams.

8.4 A comprehensive set of measures is to be taken forward as the SMP evolves over time in order to encourage sustainable freight movements and to reduce unnecessary servicing and delivery trips, particularly during peak times.

8.5 The report sets out how the SMP is being managed, reviewed and monitored, ensuring future commitment to the development of this document. This report is therefore considered to be a living document as it will evolve over time.

8.6 Finally, the report demonstrates that the servicing and delivery requirements can be accommodated within the Development site. The report also demonstrates the commitment to encourage sustainable modes of freight travel to and from the Development.

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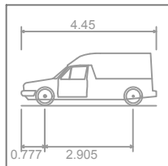
Appendices

A Swept Path Analysis

Notes:

1. This drawing is based upon topographical survey data received RMA, undertaken by Plowman Craven Sept 2011.
2. Do not scale from this drawing. If in doubt refer to the Project Manager for clarification.
3. The dimensions shown are indicative of proposed layout. Refer to setting out drawings for detailed setting out.
4. Loading bay markings are set out to encourage light goods vehicles to park in either side of the loading bay. Larger goods vehicles are to use the entire space



Dacia Logan VAN

Overall Length	4.450m
Overall Width	1.740m
Overall Body Height	1.730m
Min Body Ground Clearance	0.205m
Track Width	1.740m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	5.625m

Rev.	Date	Comments	Des	Chk	App
P2	28/01/14	UPDATE BACKGROUND DESIGN	JZC	MSB	PVC
P1	08/11/13	ORIGINAL ISSUE	JZC	MSB	PVC

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Client: ALMACANTAR

Project Title: CENTRE POINT

Drawing Title: LOADING BAY SWEPT PATH ANALYSIS LOADING BAY VAN/CAR

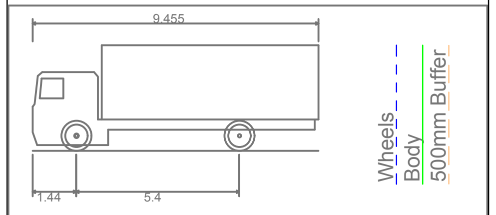
Status: WORK IN PROGRESS

Drawing Number: SDG Ref. 22409501 | Originator SDG | Volume HGN | Location 100 | Type DR | Role D | Number 00102

Scale: 1:200 | Suitability S0 | Rev. P1 | Size: A3

Notes:

1. This drawing is based upon topographical survey data received RMA, undertaken by Plowman Craven Sept 2011.
2. Do not scale from this drawing. If in doubt refer to the Project Manager for clarification.
3. The dimensions shown are indicative of proposed layout. Refer to setting out drawings for detailed setting out.
4. Loading bay markings are set out to encourage light goods vehicles to park in either side of the loading bay. Larger goods vehicles are to use the entire space



Mercedes Actros Rigid 4x2 1836L

Overall Length	9.455m
Overall Width	2.494m
Overall Body Height	3.495m
Min Body Ground Clearance	0.200m
Track Width	2.494m
Lock to Lock Time	5.00s
Wall to Wall Turning Radius	10.250m

Rev.	Date	Comments	Des	Chk	App
P2	29/01/14	UPDATED BACKGROUND DESIGN	JZC	MSB	PVC
P1	08/11/13	ORIGINAL ISSUE	JZC	MSB	PVC

