Electric Enterprise **Buck Street Market**Servicing Management Plan

REP/SMP/RM001

Issue | 29 September 2018

This report takes into account the particular instructions and requirements of our client. It is not intended for and should not be relied upon by any third party and no responsibility is undertaken to any third party.

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1 Introduction

1.1 Overview

Electric Enterprise

Arup has been commissioned by Electric Enterprise to prepare a Servicing Management Plan (SMP) in support of a planning application for a Container Market scheme on the site of the existing Buck Street Market in the London Borough of Camden (LBC).

The development proposals are to transform the market to provide a ground plus two-level container market comprising retail (Class A1), restaurant / café (Class A3), hot food takeaway (Class A5) and ancillary management / storage uses with associated stalls, partial roof canopy, landscaping, seating and servicing areas.

The SMP sets out how servicing activity at the container scheme will be managed.

1.2 SMP Objectives

There are a series of objectives that this SMP seeks to meet have been developed. They are as follows:

- To identify the expected number of delivery and servicing trips associated with the proposed development;
- To identify suitable loading areas;
- To ensure market delivery activities do not hinder the flow of traffic on the public highway or obstruct pedestrian routes; and
- To minimise vehicles waiting or parking at loading areas so that there is a continuous availability for approaching vehicles.

On-going monitoring and review of the SMP will be required to ensure that the listed objectives of this SMP are achieved (further details in Section 5). If necessary, the SMP will be reviewed and adapted to reflect continuous improvement of the delivery and servicing process.

1.3 Area Schedule

The area schedule for the proposed development is shown in **Table 1**.

Table 1 Area Schedule

Buck Street	Market Container Scheme – A	rea Schedule
Use	GIA (m²)	GEA (m²)
Retail (A1) and ancillary use	445	507
Retail (A3)	165	179
Retail (A5)	290	340
Total	900	1,026

It has been assumed, for the purpose of calculating trip forecasts, that the open market area providing space for additional stalls (490m²) will be used for A1 retail use.

1.4 Reference Publications

The following planning policy and best practice guidance documents have been considered when developing a servicing strategy for the market:

- London Borough of Camden Local Plan, 2017;
- Mayor of London, London Plan, 2016;
- Transport for London (TfL), Delivery Servicing Management Plans;
- TfL, Freight Plan; and
- TfL, Code of Practice for Quieter Deliveries.

Delivery and Servicing Trips

2.1 **Existing Servicing Locations**

The majority of market servicing operations are currently facilitated by a loading area to the north on Buck Street. Loading / unloading is also permitted on Camden High Street to the west and Kentish Town Road to the east. Note however that loading and unloading is prohibited on Camden High Street on a weekend.

2.2 **Existing Market Trip Generation**

In order to understand the delivery and servicing activity associated with the area, a traffic survey was undertaken on Saturday 10 October 2015 and Tuesday 13 October 2015. The location of the surveys is shown in **Figure 1**. The aim of the surveys was to understand the existing servicing activity on Buck Street, Camden High Street and Kentish Town Road. The results can be seen in Appendix A.



Figure 1 Survey Locations

Trips that were not associated with the Buck Street market and waste trips are shown in **Table 2**.

Electric Enterprise Buck Street Market
Servicing Management Plan

Table 2 Non-market Related Trips (2015)

	Sa	turday 10/10/	2015	Tı	iesday 13/10/20	15
Location	Buck Street	Camden High Street	Stucley Place	Buck Street	Camden High Street	Kentish Town Road
Peak Periods	14:00-15:00, 18:00-19:00	N/A	N/A	14:00- 15:00	NA	NA
Peak Period Arrivals	4	-	-	7	-	-
All Daily Arrivals	10	4	-	22	1	3

Trips that were recorded servicing or making deliveries to Buck Street Market are shown in **Table 3**.

