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11-12 INGESTRE ROAD, LONDON, NW5 1UX
Delivery and Service Management Plan

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Delivery and Service Management Plan

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Revision B

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Registration of Amendments

Revision and Date	Amendment Details	Revision Prepared By	Revision Approved By
Rev A 04/07/18	Updated to address BWP comments	TA	CB
Rev B 180718	Update to address further BWP comments	TA	CB

1.0 INTRODUCTION

Brief

- 1.1 Create Consulting Engineers Ltd was instructed by Four Quarters (Ingestre Road) Ltd to produce a Delivery and Service Management Plan (DSMP) to support the planning application for a proposed Extra Care Development at the site of the former care home at 11-12 Ingestre Road, London, NW5 1UX.

Project Context

- 1.2 The proposed development is to comprise the demolition of existing buildings and the erection of a six storey plus single storey basement building accommodating 50 Assisted Living residential apartments with associated communal facilities and ancillary café, salon and mini gym, together with external spaces, car lift, basement parking, laundry, plant, CCTV, lighting, access, landscaping, infrastructure and other ancillary works.
- 1.3 Architectural plans are included at the rear of the report. Drawing Number 27463-A-P11-01a (Ground Floor) is reproduced below as Figure 1.1, which gives a plan view of the proposed development.

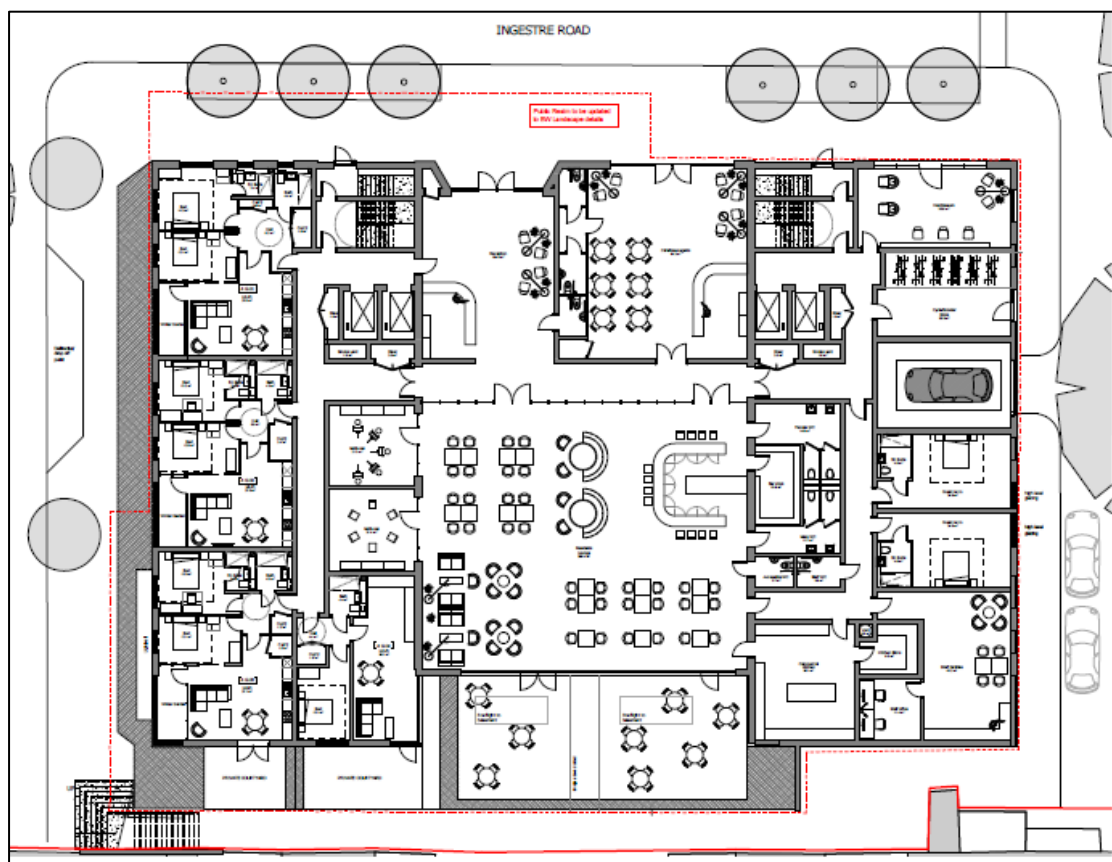


Figure 1.1: Proposed Development Plan (Ground Floor)

Objective

- 1.4 The objective of this DSMP is to support the proposed planning application for the redevelopment of the site.
- 1.5 This DSMP has been prepared to help the site operator identify and minimise potential impacts from operational activities on the surrounding community, both on site and in the surrounding area.

