



Grand Union House, London NW1
Delivery and Servicing Plan
December 2018



Camden Mixed Developments Limited

GRAND UNION HOUSE

Delivery and Servicing Plan



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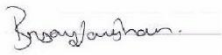

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PROPOSED SERVICING LOCATION

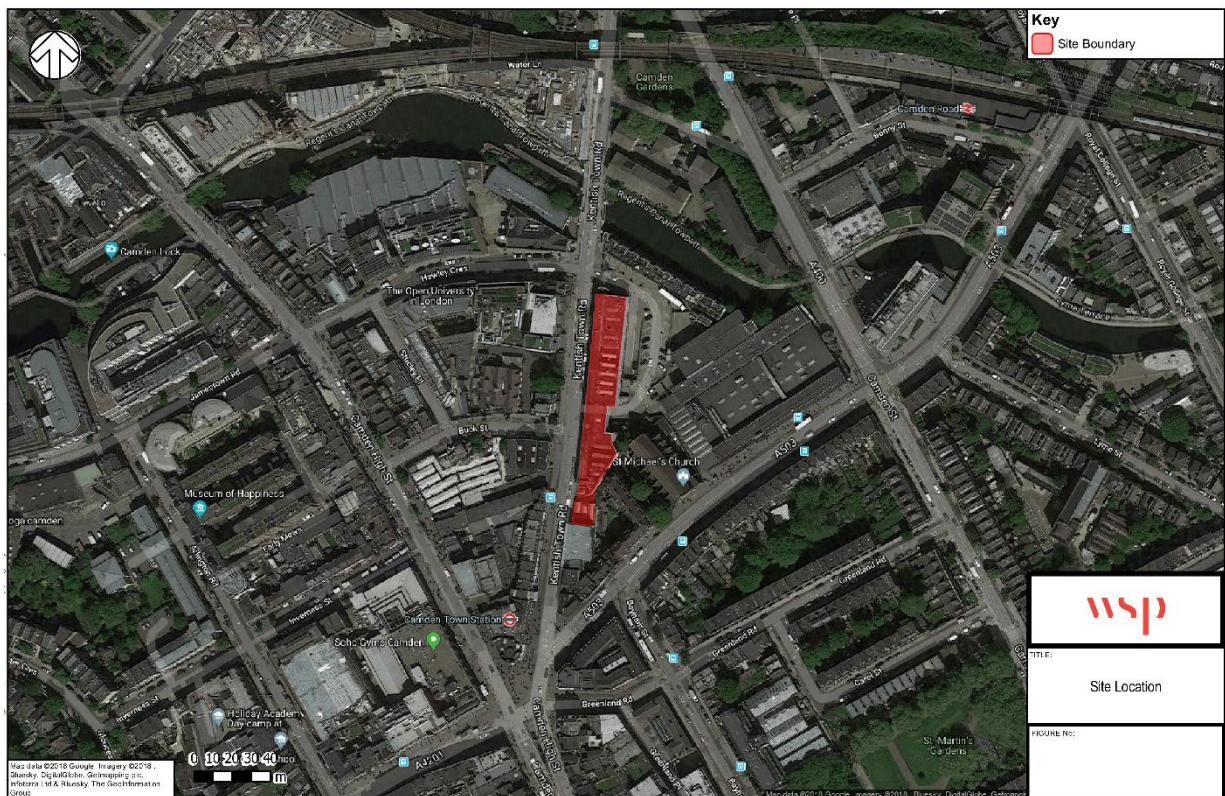
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PROPOSED SERVICING TRIP GENERATION

1 INTRODUCTION

- 1.1.1. This Delivery and Servicing Plan (DSP) is submitted in support of a detailed planning application ('the Application') made on behalf of Camden Mixed Developments Limited ('the Applicant') for the adaptive re-use, alterations and extensions ('the Proposed Development') to Grand Union House, 16-20 Kentish Town Road, London ('the Site')", located in the London Borough of Camden (LBC)..
- 1.1.2. The Site is accessed via Kentish Town Road with a further pedestrian access from Camden Road. The existing building is an office building within a retail unit and a retail bar at ground floor level. There are 12 car parking spaces which belong to the residents of Grand Union Walk which are all located at ground floor level and retained.
- 1.1.3. Five parking bays are provided on street to the northeast of the Site on Kentish Town Road (31m), and four parking bays (26m) are provided on street to the southeast of the Site, measuring 6m each also on Kentish Town Road.
- 1.1.4. The Site location is illustrated in **Figure 1-1**.

Figure 1-1: Site Location



1.2 DEVELOPMENT PROPOSALS

The Proposed Development would comprise of the partial demolition and redevelopment of the existing building, to provide a new office (Class B1) building with associated roof terraces, ground floor flexible town centre uses (Class A1 and/or A3 and/or D2), and 6 affordable housing units, along with associated landscaping works.

- 1.2.1. The development will be 'car-free' apart from 12 car parking spaces that are retained.
- 1.2.2. Cycle parking spaces will be provided in line with the minimum Draft New London Plan standards.
- 1.2.3. Servicing vehicles will service the Site via Kentish Town Road and will be able to pull up on street and service the office, flexible retail and leisure uses and; residential elements of the building.

1.3 PRE-APPLICATION DISCUSSIONS

- 1.3.1. A Transport Assessment Scoping Report (TASR) was issued on 5th September 2018 to officers at the LBC and feedback was received on 10th October 2018. In addition, a pre-application meeting with the LBC highways officer Steve Cardno was held on 17th October 2018.
- 1.3.2. LBC also agreed that the servicing provision was acceptable and that detailed amendments to the public highway to facilities the proposals should be detailed within the TA. This has been provided in Chapter 7.