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Client: ALMACANTAR

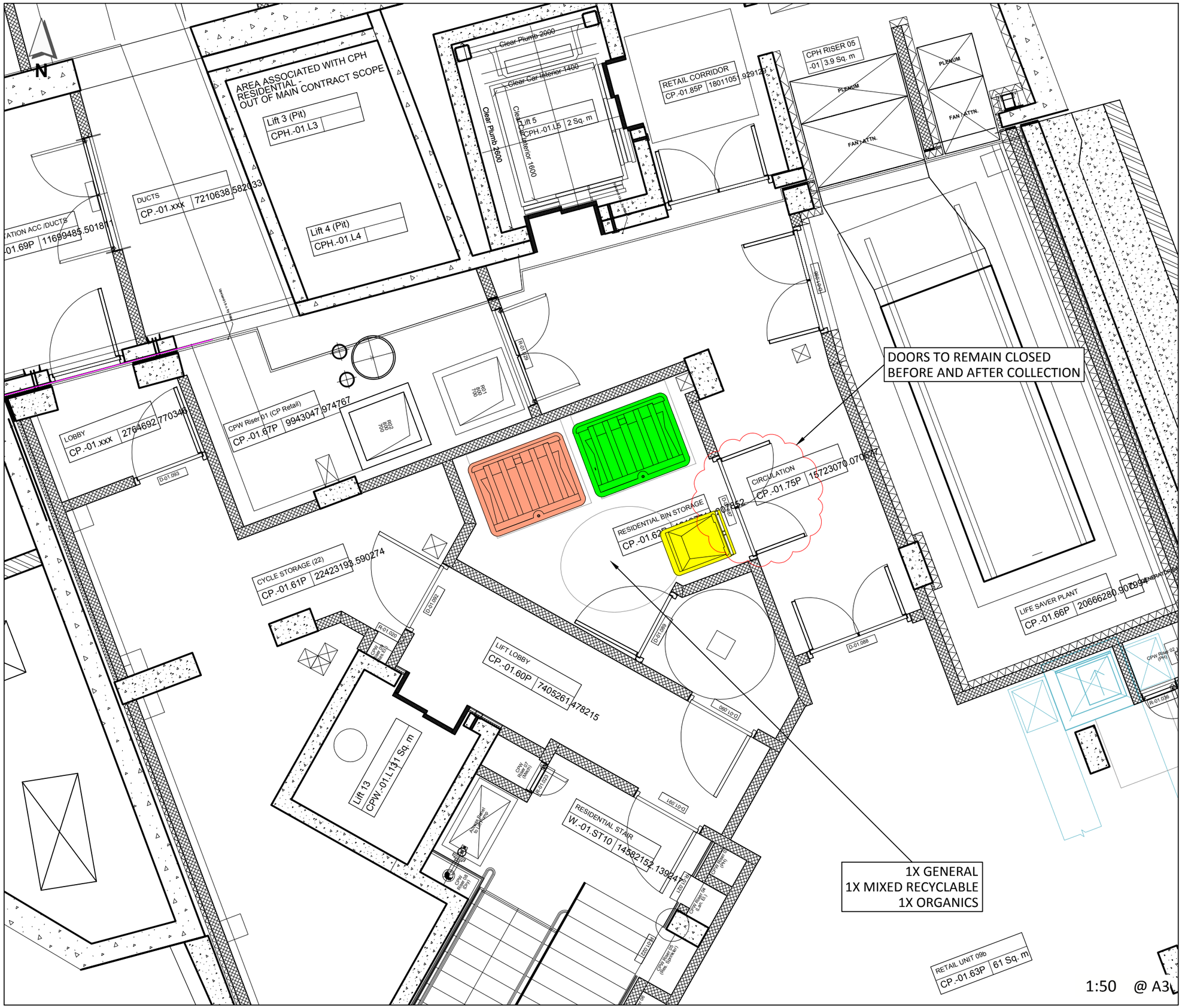
Project Title: CENTRE POINT

Drawing Title: LOADING BAY SWEPT PATH ANALYSIS RIGID GOODS VEHICLE

Status: WORK IN PROGRESS

Drawing Number:			Scale:	Suitability
SDG Ref. 22409501	Originator SDG	Volume HGN	1:200	S0
Location 100	Type DR	Role D	Rev. P1	Size: A3
Number 00101				

B Waste Storage Area



NOTES:

1. DO NOT SCALE FROM THIS DRAWING, IF IN DOUBT REFER TO THE PROJECT MANAGER FOR CLARIFICATION
2. THIS DRAWING IS BASED ON RICK MATHER ARCHITECTS DRAWING 600-12129-5-CPW - SDG PROVIDED ON 22/07/16
3. ALL PLANS ARE INDICATIVE LAYOUTS AND NOT ACTUAL ALLOCATIONS

KEY:

🟩	GENERAL WASTE (1,100L)
🟧	MIXED RECYCLABLES (1,100L)
🟨	ORGANICS (360L)

Rev.	Date	Comments	Des	Chk	App
-	26/07/16	ORIGINAL ISSUE	SAB	JZC	JRE

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Client :

LONDON BOROUGH OF CAMDEN

Title:

CENTRE POINT WASTE PROVISIONS
WHITE LION HOUSE
RESIDENTIAL WASTE STORAGE

Drawing No.	Sheet No.	Rev.
22706208-02	03 of 05	-

CAD REFERENCE: U:\London\Projects\227\0\62\08\CAD\Drawings\22706208-02 REV A - 03

DATE: 09/09/2016

1:50 @ A3

NOTES:

1. DO NOT SCALE FROM THIS DRAWING, IF IN DOUBT REFER TO THE PROJECT MANAGER FOR CLARIFICATION
2. THIS DRAWING IS BASED ON RICK MATHER ARCHITECTS DRAWING 600-12129-5-CPW - SDG PROVIDED ON 22/07/16
3. ALL PLANS ARE INDICATIVE LAYOUTS AND NOT ACTUAL ALLOCATIONS

