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1.0 Introduction

1.1 Overview

As Project Managers for British Land (the Applicant), M3 Consulting have prepared a Servicing Management Plan (SMP) in support of a planning application for introducing a mix of A1/A3/D1/D2/B1 use classes within a temporary shipping container scheme at Regent's Place, in the London Borough of Camden (LBC).

The SMP sets out how deliveries and waste collection, storage and removal will be managed. The location for the proposals are shown in Figure 1.

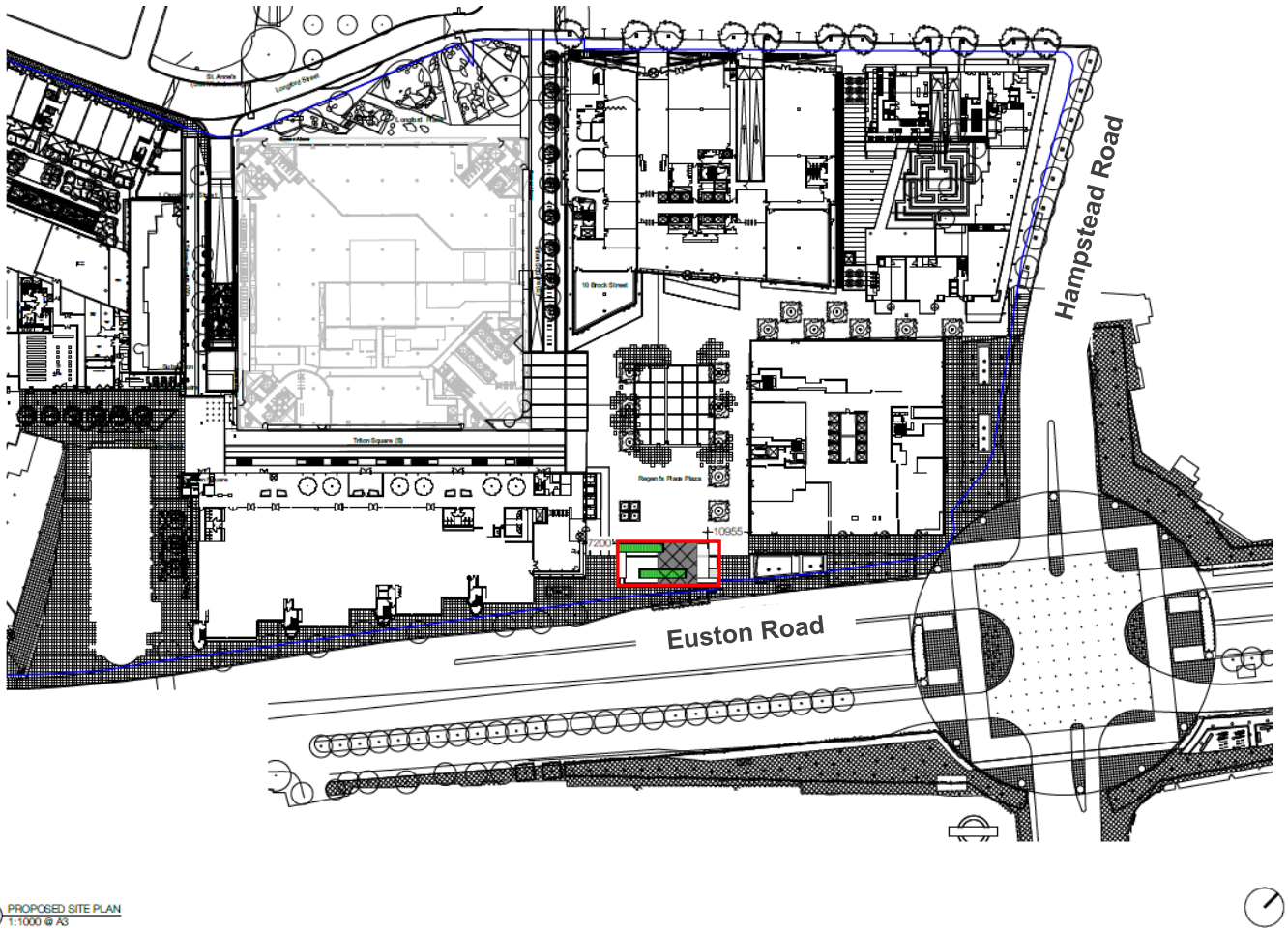

Figure 1 – Location of the proposal outlined in red at the Regent's Place campus, in the London Borough of Camden.