1.4 REPORT PURPOSE

- 1.4.1. The purpose of this DSP is to identify where loading and unloading activity will occur and facilitate the safe and efficient use of areas for servicing. This report has been drafted in accordance with guidance provided within the Transport for London (TfL) document 'Management Freight Effectively: Delivery and Servicing Plans'. The DSP will remain a live document that will evolve over time to ensure that objectives are met in the most appropriate manner. It is intended that this will complement the objectives of the Travel Plan through the implementation of sustainable delivery initiatives.
- 1.4.2. Following this introduction, the remainder of this report is structured as follows:

- i Chapter 2: Planning Context;
- i Chapter 3: Servicing & Delivery Strategy;
- i Chapter 4: Refuse Strategy;
- i Chapter 5: Servicing Vehicle Generation;
- i Chapter 6: Site Management; and
- i Chapter 7: Monitoring & Review.

2 POLICY CONTEXT

2.1 THE LONDON PLAN 2016

2.1.1. The London Plan 'The Spatial Development Strategy for London Consolidated with Alterations Since 2011' was published in March 2015 and updated in April 2016.

2.1.2. Policy 6.14: Freight - The Mayor of London will work with all relevant partners to improve freight distribution (including servicing and deliveries) and to promote movement of freight by rail and waterway. The Mayor supports the development of corridors to bypass London, especially for rail freight, to relieve congestion within London.

2.1.3. Development proposals will be considered more favourably should the following criteria be met:

- i Locate developments that generate high numbers of freight movements close to major transport routes;
- i Promote the uptake of the Freight Operators Recognition Scheme, construction logistics plans and delivery and servicing plans. These should be secured in line with the London Freight Plan and should be co-ordinated with travel plans and the development of approaches to consolidate freight; and
- i Increase the use of the Blue Ribbon Network for Freight Transport.

DRAFT NEW LONDON PLAN WITH SUGGESTED CHANGES (AUGUST 2018)

2.1.4. The Draft New London Plan was issued for consultation in November 2017 with suggestion changes in August 2018 and is set to be adopted in Autumn 2019. In the meantime, the current 2016 London Plan remains adopted, however the Draft New London Plan provides useful context for the direction of future policy.

2.1.5. Policy T7 (Freight and servicing) of the London Plan discusses the vision for freight controls. It notes that it will seek to:

- i "Reduce freight trips to, from and within these areas;
- i Coordinate the provision of infrastructure and facilities to manage freight and servicing at an area-wide level; and
- i Seek to reduce emissions from freight, such as through sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles.
- i Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.
- i Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.
- i At large developments, facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans.
- i Development proposals must adopt appropriate construction site design standards to enable the use of safer, lower trucks with increased levels of direct vision on waste and landfill sites, tip sites, transfer stations and construction sites."

- 2.1.6. It notes that the Mayor will work with all relevant partners to improve freight distribution (including servicing and deliveries) and to promote movement of freight by rail and waterway.
- 2.1.7. It notes support for development proposals that are located close to major transport routes and promotes the uptake for Fleet Operators Recognition Scheme, Construction Logistics plans, delivery and servicing plans and more innovative freight solutions with a view to minimising congestion and improving safety.

2.2 TRANSPORT FOR LONDON – DELIVERIES IN LONDON

- 2.2.1. TfL work with operators, boroughs and partners across the freight industry to ensure that goods and services get delivered in London on time, and in a safe, clean and efficient way.
- 2.2.2. The ‘Deliveries in London’ online portal provides advice on making and receiving deliveries, including parking and loading, delivering efficiently and driving near vulnerable road user. The guidance portal seeks to:

- i Ensure that London’s transport networks allow for the efficient and reliable handling and distribution of freight and the provision of servicing to support London’s economy;
- i Minimise the adverse environmental impact of freight transport and servicing in London; and
- i Minimise the impact of congestion on the carriage of goods and provision of servicing.

- 2.2.3. This section provides a summary of the TfL guidance and best practice in relation to deliveries and servicing.

RETHINKING DELIVERIES REPORT

- 2.2.4. The Rethinking Deliveries Report seeks to understand different delivery strategies currently employed across the world and subsequently implement effective solutions on a wider scale in both the private and public sectors.
- 2.2.5. The goal of the report is to consolidate deliveries, whereby they reduce the number of vehicles carrying freight into a city by making sure that their carry capacity is fully utilised. Consolidation solutions can be split into either behavioural or physical solutions, as follows:

i Behavioural solutions

- Procurement led solutions;
- Upstream supply chain; and
- Click & collect at store.

i Physical solutions

- Urban consolidation centres;
- Micro-consolidation centres;
- Locker boxes / locker banks; and
- Pick up drop off (PUDO) parcel shop.

- 2.2.6. The Rethinking Deliveries Report identifies that: “working in tandem with neighbouring organisations in joint procurement and consolidation has the potential over the longer term to reduce costs, streamline ordering processes, enhance collaborative working and minimise environmental impacts”.

GETTING THE TIMING RIGHT: MAKING THE MOST OF QUIETER TIMES FOR DELIVERIES

- 2.2.7. The guidance aims to help local authorities, businesses and fleet operators make the most of the opportunities that re-timing deliveries can offer, outlining the benefits and key issues to consider when planning deliveries.
- 2.2.8. Relating to businesses specifically, the guidance sets out that re-timing deliveries brings the following benefits:
- i More cost-effective deliveries, at a time to suit the business;
 - i More reliable delivery patterns, as journeys are less likely to be delayed by congestion, enabling businesses to plan the working day more effectively;
 - i A better experience for customers if products are always available when they want them, premises are clear of delivery equipment and staff have more time to focus on offering a good service; and
 - i Being a better neighbour and enhancing corporate social responsibility by reducing the number of vehicles delivering to site.
- 2.2.9. The guidance documents also explain that, provided deliveries are completed quietly, spreading them more evenly throughout the day ensures a better environment for businesses, residents and visitors to the area. Other benefits of spreading deliveries include:
- i Safer streets, with less risk of collisions between goods vehicles and vulnerable road users;
 - i Reduced congestion and more efficient use of on-street loading facilities; and
 - i Air quality improvements, as traffic moves around the area more easily.

