

**OUTLINE DELIVERY
SERVICING PLAN
MACEY'S PHARMACY**

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MACEY'S PHARMACY, 68 MANSFIELD ROAD, LONDON, NW3 2HU

OUTLINE DELIVERY SERVICING PLAN
FEBRUARY 2020

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1 INTRODUCTION

1.1 INTRODUCTION

KRONEN has been instructed by EICO Limited to prepare this Outline Delivery Servicing Plan to support an active planning application at 68 Mansfield Road, London, NW3 2HU (in the London Borough of Camden).

Following application "2010/1290/P" the site has had an A1 retail use.

The front of the site operates as a retail store, Macey's Pharmacy, with storage at the rear of the site.

1.2 ACTIVE PLANNING APPLICATION

To regularise the use at the rear of the site a planning application has been submitted.

LB Camden's reference for the active planning application is "2019/3762/P".

The formal description given for the proposals is as follows:

"Change of use from retail (A1) to mixed retail (A1) and storage and distribution (B8) use (retrospective)."

Whilst considering the application LB Camden have queried delivery arrangements.

This Outline Delivery Servicing Plan has been commissioned in response to these queries and could be used as the basis of securing a Delivery Servicing Plan by planning condition / agreement.

2 GUIDANCE REVIEW

Transport for London (TfL) give guidance on Delivery Servicing Plans in the "London Freight Plan sustainable freight distribution: a plan for London" (TfL, 2007) document and the "Delivery and Servicing Plans: Making freight work for you" (TfL, n.d.) document.

"Delivery and Servicing Plans: Making freight work for you" is the more detailed guidance document of the two.

"Delivery and Servicing Plans: Making freight work for you" states that specific benefits to the organisations involved in a Delivery Servicing Plan include:

"Save time and money

- You'll benefit from lower operating costs if deliveries are consolidated into larger, less frequent deliveries
- Free up the time staff spend receiving goods and completing procurement activities, such as processing invoices
- You can also take advantage of other supply chain efficiencies, such as economies of scale

Improve reliability

- You can ensure your supply chain continues to operate effectively during large planned events or other foreseeable disruption

Improve safety

- Fewer deliveries will help reduce the risk of accidents on-site. Every year, about 70 people are killed and 2000 seriously injured in accidents involving vehicles in and around workplaces. A significant number of these occur during deliveries and collections
- You can also help ensure that your site complies with health and safety legislation

Reduce your organisation's impact on the environment

- There will be less harmful emissions associated with your building as a result of fewer journeys to and from the site
- Your work to better manage freight activity can contribute to your organisation's corporate social responsibility objectives
- You can also create a more pleasant environment around the site and be seen as 'good neighbour'"

"Delivery and Servicing Plans: Making freight work for you" also states that others would benefit from the plan as follows:

"Benefits to suppliers/freight operators

- Fuel savings from reduced mileage
- Increased certainty over delivery times
- Reduced risk of collisions due to fewer journeys and less likely to unload in an unsafe location
- Less risk of having to park illegally and attracting penalty charge notices
- Reduced environmental impact

Benefits to local authorities and residents

- Reduced congestion
- Improved local air quality, as lower vehicle mileage results in reduced emissions
- Lower risk of collisions due to reduced journeys
- Improved quality of life due to reduced noise and intrusion"

These benefits can be realised by:

- "Engaging facilities management to consider sustainable freight practices within the overall management of the building
- Working with procurement, suppliers and contracts management to embed sustainable freight practices within your procurement process
- Changing behaviour within a business, to reduce the frequency of stationery orders, for example
- Co-ordinating and managing delivery and servicing activities more effectively
- Encouraging safe and lawful loading, by providing legal loading areas or by scheduling deliveries when it is safe and legal to do so
- Adopting sustainable procurement practices"

In addition to these TfL guidance documents, LB Camden provide guidance in Section 4 of "Camden Planning Guidance Transport" (LB Camden, 2019).

Camden Planning Guidance Transport states Delivery Servicing Plans can " ... can be used to manage and mitigate the potential impacts of deliveries and servicing on the amenity and safety of the general public".

3 DELIVERY AND SERVICING ARRANGEMENTS AND MEASURES

3.1 SITE CONTEXT

The application site is 68 Mansfield Road. A plan that includes a site location that accompanies the application is provided in Appendix A.