1.2 SMP Objectives

In order to understand the servicing requirements of the proposal and the implications upon the local area, a series of objectives have been developed for this SMP to meet. These are:

- To calculate the expected number of delivery and servicing trips associated with the proposed development;
- To calculate the expected quantities and types of waste generated by the proposed development;
- To identify a safe and legal strategy for deliveries and servicing to the proposed development;
- To identify a safe and legal strategy for collecting, storing and removing waste from the proposed development.

This SMP will be monitored and reviewed once the proposed development is in operation by the Regent's Place campus management team to ensure that the strategies listed above are achieved (further details in Section 5).

1.3 Area Schedule

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

Table 1 Area Schedule

Regent's Place Shipping Containers Scheme – Area Schedule	
Use	**GIA (m²)**
Container 01 (GF, A1/A3/D1/D2/B1)	17
Container 02 (GF, A1/A3/D1/D2/B1)	19
Container 03/04 (GF, A1/A3/D1/D2/B1)	20
Container 05 (L1, A1/A3/D1/D2/B1)	21
Container 06 (L1, A1/A3/D1/D2/B1)	25
Terrace	75
Total	**177**

Note: The Applicant is applying for flexible A1/A3/D1/D2/B1 use across the whole of the proposal. For the purpose of calculating delivery/servicing trip numbers and waste generated numbers, this SMP has assumed that all containers and the publicly accessible terrace at L1 will be A3 use (as this represents a "worst case" scenario in terms of the number of trips). This ensures the SMP has forecast the maximum numbers of trips and waste generated quantities. In operation, lower numbers are likely to be realised across the proposal.

1.4 Reference Publications

The following planning policy and best practice guidance documents have been considered when developing the SMP for this proposal:

- London Borough of Camden Local Plan, 2017;
- Mayor of London, London Plan, 2016; and
- Draft London Plan "Intent to Publish" version (2019).

2.0 Delivery and Servicing Trips

2.1 Existing Delivery and Servicing Trips

The site for this proposal is currently an area of hard and soft landscaping, and therefore has no associated delivery or servicing trips.

2.2 Forecast Delivery and Servicing Trips Generation

M3 Consulting appointed Arup to provide the below forecast delivery and servicing trips information.

The forecast number of service and delivery vehicle trips when the proposal is in operation 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 survey data, as the site does not currently have any delivery or servicing trips associated with it.

Based on the proposed GIA, Arup has calculated that a total of 4 vehicle trips per day will on average require service access to the proposed development. A summary is shown in Table 2.

Table 2 Forecast Daily Delivery and Servicing Trips for the Proposed Development

Regent's Place Shipping Containers – Daily Delivery and Servicing Trips	
Time period:	**Vehicle arrivals:**
0000 - 0100	0
0100 - 0200	0
0200 - 0300	0
0300 - 0400	0
0400 - 0500	0
0500 - 0600	0
0600 - 0700	1
0700 - 0800	1
0800 - 0900	1
0900 - 1000	0
1000 - 1100	0
1100 - 1200	0
1200 - 1300	0
1300 - 1400	1
1400 - 1500	0
1500 - 1600	0
1600 - 1700	0
1700 - 1800	0

Time period:	Vehicle arrivals:
1800 - 1900	0
1900 - 2000	0
2000 - 2100	0
2100 - 2200	0
2200 - 2300	0
2300 - 0000	0
Total	**4**

2.3 Type of Servicing Vehicles

The majority of servicing trips to the proposed development will likely be made by 6m transit vans with the remainder of deliveries made by cars or 8m rigid vehicles. 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 3.

Table 3 Type of Delivery and Servicing Vehicles

Vehicle Type	Vehicle	Dimensions	Estimated 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

2.4 Typical Deliveries

Typical deliveries expected to be transported to the proposed development are as follows:

- Catering supplies including fresh food and drinks;
- Cleaning materials;
- Furniture and fittings to the containers.

These goods are expected to be delivered in the following ways:

- Frozen food and drinks deliveries will generally be palletized;
- Fresh food deliveries will generally be delivered in plastic/wooden crates
- Furniture and fittings will generally be palletized or in cardboard boxes.

Palletized and heavy or large crates will be handled using a hand pallet truck, which will be provided by the Regent's Place campus management team. Roll cages will also be provided for smaller deliveries. Examples of the types of containers which will be used for general deliveries are shown in Table 4.