CODE OF PRACTICE FOR QUIETER DELIVERIES

- 2.2.10. TfL's Code of Practice for Quieter Deliveries offers guidance on how to minimise noise from out-of-hours deliveries. The guidance provides a list of general guidance pointers, as well as measures for drivers and measures to reduce noise at the delivery point. Key measures include:
- i Ensuring all equipment is well maintained and in good working order;
 - i Using quieter vehicles and equipment where possible e.g. quiet roll cages, rubber floor mats;
 - i Making sure all colleagues involved are briefed and trained appropriately, and are aware of the Code of Practice;
 - i Liaising with suppliers to minimise the likelihood of vehicles arriving at the same time; and
 - i Ensuring the driver is aware of any local access issues.

FREIGHT OPERATOR RECOGNITION SCHEME

- 2.2.11. Freight Operator Recognition Scheme (FORS) is a voluntary scheme that encourages sustainable best practice for fleet operators. FORS promotes safe working practices, legal compliance and a corporate social responsibility to improve the performance of fleet operators. The project has already been developed with trade union involvement and with close collaborative partnership to engage effectively with freight operators and facilitate the sharing of information.
- 2.2.12. Operators will join the scheme as members, with tiers of membership reflecting freight operator achievements. It will offer members incentives to increase the sustainability of their operations and to develop their skills, including best practice development for:
- i Training to improve safety and reduce CO2 and emissions;

- i Maintenance, to improve safety and reduce fuel consumption, CO2 and emissions;
- i Management of road risk to improve safety, particularly for pedestrians and cyclists;
- i Fuel efficiency, to save costs and reduce CO2 and emissions; and
- i The use of low-carbon engine technologies such as hybrid and electric vehicles, hydrogen fuel cells and biofuels to reduce CO2 and emissions.

- 2.2.13. It will recognise legal compliance as the base 'bronze' level and promote the uptake of best practice covering fuel efficiency, alternative fuels and low carbon vehicles, management of road risk, legal record keeping and reducing penalty charge notices through the higher 'silver' and 'gold' levels. It will also recognise operator achievements with rewards that encourage operators to raise standards to reduce, in particular, CO2 emissions and collisions between heavy goods vehicles (HGVs) and cyclists.
- 2.2.14. Benefits will be developed recognising operator needs. These will include a subsidised training programme called London Freight Booster which will include an NVQ Level 2 qualification that supports the on-going competencies requirements for drivers.
- 2.2.15. Members will also benefit from advice about fuel efficiency, Penalty Charge Notice (PCN) reduction, legal record keeping and the management of occupational road risks. Tailored action plans to help reduce collisions, emissions and costs will also be developed.
- 2.2.16. The project will set Freight Operator Recognition Scheme Standards, a quality benchmark for use by clients when awarding servicing, maintenance and supply contracts. This provides a simple way for clients to ensure the sustainable credentials of freight operators.

SAFER LORRY SCHEME

- 2.2.17. The Safer Lorry Scheme came into force on 1 September 2015. The scheme ensures that only lorries with basic safety equipment fitted will be allowed on London's roads. As a result, most vehicles currently exempt from national legislation will for basic safety equipment, will have to be retrofitted.
- 2.2.18. HGVs are involved in a disproportionate number of fatal collisions involving vulnerable road users such as pedestrians and cyclists. To reduce this, vehicles over 3.5 tonnes entering the 'Safer HGV Zone' will be required to:

- i Be fitted with Class V and Class VI mirrors, giving the driver a better view of cyclists and pedestrians around their vehicles; and
- i Be fitted with side guards to protect cyclists from being dragged under the wheels in the event of a collision.

- 2.2.19. The scheme, enforced by law, operates across London, 24 hours a day, 7 days a week, and covers the same area as the Low Emission Zone.

DELIVERY AND SERVICING PLANS

- 2.2.20. Delivery and Servicing Plans (DSPs) will be used to increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions. They also provide a tool for use by Traffic Authorities and Planning Authorities to improve reliability.
- 2.2.21. DSPs aim to reduce delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including the consideration of

consolidation and collaborative delivery arrangements to help reduce the impact of commercial goods and servicing vehicle activity in and out of premises/developments.

- 2.2.22. Specific consideration will be given to increasing the number of freight operators using best practice, and promoting Freight Operator Recognition Scheme (FORS) membership through appropriate contract award criteria for servicing, maintenance and supply contracts. Organisations using this approach will be able to demonstrate best value and environmental credibility. DSPs specifically help to:

- i Proactively manage deliveries to reduce the number of delivery and servicing trips, particularly in the morning peak;
- i Identify and promote areas where safe and legal loading can take place; and
- i Select delivery companies who can demonstrate their commitment to follow best practice (e.g. FORS).

