

An architectural rendering of a modern building, Panther House, integrated into a historic street scene. The building features a mix of brick and large glass panels, with numerous balconies and window boxes overflowing with green plants. A large, mature tree stands in front of the building. The street is lined with traditional brick buildings and includes a red car, a black taxi, a courier van, and a motorcycle. The sky is clear and blue.

Panther House and 156-164 Grays Inn Road

Panther House
Developments Limited

Delivery and Servicing
Management Plan

August 2019



ttp consulting
transport planning specialists

**Panther House
Developments Ltd**

**Panther House, Brain Yard
Buildings & 156 & 160-164 Grays
Inn Road**

Servicing Management Plan

August 2019

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Contents

1	INTRODUCTION	1
	Objectives	2
	Benefits	2
	Scope	3
2	DELIVERY AND SERVICING ARRANGEMENTS	4
	Local Highway Network	4
	Vehicle Route	5
	Delivery and Servicing Facilities	5
	Waste Storage and Collections	5
	Number of Deliveries.....	6
3	INITIATIVES OF THE PLAN	7
	Monitoring and Review	8
4	CONCLUSION.....	9

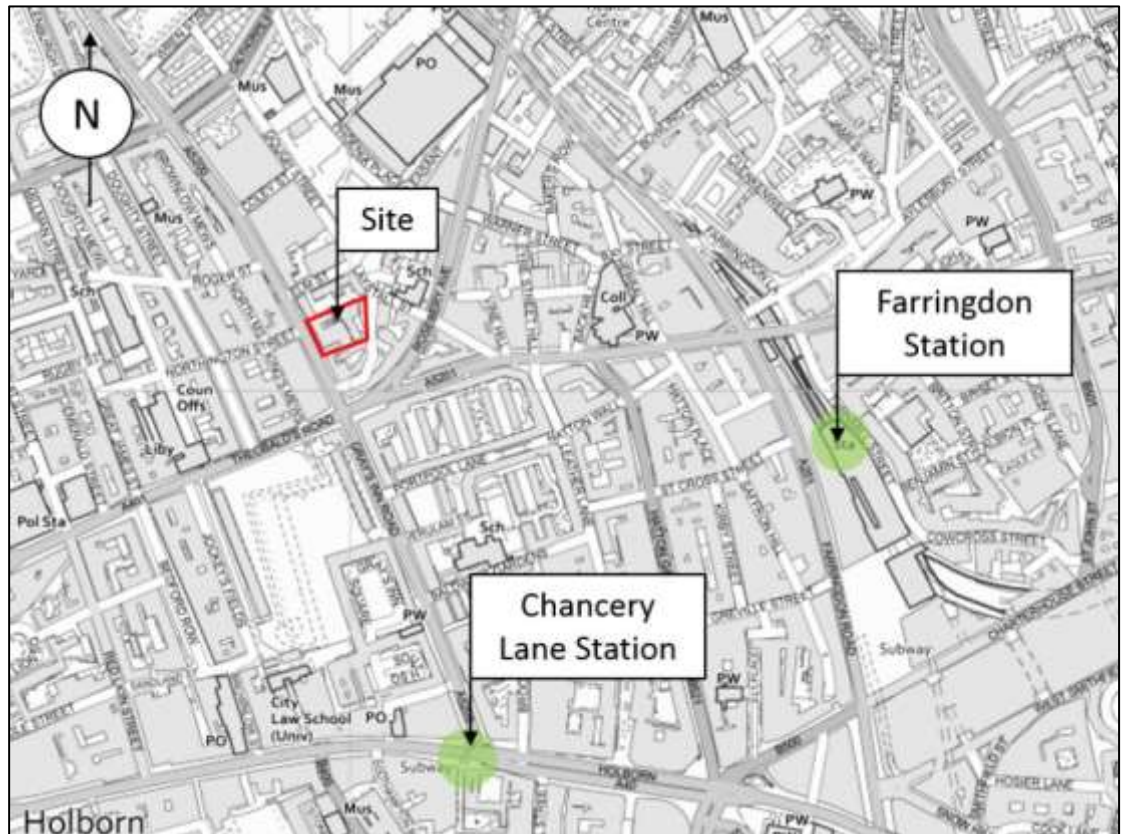
Appendix A - Existing Highway Network

Appendix B - Panther House Off-street Courtyard Vehicle Swept Path

1

- ## 1.1

Figure 1.1 – Site Location Plan



- ## 1.2

- ### 1.3

Objectives

- 1.4 The primary objectives of the DSP will be to manage deliveries and servicing to, from and within the premises in order to ensure that servicing activity is undertaken successfully and without conflict between vehicles and/or pedestrians. A member of staff will be appointed to oversee the DSP, they will likely be a member of the facilities management team.
- 1.5 The DSP will manage deliveries and servicing to the premises in order to ensure that where possible:
- Deliveries are planned (where possible) so as to minimise the potential for deliveries coinciding, therefore reducing waiting times;