The front of the site operates as a retail store, Macey's Pharmacy, with storage at the rear of the site.

Mansfield Road the B518 is single carriageway classified B-road and is likely to be a lower level borough distributor road on the local road network hierarchy.

The rear of the site can be accessed from Estelle Road via Hodes Row an adopted access way; Estelle Road is an unclassified local access road.

The site is in LB Camden's "CA-B Belsize" Controlled Parking Zone with restrictions Mondays to Fridays 9am to 6.30pm and Saturdays 9.30am to 1.30pm.

Directly outside the site there are short stay pay bays during these hours.

CPZ permit holder and pay bay on Mansfield Road are used for delivery / servicing trips.

3.2 INWARD DELIVERY / SERVICING TRIPS

The level of inward deliveries varies as it is seasonal dependent however this can be approximated as follows:

- Smaller goods delivered daily from Mansfield Road to the front of the site by a large LGV / small HGV long wheelbase van by hand
- Goods on pallets delivered 2 or 3 times weekly by small HGV / 7.5t van from Mansfield Road to the front of the site and then wheeled to the rear of the site using a pallet truck

Inward deliveries occur outside morning and afternoon peak traffic hours and arrive Mondays to Fridays 9am to 4pm. It is understood that deliveries never occur simultaneously.

3.3 OUTWARD DELIVERY / SERVICING TRIPS

The level of outward deliveries varies as it is seasonal dependent however this can be approximated as follows:

- Goods on pallets leave the rear of the site 2 or 3 times per month using a pallet truck to Mansfield Road and are loaded to a small HGV / 7.5t van
- Smaller goods leave the front of the site to Mansfield Road and are loaded to a car or LGV on an ad-hoc basis

Outward deliveries occur outside morning and afternoon peak traffic hours and arrive Mondays to Fridays 9am to 4pm. It is understood that outward deliveries never occur simultaneously.

3.4 REFUSE AND RECYCLE TRIPS

Refuse and recycle waste is collected 2 times per week by FirstMile by private trade waste agreement.

(It is considered that inward / outward / refuse and recycle trips outlined in 3.2, 3.3 and 3.4 are fairly typical for the site's lawful A1 retail use with ancillary storage as per approved application "2010/1290/P".)

3.5 PLANNED DELIVERY AND SERVICING PLAN MEASURE

The pharmacy management has recently purchased a warehouse in Perivale; the address is Unit 19 Sheraton Business Centre, Wadsworth Road, Perivale, UB6 7JB.

The warehousing arrangements are currently in the process of being licensed by the Medicines and Healthcare products Regulatory Agency.

It has been estimated that once this warehouse is operational delivery / servicing trips to the site will be reduced by approximately 60% to 70%.

3.6 LOCALLY REQUIRED DELIVERY AND SERVICING PLAN MEASURES

In email exchanges, when considering the current application, LB Camden have requested that:

- Delivery / servicing trips arrive / depart from Mansfield Road and not Estelle Road or Courthope Road or other residential side streets
- Vehicles servicing the site are not left idling when unloading / loading is taking place

These measures will be included in the full / detailed Delivery Servicing Plan.

3.7 FURTHER SUGGESTED DELIVERY AND SERVICING PLAN MEASURES

It is suggested that as part of the full / detailed Delivery Servicing Plan supervisors / managers:

- Inform suppliers of the approved arrangements, delivery location and route including supplying a map
- Implement a delivery booking system
- Schedule deliveries outside peak or normal working hours

It is also suggested that as part of the full / detailed Delivery Servicing Plan the manager appoints a member of staff to prepare a register / log of servicing and delivery activities and collect service trip data.

TfL's "Delivery and Servicing Plans: Making freight work for you" suggests that data should be collected over the period of a month and that the following information should be captured:

- Who is the service provider visiting the premises (eg supplier, third party logistics or courier services)?
- The frequency of service provider visits
- The type of goods being moved to or from the premises
- The quantity or size of goods being moved
- The urgency of these goods movements
- Current on or off-street loading practices
- Access routes
- Mode of transport (eg bicycle, van, HGV etc) and vehicle size, if possible

- Who is the delivery for (eg department, function, individual)?

TfL's "Delivery and Servicing Plans: Making freight work for you" provides a suggested template, a version of this is supplied in Appendix B of this report.