2.0 SITE LOCATION AND DESCRIPTION

Site Location

- 2.1 The site is located in the London Borough of Camden, approximately 375m west of Tufnell Park tube station and approximately 600m northwest of Kentish Town tube station as shown on Figure 2.1 below.
- 2.2 The site is located on Ingestre Road and accessed from the northeast, via Burghley Road and to the west (pedestrian access only) from Little Green Street, via Highgate Road (B518).

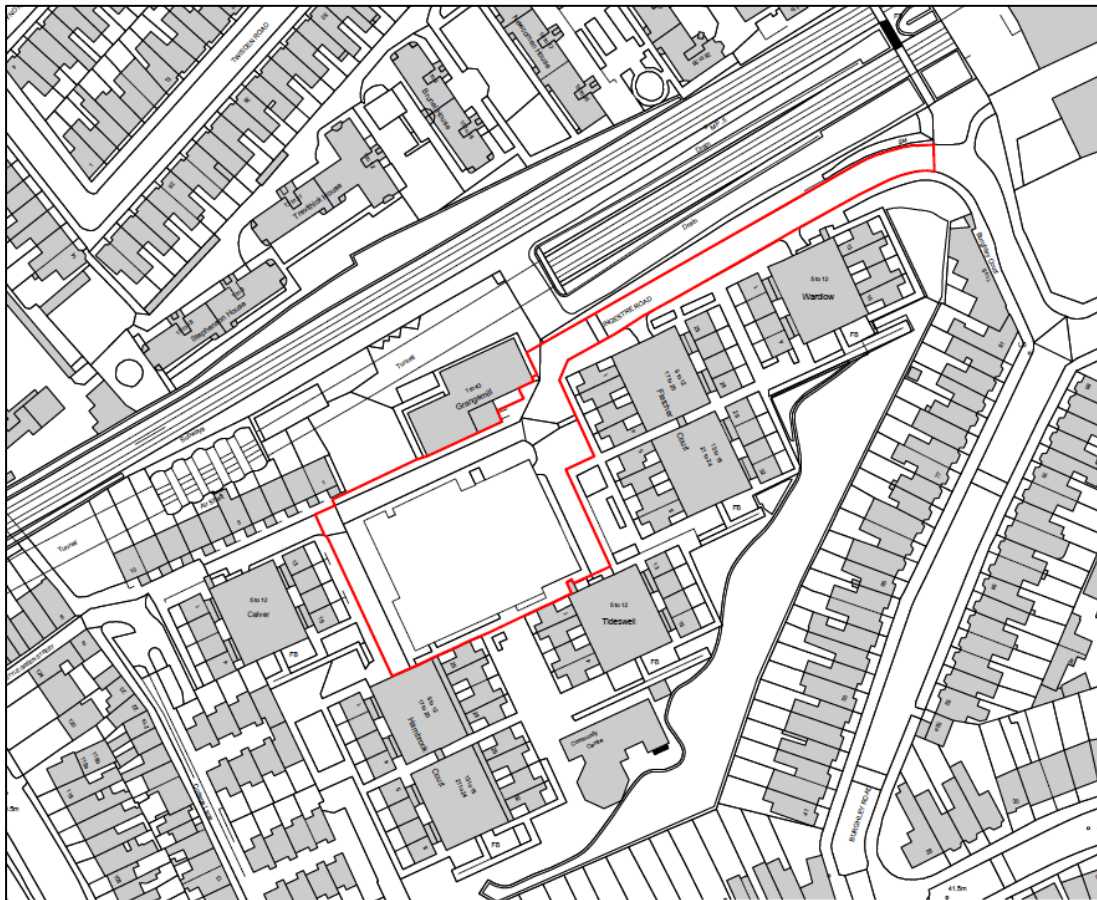


Figure 2.1: Site Location Plan

Site Description

- 2.3 The site is approximately 0.18 hectares in area and comprises a part two, part three-storey building, originally built as an elderly person's home. The building comprises four wings arranged around a central courtyard.
- 2.4 The surrounding Ingestre Road estate comprises a mid-20th century residential development with a community centre and nursery. The estate comprises flat-roofed buildings from two to four storeys in height with undercroft vehicle access leading to resident garages. The

building to the north is Grangemill, a nine-storey residential building beyond which lies the North London Line viaduct. Little Green Street is a narrow single carriageway road flanked with Victorian dwellings on both sides with access from Little Green Street into Ingestre Road restricted to emergency vehicles only.