 - Vehicles adhere to on-street restrictions when making deliveries;
 - Vehicles load/unload for the minimum time necessary, in order to ensure that the development does not cause vehicles to be delayed on the public highway or occupy the courtyard longer than necessary;
 - Deliveries are undertaken by small to medium sized vehicles as is commonplace in London; and
 - Promote the use of zero emission vehicles such as e-cargo bikes and electrically powered vans.

Benefits

- 1.6 Benefits to be gained by an organisation through the implementation of a DSP include the following:
- Minimise Impact on the Public Highway: The active management of deliveries, including a delivery pre-booking system, can contribute to reducing the impact on the public highway;
 - Save Time and Money: Lower operating costs resulting from consolidation of deliveries and free up time spent on receiving goods;
 - Improved Safety: Lower number of deliveries reduces the potential for accidents;
 - Lower Carbon Footprint: Consolidated deliveries result in a lower carbon footprint at the site;
 - Reduced Congestion on Surrounding Roads: Lower delivery numbers can reduce congestion on local roads, improve air quality, and reduce noise impact; and
 - Support the Environmental Credentials of the Organisation: Highlight the Developer's commitment to reducing carbon emissions.

Scope

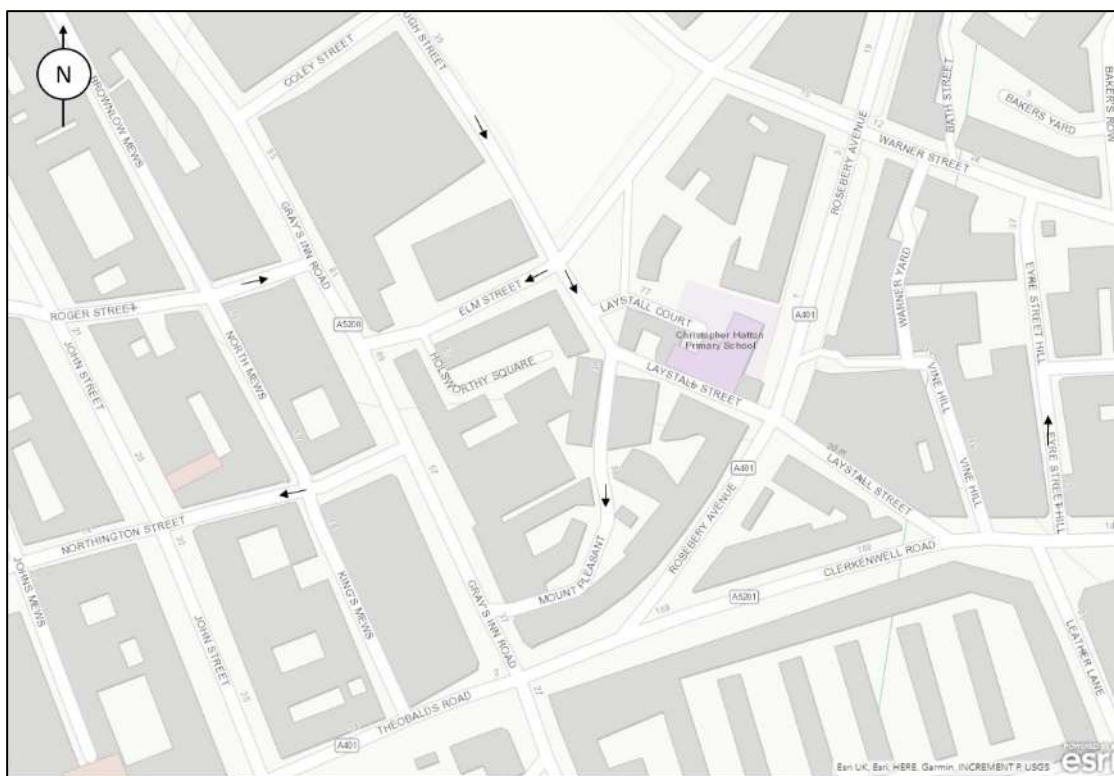
- 1.7 This DSP outlines the measures that will be implemented with regards to servicing activity associated with the development. In addition, it sets out the way in which goods delivered to the development will be managed and monitored. This DSP has been written with reference to Transport for London's online DSP guidance.
- 1.8 The remainder of the DSP is set out as follows:
- Section 2 sets out the development's delivery and servicing arrangements;
 - Section 3 identifies the initiatives of the DSP and the monitoring and review process; and,
 - Section 4 provides a conclusion.