Table 4 Typical Goods Containers

Roll Cage	Pallet	Plastic or Wooden Crate
		
Width: 7800mm Length: 6800mm Height: 13400mm Capacity: 600kg	Width: 1200mm Length: 800mm Height: 166mm Capacity: 1000kg	Width: 1000mm Length: 1200mm Height: 400mm

3.0 Delivery and Servicing Strategy

3.1 Introduction

In developing a strategy for servicing the proposed development, consideration has been given to the existing servicing strategy for the Regent's Place campus and the forecast number of trips associated with the proposed use.

3.2 Management

The Regent's Place campus currently operates a booking system for all deliveries to the campus. Excluding regular postal deliveries, all deliveries requested by campus occupiers/tenants must be registered electronically with the campus delivery management system. Delivery vehicles that are not registered on this system are turned away by the manned security barrier at the top of the Sierra 6 basement vehicle access ramp – see Figure 2. This allows the campus management team to secure the site as well as manage the volume of vehicle movements to prevent congestion in the local vicinity.

In order to ensure the proposed development is serviced efficiently, occupiers/tenants of the shipping containers will need to comply with the Regent's Place campus delivery strategy and register all deliveries on the management system in advance of their arrival on site. In this respect, deliveries to the proposed development will be managed by the Regent's Place campus management team exactly the same as deliveries to existing businesses on the campus.