3.0 POLICY AND REGULATORY CONTEXT

Camden Development Policy

3.1 Camden Development Policy (DP20) 2010-2025 states:

The Council require seek Delivery and Servicing Management Plans for developments that are likely to generate a significant need for the movement of goods and materials when occupied, in order to ensure that potential impacts are minimised.

The way that trips are managed will influence their impact on local communities, traffic movement and the environment. Delivery timings can also have a significant influence on the impact of goods movement, both on the highway network (including site specific and cumulative impacts), and on residential amenity from deliveries made out of working hours. The Council will therefore ensure that delivery timings are managed to optimal effect through the use of Delivery and Servicing Management Plans. We will also control the impact of goods vehicles through waiting and loading restrictions.

The Council will promote the use of quiet and low-pollution vehicles such as electric vehicles by encouraging developers to make provision for the use of such vehicles as part of Delivery and Servicing Management Plans. Low emission vehicles can significantly reduce noise and air pollution, and therefore offer the opportunities for necessary freight trips to be undertaken using vehicles that have a much lower impact than standard freight vehicles.

Camden Planning Guidance

3.2 Camden Planning Guidance (CPG 7 Transport, chapter 4) sets out the guidance for development proposals which are likely to generate delivery and servicing movement, thereby generating significant noise and disturbance impacts.

3.3 Camden Planning Guidance (CPG 1, chapter 10) Recycling and Waste Storage requires all developments to accommodate the following:

- Adequate space (designed) for the storage of recyclables and waste;
- Safe location – accessible for all users and collectors to minimize nuisance to occupiers and neighbours (and their amenity space) e.g. noise, obstruction, odour, pests, etc;
- Recycling and refuse collection from any waste contractor (and allow for reasonable changes to collection services in future;
- Containers should have designed storage areas; and
- Sensitively designed /located, especially in conservation areas or listed buildings.

3.4 The Transport Statement has been prepared by Create Consulting Engineers Ltd (Reference: AF/CS/P17-1282/03). The report concludes that the transport impact of the Assisted Living facility proposals for the site will be minor and can easily be accommodated by a combination of on-site infrastructure provision and the existing local transport network.

4.0 OPERATIONAL ACTIVITIES

4.1 The proposed development comprises Assisted Living residential apartments with associated communal facilities including ancillary café, salon, mini gym and laundry.

4.2 The following delivery and service activities are anticipated during the operation of the Site:

- Limited Site visitors (disabled only);
- Limited Concierge Staff commuting (2No. parking spaces);
- Delivery of goods to commercial operations (Laundry, Café / Bar with kitchen, Salon and Gymnasium); and
- Collection of refuse (domestic and commercial) from the Site.

4.3 Details of the sizes, types and frequencies of vehicles which are expected to access the site during operation are summarised in Table 4.1.

Site Visitors (Disabled Visitors only) / Concierge Staff	
Size and types of vehicle:	Cars and small (disabled) vans
Location:	Disabled parking provision (8No. Spaces) and Concierge Staff parking (2No. spaces) allocated in basement, with access via car lift on east side of Site.
Control	Spaces allocated to two Concierge workers. Disabled parking spaces allocated on a daily (bookable) basis, with entry refused to any unauthorised visitors.
Frequency:	Daily
Other Site Visitors, Residents and Staff	
Size and types of vehicle:	No provision. All visitors (except disabled visitors), general staff and residents will need to use public transport.
Location:	N/A
Frequency:	N/A
Deliveries (for commercial facilities)	
Size and types of vehicle:	Small van or Transit Van
Location:	Delivery area allocated to east of building (see Drawing No 1282/03/007) or to west within basement via car lift (small vans only) or using hatched area on northeast corner (see Drawing No. 1282/03/008).
Control:	Access to loading / unloading areas and car lift restricted to one vehicle at any one time, with allocated delivery times.
Frequency:	Daily (café) / Weekly (other facilities)
Refuse Collection	
Size and types of vehicle:	Refuse Collection Vehicle
Location:	Allocated loading area to northeast of building (see Drawing No. 1282/03/008)
Control:	Access restricted to one vehicle at any one time. This area remains on existing vehicle collection route.
Frequency:	Weekly

Table 4.1: Estimated Vehicle Movements during Operation

Site Deliveries

- 4.4 Deliveries for the laundry, gymnasium, café / bar with kitchen and salon are anticipated to service the commercial operations on the Site and it is anticipated that this will utilise either small or transit van sized vehicles.
- 4.5 It is anticipated that the following deliveries will be required:
- Weekly delivery of goods for the Laundry, Gymnasium and Salon; and
 - Daily deliveries for the Café / bar and kitchen.