2 DELIVERY AND SERVICING ARRANGEMENTS

Local Highway Network

- 2.1 Rosebery Avenue (the A401) is a two-way street which connects to St John Street to the north and Clerkenwell Road (the A5201) to the south. The street is subject to a 30mph speed restriction.
- 2.2 Grays Inn Road (the A5200) is a two-way street, which passes the frontage of the site. It operates in a north-south orientation between Euston Road (the A501) High Holborn (the A40). The street is subject to a 30mph speed limit. A highway arrangement drawing of Grays Inn Road is included at **Appendix A**.
- 2.3 Mount Pleasant is a one-way road which is subject to a 20mph speed restriction. It operates in a north to south orientation between Elm Street and Grays Inn Road. Double yellow line restrictions are present along both sides of the street for the length of the road in the vicinity of the site. Due to a No Entry restriction at the Elm Street junction with Mount Pleasant, vehicles using Mount Pleasant must approach at its eastern end, via Rosebery Avenue.
- 2.4 A map of the local highway network is included at **Figure 2.1**.

Figure 2.1 – Map of the Local Highway Network



Vehicle Route

- 2.5 Vehicles are expected to approach and leave the site either via the A5200 Grays Inn Road, or via A401 Rosebery Avenue for office related deliveries to the Mount Pleasant courtyard. Those vehicles stopping close to the Grays Inn Road site frontage will be reliant on on-street loading opportunities whether they be time-limited yellow line controls or marked loading bays in local side roads.

Delivery and Servicing Facilities

- 2.6 During pre-application discussions the Council advised that it is seeking to introduce cycle facilities along Grays Inn Road, with detailed proposals to be subject of a public consultation at the end of the summer. Such proposals would retain time-limited on-street loading controls from the Grays Inn Road frontage and / or make loading opportunities on local side roads, given a need to maintain loading opportunities for existing residents and business in the area.
- 2.7 It is therefore appropriate for the proposed development to accommodate service vehicles on-site where possible, to reduce the need for/ reliance on on-street servicing and Grays Inn Road in particular. Servicing for vehicles will therefore be undertaken both on-street and on-site, with a loading area retained in the former Mount Pleasant courtyard capable of accommodating up to 7.5t vehicles.
- 2.8 Vehicle tracking drawings demonstrating the suitability of the layout have been included in the Transport Statement and are attached at **Appendix B**.

Waste Storage and Collections

- 2.9 Residential waste will be located adjacent to the entrance to the residential core. There will be two 1,100L bins (one for general waste and one for recyclables) and two smaller bins to accommodate food waste and recyclables. The residential waste will be collected from the front of the building, with vehicles stopping on-street on Grays Inn Road, in line with the previously approved scheme and neighbouring properties.
- 2.10 Refuse collections for the office will take place via Mount Pleasant with the bin store located within a short distance of the carriageway. It is envisaged that the carriageway level on Mount Pleasant will be raised to provide a step-free route from the site boundary to the back of the refuse vehicle. Office waste storage will be collected by a private contract and hence it is appropriate to reduce the number of bins within the store and increase the frequency of collection, as this will reduce the period of time that vehicles will wait on Mount Pleasant to collect waste. Hence, this will reduce the period of time that the flow of vehicles is temporarily

stopped. This strategy is in line with the approved scheme at the site. This accords with the strategy for the larger development proposal which was approved in 2017.