It is suggested that follow up surveys / data collecting should then be repeated annually on the anniversary of the first surveys for a five year period to monitor deliveries.

Depending on the actual number of service trips generated the full / detailed Delivery Servicing Plan may set out SMART trip reduction targets (as suggested in TfL's "Delivery and Servicing Plans: Making freight work for you").

Should the annual surveys and review show that service trips are in excess of these targets the mitigation measures set out below could be employed.

3.8 DELIVERY AND SERVICING PLAN MITIGATION MEASURES

The following mitigation measures, from TfL's "Delivery and Servicing Plans: Making freight work for you", could be employed if service trips are in excess of set targets:

1. Review operations to find out:

Who makes day-to-day orders, and how frequently?

What factors dictate the frequency of deliveries or supplier visits?

Is there space to provide additional storage?

Who makes contract award decisions, and what criteria are used?

Is there scope for negotiation with suppliers in contracts, or are contracts due for renewal?

What costs are associated with high-volume billing and invoicing (eg how much does it cost to process or pay an invoice)?

Is there scope for reducing administrative processing time for payment of bills (eg a single monthly payment rather than numerous payments each month)?

2. Choose new suppliers that are part of TfL's Freight Operator Recognition Scheme (FORS).

FORS is one of the key projects in "London Freight Plan sustainable freight distribution: a plan for London" (TfL, 2007) document. This document describes the FORS scheme as follows:

"The Freight Operator Recognition Scheme will employ a tiered set of membership levels to address fleet and freight vehicle operational efficiency, improving all areas of sustainable distribution to reduce CO2 emissions, congestion, collisions and operator costs. 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.

The project links with bespoke London training for drivers and managers through the London Freight Booster which incorporates a National Vocational Qualification (NVQ) Level 2. The aim is to promote safer and more fuel efficient operations through better driver behaviour with lower CO2 emissions and fewer collisions, particularly between HGVs and cyclists. This will be coordinated by a dedicated Commercial Vehicle Education Unit with integrated enforcement and prohibition powers."

4 SUMMARY

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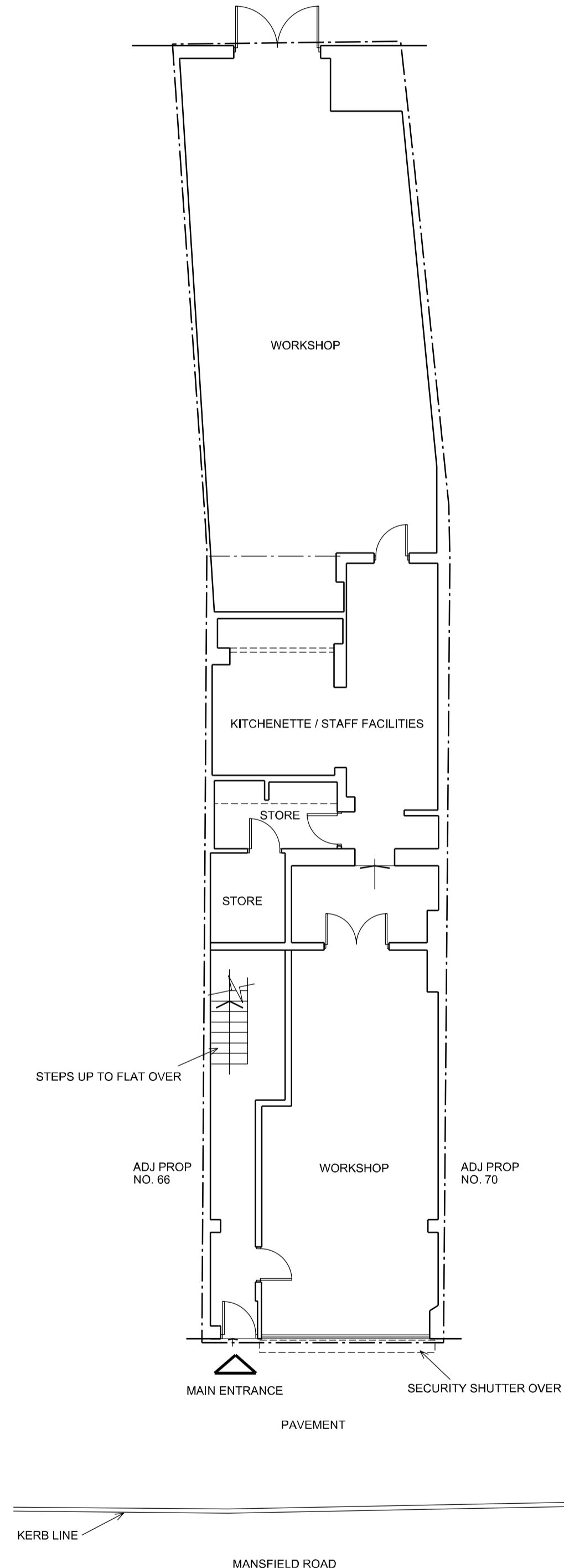
"Change of use from retail (A1) to mixed retail (A1) and storage and distribution (B8) use (retrospective)."