Refuse Storage and Collection

- 4.6 Residents will be responsible for segregating waste into the waste streams catering for mixed recyclables, organic waste and general refuse.
- 4.7 Waste storage areas have been allocated within the basement for both domestic and commercial waste (see Drawing Number 27463-A-P11-00a), with 40.9m³ allocated for domestic waste and 29.7m³ allocated for commercial waste. The location of these areas are shown in Figure 4.1 below.

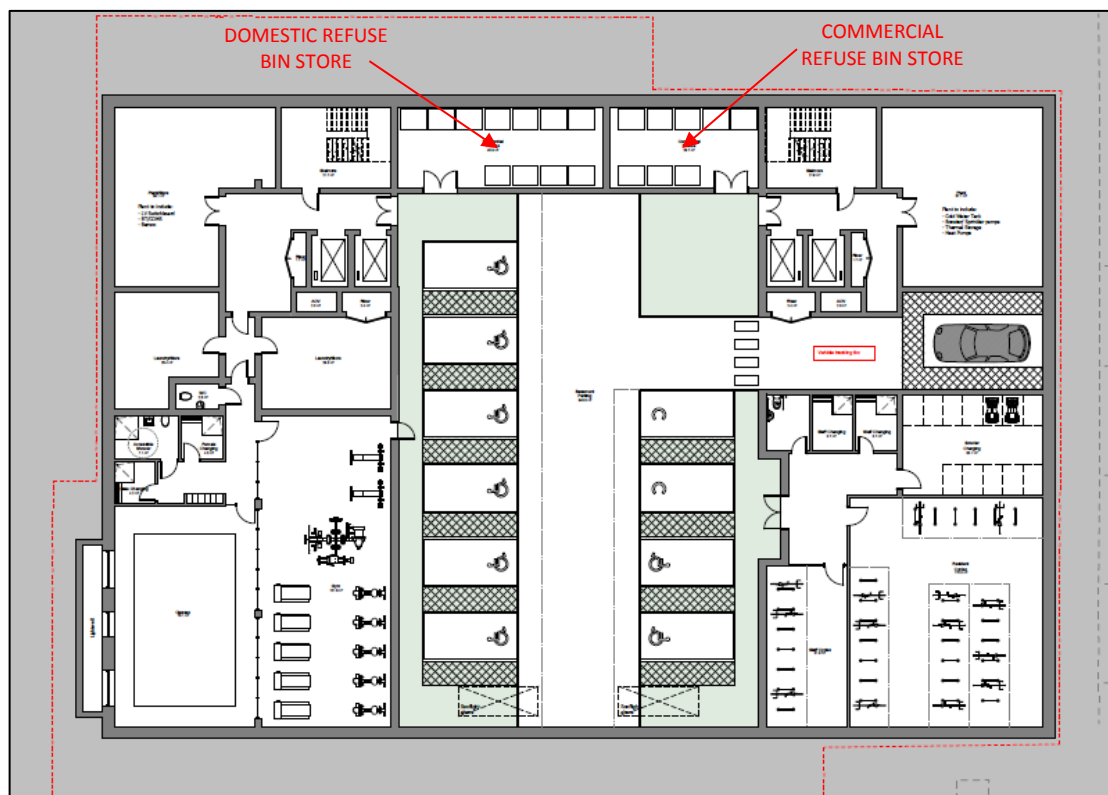


Figure 4.1 Basement Floor Plan

- 4.8 The basement storage areas are of sufficient size to accommodate the required number of bins for both residential and commercial wastes and the residential storage area will not be used for commercial waste.
- 4.9 The residents do not need to carry their waste more than 30m horizontal distance from their door to bin store and there is sufficient space in front of the bins for access and the stores will be lit. Passive ventilators will be incorporated to allow air flow and prevent unpleasant odours.
- 4.10 Arrangements will be made by the Concierges to clean the stores with a suitable drainage system and the construction of the storage area will conform to all necessary fire standards.

Domestic Waste Storage

- 4.11 Camden Planning Guidance (CPG 1) requires waste volumes to be calculated using typical waste volumes per household, on the basis of 100, 170 and 240 litres per one-, two- or three-bedroomed units. The volume of waste anticipated and corresponding number of bins required for three key waste streams is detailed in Table 4.1 below.

Type of Unit	No. of Units	Volume of waste per unit (litres)	Total Volume of Waste (litres)	Recycling Bins (1,100L)	Residual Bins (1,100L)	Organic Waste (660L)
One-bedroom	1	100	100			
Two-bedroom	41	170	6970			
Three-bedroom	8	240	1920			
TOTAL	50		8990	<u>8990</u> 1100 = 8.17		
				4 (4,400L)	4 (4,400L)	1 (660L)

- 4.12 The waste storage area for residents of the site will have 8No. 1,100 litre containers (4No. for recycling and 4No. for general refuse) and 1No. 660 litre blue container for organic waste)
- 4.13 The storage area will be approximately 40.9m² in order to accommodate the waste containers identified above along with sufficient storage for an additional 2No. 1,100L bins if required.