- 2.2.23. These plans can sit alongside, and work in conjunction with, an employee travel plan, to ensure that all transport associated with a site is efficient, cost-effective and as sustainable as possible. DSPs will ultimately be integrated into the travel planning process and monitored in the same way as a travel plan.
- 2.2.24. TfL and the GLA Group will take a lead in implementing DSPs for their own premises, with the boroughs following in due course. In parallel, DSPs will be linked to planning conditions for major new developments.
- 2.2.25. In time, borough and GLA planners will require all large planning applications for developments and all smaller developments over an agreed threshold to develop and implement DSPs. Plans will be tracked through the Travel Plan iTrace system and will feed the TRICS database to provide valuable freight data.
- 2.2.26. To help prioritise where attention should be focused in line with the Traffic Management Act 2004, London's traffic authorities will be encouraged to monitor the location and density of penalty charge notices for commercial vehicles.

2.3 TRANSPORT FOR LONDON: DELIVERY AND SERVICING PLANS - MAKING FREIGHT WORK FOR YOU

- 2.3.1. TfL provide additional guidance on the production of Delivery and Servicing plans within their on-line document entitled Delivery and Servicing Plans: Making Freight Work for You. The document identifies that the plan needs to be tailored to the specific requirements of the building, but outputs can include:

- i Proactively managing deliveries to reduce the number of delivery and servicing trips, particularly in the morning peak;
- i Identify areas where safe and legal loading can take place; and
- i Select delivery companies who can demonstrate their commitment to following best practice – for example, FORS members. Visit www.tfl.gov.uk/fors for more details.

- 2.3.2. The guidance also identifies out some of the most effective tools and techniques to minimise the impact of freight activity on London's roads.

2.4 TRANSPORT FOR LONDON – PROTECTING THE ENVIRONMENT

THE LONDON LOW EMISSIONS ZONE - 2008

- 2.4.1. The Low Emissions Zone (LEZ) is a scheme that aims to improve air quality in the city by setting and enforcing new emissions standards for HGV's, Large Vans and minibuses, and deterring the use of the most polluting vehicles by freight operators. The London LEZ is a “first” for the UK and is one of the largest schemes of its type in the world.
- 2.4.2. The LEZ came into force on 4 February 2008 for lorries over 12 tonnes with different vehicles affected over time and more stringent emission standards introduced in 2012. Cars and motorcycles are not affected.
- 2.4.3. The LEZ operates 24 hours a day, 7 days a week, every day of the year including weekends and public holidays, with a daily charge of £200 being applicable for lorries, buses and coaches, and £100 for heavy vans and minibuses which do not meet the required standards.
- 2.4.4. The LEZ is enforced through fixed and mobile cameras which read vehicle registration number plates within the LEZ and check them against a database of vehicles which meet the LEZ emissions standards, or are either exempt or registered for a 100% discount, or have paid the LEZ daily charge.

LOCITY: COLLABORATING TO PROTECT THE ENVIRONMENT

- 2.4.5. LoCITY is an industry-led initiative to reduce the impact of commercial vehicles on the environment through:

- i Improving London's air quality and delivering health benefits to Londoners;
 - i Contributing towards London's targets on reducing carbon dioxide emissions; and
 - i Helping fleets save money by running clearer, more efficient vehicles.

- 2.4.6. LoCITY targets a reduction in NOx emissions from commercial vehicles, to comply with the European Commission air quality levels.

2.5 TRANSPORT FOR LONDON TRAVEL PLANNING GUIDANCE (2013)

- 2.5.1. TfL have incorporated servicing management plans within the overall scope of the preparation of Travel Plans for new developments, with the aim of achieving the following:

- i Consolidate, simplify and improve previous guidance on development-related travel planning. This will be based on the lessons learned and experience gained over recent years;
 - i Facilitate further progress across London in the quantity and quality of travel plans secured through the planning process;
 - i Ensure that deliveries and servicing are considered from the earliest stage in the planning process; and
 - i Provide boroughs with assistance on the requirements/considerations to be included within their Local Development Frameworks (LDFs).

2.6 LOCAL POLICY

LONDON BOROUGH OF CAMDEN LOCAL PLAN (JULY 2017)

- 2.6.1. On the premise of improving health and wellbeing, air quality and sustainable communities, the Camden Local Plan seeks to prioritise sustainable transport such as walking, cycling and public

transport and to minimise the use of motor vehicles to transport both people and freight. The following policy are relevant to the Grand Union House site.

- 2.6.2. Policy T4 regarding the 'Sustainable movement of goods and materials' seeks to promote more sustainable means of freight transport and to minimise the movement of goods and materials by road. The policy states that the council will:

- i Encourage the movement of goods and materials by canal, rail and bicycle where possible;
- i Protect existing facilities for waterborne and rail freight traffic and;
- i Promote the provision and use of freight consolidation facilities.

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

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

3 SERVICING & DELIVERIES STRATEGY

3.1 INTRODUCTION

3.1.1. This chapter details the servicing and delivery strategy for the Proposed Development.

3.2 SERVICING AND REFUSE COLLECTION

3.2.1. Refuse collection for the existing Site is currently undertaken on Kentish Town Road outside the Site, and will continue to for the proposed residential and commercial development.

3.2.2. It is proposed to undertake all servicing on-street as shown in Figure 3-1, and in **Appendix A**. Servicing vehicles travelling on Kentish Town Road will be able to pull up on street and service the office, flexible retail and leisure uses; and residential elements of the building.