- 2.11 The retail waste store will be located at the southern end of the site. There will be a total of 3 x 1,280 Eurobins and one smaller 500L bin provided. Waste vehicles will wait on-street on Grays Inn Road.
- 2.12 Refuse operatives would be provided with key pad access or a fob for entry. It is expected that operatives will gain access to the bin store to collect the bins, returning empty bins directly to the store, consequently there will be no reliance on public highway to store bins.

Number of Deliveries

Office

- 2.13 There will be regular post, stationery and office supply deliveries. In terms of types of vehicles, often couriers will travel by bike, motorbike or car, and larger deliveries would take place in Luton box van or similar. A review of the TRICS database indicates that offices typically generate 0.25 deliveries per 100sqm of floorspace per day. The uplift of 601sqm of office floor space is likely to generate in the order of 1-2 additional deliveries when compared to the existing development, should it be fully occupied, whilst a reduction in deliveries is expected when compared to the larger, approved scheme.

Retail

- 2.14 There will be a total of three A-class units at the site, which are expected to operate as a restaurant / café or retail unit such as a bookshop / florist. The A-class use would support those working within the building and the local population and hence the delivery vehicles are likely to already be on the network, serving nearby properties.
- 2.15 Given the convenience factor for delivery drivers, it is likely that they would stop to deliver in an available on-street opportunity along either Grays Inn Road or on a local side road, i.e. Elm Street or Northington Street. The retail floor space will retain a similar quantum to that already provided on-site and hence it is not considered that there will be a noticeable change in the number of vehicles nor to the arrangement that currently occurs.

Residential

- 2.16 The proposal seeks to provide 7 residential units at the site, resulting in an uplift of 6 new homes. Residential units typically generate 0.100 deliveries per unit per day, hence the uplift in units could generate 1 delivery per day.
- 2.17 Typically, the duration of stay for a delivery vehicle would be in the range of 5-15 minutes.

3 INITIATIVES OF THE PLAN

- 3.1 The majority of servicing will take place during the daytime in accordance with the initiatives set out below. The vast majority of commercial deliveries are expected to occur between 8am and 6pm Monday through Friday.
- 3.2 A member of reception team staff will be responsible for monitoring the DSP with the reception team holding deliveries for the recipient until they collect them. Where possible they will contact companies making deliveries to ensure they adhere to basic principles such as parking considerately within the courtyard and turning engines off whilst waiting or making deliveries.
- 3.3 The following initiatives will be considered for introduction and kept under review:
- Implement a delivery booking system:
 - A delivery booking system will manage deliveries according to the capacity of the loading areas available.
 - A booking system can help manage deliveries away from peak hours and minimise congestion as scheduled deliveries can have a specific time slot.
 - Move deliveries outside of peak or normal working hours:
 - Out-of-hours deliveries may not be suitable for all deliveries but their potential will be discussed with suppliers.
 - The task of receiving goods out-of-hours could be delegated to security staff if they are on-site.
 - A secure location where suppliers can leave deliveries could be established.
 - Reduce the time spent at the development by suppliers:
 - A booking system (as above) could reduce a supplier's time at the development by giving defined unloading times.
 - Reduce delivery, servicing and collection frequencies:
 - Staff members with responsibility for common delivery items (such as office stationery, catering supplies and water) will be asked to cooperate to determine whether any supplies to the building can be consolidated to reduce the number of delivery vehicles accessing the site.
 - Delivery activity will be monitored periodically and patterns reviewed to identify whether different suppliers maybe delivering similar products, with a view to consolidating orders and reducing vehicle numbers.
 - Promote the use of low or no emission vehicles/modes such as e-cargo bikes:
 - While vans and lorries are the vehicles most commonly associated with freight movement, cycles and motorcycles are more suitable for smaller items.