Commercial Waste Storage

- 4.14 The volume of waste generated and the number of bins required for a commercial use is dependent on the use of the building. The general guidance from Camden (CPG 1) is to provide approximately one cubic metre of storage per 300-500 sq. m of commercial space.

-
- 4.15 The total commercial use space is approximately 480m², with approximately 137m² for café / kitchen and the following areas for the other ancillary uses: Salon (36.6m²), Gymnasium (196m²), Laundry (55.7m²) and office space for staff (54.6m²).
- 4.16 On the basis of this use, it is considered that the following bins would be sufficient:
- 3 No. Recycling bins (1,100L);
 - 3 No. General Refuse bins (1,100L); and
 - 2 No. Organic waste bins (660L).
- 4.17 The commercial waste storage area will be approximately 29.7m² and will accommodate the waste containers identified above.

5.0 OPERATIONAL TRAFFIC MANAGEMENT

General

5.1 The site is located within a predominantly residential area and is situated in an area of very good public transport accessibility with a PTAL rating of 6a “Excellent” (see Transport Statement Reference: (Ref AF/CS/P17-1282/03), with the nearest underground station is <500m away. All visitors to the Site (with the exception of allocated Concierge parking and limited disabled visitors) will be required to use public transport or local car parks when visiting the Site. There is no provision for on-site, or local road, parking.

5.2 The activities associated with operational deliveries has the potential to increased noise levels and exhaust emission from traffic, through vehicle movement and warning soundings and communication noise during site deliveries. These will be kept to a minimum through the following measures:

- Vehicle engines to be switched off during deliveries and the use of vehicles’ horns will be permitted only when absolutely necessary (and in line with the requirements of the Highway Code);
- All commercial vehicles associated with the operational site should comply with the standards of the London Low Emission Zone;
- The site should be managed so that vehicles do not have to wait to park safely; and
- Generally, if a vehicle is stationary for more than a minute, turning off the engine will reduce emissions.

Site Deliveries

5.3 The hours for deliveries and servicing will not be restricted.

5.4 Details of anticipated use of the public highway during site the operations is summarised as follows:

- Operational traffic entering the site will approach on Highgate Road from the north or the south, turn right / left into Burghley Road (heading northwest) and then turn left (north) into Ingestre Road. Operational traffic exiting the site will head east along Ingestre Road, turn right (southwest) onto Burghley Road and then at the junction with Highgate Road, turn left or right to go south or north providing the most practicable connections to the London road network (see Drawing Number 1282/03/001 at rear of report).
- Delivery vehicles should not take longer than 20-30 minutes and deliveries will be co-ordinated by the Site Manager to avoid multiple traffic movements during the same period and reduce congestion during the busy hours.

5.5 All deliveries will be scheduled to minimise impact to local residents and amenities.

- Consideration has been given to any major trip generators (e.g. schools, offices, public buildings, museums, etc.) on the routes;
- All staff and visitors (except disabled visitors) will be encouraged to travel to the site by sustainable mode of transport and will not be permitted to park on-site; and
- Vehicles must not wait in the area before or after making deliveries.