Table 3 Existing Market Related Trips (2015)

	Sa	turday 10/10/	2015	Tı	iesday 13/10/20	15
Location	Buck Street	Camden High Street	Stucley Place	Buck Street	Camden High Street	Kentish Town Road
Peak Periods	10:00-11:00	N/A	N/A	10:00- 11:00	NA	NA
Peak Period Arrivals	5	-	-	3	-	-
All Daily Arrivals	15	1	1	17	1	1

An analysis of the survey data (see **Appendix A**) shows the following:

- The majority of servicing activity in the vicinity of the site takes place on Buck Street;
- Servicing is mainly undertaken by cars, vans and LGVs;
- On both a weekday and weekend there is a peak hour of activity between 10:00 and 11:00, with 5 trips to the market recorded; and
- The total servicing events and servicing activity profiles generally appear similar between Tuesday and Saturday.

2.3 Forecast Trip Generation

The forecast number of service and delivery vehicle trips when the market is redeveloped has been estimated using an Arup in-house vehicle generation tool developed to utilise Arup research and other survey information from similar developments in the United Kingdom.

The generation tool applies a delivery and servicing vehicle trip rate for each of the proposed land-uses to the relevant gross internal area (GIA) for that use. The trip rates, which are expressed as vehicles per 100m² per day, have been derived from survey data from office, retail, and other facilities around London, as well as relevant design guidelines and local authority regulations. It is necessary to use these trip rates, rather than the 2015 survey data, as the mix of retail use is different to the existing use.

Based on the proposed GIA, Arup has calculated that a total of 14 vehicle trips per day will on average require service access to the market. A summary is shown in **Table 4.** This estimate is relative to the servicing activity recorded in 2015 and therefore suggests that the overall delivery pattern is unlikely to change.

	Daily D	eliveries for the (Container Sche	me	
Land Use	GIA (m²)	Average Daily Trip Rate per 100m²	Number of Daily Deliveries	Peak Hour Trips	Servicing Peak Hours
Retail (A1)	445	0.52	3	1	
Retail (A3)	165	2.20	4	2	06:00-08:00
Retail (A5)	290	2.20	7	3	
1	l				l

Table 4 Estimated Daily Deliveries for the Proposed Development

Type of Servicing Vehicles 2.4

900

Total

The majority of servicing trips to the market are made by 6m transit vans with the remainder of deliveries made by cars or 8m rigid vehicles. Waste is collected by 8m refuse vehicles as shown in **Table 5**. It is increasingly common for some suppliers to use cargo bikes for deliveries which would have a shorter turnaround time than the vehicles included in **Table 5**.

Table 5 Type of I	Delivery and	Servicing \	Vehicles
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Vehicle Type	Vehicle	Characteristics	Turnaround Time (minutes)
Car		1.5 Tonne, vehicle length 4.5m, height 1.5m	1 - 5
Light Goods Vehicle		3.5 Tonne, vehicle length 6m, height 3.0m	5 - 10
Medium Goods Vehicle		7.5 Tonne, vehicle length 8m, height 4.2m	10 - 15

2.5 Typical deliveries

Typical deliveries, identified through discussions with the market manager and by the survey data, are as follows:

- Catering supplies including fresh and food;
- Clothes and fabrics;
- Cleaning materials; and
- Stall requirements / furniture.

These goods and materials are normally delivered in the following ways:

- Linen is wrapped in plastic and comes in bags, trolleys or roll containers;
- Frozen food deliveries are generally palletized, whereas fresh food is delivered in plastic/wooden crates; and
- Cans are often delivered on a pallet.

Palletized goods and heavy or large crates are handled using a hand pallet truck, which will be provided by the on-site management team. Roll cages are pushed. Examples of the types of containers which are used for general goods deliveries are shown in **Table 6**.

