



# **Z Hotel: 4 Wild Court, WC2B**

## **Delivery & Servicing Plan**

PTD-116-EN-RP-01

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# 1 Introduction

- 1.1 Traffic Dynamics are retained by Z Hotels to provide traffic and transportation advice in relation to their proposal to re-furbish 4 Wild Court, WC2B in the London Borough of Camden (LBC).
- 1.2 This Delivery and Servicing Plan (DSP) sets out the way in which goods will be delivered to the proposed development, along with how refuse will be stored and collected. This DSP will allow servicing operations to be effective and efficient and allow regulation of operations.
- 1.3 A crucial element of any DSP is that it is responsive to the relevant site's constraints, tailored to fit rather than being an off the shelf standard document. A DSP needs to be cognisant of key characteristics and an operator's working methods and servicing procedures.
- 1.4 The hotel operator recognises the need to act responsibly at all times. The operator will review servicing methods and where possible invest in innovative methods or request supply chain investigation to resolve both historic and perceived issues, examples include;
  - Reviewing back of house layout to seek efficiency improvements;
  - Request suppliers ensure nylon/rubber inserts are fitted to hinge ramps and low noise packs are fitted to tail gate lifts to avoid unnecessary noise generation; and
  - Request modern fleets with ultra-low noise lorry based refrigeration units and standard air brake silencers are fitted to all supplier delivery fleets.
- 1.5 Other examples of continuous operational innovation include requesting suppliers and their delivery drivers to be responsible for their actions and respectful of surrounding environments, examples include;
  - Switching off a delivery vehicle's engine as quickly as possible when in location
  - Closing doors quietly, without slamming; and
  - Where possible keeping headlights and radio's switched off when in situ.

## Delivery Service Plan Structure

- 1.6 As stated this DSP is able to provide detailed information specific to the site. Following this introduction, this DSP is structured as follows;
  - **Section 2** details the aims, objectives and scope of the servicing strategy;

- **Section 3** provides information on how service and delivery movements will be catered for at the site;
  - **Section 4** outlines the supporting measures of this DSP;
  - **Section 5** outlines the monitoring and review procedures for the DSP; and
  - A summary and conclusions are outlined in **Section 6**.
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## 2 Aims, Objectives and Scope

### Aims

- 2.1 This DSP aims to enhance the 'green credentials' of the proposed scheme by creating a sustainable and controlled servicing regime.

### Objectives

- 2.2 The objectives of this DSP are listed below;
- To ensure that there is minimal disruption to the local highway network;
  - To ensure that all servicing is continuously and effectively managed to ensure safe access and egress, as well as safe manoeuvres;
  - To spread deliveries throughout the day to avoid peaks in deliveries / servicing activity and to restrict the number of service vehicles during the AM and PM peak periods;
  - Reduce traffic movements associated with deliveries and servicing;
  - Promote the take-up of FORS (Freight Operator Recognition Scheme) in suppliers; and
  - Reduce environmental impacts (noise, pollution etc.) associated with delivery and servicing operations.

### Scope

- 2.3 It is envisaged that following submission of this DSP, that LBC will engage with the operator in order to produce a final document following consent and achieve sign off of the final strategy.

## 3 Servicing and Delivery Access

### Servicing Location & Arrangements

- 3.1 The site comprises of an eight storey building located on Wild Court. Wild court is a small side street off Kingsway, which is a not through route for vehicles.
- 3.2 The building is currently in D1 (Non-residential institution) use and is occupied by the Kensington School of Business/Kensington College of Business (KCB) with an internal café area and ancillary office space at 1<sup>st</sup> floor level.
- 3.3 The main entrance to the site is from Kingsway. There is a secondary entrance in Wild Court leading to a Courtyard area and refuse storage area, not used for general access. This secondary entrance also serves as access for people in wheel chairs.
- 3.4 Kingsway is a mixed use area of predominantly office uses above shops, bars and restaurants, though there is an increased proportion of residential and hotel use off the many side streets and between roads running parallel and perpendicular to Kingsway.
- 3.5 The site is bounded on three sides by surrounding buildings. The rear of NO.67 Kingsway, to the east, backs onto the Courtyard of the site, the Kingsway Hall Hotel to the North and the Connaught Rooms to the west. The Middle Yard creates a gap to the rear of the site between Kingsway Hall Hotel and Connaught Rooms.
- 3.6 The site is well located in central London within walking and cycling distance of a large number of employment, leisure, education and shopping facilities as well as being served by excellent public transport connections via three London Underground Stations and many bus routes.