- The range and performance of electric and hybrid vehicles is increasing all the time. Encouraging suppliers to switch their vehicles to greener vehicles will reduce the carbon footprint of the development's supply chain.
- Where possible, delivery companies who can demonstrate their commitment to following best practice – for example, the Freight Operator Recognition Scheme (FORS) will be selected.
- Drivers will be advised that the vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e. when their vehicle is stationary).

Monitoring and Review

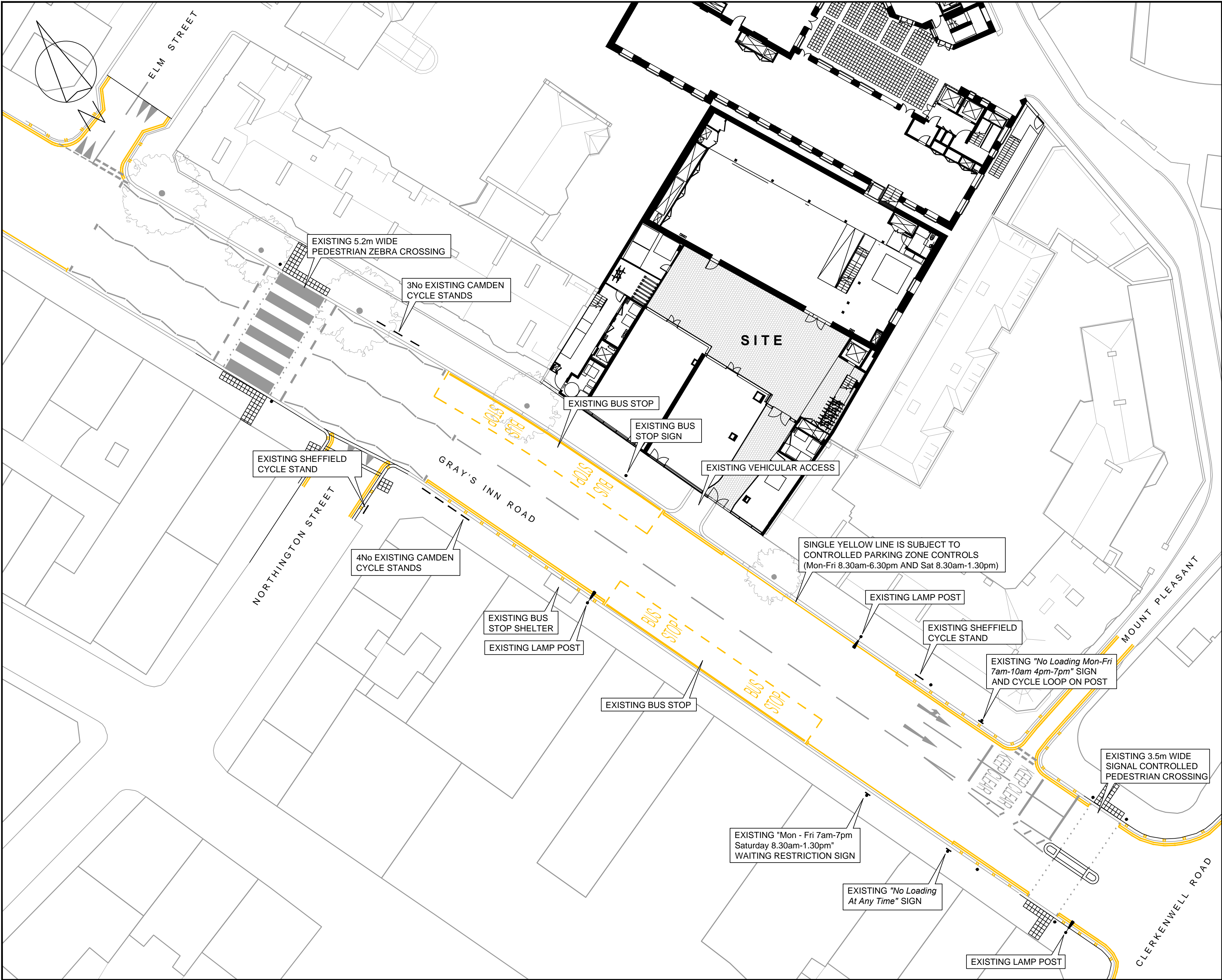
- 3.4 The reception and facilities management team will monitor and review delivery and servicing procedures at the development. Any comments received from tenants of the development and/or third parties regarding servicing activity will be considered and addressed where necessary. Additional measures will be introduced where appropriate and monitored on a regular basis.