KEY:

GENERAL WASTE (1,100L)

MIXED RECYCLABLES (1,100L)

ORGANICS (360L)

Rev.	Date	Comments	Des	Chk	App
-	26/07/16	ORIGINAL ISSUE	SAB	JZC	JRE

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Client :

LONDON BOROUGH OF CAMDEN

Title:

CENTRE POINT WASTE PROVISIONS
CENTRE POINT HOUSE
RESIDENTIAL WASTE STORAGE

Drawing No.	Sheet No.	Rev.
22706208-02	02 of 05	-

CAD REFERENCE: U:\London\Projects\227\0\62\08\CAD\Drawings\22706208-02 REV A - 02

DATE: 09/09/2016

NOTES:

1. DO NOT SCALE FROM THIS DRAWING, IF IN DOUBT REFER TO THE PROJECT MANAGER FOR CLARIFICATION
2. THIS DRAWING IS BASED ON RICK MATHER ARCHITECTS DRAWING 600-12129-5-CPW - SDG PROVIDED ON 22/07/16
3. ALL PLANS ARE INDICATIVE LAYOUTS AND NOT ACTUAL ALLOCATIONS

KEY:

GENERAL WASTE (1,100L)

MIXED RECYCLABLES (1,100L)

ORGANICS (360L)

Rev.	Date	Comments	Des	Chk	App
-	26/07/16	ORIGINAL ISSUE	SAB	JZC	JRE

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Client :

LONDON BOROUGH OF CAMDEN

Title:

CENTRE POINT WASTE PROVISIONS
CENTRE POINT TOWER
RESIDENTIAL WASTE STORAGE

Drawing No.	Sheet No.	Rev.
22706208-02	01 of 05	-

CAD REFERENCE: U:\London\Projects\227\0\62\08\CAD\Drawings\22706208-02 REV A - 01

DATE: 09/09/2016

C Summary of Discussions with LB Camden

steer davies gleave

Memo

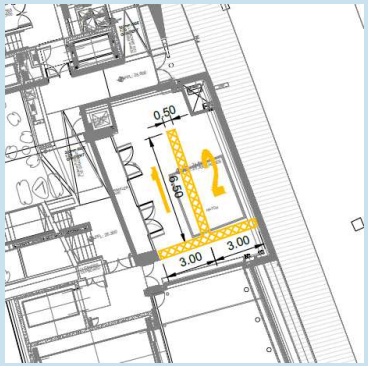
To	Anna Gargan		
From	Steer Davies Gleave		
Date	6 December 2017		
Project	Centre Point - Servicing Management Plan	Project No.	22706209

LB Camden Comment Response

Table 1 identifies comments from LB Camden on the Servicing Management Plan submitted to them by Gerald Eve on behalf of Almacantar Centre Point Centre Point Nominee No.1 limited and Almacantar Centre Point Nominee No.2 limited. The table provides responses from Steer Davies Gleave (SDG).

Table 1: LB Camden Comment Tracker

Comment Number	LBC Comment	SDG Response
1	**Refuse & Recycling Collection**	
1.1	It is not clear from the SMP where servicing vehicles will be collecting refuse & recycling from. It is preferable to have the servicing vehicles entering the service yard in order to minimise impact on pedestrians.	This is detailed in paragraph 4.11: "Refuse collection would either be on-street or using the new managed service area when there is space available. Refuse bins would be brought up to ground level using the goods or car lifts just in time for the refuse collections."
1.2	Table 5.2 only provides waste generated by retail units. What about commercial food and beverage units?	Information is for commercial and includes both retail and food and beverage as these two land uses are interchangeable from a planning perspective
1.3	The Tables in Section 5 should be updated once the site is in operation and more information is known about the amount of waste being produced.	Noted - SMP will be updated once the building is operational as per Table 6.1.
2	**Service Yard**	
2.1	Not clear from figure 4.1 where vehicles will enter the service yard, please provide a revised plan indicating this.	See Appendix A containing drawing SDG-HGN-100-DR-D.