5.6 Details of the loading / unloading area allocated for service deliveries is provided in Figure 5.1 below.

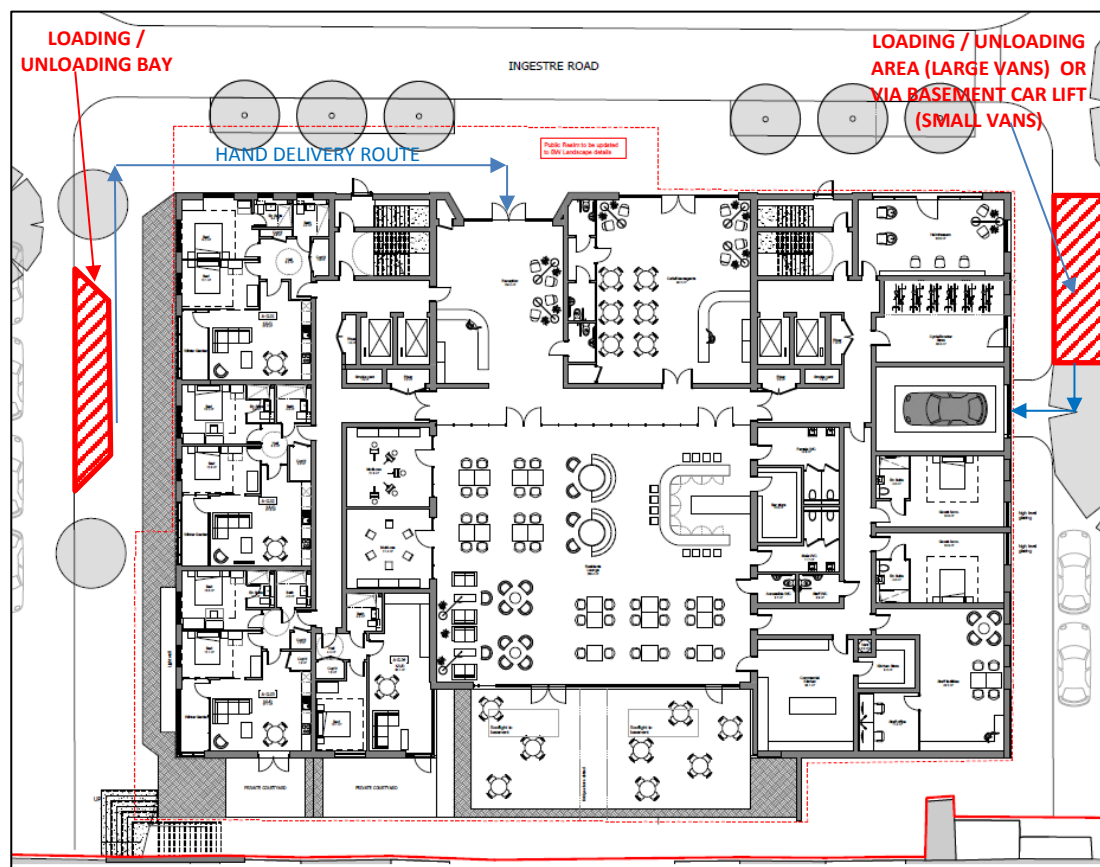


Figure 5.1 Ground floor plan showing the delivery area / unloading bay

5.7 The delivery vehicles will service the site either:

Loading Bay (West): Access the loading bay to the west, approaching in forward gear and parking to enable the delivery, which will be manoeuvred by hand / trolley along the pavement and through the main Site entrance. The delivery vehicles will then exit the loading bay in forward motion and utilise the existing hammerhead turning in the undercroft to the southwest of the Site, prior to departing Ingestre Road.

A swept path analysis for the delivery vehicle entering / exiting the allocated loading bay is provided in Drawing Number 1282/03/007 at the rear of this report.

Loading Area (East): Access the loading area to the east, approaching in forward gear and parking to enable the delivery, which will be manoeuvred by hand / trolley along the pavement and through the main Site entrance or via the car lift into the basement. The delivery vehicles will then exit the loading bay in forward motion and utilise the existing hammerhead turning in the undercroft to the southeast of the Site, prior to departing Ingestre Road.

A swept path analysis for the delivery vehicle entering / exiting the allocated loading area is provided in Drawing Number 1282/03/007 at the rear of this report.

Basement Access: Access to the basement will be provided for small delivery vans only. The vans will approach the car lift in forward gear, entre the basement and make the delivery. In order to exit, the vans will reverse turn and exit the basement / site in forward gear.

Refuse Collection

- 5.8 The collection of the bins will be managed by a concierge system. The bins will be brought up from the basement storage areas (residential and commercial on separate collection days) to ground level by the concierge via the car lift on the day of their respective collection. The bins will be temporarily stored adjacent to northeast of the Site building (see Figure 5.2 below) and then returned back to the basement storage area on completion of collection.
- 5.9 An allocated loading area (cross-hatched to keep clear) will be provided on the northeast corner of the Site, adjacent to the estate entrance (see Figure 5.2). This will enable the refuse collection vehicle to enter this allocated area in forward gear and temporarily park adjacent to the Site and temporary bin storage area to collect the refuse / recyclables.
- 5.10 The bins will be less than 10m from the collection vehicle and a dropped kerb will be provided to enable the safe movement of bins to the collection vehicle.