Table 6 Typical Goods Containers

Roll Container	Pallet	Plastic or Wooden Crate
Overall width: 7800mm Overall length: 6800mm Overall height: 13400mm	Width: 1200mm Length: 800mm Height: 166mm	Overall width: 1000mm Overall length: 1200mm Overall height: 400mm
Capacity: 600kg	Capacity: 1000kg	

3 Delivery and Servicing Strategy

3.1 Introduction

In developing a strategy for servicing the market, consideration has been given to the existing local servicing activity and the forecast number of trips associated with the proposed use.

3.2 Management

In order to ensure that the market is serviced efficiently, the Market Manager will be responsible for managing service and delivery vehicle trips. The Market Manager may delegate duties to a warden or attendant to manage the loading bay but they will be given overall responsibility to ensure servicing activities do not affect local businesses, residents and visitors to the surrounding area.

The current (June 2018) Market Manager responsible for managing service and delivery vehicle trips is Colin Matthews who can be contacted via email: colin@camdenmarket.com. The SMP will be updated, and LBC informed, if the Market Manager contact changes when the proposed development is operational.

3.3 Servicing Location

Surveys commissioned in 2015 confirm that servicing activity associated with the existing market predominantly takes place to the north on Buck Street. An alternative loading location is from Camden High Street, where an on-street loading bay can accommodate two vehicles.

Using the survey data and forecast trip generation, **Table 7** shows the total number of deliveries that would be expected with and without the transfer of activity from surrounding local businesses.

Table 7 Estimated Deliveries

	Total Number of Deliveries	Peak Period(s)
Not including surrounding activity	14	06:00-08:00
Including surrounding activity	40	14:00-15:00

Table 7 indicates that with the proposed development, and based on the number of trips to other local businesses recorded by the survey in 2015, there could be approximately 40 daily trips to the area that require a vehicle set down location for servicing and delivery purposes.

The analysis of the 2015 servicing survey and the trip generation forecasts for the proposed development indicate that there will be a peak arrival of three vehicles per hour between the hours of 06:00 and 08:00. The on-street loading bays, as highlighted in **Figure 2**, can process this volume. Therefore, it is concluded that the Buck Street and Camden High Street loading bays have the capacity to accommodate the servicing activities associated with the proposed development and the baseline surrounding local business' servicing activity.

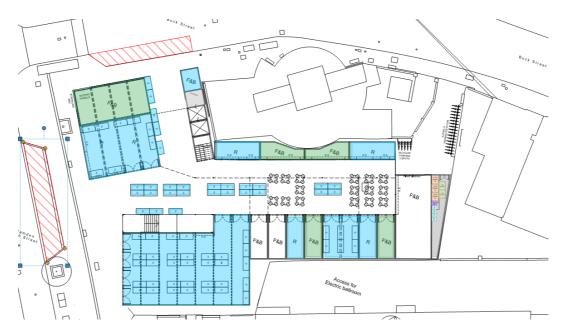


Figure 2 Loading Locations

3.4 Pedestrian Routes

There are no proposed changes to the pedestrian routes serving the market. Having good visibility between drivers and between pedestrians and drivers will be essential for operational safety. To achieve this, the Market Manager will deploy marshals to ensure pedestrian management and public safety is maintained when the loading area is in use.

3.5 Strategy

Market servicing operations will continue to take place as usual on Buck Street to the north, Camden High Street to the west and Kentish Town Road to the east.

Measures that will be applied to minimise the impact of intensifying use of this loading area are as follows:

- Delivery vehicles will be instructed to undertake servicing using the designated loading bays only;
- The Market Manager and/or a designated traffic marshal will ensure vehicles
 do not occupy the loading bay longer than required to unload and transport
 goods into the market to minimise dwell times. LBC consent will be sought to
 change the permitted loading restrictions such that a single vehicle is allowed
 a maximum of twenty minutes;
- Vehicles that exceed a permitted dwell time of 20 minutes will be issued a penalty notice;
- The marshals will ensure vehicles arriving when the loading bays are occupied are moved on and told when to return; and
- The marshals will instruct drivers to switch off their engines whilst loading / unloading, preventing engine-idling during delivery and servicing activity.