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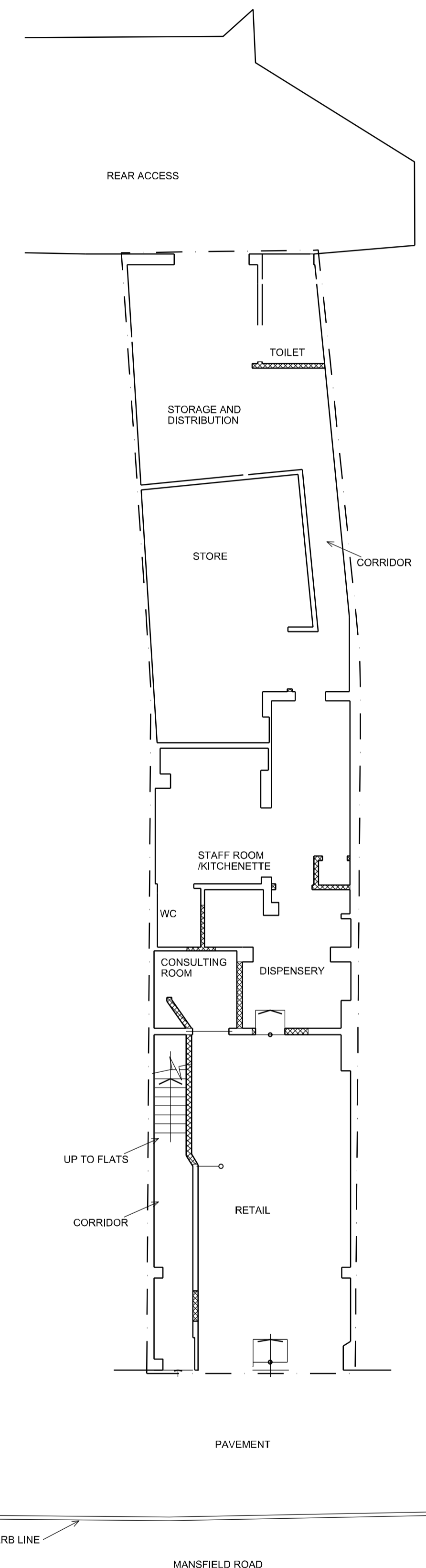
This report has been prepared with reference to "London Freight Plan sustainable freight distribution: a plan for London" (TfL, 2007) and the "Delivery and Servicing Plans: Making freight work for you" (TfL, n.d.).

The general aim of this plan is to limit and mitigate the pharmacy's servicing impact on the local area and to regularly monitor service trips.