Figure 3-1: Proposed Servicing Location

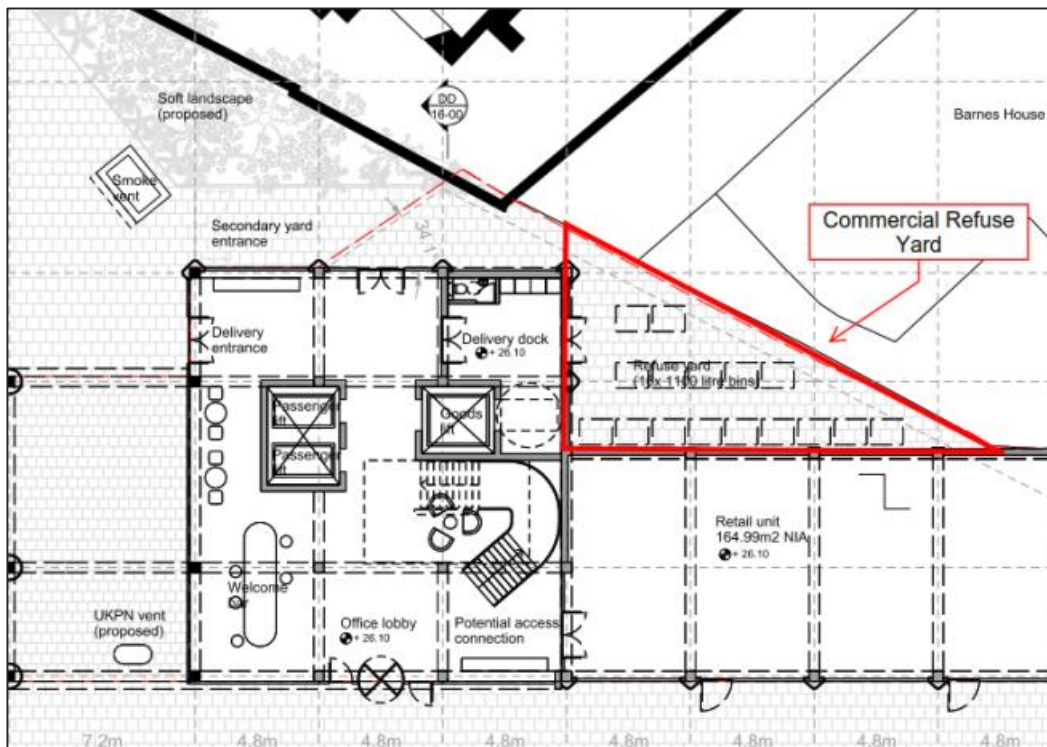


4 REFUSE STRATEGY

4.1 WASTE MANAGEMENT STRATEGY

- 4.1.1. Residents will be responsible for transporting their waste from their individual apartments directly to the residential waste store on the ground floor. The residential waste will be collected on a weekly basis by LBC waste collection operatives who will wheel out the bins to the refuse vehicle on Kentish Town Road.
- 4.1.2. Commercial occupiers will be required to provide waste storage areas within their premises. On collection days the collection operatives will collect the waste directly from the smaller flexible retail units to the refuse vehicle stopped on Kentish Town Road.
- 4.1.3. The office and larger flexible retail and leisure units will utilise the communal refuse yard which will be collected twice weekly as illustrated in Figure 4-1.

Figure 4-1: Location of Commercial Refuse Yard



- 4.1.4. There is a clear path between the communal refuse yard and the location of the refuse vehicle on Kentish Town Road. Bins will be brought out to a collection point prior to collection to ensure the dragging distance is kept to a minimum.

5 SERVICING VEHICLE GENERATION

5.1 EXISTING OFFICE USE

- 5.1.1. The surveys undertaken on Kentish Town Road demonstrates a total of 21 servicing trips were recorded between 07:00-19:00, which equates to 42 two-way servicing trips. However, it is unknown whether all these trips were serving just the existing development.

5.2 FORECAST DELIVERY TRIPS

- 5.2.1. The proposed servicing trip rates have been obtained from 24-hour period surveys for comparable sites (Bow Quarter and Imperial Wharf) previously conducted by WSP. Average trip rates for these sites have been applied to the Proposed Development as detailed in Table 5-1 and included at **Appendix B**.

Table 5-1: Proposed Servicing Trip Generation

Time	Office Deliveries	Retail Deliveries	Residential Deliveries	Total Deliveries		
				LGV	HGV	Total
0700-0800	1	0	0	1	0	2
0800-0900	1	0	0	1	0	1
0900-1000	1	0	0	1	0	1
1000-1100	1	1	0	1	1	1
1100-1200	1	0	0	1	0	1
1200-1300	0	0	0	1	0	1
1300-1400	0	0	0	1	0	1
1400-1500	0	0	0	1	0	1
1500-1600	0	0	0	0	0	0
1600-1700	0	0	0	0	0	1
1700-1800	0	0	0	1	0	1
1800-1900	0	0	0	1	0	1
0700-1900	7	3	1	9	3	12

*Numbers subject to rounding

- 5.2.2. A total of 24 two-way servicing trips are forecast per day comprising 9 LGVs (vans) and 3 HGVs (8-10m rigid lorries) with one delivery on average in the peak hours and a maximum of two deliveries in an hour.
- 5.2.3. The office and retail elements will consolidate their trips where possible, and have a management system in place to determine slots for each delivery. The only deliveries which will not be controlled will be the refuse collection twice a week, and any residential servicing trips which are likely to be infrequent due to the low number of residential units and sustainable measures within the Travel Plan.

6 SITE MANAGEMENT

6.1 INTRODUCTION

- 6.1.1. This Chapter outlines the overarching measuring and initiatives to be included within the Delivery and Servicing Plan which are applicable to the commercial and flexible retail and leisure occupiers.
- 6.1.2. The Building Management Company, and in particular the Building Manager, will be responsible for implementing the Delivery and Servicing Plan.
- 6.1.3. This Delivery and Servicing Plan aims to ensure that servicing of the Development can be carried out efficiently, without creating any negative impacts upon the local highway network.
- 6.1.4. In accordance with TfL's best practice guidance contained within their document entitled 'Managing Freight Effectively: Delivery and Servicing Plans', the proposed management measures and initiatives have been grouped into the following areas, each of which are considered in turn below:

- i Design;
- i Procurement Strategy;
- i Operational Efficiency;
- i Waste Management; and
- i Road Trip Reduction.