### Highway Network

- 3.7 The A4200 Kingsway carriageway runs broadly in a south-east to north-west direction. To the north-west of the site the A4200 provides a direct link to Mornington Crescent and forms a staggered junction with Camden High Street (A4200), Crowndale Road (B512), and Hampstead Road (A400). To the south-east Kingsway joins the A4 Aldwych one-way system, at which point the Strand Underpass joins the A4200 northwards.
  - 3.8 In the vicinity of the site, Kingsway carriageway provides one south-east bound lane for general traffic and one lane designated for bus services, while proviing two lanes plus a designated bus land for north-west bound traffic.
  - 3.9 No on-street parking facilities are located on Kingsway, however a number of loading facilities are provided close to the site, either with restrictions on Monday – Friday between 7am – 7pm and
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Saturday between 8.30am – 1.30pm or Monday – Saturday between 7-11am and 4-7pm.

- 3.10 Great Queen Street is a two-way single lane carriageway providing a link between Kingsway to the north-east and Drury Lane to the south-west.
- 3.11 Various on-street parking and loading facilities are provided on Great Queen Street, including Taxi Only, Loading Only and Disabled Parking bays. In the vicinity of the site there are a number of Pay by Phone bays with restrictions Monday – Saturday between 8.30am – 6.30pm, with a maximum stay of 2 hours. Additionally, Permit Holder Only bays are provided with 24/7 provision and others with restrictions Monday – Saturday between 8.30am and 6.30pm.
- 3.12 Wild Court, is a small side street off Kingsway, which is a not through route for vehicles, but provides three on-street permit holder parking spaces.
- 3.13 It is proposed to service the building from Kingsway ,with delivery vehicles (where possible) during the permitted hours stated on Camden's signages.
- 3.14 All refuse arrangements will remain the same as per the previous arrangements. All refuse collection will be undertaken on-street, from either Kingsway or Wild Court.

#### **Servicing Movements & Vehicle Type**

- 3.15 Given the location, existing use of on-street kerbside space and kerbside restrictions which permit loading and unloading, it is proposed that servicing, as now, shall continue to take place from Double Yellow Lines immediately adjacent the site on Kingsway for Light Goods Vehicles and dedicated loading bays already provided on Kingsway. Discussions have been held with London Borough of Camden highway officers who support this arrangement and understand the requirement for such servicing from an on-street position.
- 3.16 It is expected that a minimal number of hotel deliveries, approximately three to four per day will occur. The first delivery results from the pick-up and drop-off of hotel linen, the second from a supplier who consolidates hotel supplies and the third will consist of supplies to the hotel based coffee shop. The majority of deliveries to the hotel will occur between 10.00am – 16:00pm on Kingsway. In exceptional circumstances when this is not possible, deliveries will be made from Wild Court between 07:00am and 10:30am, avoiding the am peak (08:00 - 09:00).
- 3.17 In future, as at present it is proposed that all refuse is collected on site from Wild Court All waste refuse shall be in line with the agreed Waste Management Plan. Because a restaurant is not provided as part of the hotel, food waste is expected to be kept to a minimum. All waste will be stored within the site and will be collected according to the directives of the Waste Management Plan. All Delivery companies which cannot deliver on Kingsway shall be advised to deliver on wild Court by driving past the Wild Court Junction and then reversing back into Wild Court under banksman supervision.
- 3.18 In future significant rationalisation will occur due to one operator being present at the site, as

opposed to multiple users from the same floorspace. Furthermore future servicing numbers will reduce the chance of delivery overlap thereby improving efficiency.

3.19 All deliveries will be managed by site management in line with the DSP.



## 4 Future DSP Supporting Measures

### Introduction

- 4.1 Given the draft nature of this DSP, this section presents initial measures that will be introduced to support the implementation of the DSP.

### Service Management Controller

- 4.2 During construction and initial occupation, a Service Management Controller (SMC) will be formally appointed.
- 4.3 The SMC will have overall responsibility for the day to day management of inbound deliveries, servicing and refuse. They will be the first point of contact in relation to any part of the servicing operations, contracted service providers, stakeholders and LBC. The SMC will issue written / email instructions to all suppliers setting out delivery procedures to be adopted.
- 4.4 If required the SMC will be supported by assistant banksmen, who will be made up of staff members. These individuals will play an active role in the servicing area particularly in relation to receiving arrivals and directing drivers to the appropriate set down space in accordance with the servicing schedule. The banksmen will be responsible for the recording of all servicing related information including any variants to the schedule, i.e. delayed arrivals, vehicles with no booking slot or any incidents which may occur.
- 4.5 Other duties which the SMC will be expected to undertake are summarised as follows:
- Day to day site delivery and servicing operations manager;
  - Liaison with contracted service providers, stakeholders and LBC;
  - Monitoring of the DSP in accordance with agreed procedures;
  - Regular updates to contracted service providers, stakeholders and LBC;
  - Regular assessments of all servicing, deliveries, refuse and waste compactor activity in accordance with agreed monitoring procedures;
  - Analyse results of any surveys/assessments undertaken and report to LBC in accordance with agreed monitoring procedures; and
  - Liaise with the relevant officers at LBC to ensure that the DSP is implemented effectively.
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### **Vehicle Booking System and Associated Control Measures**