4 CONCLUSION

- 4.1 This DSP has been prepared to ensure the successful operation of servicing activity and refuse collection at the site, on a day to day basis.
- 4.2 The DSP aims to reduce the potential for inconvenience to arise as a result of poorly timed and / or inconsiderate delivery activity. The availability of the on-site management team will help to reduce the dwell time of vehicles.

Appendix A

(Highway Arrangement)



Rev	Details	Drawn	Checked	Date
A	Note added.	DW	EC	02.07.2018
B	Proposed site layout added.	DW	EC	13.05.2019
C	Layout updated.	DW	SD	09.08.2019
D	Layout updated.	DW	SD	16.08.2019

NOTES:

- Do not scale from this drawing.
- This drawing to be read & printed in colour.
- This drawing is for illustrative purposes only, and not for construction.
- The internal layout has been provided by Veretec (No. 21835-BZZ-LGF-07-100_A).

Client

Project

Panther House, Mount Pleasant

Drawing Title

Gray's Inn Road Existing Highway Arrangements

Scale 1:250 Size A2

Drawn	Checked	Date
DW	EC	11.05.2018
EC	EC	11.05.2018

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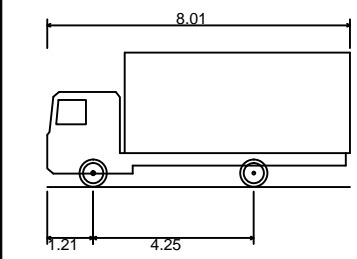
111 - 113 Great Portland Street
London
W1W 6QQ
Tel. No. 0207 1000 753

Drawing Number 2015-2367-003 Rev D

Appendix B

(Vehicle Swept Path)

VEHICLE DETAILS:

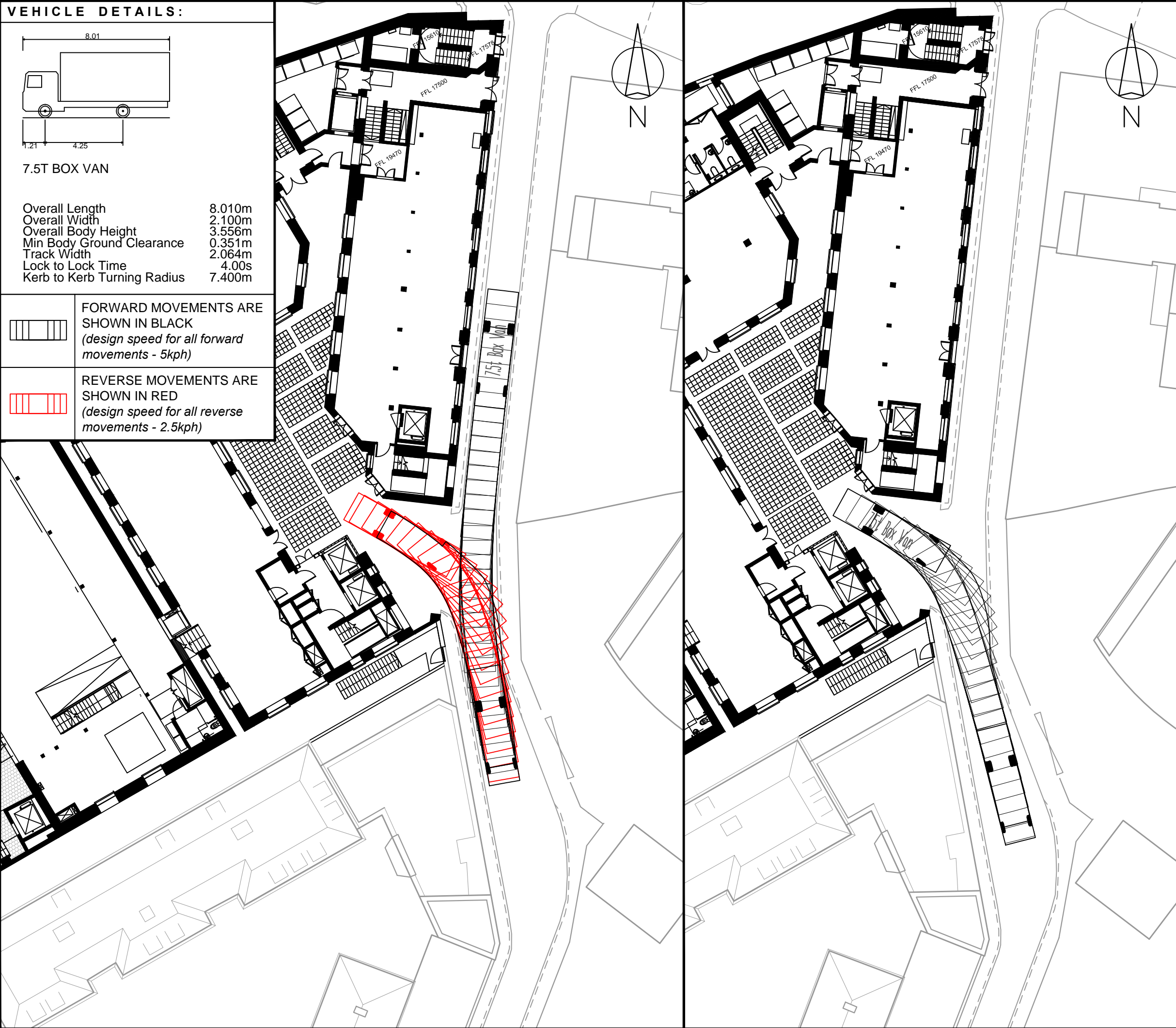


7.5T BOX VAN

Overall Length	8.010m
Overall Width	2.100m
Overall Body Height	3.556m
Min Body Ground Clearance	0.351m
Track Width	2.064m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	7.400m

FORWARD MOVEMENTS ARE SHOWN IN BLACK
(design speed for all forward movements - 5kph)

REVERSE MOVEMENTS ARE SHOWN IN RED
(design speed for all reverse movements - 2.5kph)



Rev	Details	Drawn	Checked	Date
A	Layout updated	DW	EC	16.04.2019
B	Layout updated	DW	EC	13.05.2019
C	Layout updated	DW	SD	09.08.2019
D	Layout updated	DW	SD	16.08.2019

- NOTES:**
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 4. The internal layout has been provided by Veretec (No. 21835-BZZ-LGF-07-100_A).