6.2 DESIGN

- 6.2.1. The London Freight Plan recognises that good design can minimise disturbance for residents at or travelling to the Site and the impact of servicing upon the surrounding highway network. Design related measures implemented as part of the development proposals are set out in turn below.

RISK ASSESSMENT OF SERVICING AREAS

- 6.2.2. A risk assessment would normally be undertaken by suitably trained site management staff prior to use. This assessment will examine the following issues:

- i Adequate manoeuvring space for the vehicles;
- i Interaction with pedestrians;
- i Adequate space for unloading;
- i Level route from vehicle to destination;
- i Interaction with vehicles; and
- i Visibility of management staff.

SECURITY MEASURES

- 6.2.3. Security measures will be provided within the development site. This includes:
 - i Vehicle movements associated with the loading layby will be monitored and reviewed by the security office, or by personnel to ensure that it is being used safely and at appropriate times.

ACCOMMODATING SPECIAL DELIVERIES

- 6.2.4. Any special deliveries to the Site, such as plant maintenance vehicles will need to be pre-arranged. The delivery time and duration will be negotiated with the Site management office to minimise the

impact upon the routine daily servicing requirements of the development. Out of peak deliveries will be encouraged for such deliveries where possible.

6.3 PROCUREMENT STRATEGY

- 6.3.1. Procurement process should demonstrate an awareness of all vehicle activity associated with the Site, its impacts and appropriate measures to reduce it. This will be undertaken by site management.

FREIGHT OPERATOR RECOGNITION SCHEME

- 6.3.2. Commercial occupiers will be encouraged to contract suppliers registered with a best practice scheme, such as the Freight Operator Recognition Scheme (FORS). Full details of the benefits associated with FORS are detailed earlier within this document.

CONSOLIDATION OF SUPPLIERS

- 6.3.3. Occupiers of the Site will be encouraged to co-ordinate deliveries in instances where common suppliers are used.

SUSTAINABLE SUPPLIERS

- 6.3.4. Measures which will be recommended to suppliers including choosing the most appropriate delivery mode. For example, using smaller vehicles or motorcycles where possible, switching to hybrid and/or electric vehicles, and seeking to ensure safe, efficient and considerate operations, such as switching off engines when making deliveries.

6.4 OPERATIONAL EFFICIENCY

DELIVERY RESTRICTIONS AND ENFORCEMENT

- 6.4.1. Peak hour deliveries will be discouraged through consultation with occupiers of the buildings by the Site managers. The operation of the development will benefit from spreading deliveries throughout the day using a computer/web based vehicle booking system.

PROMOTION OF FREIGHT INFORMATION PORTAL

- 6.4.2. The Freight Information Portal will be promoted by the Site based management agent to raise awareness of this resource amongst the workplace occupiers within the Site and encourage the adoption of good practice servicing and delivery strategies. The Corporate and Social Responsibility benefits associated with using suppliers adopting sustainable freight and servicing practices will also be promoted to occupiers.

COMMUNICATION OF DELIVERY PROCEDURES

- 6.4.3. The delivery procedures in operation on the Site will be communicated to staff upon occupation. The occupiers will be responsible for informing their suppliers of any delivery restrictions and communicating the booking/ management strategy as set out below:

SERVICING BOOKING/ MANAGEMENT STRATEGY

- 6.4.4. It is proposed that a vehicle booking / management system will be implemented on the Site to manage and schedule servicing. The system will be managed by the Site based management agent.

- 6.4.5. Deliveries to the development will be allocated into 15-minute slots, with a maximum dwell time of 15 minutes, unless otherwise negotiated with the Site management office. To book a delivery slot the supplier will contact the management agent in advance of their arrival to the Site.

OUT OF HOURS DELIVERIES

- 6.4.6. Any deliveries expected during the very early morning and later evening periods would be require a noise abatement strategy if appropriate.

6.5 WASTE MANAGEMENT

WASTE REDUCTION, STORAGE AND REMOVAL MEASURES

- 6.5.1. Guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste.
- 6.5.2. The Proposed Development site will provide segregated waste storage, segregating into general waste and dry comingled recyclables. The commercial waste storage areas will be where the waste produced by the individual retail units will be sorted prior to collection, and residents will be responsible for transporting their waste from their individual apartments directly to the residential ware store on the ground floor.

REFUSE COLLECTION PROCEDURES

- 6.5.3. Refuse collection will be undertaken outside of the peak hours where possible for the commercial uses to avoid adding to congestion on Kentish Town Road.

6.6 ROAD TRIP REDUCTION

DELIVERY AND COLLECTION FREQUENCIES

- 6.6.1. The number of service vehicle trips has been considered in detail earlier within this document. The surveys associated with the future Travel Plans will provide detail on the number of service vehicle trips associated with the development.

ENCOURAGING DELIVERIES BY SUSTAINABLE MODES

- 6.6.2. The occupiers of the Site will be encouraged to use suppliers who are affiliated to the Freight Operator Recognition Scheme and operating green fleets complying with the emission standards set out by the London Emission Zones. Workplace occupiers will also be encouraged to publicise sustainable 'best practice' measures via the Freight Information Portal. In so doing this measure will contribute towards encouraging more maintenance contractors to use electric vehicles.
- 6.6.3. The London Low Emission Zone will also require suppliers operating delivery vehicles which do not meet emission standards, to pay a daily charge for journeys within London.

6.7 ENFORCEMENT

- 6.7.1. The contents of this Delivery and Servicing Plan have been prepared to inform LBC of developer's intent for managing deliveries to and from the Site. It must therefore be complied with unless otherwise agreed in writing with LBC.