- 4.6 The operator recognises and understands that in the worst case servicing can cause noise nuisance to neighbours. In order to reduce such risk, it is intended to reduce the number of servicing movements that occur before 8am and after 7pm primarily through the use of active management.
  - 4.7 A formal vehicle booking system will be put in place. This system will allow procedures to be put in place to manage delivery time slots and ensure a steady flow of vehicles without a glut of deliveries occurring at a given time.
  - 4.8 Specific reserved time slots will be agreed with regular supplies. This will be managed by the relevant supplier phoning ahead and contacting the SMC. Any vehicle which does not follow the booking system will be turned away due to non-compliance.
  - 4.9 At all times the SMC will aim to provide service providers and suppliers with timeslots which avoid AM and PM peak highway periods, or other sensitive periods.
  - 4.10 Such procedures will give the SMC absolute control over the servicing arrangements and the servicing demand profile. With such an arrangement peak usage and occupation will be able to be managed effectively.
  - 4.11 In the event of congestion or a delayed delivery, drivers will be required to call ahead (at least 30 minutes) to advise the SMC of their anticipated arrival time.
  - 4.12 Should a delivery vehicle arrive unannounced this vehicle will be turned away. Unscheduled arrivals will be noted by the SMC and the information fed back to service providers / suppliers. It is expected that given supplier regime and stakeholder inclusion such an incident will be infrequent.
  - 4.13 A 'turn-away' policy will be used for vehicles that arrive at the development without having booked a slot. Vehicles that arrive without a booking or delayed arrivals will be directed by the SMC to leave unless a suitable time frame is available for servicing to take place. Unscheduled arrivals will be noted by the SMC and the information fed back to service providers or suppliers. Delayed services should contact the SMC and reschedule.
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## 5 Procedures for Monitoring and Review

5.1 Regular monitoring and review of all servicing activity will be necessary in order to regulate and control activity. Such monitoring and review will have benefits for local residents, service providers, and the operator. These benefits are summarised as follows:

- Reduced traffic volumes on the local road network;
- Increased safety through road traffic reduction;
- Managed delivery trips (especially in the peak periods);
- Availability of safe loading facilities;
- Consolidation of servicing trips;
- Reduced congestion on the local road network;
- Increased road network efficiency;
- Reduced delivery costs and improved security;
- More reliable deliveries and less disruption to the operations;
- Less noise, intrusion and pollution;
- Opportunity to feed into a corporate social responsibility programme; and
- Ensure operations comply with health and safety legislation.

5.2 It is considered that the above benefits are achievable through the implementation, monitoring and review of this DSP.

5.3 Surveys will be conducted after the site is constructed and is operation. These are as follows:

- **Baseline survey** – 3 months after occupation;
- **Annual Survey 1** – within one month of the anniversary of the Baseline surveys; and
- **Annual Survey 2** – within one year of the anniversary of the Annual Survey 1.

5.4 All survey data should be collected in line with the requirements of iTRACE. The iTRACE system should be used in order to provide assistance on the monitoring and development of this Strategy. Information collected in the surveys should be submitted for inclusion in the TRAVL database so as

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to assist with the accumulation of reliable freight transportation data.

- 5.5 Baseline servicing surveys will be conducted three months after occupation. They will record all servicing, delivery, refuse, coach, public service vehicle, mini-bus and taxi movements.
  - 5.6 The results of all surveys will be reported to the relevant officers at LBC and will inform discussions on the potential scope for reducing road based servicing to the development over a period of time.
  - 5.7 It is recommended that the steering group for the DSP should meet every six months to review any survey material and discuss issues related to servicing that has occurred and any remedial measures that will be required. Funding and responsibilities should be confirmed. In addition to the steering group it is proposed to undertake regular neighbour meetings. Both meetings will be arranged and chaired by the SMC.
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## 6 Summary and Conclusion

- 6.1 This DSP provides supporting information for the proposed scheme.
  - 6.2 This DSP clearly details the functional and physical elements of the servicing operations which will take place at the future site.
  - 6.3 A Service Management Controller will be formerly appointed to implement the DSP and in particular to manage the servicing area and demand for service and delivery movements through a vehicle booking system.
  - 6.4 This DSP will be monitored regularly. Data on servicing movements will be collected by the Servicing Management Controller and the potential for reducing road based servicing and other improvement measures will be discussed in order to drive down the impact of the site on the local highway network and wider environment. Regular dialogue with relevant parties will be undertaken via a steering group and six monthly resident meetings.
  - 6.5 In conclusion, it is considered that this draft DSP provides sufficient information to assist the future effective implementation. It is intended that it will act as a starting point for a 'live' strategy which will be agreed and implemented prior to occupation of the future.
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