2.2	Please confirm the location of the second loading bay in Figure 4.1. Has one of the labels moved?	The loading bays are labelled 1 and 2 within Figure 4.1 and shown below: 
2.3	More information is needed on the measures needed to allow access/ egress to and from the car park via the car lifts when loading is taking place.	The basement car park is accessed via two vehicle lifts of which the internal dimensions of the car lifts are 6.5m x 3m. To be consistent with highway regulations it is proposed that during normal operation the car lifts at ground level are entered on the left and exited on the right. This matches the normal practice of driving on the left. During maintenance or lift failure, one lift will be used by vehicles entering and exiting the basement with appropriate temporary signing. Lifts will default to their access positions/levels, meaning the left hand side lift will default to street level, and the right hand lift will default to basement level.
2.4	From the tracking of the HGV, it looks like only one vehicle at a time can physically fit into the loading bay when being used by an HGV. Please provide more details on whether this is the case.	Appendix A (drawing SDG-HGN-100-DR-D) includes the following text: "Loading bay markings are set out to encourage light goods vehicles to park in either side of the loading bay. Larger goods vehicles are to use the entire space."
3	**Pedestrians and Cyclists**	
3.1	No information provided in the SMP on the measures which will be taken to ensure pedestrian and cyclist safety during loading and unloading. In order to meet the requirements of the S106 agreement, please investigate further the impact that loading/ servicing vehicles entering the site is likely to have on pedestrians and cyclists on the adjacent public highway and the measures required to mitigate this. Included in the SMP should be details of the steps Centre Point site staff will take to ensure the safety of pedestrians and cyclists as vehicles exit the servicing yard.	The London Borough of Camden has specified that all S278 work on the highway will be designed and implemented by LB Camden. This includes footway cross overs/vehicle access, drainage and street furniture. Vehicle access will be overseen by the Estate Management team to help minimise risk. The highway and footway design by LBC is intended to reduce vehicle and pedestrian conflict and the buildout on Earnshaw Street has been designed to reduce the risk to cyclists from service vehicles turning left into the loading bay.

4	**Monitoring and Reviewing the SMP**	
4.1	One of the requirements of the S106 agreement is to identify means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time. A revised version of the SMP should be submitted to the Council one year after occupation. This should contain figures for servicing and waste/ recycling collections which are based on actual surveys carried out during the year and should not be a rough estimate.	Noted and agreed
5	**Servicing/ Deliveries**	
5.1	A lot of the specific detail around demand for servicing and refuse/ recycling collection is speculative. This makes it difficult to fully assess and mitigate the impact of servicing for this development. A more robust assessment of trip generation is needed in the revised SMP (e.g. using the TRICS database).	The SMP commits to a survey six months after opening (i.e. mid 2018). The SMP will be updated following receipt of survey results.
5.2	As mentioned, above, the information on former and proposed servicing for the development is based on assumptions. Is there any record of how many daily service trips were being made under the previous configuration of the Centre Point site? We would prefer more specific information about deliveries rather than a hypothesis (e.g. using the TRICS database).	No specific information from former use of the site is available.
5.3	The SMP should be updated once it is known how many of the commercial units will be for retail and food & beverage. In particular, the tables containing details of the number of vehicles that will be making deliveries per day should be updated.	Since submission of the SMP the tenants of the units have been confirmed - this has not altered the trip generation forecasts, but can be shared within LBC should it be required.
5.4	We appreciate that it is predicted that the future number of deliveries will be less than the predicted number of deliveries which previously took place. However, 111 servicing journeys to and from the site each day is still very high and this is a very busy part of London with high volumes of pedestrians, buses and other vehicles. It is not clear if these predictions are for one-way or two-way trips. However, they are significantly higher than anticipated. Please investigate further measures which can be implemented to substantially, further reduce the number of servicing vehicles accessing the site. In particular, the use of consolidation centres and sharing delivery vehicles (particularly if there are a number of commercial units having the same deliveries).	The trip forecasts have been accepted by LBC in the Transport Assessment. The Estate Management Team will work to consolidate deliveries of daily essentials and other items.