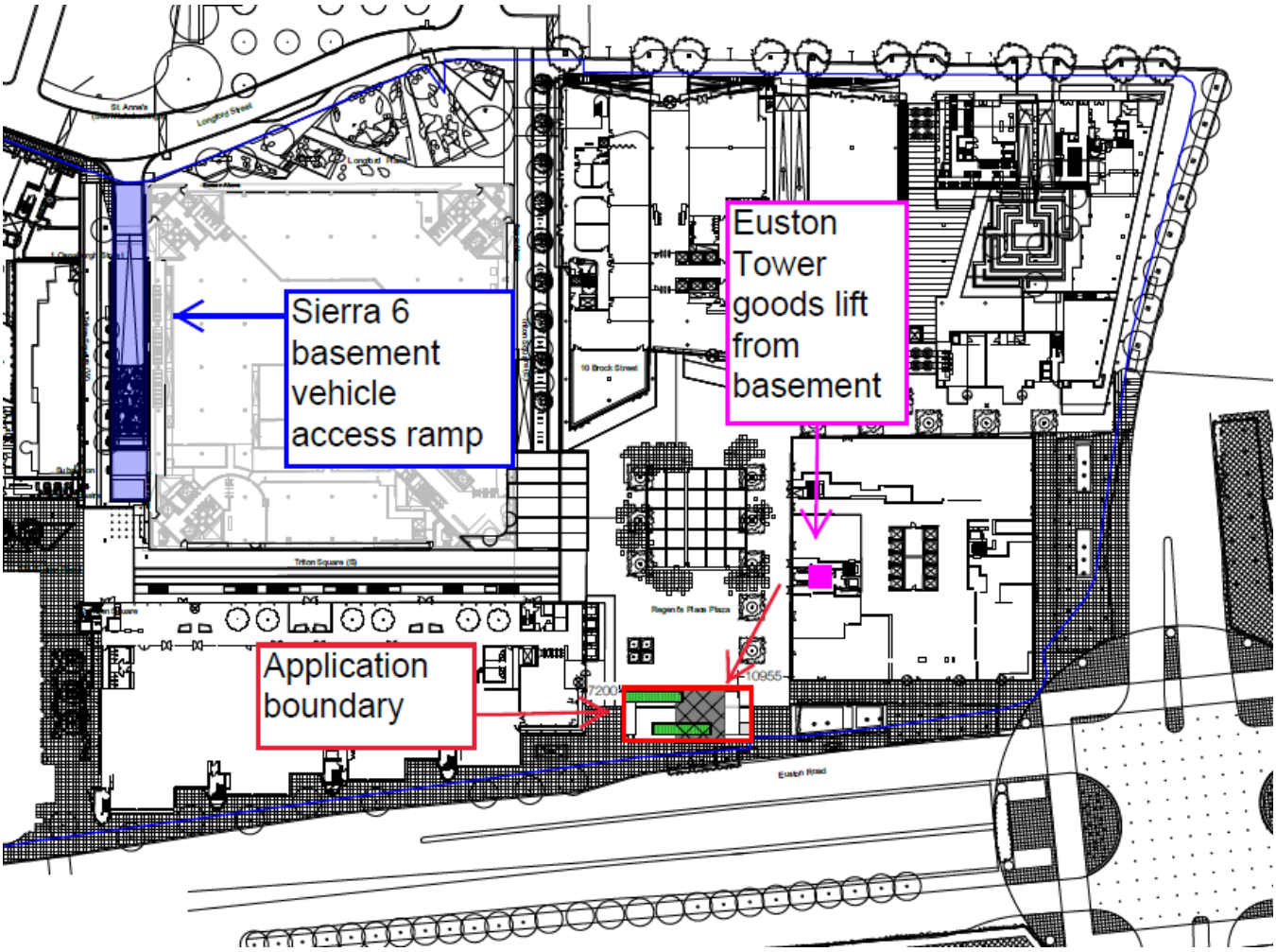

Figure 2 – Ground floor plan of Regent's Place showing the basement access ramp for deliveries, the exit from the basement goods lift and route for taking deliveries to the proposed development.

3.3 Delivery and Servicing Strategy

Once an occupier/tenant of the proposed development has registered their delivery with the campus management team, the following strategy will be followed:

Occupiers/tenants of the shipping containers will be encouraged to consolidate deliveries where possible, to reduce the number of trips generated by the development;

- Deliveries will be instructed to arrive at the manned security point at the top of the Sierra 6 basement vehicle access ramp, off of Longford Street;
- The vehicle and delivery will be confirmed against the campus delivery management system;
- The vehicle will be directed to proceed down the Sierra 6 ramp and follow the signage along the basement roadway to the Euston Tower loading bay;
- Drivers will switch off their engines while loading/unloading, preventing engine idling during delivery and servicing activity. This will minimise noise and the impact of vehicle exhaust emissions upon air quality;
- From the Euston Tower loading bay, small deliveries (e.g. plastic/wooden crates) will be carried up stairs to the upper basement level and goods lift. Large deliveries (e.g. pallets and roll cages) will be lifted to the upper basement level via the existing loading bay lifts and then taken to the goods lift;
- The goods lift will transport deliveries to the ground floor of the Euston Tower;
- The goods lift opens onto the Regent's Place plaza, on the west elevation of the Euston Tower;
- Deliveries will be moved a short distance across the plaza by hand to the shipping containers.

See Figures 2 and 3.