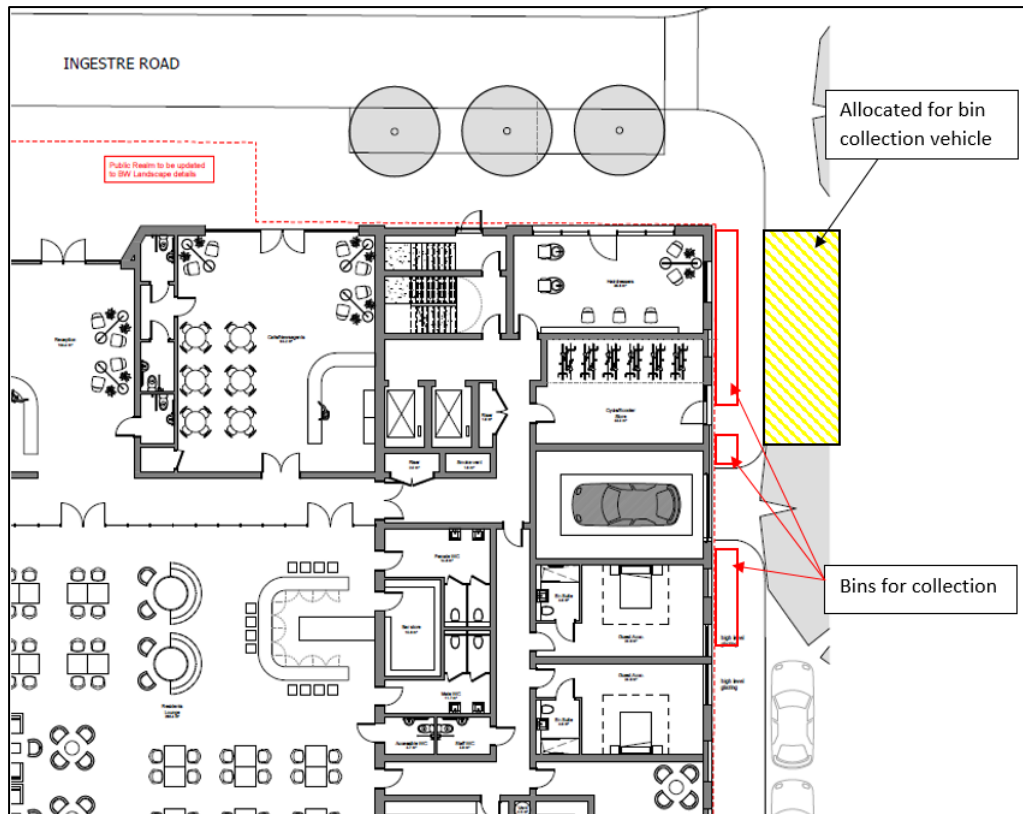


Figure 5.2 Ground Floor Plan showing waste collection area and temporary bin storage

- 5.11 The collection vehicles will then move off in a forward direction to collect other waste within the estate, in the undercroft to the southeast of the Site i.e. there will, be no deviation to the existing collection route.
- 5.12 The collection vehicles are typically 9m long, 2.45m wide and 3.75m high and a swept path analysis entering / exiting this allocated area is shown in Drawing Number 1282/03/008 at the rear of this report.