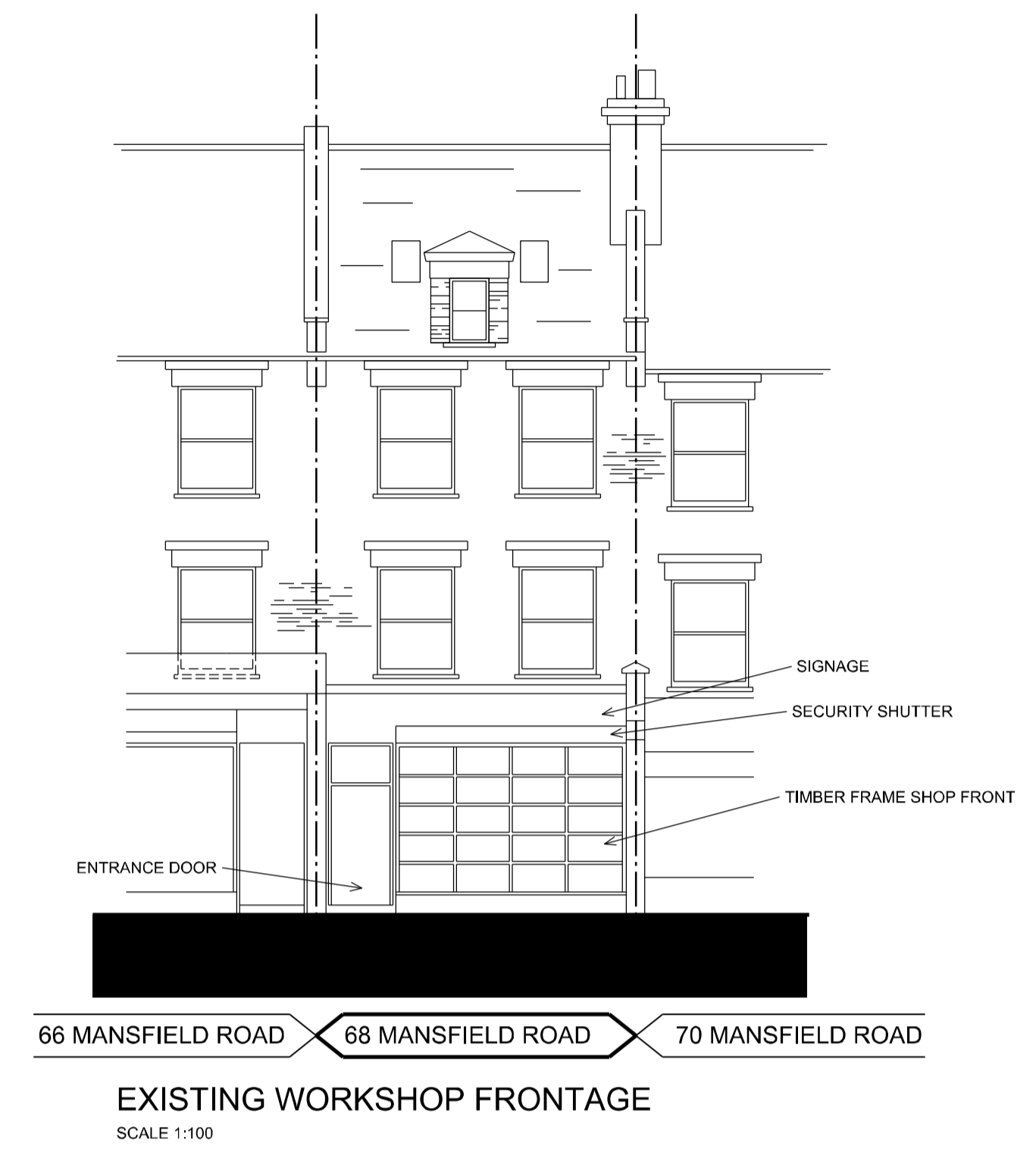
APPENDIX A



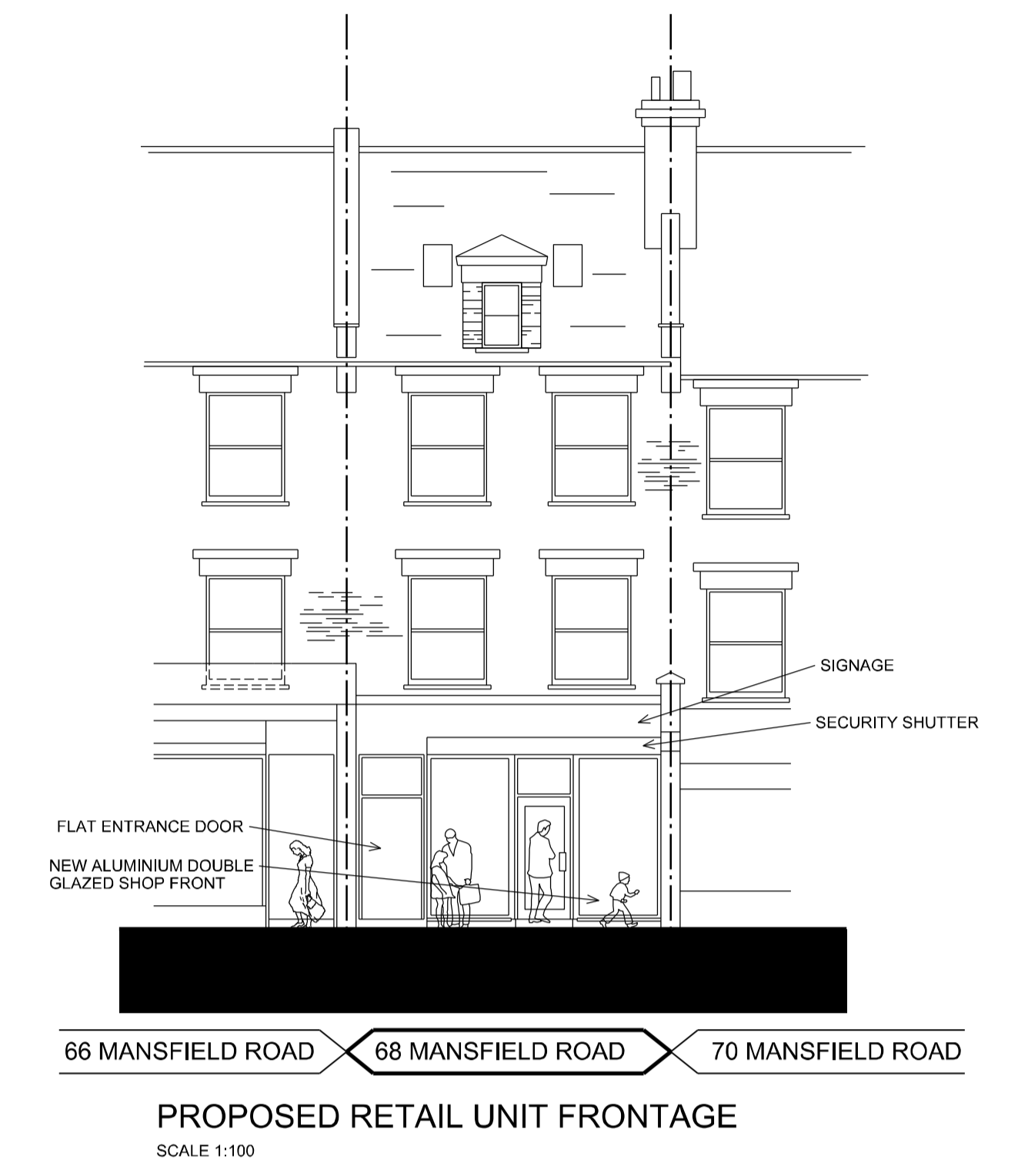
EXISTING WORKSHOP UNIT
SCALE 1:100



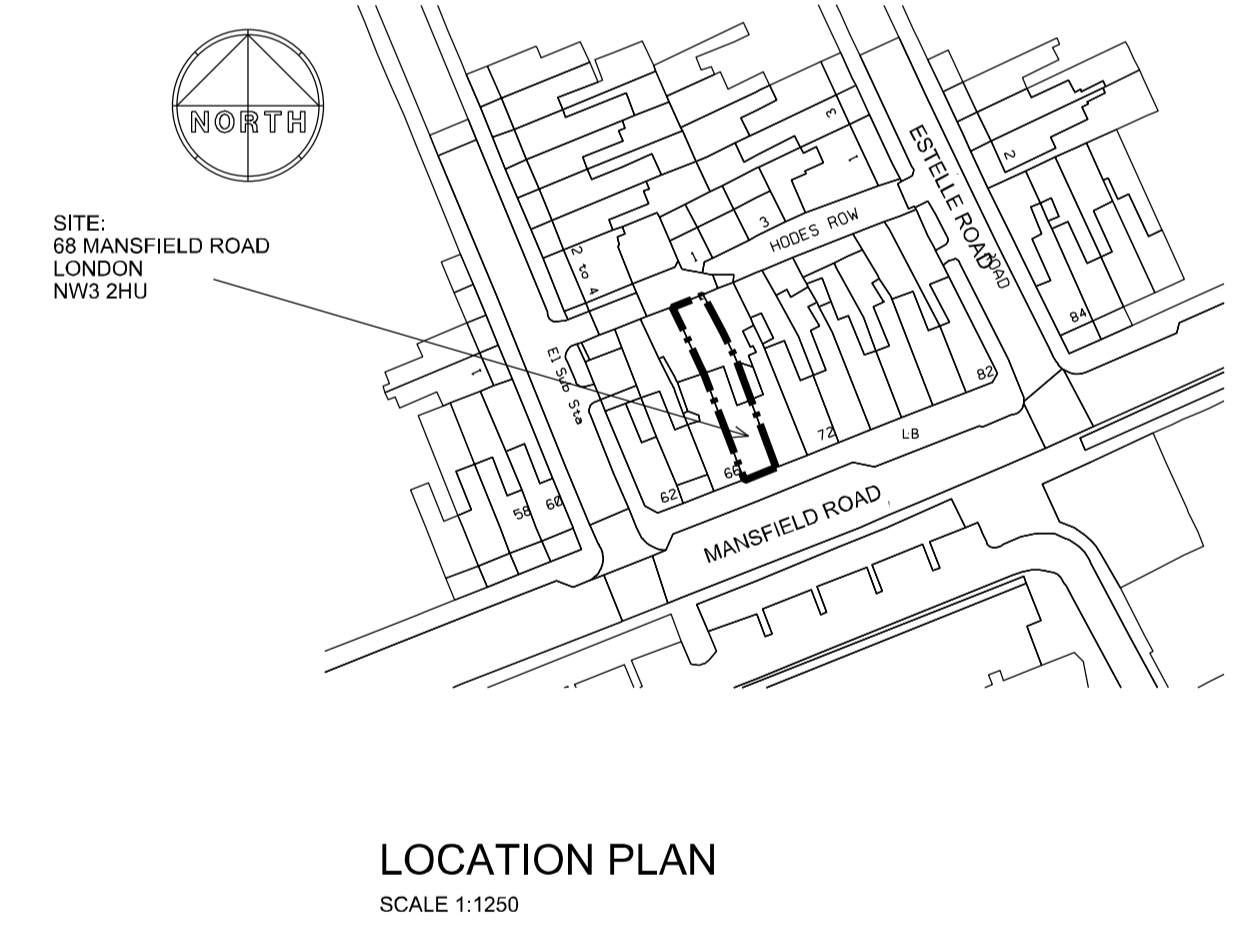
PROPOSED GROUND FLOOR PLAN
SCALE 1:100



EXISTING WORKSHOP FRONTAGE
SCALE 1:100



PROPOSED RETAIL UNIT FRONTAGE
SCALE 1:100



LOCATION PLAN
SCALE 1:1250

PLANNING APPLICATION NOTE:
ALTERATIONS TO THE FRONT OF THE RETAIL STORE SUBJECT TO LAWFUL USE GRANTED AND WILL ALSO BE SUBJECT TO A SEPARATE PLANNING APPLICATION.