This will minimise noise and the impact of vehicle exhaust emissions on air quality.

3.6 Vehicle Reduction Measures

The market will also introduce policy-led interventions to avoid unnecessary vehicle movements. These include:

- Encouraging procurement led consolidation to standardise suppliers for nonspecific products e.g. basic ingredients, stationary, pallets etc; and
- Liaising with the site contractor responsible for the station works on Buck Street to try and coordinate vehicle movements.

4 Waste Management Strategy

This section sets out the waste management strategy for the development including:

- Waste generation;
- Storage requirements; and
- Waste collection strategies.

Waste generated within the development is split between dry mixed recyclables (co-mingled) and residual waste.

4.1 Waste Generation

Guidance in the following documents has been applied when defining the waste management strategy:

- Refuse Storage and Collection, Code of Practice, Revised July 1996;
- BS 5906:2005 Waste management in buildings a code of practice; and
- London Borough of Camden Waste Management Policy.

Two-day waste generation has been calculated to comply with best practice and allow for contingency.

4.1.1 Two Day Waste Generation and Storage

The estimated two-day waste generation for the container scheme is 5.20m³ as shown in **Table 8**.

Table 8 Two-day Waste Generation

	Container Scheme	- Two Day Waste Generation	
Waste Stream	A1 (Retail)	A3 (Restaurant & Café)	Total
Residual	0.18	2.21	2.39
Paper	0.41	0.00	0.41
Cardboard	0.61	0.18	0.79
Plastic	0.20	0.11	0.31
Aluminium	0.00	0.11	0.11
Glass	0.05	0.18	0.23
Food Waste	0.08	0.88	0.96
Total	1.53	3.67	5.20

4.2 Waste Storage Requirements

The requirements for waste storage and handling outlined in the documents above are as follows:

- All waste containers will be accessible to the waste collector;
- A minimum clear space of 150mm will be allowed between waste containers;
- Drainage/hosedown facilities will be provided to allow cleansing of waste storage rooms;
- The waste collector will not be required to pull full containers more than 10m to the collection vehicle. Containers will be stored/presented within 10 metres of vehicle access and provide unhindered access to each individual bin;
- The ground between the storage location for bulk bins and the loading position will be level, smooth, hard surfaced and provide a drop kerb should a container be required to be brought to ground level. The ground may have a maximum gradient of 1:14 if the ground slopes down towards the collection vehicle; and
- The waste room walls will be constructed of, or lined with, hard impervious material with a smooth finish suitable for washing down. The floor will not be less than 100mm thick, and formed of hard impervious material with a smooth finish, and there will not be steps and projections at the entrance.

4.3 Waste Storage

The waste generated by the market (shown in **Table 8**) will require 23.0m² of operational space to accommodate the storage equipment shown in **Table 9**.

Table 9 Summary of Waste Storage Requirements

Wasta Tyma	Un-compacted		Waste Containe	r
Waste Type	Waste (m ³)	Description	Volume (m³)	Number Required
Residual	2.39	1,100 litre bin	1.1	3
Paper	0.41			
Cardboard	0.79	1,100 litre bin	1.1	2
Plastic	0.31	1,100 fife off	1.1	2
Aluminium	0.11			
Glass	0.23	360 litre bin	0.36	1
Food Waste	0.96	240 litre bin	0.24	4
Total	5.20	-	-	10

To summarise, the waste room will accommodate:

- 3 No. 1,100 litre eurobins for residual waste;
- 2 No. 1,100 litre eurobins for dry mixed recyclables (paper, cardboard, mixed metals and plastics);

- 1 No. 360 litre wheelie bin for glass; and
- 4 No. 240 litre wheelie bin for food waste.

A refuse store has been provided on the ground floor and an indicative layout is shown in **Figure 3**.