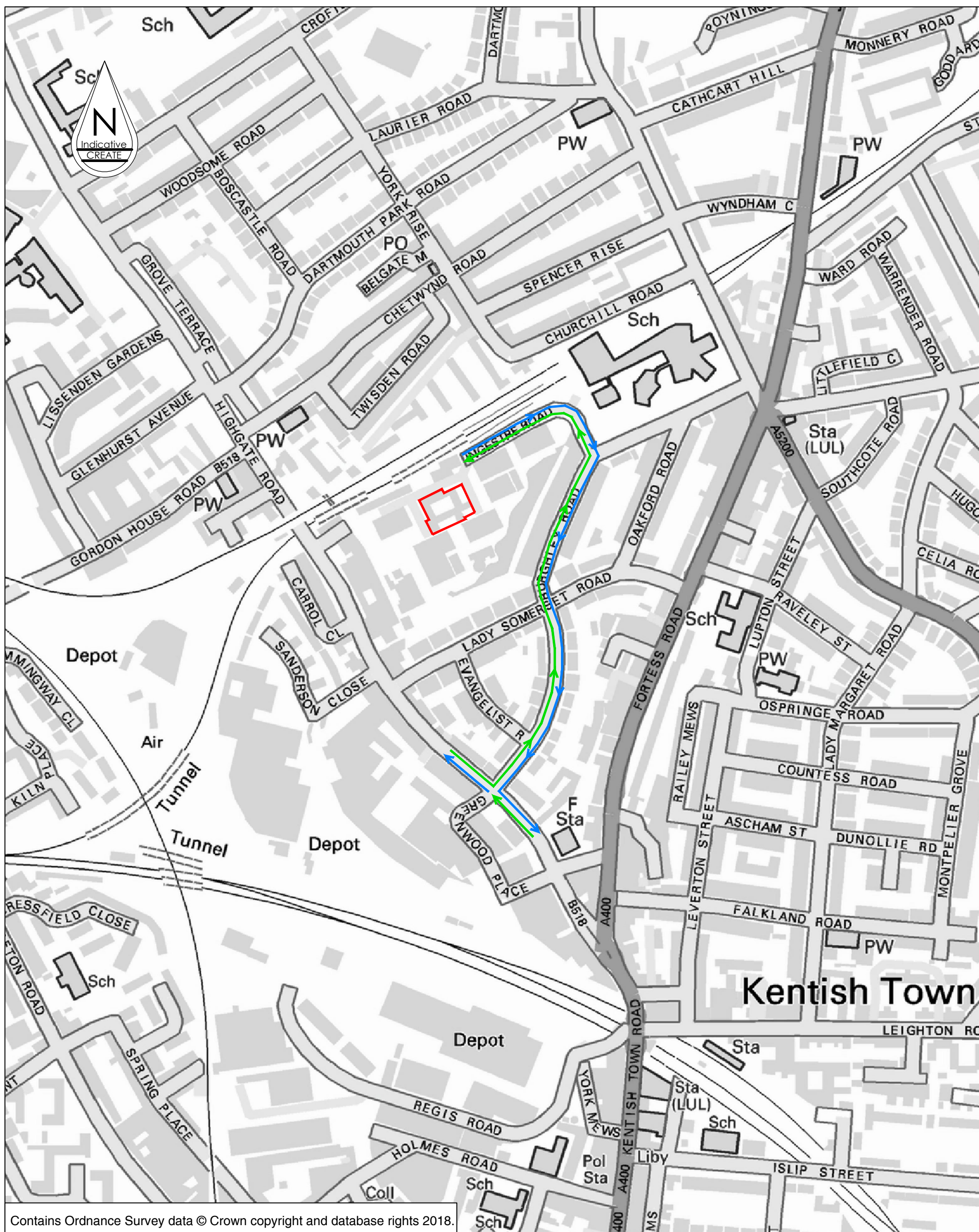
6.0 CONCLUSIONS

- 6.1 The development will create the movement of goods to service the café, salon, gymnasium and laundry. The impact of this movement of goods will be minimised as far as reasonably practicable.
- 6.2 Trips and deliveries will be managed so that the timings will occur to not affect local residents with deliveries kept in working hours. The highway network will not be affected a high level as the vehicular deliveries will be kept to a low level. The site will also include waiting and loading restrictions.
- 6.3 The development provides minimal (concierge and disabled) parking and all other visitors will need to use public transport or local public parking facilities.
- 6.4 The use of quiet and low pollution vehicles will be used as far as possible for servicing and deliveries.
- 6.5 All delivery vehicles will either utilise the loading bay provided to the west, loading area to the east or within the basement (small vans only). When using the loading areas, vehicles will exit the bays in forward gear and utilise the existing hammerheads to the southeast / southwest of the in the undercroft in order to turn around and exit Ingestre Road. The refuse collection vehicles will utilise the allocated loading area to the east of the Site, which is on an existing refuse collection route.
- 6.6 Regarding the behaviour of personnel during servicing, the Freight Transport association (FTA) has developed a code of practice which gives guidance to its members on minimising and, where practical, avoiding disturbance to local residents when making deliveries. Responsibilities for minimising noise disturbing neighbours is everybody's responsibility from drivers, who deliver goods, through to the store staff who receive deliveries. In line with the FTA's guidelines therefore, delivery personnel and staff will be required to check that when receiving deliveries/collections:
- Automatic cab radios are switched off;
 - Doors and tailgates are opened and closed carefully;
 - Drivers will not make telephone calls outside of the cab; and
 - Trolleys used for making the delivery are properly maintained to minimise noise.
- 6.7 This service management plan has been prepared to demonstrate how the proposed Assisted Living development with ancillary communal facilities will ensure that deliveries of goods, and collection of waste can be achieved safely and with minimal disturbance to both the highway network and local residents.

7.0 DISCLAIMER

- 7.1 Create Consulting Engineers Ltd disclaims any responsibility to the Client and others in respect of any matters outside the scope of this report.
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DRAWINGS




KEY



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REV	DATE	AMENDMENT DETAILS	DRAWN	APPROVED

PROJECT INGESTRE ROAD	DATE 06.06.18	DRAWING STATUS INFORMATION		
	SCALE(S)	DESIGNED AF	DRAWN AF	
DRAWING TITLE PROPOSED TRAFFIC ROUTE PLAN	1:250	CHECKED CB	APPROVED CB	
	JOB No 1282			
CLIENT FOUR QUARTERS (INGESTRE ROAD) LTD.	DRAWING No 03/001		REVISION -	

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