5.5	Table 6.1 mentions the use of cycle couriers. This is a good suggestion. Please provide further details on how this will be done. What arrangements will be in place for cycle couriers, where will they park and deliver to? Will there be visitor cycle parking which cycle couriers could use?	33 cycle spaces are located around the site and there will be a concierge for the main tower who will be able to receive deliveries.
5.6	Where will online shopping deliveries for residents be made from? Will this be in the service yard? Have these types of deliveries been included in the estimated number of residential deliveries.	As specified in paragraph 4.8: "All servicing for retail uses is to occur in the servicing area accessed from Earnshaw Street. Residential servicing is also to occur in the same location and residents will be requested to direct all deliveries, e.g. internet shopping, to this location." There is no separate assessment of internet trips but they have been incorporated within total delivery and servicing trips.
5.7	Please include in Table 4.1 the number of commercial and residential units in addition to the floor space.	Since submission of the SMP the tenants of the units have been confirmed - this has not altered the trip generation forecasts, but can be shared within LBC should it be required.
5.8	Please provide more information on the likely nature of goods to be delivered.	The tenants include cafes, coffee shop, restaurants and markets. The goods delivered will be in accordance with these land uses.
5.9	The figures in Table 4.3 do not add up and need to be revised. We are also concerned that there will not be enough time for the proposed number of vehicles to load every hour and that, if this is the case, this will have a detrimental impact on the public highway as vehicles will circulate on, wait on or use the public highway instead.	Columns may not sum due to rounding, this is because some trips were calculated at less than one a day on average but rounded up to one for the purpose of the table. The sum of the pre-rounded numbers will vary slightly to those included within the table. As detailed in paragraph 7.6 of the approved Transport Assessment: 'The required number of loading bays has been calculated assuming dwell times of 10 minutes for cars, vans and box vans; 20 minutes for MGVs and 30 minutes for larger HGVs. On this basis, the two proposed service bays would accommodate the delivery and servicing vehicle requirements for the proposed development.'
6	**SMP Development and Targets**	
6.1	7.9 'The SMP will have a five-year timescale'. Does this just refer to the development of the SMP or the total 'lifespan' of the SMP? This should be an indefinite document which is continually reviewed and improved upon.	This refers to the development of the SMP i.e. the period when surveys will be undertaken and the SMP updated to reflect the results of these surveys.
7	**Annual Review**	
7.1	Given the site location and the predicted number of vehicles, there should be an annual review mechanism which is carried out by relevant Centre Point staff (e.g. Travel Plan Coordinator).	Three reviews over the course of five years is considered suitable given the anticipated rate of change of travel/servicing behaviour

D Trip Generation

1 Trip Generation

This note provides a summary of the previous and proposed trips associated with the Centre Point Development. These figures have been extracted from the Transport Assessment (2013).

Total Previous Development Trips

Mode	AM			PM			Daily		
	In	Out	Total	In	Out	Total	In	Out	Total
Underground	324	222	546	355	395	750	3,899	3,757	7656
Train	292	198	490	315	350	665	3,476	3,352	6828
Bus	133	96	229	153	165	318	1,656	1,598	3254
Taxi	15	13	28	19	19	38	204	197	401
Car Driver	19	10	29	14	20	34	182	171	353
Car Passenger	2	2	4	4	3	7	34	33	67
Motorcycle	13	10	23	16	17	33	170	164	334
Cycle	25	16	41	23	29	52	276	264	540
Walk	287	223	510	372	372	744	3,833	3,712	7545
Total	**1,110**	**790**	**1,900**	**1,271**	**1,370**	**2,641**	**13,730**	**13,248**	**26,978**

Total Proposed Development Trips

Mode	AM			PM			Daily		
	In	Out	Total	In	Out	Total	In	Out	Total
Underground	235	253	488	379	319	698	3,637	3,583	7,220
Train	211	220	431	339	286	625	3,268	3,216	6,484
Bus	102	108	210	164	137	301	1,573	1,550	3,123
Taxi	14	14	28	22	19	41	210	207	417
Car Driver	9	10	19	14	12	26	130	129	259
Car Passenger	2	3	5	4	2	6	28	28	56
Motorcycle	11	12	23	18	15	33	169	166	335
Cycle	16	18	34	26	22	48	247	244	491
Walk	246	262	508	396	334	730	3,811	3,753	7,564
Total	**846**	**900**	**1,746**	**1,362**	**1,146**	**2,508**	**13,073**	**12,876**	**25,949**

Net Change in Trips by Mode

Mode	AM			PM			Daily			% change of Daily Total compared with Existing
	In	Out	Total	In	Out	Total	In	Out	Total	
Underground	-89	31	-58	24	-76	-52	-262	-174	-436	-6%
Train	-81	22	-59	24	-64	-40	-208	-136	-344	-5%
Bus	-31	12	-19	11	-28	-17	-83	-48	-131	-4%
Taxi	-1	1	0	3	0	3	6	10	16	4%
Car Driver	-10	0	-10	0	-8	-8	-52	-42	-94	-27%
Car Passenger	0	1	1	0	-1	-1	-6	-5	-11	-16%
Motorcycle	-2	2	0	2	-2	0	-1	2	1	0%
Cycle	-9	2	-7	3	-7	-4	-29	-20	-49	-9%
Walk	-41	39	-2	24	-38	-14	-22	41	19	0%
Total	**-264**	**110**	**-154**	**91**	**-224**	**-133**	**-657**	**-372**	**-1,029**	**-4%**

CONTROL INFORMATION

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SDG project/proposal number	Client contract/project number
22706209	

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