7 MONITORING AND REVIEW

7.1 MONITORING

- 7.1.1. A programme of monitoring and review will be implemented for a period of five years (in line with the Travel Plan) to generate information by which the success of the Delivery and Servicing Plan can be evaluated.
- 7.1.2. Monitoring and review of deliveries to the Site will be the responsibility of Building Management; this process is expected to be aligned to the monitoring of the associated Travel Plan for the Development.
- 7.1.3. A delivery survey will be undertaken as part of the baseline surveys linked to the Travel Plans. The delivery surveys will be undertaken in accordance with the standard TRICS Delivery Survey Methodology to allow their incorporation into the iTRACE monitoring database. The delivery surveys will be undertaken simultaneously with the travel surveys associated with the implementation of the Travel Plan, where timescales permit.
- 7.1.4. Building Management (or Travel Plan Co-ordinator for the associated Travel Plan) will ensure the delivery surveys are undertaken during the first, third and fifth year after the initial survey.
- 7.1.5. The monitoring reports will be prepared to summarise the result of each survey for submission to the LBC, as set out below.

7.2 REVIEW

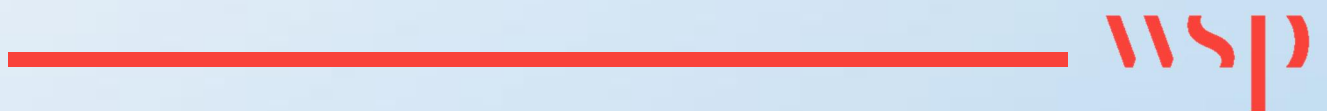
- 7.2.1. The Site Management Team will review and monitor the survey results within one month of the survey being undertaken. The monitoring process will however be an ongoing exercise which will generate information by which the success of the Plan can be evaluated. Monitoring activity will include recording deliveries and collections made via the on-site service area, recording feedback and comments received from tenants and noting any incidents and problems with delivery and servicing activity.
- 7.2.2. This process will provide the opportunity for current delivery operations and procedures on the Site to be reviewed and new management measures to be implemented.