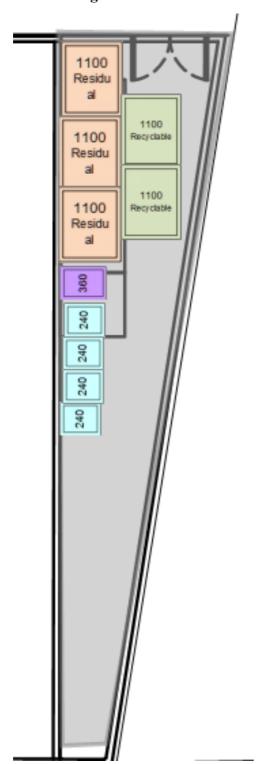


Figure 3 Indicative Waste Store Layout

4.4 Waste Collection

The waste will be collected from Buck Street. The facilities management team will move the bins to the waste presentation area, as shown in **Figure 4**, and return them within 30 minutes of collection.



Figure 4 Waste Presentation Process

5 SMP Review Process

5.1 Monitoring

This SMP and the waste strategy will be updated frequently. This section sets out how the document will be reviewed and maintained. The Market Manager is responsible for monitoring the effectiveness of the servicing strategy. Key data that will be captured to monitor the strategy is as follows:

- Number of daily servicing trips on a typical weekday and weekend;
- Delivery vehicle types and the volume of carried goods;
- Arrival and departure times; and
- Construction vehicle activity associated with the proposed upgrades to Camden Town station during the construction works.

The Market Manager will use information and feedback from occupiers, suppliers and local residents in order to conduct an annual review of this SMP. This review will assess the efficiency of the SMP to meet the objectives of minimising the environmental impact on the surrounding area and providing servicing arrangements for the market which meet road management and safety requirements. The market will manage the relationship with LBC and TfL to review the SMP at suitable periods and update as necessary.