Client

Project
**Panther House,
Mount Pleasant**

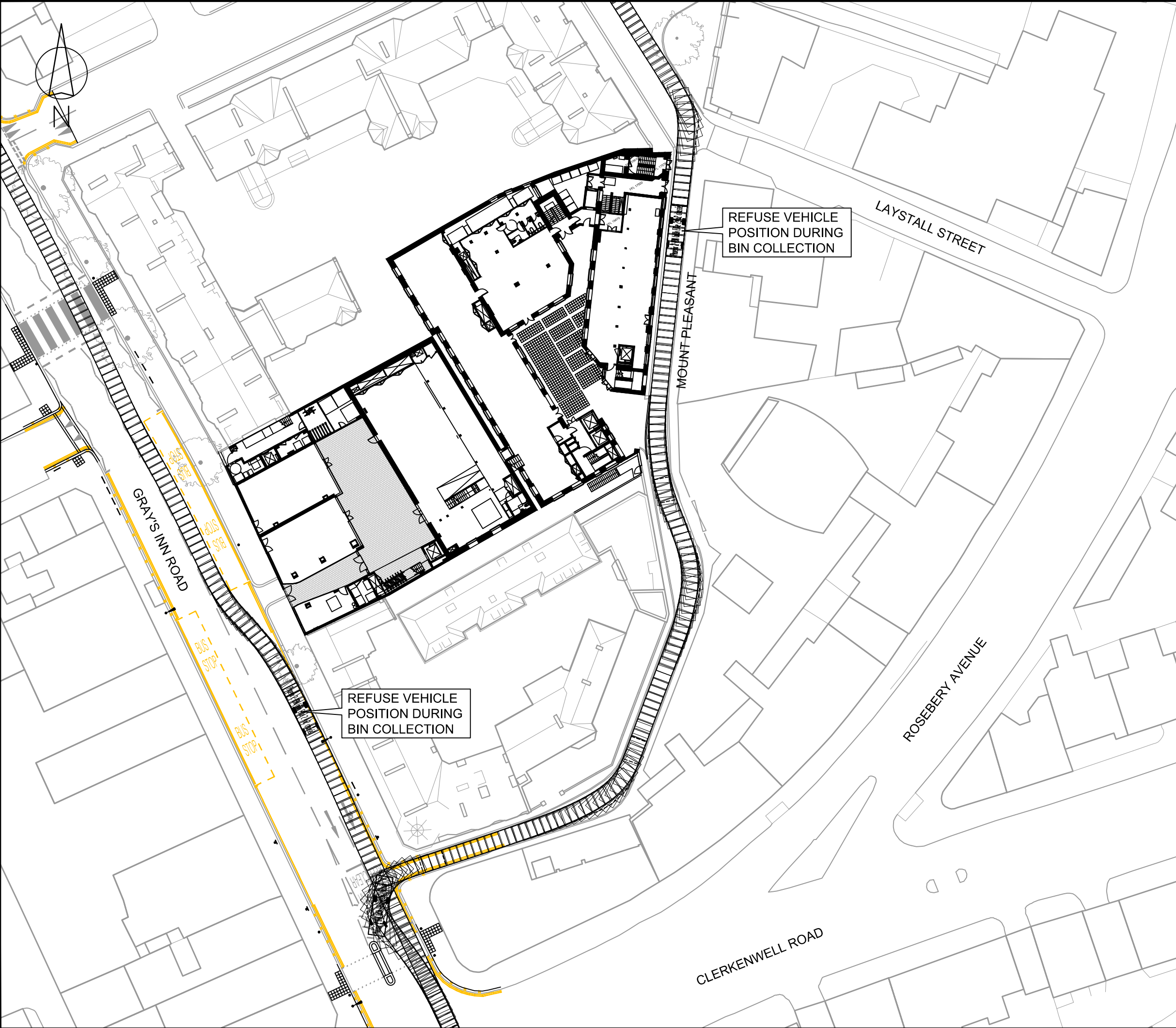
Drawing Title
**Mount Pleasant Entrance
7.5t Box Van
Swept Paths Analysis**

Scale	1:250	Size	A3
Drawn	DW	13.05.2015	
Checked	SD	13.05.2015	



111 - 113 Great Portland Street
London
W1W 6QQ
Tel. No. 0207 1000 753

Drawing Number	Rev
2015-2367-AT-003	D



Rev	Details	Drawn	Checked	Date
A	Site layout updated. Gray's Inn Road swept paths added.	DW	EC	02.07.2018
B	Proposed site layout added.	DW	EC	13.05.2019
C	Layout updated.	DW	SD	09.08.2019
D	Layout updated.	DW	SD	16.08.2019

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PHOENIX 2-09N (with elite 2 4x2 chassis)

Overall Length	8.145m
Overall Width	2.230m
Overall Body Height	3.153m
Min Body Ground Clearance	0.358m
Track Width	2.200m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	6.800m

	FORWARD MOVEMENTS (design speed - 5kph)
	REVERSE MOVEMENTS (design speed - 2.5kph)

Client

Project
**Panther House,
Mount Pleasant**

Drawing Title
**Mount Pleasant
Refuse Collection Swept
Paths Analysis**

Scale	1:500	Size	A3
Drawn	DW		10.12.2015
Checked	SD		10.12.2015

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Drawing Number	Rev
2015-2367-AT-022	D

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