A	23/03/10	PLANNING APPLICATION NOTE ADDED	DS
REVISION	DATE	COMMENTS	AUTHOR / CHECKED
DS² D S s q u a r e d A R C H I T E C T S DVS HOUSE 4 SPRING VILLA ROAD H A B 7 E			
■ LONDON 020 87325620 ■ www.dsquared.co.uk ■ design@dsquared.co.uk			
SCALE	PAPER SIZE	TITLE	
1:100, 1:250	A1	68 MANSFIELD ROAD, LONDON, NW3 2HU	
DATE	DETAIL		
MARCH 2010	PROPOSED LAWFUL CHANGE OF USE & SHOPFRONT ALTERATION		
AUTHOR \ CHECKED	DRAWING No.	REV.	STATUS.
DS	10011 P 01.01	DS	PLANNING
CONTRACTORS MUST CHECK ALL DIMENSIONS ON SITE. ONLY FIGURED DIMENSIONS ARE TO BE WORKED FROM. DISCREPANCIES MUST BE REPORTED TO THE ARCHITECT BEFORE PROCEEDING. © THIS DRAWING IS COPYRIGHT.			
SCALE BAR			
m	1	5	10 15

APPENDIX B

Data collection template example:

Date	Vehicle registration no.	Arrival time	Duration	Location	Received by	Delivery organisation	Vehicle Type	No. of items	Item description	Who delivery is for