Appendix A

Survey Data

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A2 13th October 2015

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-	10.24	+	_	F	-	ĺ	-							+	Buck Street	S	+		Deliver	Ī	Trader - Small trolleu - Disappeared into market so loading times not available.
÷	10.39	+	▙	⊹	÷	Ė		İ		-	Ė	E		۰	Buck Street	_	Double Yellow P	hrooms	Servicina	2034	Ventin with small bag of goods
_	10:42	+	0157 11:16	H	⊢	t	ſ	İ	-	t	ļ			1	Buck Street	_	-	т	Deliveru	Union Street Market	Catering supplies - buhand
_	10:42	11:22 00	00:40 10:50	0 11:22	0035	Ė	F	Ė	Ė	=	Ė	E		13	Camden High Street	>	Da	tx	Delivery	Ī	Trader - Bags by hand
_	1102	٠	_	╄	٠		-				-			4	Buck Street	1			Deliver	15 do	Categor Supplies - Mand Truck
_	1120	+	+	┾	÷	ĺ	F		ŀ	İ	t	Ī		1	Buck Street	_	Ī		Deliver		Barrels of beer - Hand Truck to transdoor in footbath
1	1134	+	Ļ	╀	20	ĺ	-				-		-	1	Buck Street	0		No Livera	Servicina	Shah	Letter
_	36.64	÷	4	÷	+	ŀ	-	l		ļ	ļ	l		21	Buck Street	_	occarde		Deliver		Goods in base
_	242	+	_	┿	÷	+	ſ			İ	-			3.7	Buck Street	1	3		Deliver	900	8405
1_	12.50	÷	+	÷	÷	ĺ	-	İ		Ì		l		4	Buck Street	_	+		Deliver		Block of hir recovery webicle so recipient clame out to use to nick up small place and
73	12.51	+	_	+	-	t	[İ	ļ	İ	ļ	I		87	Buck Street	0	+		Deliver	20,0	Boxes to church
60	13-13	+	+	÷	÷	İ	ĺ	İ	ļ		ļ	Ī		+	Buck Street	_	Vellow	ark Brewing	Deliver	The Bucks Head 202 Carr	2 lates bags of clothes
88	13.21	+	_	+	+	ŀ	ſ	İ		ļ	ļ	I		+	Buck Street	0	٠		Deliver	North on Camden High Stell	Back of stock by hand
_	13.26	+	+	÷	÷	ĺ	F	İ	ļ	ļ	ŧ	Ī		7	Buck Street	_	-		Deliver	Union Street Market	Bac of stock
_	1345	+	+	∔	÷	-							-	1	Buck Street	00	alca		Deliver	Ī	Sewelabane
_	1358	+	+	÷	+	t	f	İ	ļ	ļ	ļ	l	5.4	1	Buck Street	_	3	Cedar Assist	Servicina	9 0000	Ventueln packages, came bag with bags
_	14.00	+	Ľ	+	┿	t	ſ		ŀ	ļ				+	Buck Street	1	-	HSC	Deliver		Monthimaintenance
•	14.00	÷	╄	÷	÷	İ	F		-		ļ			٠	Buck Street	_	+	No Livera	Servicina	235 Camden High Street, L	Oleaning Service
-	14.09	+	L	H	٠	ĺ	-	İ	H	Ė	ļ			4.5	Buck Street	_	e Yellow	ECGFS	Servicing		Vashroom service
1_	* *	⊢	00:48 n/a	H	⊢		-			L	Ė			4.8	Buck Street	_	_	ECGFS	Servicing		Telephone enginess
_	14:22	14:31 00	00:09 14:22	-	80:00	Ė	Ĺ		-	Ė	Ė			6.5	Buck Street	_	e Yellow	No Livery	Collection	186, Camden High Street, L	5-Ade Articulated Blocked Buck Street East of Studies Place
_	14:27	Н	00:23 N:27	Н	2700	É	F				E			4.5	Buck Street		Pay	No Livery	Delivery/Collection	Inverness Street	Maintenance in flats
	14:52	-	00:02 14:52	\vdash	Н		-							4.5	Buck Street		le Yellow	No Livery	Delivery	The Trinky United Reform	Maintenance
	15.01	-		_	00:05									4.7	Buck Street		Pay	_	Delivery	rk.et	Maintenance
411	15.08	_	00:34 n/a	Н	-				-					2	Buck. Street		Pay	OK Building Service	Servicing		Maintenance, declined disclosing exact destination
	16:00	\vdash	_	Н	Н		-								Buck Street				Delivery		Maintenance of faulty fire alarm in local business
	16:51	_	-	-	-		-								Buok Street	o.			Delivery		Collected some cardboard
	16:58	-			_		-								Buck Street			No Livery	Delivery	¥64	Collected all rubbish from street corner
	18.05	-	4	+	ž		1			1	=			_	Camden High Street	_	_	Camden/Yeolia	Waste Collection		Collection of rubbish on street
_	18:38	-	_	-	s/a						-				Buck Street	o o	5		Waste Collection	A and	Collection of rubbish on street
_	-	_	4	-	2/2						-				Buck Street	_	de Yellow	/eoia	Waste Collection	П	Collection of rubbish on street
173	19:38	20:00 00:	00:22 n/a	rşa.	n/a									4.5	Buck Street	SPay		No Livery	Servicing	North on Studies Place	From stea by security office
			٦			1	-		+	_	+										
					_	3 18	0	0 0 2 6 5 0 2	9 2	φ,	3	3 0 0	۰								
Min	uration	Min Duration of St 00:00 Min Loading 00:00	-00 Min	Loading	00:00									5.676							
Max	Juratio	Max Duration of S 02:40 Mat Loading 02:07	HO Mar	Loading	02:07																
Avg L	Juration	Avg Duration of St 00:20 Avg Loading 00:14	1.20 Avg	Loading	90:H																