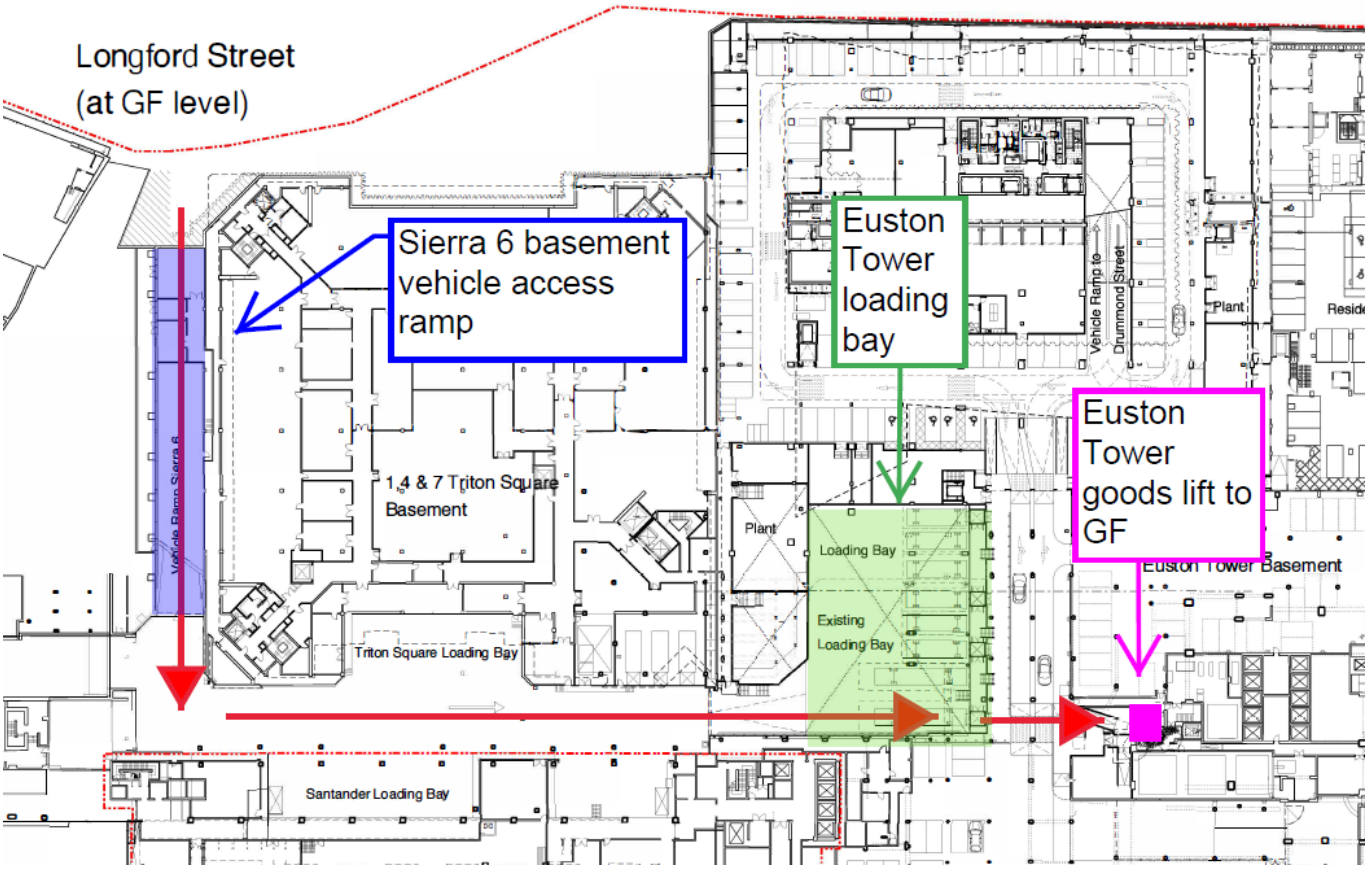

Figure 3 – Basement plan of Regent's Place showing the basement vehicle access ramp, Euston Tower loading bay and goods lift to take deliveries to the ground floor.

4.0 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 by 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 development is 1.42m³ as shown in Table 5:

Table 5 Two Day Waste Generation

Waste Stream		Two Day Waste Generation (m³)
Residual		0.85
Mixed Dry Recycling	Paper	0.00
	Cardboard	0.07
	Plastic	0.04
	Aluminium	0.04
Glass		0.07
Food Waste		0.34
Total		**1.42**

4.2 Waste Storage

The waste generated by the development will require 9.05m² of operational space to accommodate the storage equipment shown in Table 6. Waste will be stored in the refuse store at basement level in the Euston Tower loading bay refuse store. Waste will be transported from the development to the refuse store in the reverse order of the process for deliveries outlined in 3.3.

Table 6 Summary of Waste Storage Requirements

Waste Stream		Two Day Waste Generation (m³)	Container	Number required	Space Required (m²)
Residual		0.85	1,100 litre eurobin	1	3.55
Mixed Dry Recycling	Paper	0.00	240 litre bin	1	1.50
	Cardboard	0.07			
	Plastic	0.04			
	Aluminium	0.04			
Glass		0.07	140 litre bin	1	1
Food Waste		0.34	240 litre bin	2	3.00
Total		**1.42**	**-**	**5**	**9.05**

To summarise, the waste generated by the development will require the following for storage until collection:

- 1 no. 1,100 litre eurobin for residential waste;
- 1 no. 240 litre bin for dry mixed recyclables (cardboard, plastic, aluminium);
- 1 no. 140 litre wheelie bin for glass;
- 2 no. 240 litre wheelie bins for food waste.

The existing refuse store in the Euston Tower loading bay at basement level has available capacity for the above storage requirements and will be used for the proposed development, see Figure 4.