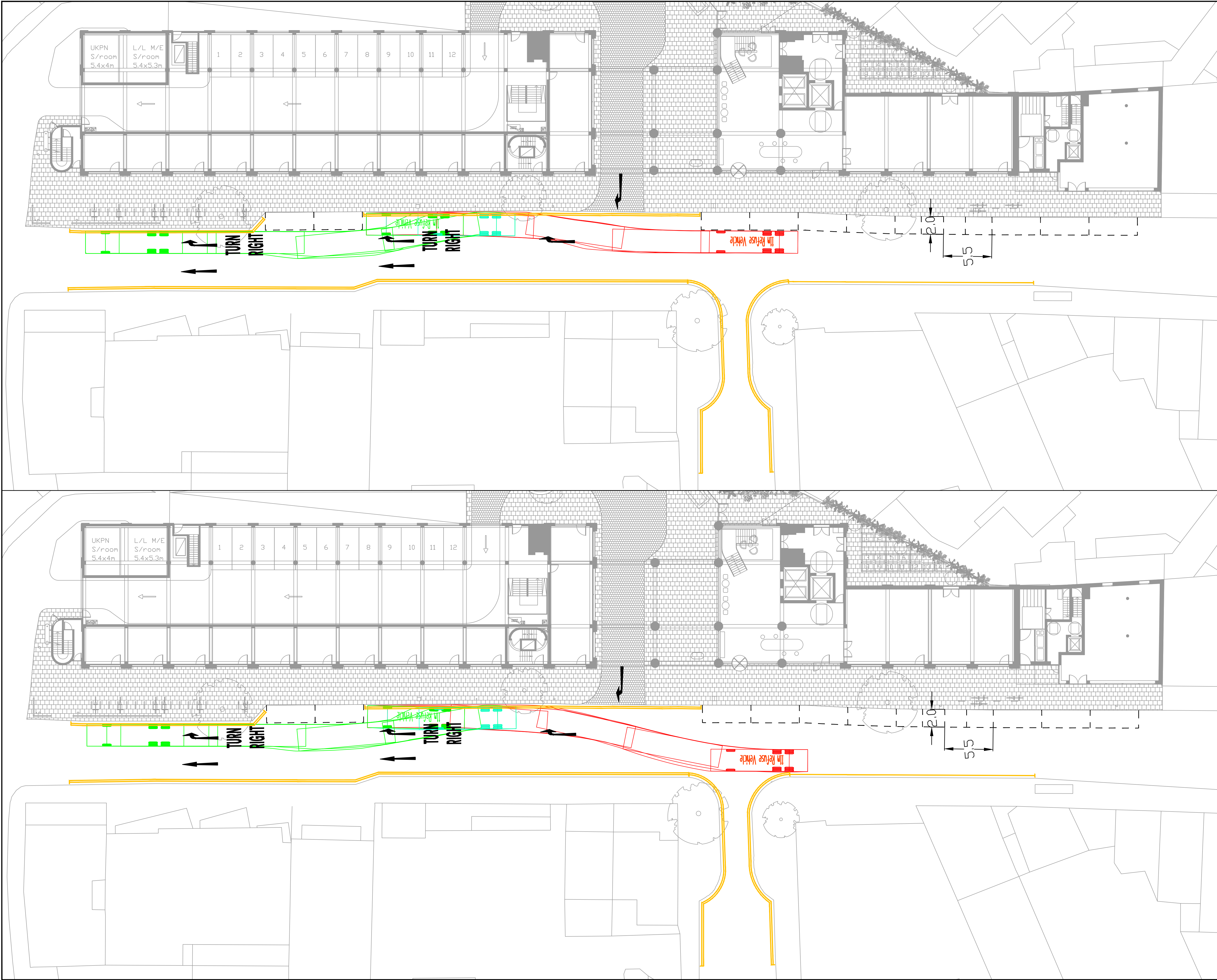
7.3 CONCLUSION

- 7.3.1. The DSP demonstrates that all servicing and refuse trips associated with the Proposed Development will be undertaken on Kentish Town Road outside the site. Residents will be responsible for transporting their own waste to the ground floor, commercial occupiers will be required to provide waste storage areas within their premises.
- 7.3.2. A commercial refuse yard is provided for the office and larger flexible retail and leisure units which will be collected twice weekly. A total of 24 two-way servicing trips are forecast per day which will be consolidated where possible and a management system will be put in place to determine slots for each delivery.
- 7.3.3. The servicing and refuse management will be monitored and reviewed regularly to ensure it is as efficient as possible.

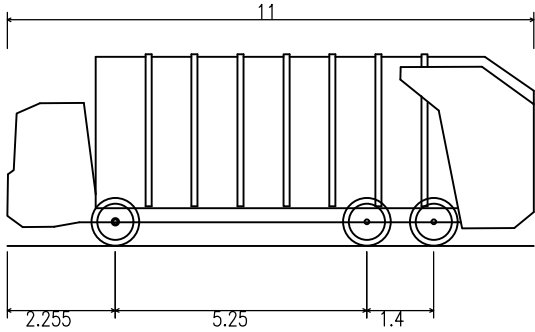
Appendix A

PROPOSED SERVICING LOCATION





DO NOT SCALE



11m Refuse Vehicle
Overall Length 11.000m
Overall Width 2.500m
Overall Body Height 4.000m
Min Body Ground Clearance 0.366m
Track Width 2.450m
Lock to Lock Time 4.00s
Kerb to Kerb Turning Radius 8.750m

B	30/11/2018	CRUB	PROPOSED LAYOUT UPDATED	PV	PV
A	14/08/2018	MR	FIRST ISSUE	PV	SCM
REV	DATE	BY	DESCRIPTION	CHK	APP

DRAWING STATUS: S0 - WORK IN PROGRESS



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CLIENT: SELLAR DEVELOPMENTS

ARCHITECT: AP

SITE/PROJECT: GRAND UNION HOUSE

TITLE: REFUSE VEHICLE TRACKING

SCALE @ A1: 1:500	CHECKED: BV	APPROVED: TOM
PROJECT NO: 70009120	DESIGNED: BV	DRAWN: MR
DATE: November 18		REV: B

DRAWING No: 70009120-SK-05-B

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Appendix B

PROPOSED SERVICING TRIP GENERATION



Proposed Development - Grand Union House

Land Use	Floor Area	
Residential	6	units
Office	4148	sqm
Retail	537	sqm

Servicing Trip Rates

	Residential (trips per unit)			Office (per 100sqm)			Retail (per 100sqm)		
	LGV	HGV	Total	LGV	HGV	Total	LGV	HGV	Total
0700-0800	0.007	0.000	0.007	0.021	0.005	0.026	0.063	0.055	0.118
0800-0900	0.004	0.002	0.006	0.022	0.005	0.026	0.063	0.005	0.067
0900-1000	0.008	0.002	0.010	0.019	0.004	0.023	0.063	0.028	0.090
1000-1100	0.010	0.004	0.014	0.012	0.003	0.014	0.037	0.113	0.150
1100-1200	0.015	0.002	0.017	0.013	0.003	0.016	0.042	0.083	0.125
1200-1300	0.013	0.001	0.014	0.009	0.002	0.011	0.085	0.000	0.085
1300-1400	0.009	0.001	0.010	0.008	0.002	0.010	0.098	0.002	0.100
1400-1500	0.009	0.000	0.009	0.006	0.001	0.008	0.060	0.002	0.063
1500-1600	0.011	0.000	0.011	0.007	0.002	0.009	0.000	0.000	0.000
1600-1700	0.010	0.002	0.012	0.005	0.001	0.007	0.037	0.083	0.120
1700-1800	0.010	0.000	0.010	0.006	0.001	0.007	0.063	0.028	0.090
1800-1900	0.010	0.001	0.011	0.006	0.001	0.007	0.055	0.000	0.055
0700-1900	0.116	0.015	0.131	0.134	0.030	0.164	0.666	0.399	1.064

Servicing Trips

	Residential Deliveries			Office Deliveries			Retail Deliveries			Total Deliveries		
	LGV	HGV	Total	LGV	HGV	Total	LGV	HGV	Total	LGV	HGV	Total
0700-0800	0	0	0	1	0	1	0	0	1	1	0	2
0800-0900	0	0	0	1	0	1	0	0	0	1	0	1
0900-1000	0	0	0	1	0	1	0	0	0	1	0	1
1000-1100	0	0	0	0	0	1	0	1	1	1	1	1
1100-1200	0	0	0	1	0	1	0	0	1	1	1	1
1200-1300	0	0	0	0	0	0	0	0	0	1	0	1
1300-1400	0	0	0	0	0	0	1	0	1	1	0	1
1400-1500	0	0	0	0	0	0	0	0	0	1	0	1
1500-1600	0	0	0	0	0	0	0	0	0	0	0	0
1600-1700	0	0	0	0	0	0	0	0	1	0	1	1
1700-1800	0	0	0	0	0	0	0	0	0	1	0	1
1800-1900	0	0	0	0	0	0	0	0	0	1	0	1
0700-1900	1	0	1	6	1	7	4	2	3	10	3	11



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