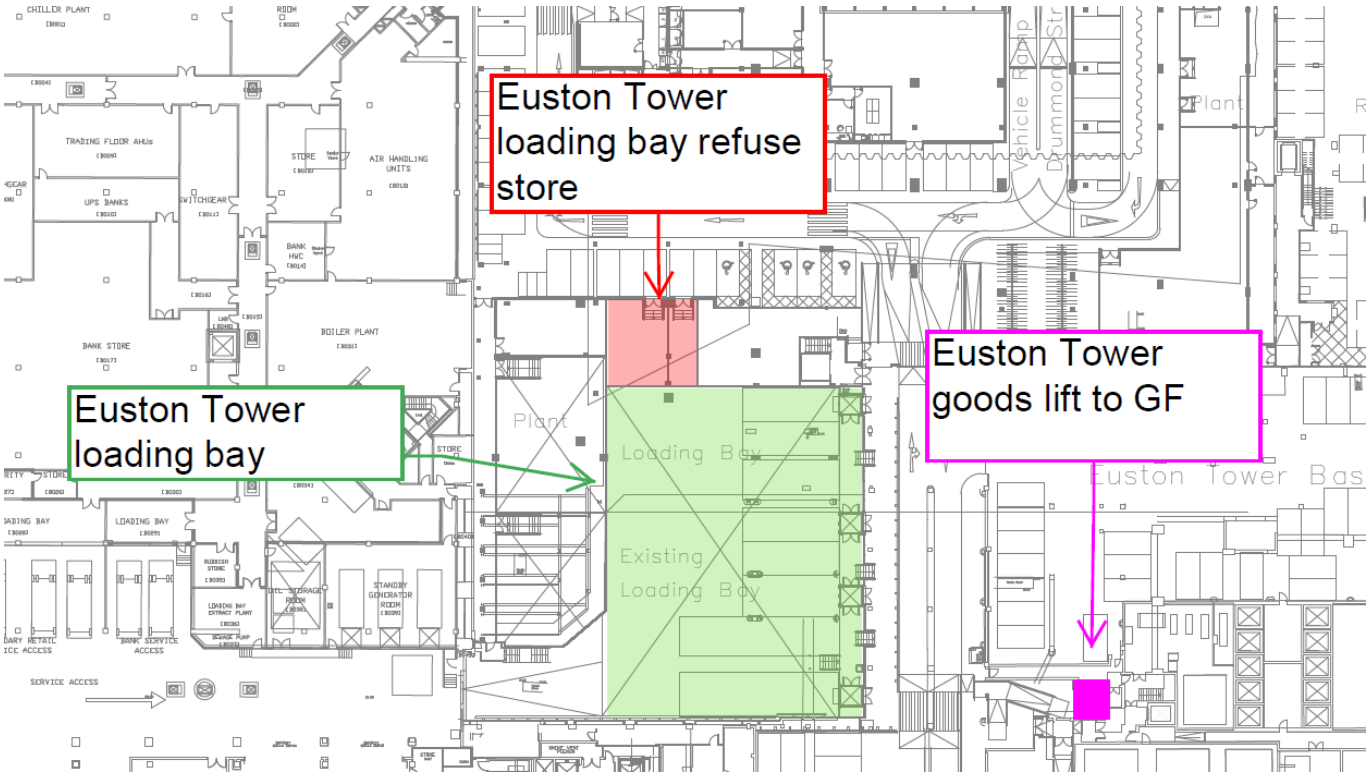

Figure 4 – Basement plan of Regent's Place showing the Euston Tower loading bay, goods lift and refuse store at basement level that will serve the proposed development.

4.3 Waste Collection

The waste will be collected from the refuse store within the Euston Tower loading bay as part of the regular waste collection regime in place at the campus. The estimated quantities of waste generated by the proposed development outlined in Table 5 are not significant enough to require any adaptation to the current waste collection regime on the campus.

5.0 SMP Review Process

5.1 Monitoring

This SMP and waste strategy will be monitored once the development is in operation and updated accordingly, if required. This section sets out how the document will be reviewed and maintained. The Regent's Place campus management team will monitor the effectiveness of the servicing strategy. Key data that will be captured as part of their usual campus delivery record system will include:

- Number of daily servicing trips to the development on a typical day;
- Delivery vehicle types and the volume of goods delivered; and
- Arrival and departure times.

The campus management team will use the above information and feedback from the occupiers/tenants of the shipping containers to assess the effectiveness of this SMP and will update the strategies accordingly, if required.

6.0 Operational Management

- The proposed opening hours for the containers are 07:00 - 22:30;
- Access to the L1 seating area will only be provided during these hours, with a lockable door to the steps preventing access to this area outside of the opening hours, the Regent's Place campus management team will secure/open the door each day;
- The Regent's Place campus management team will be responsible for coordinating the interface between any events hosted at the campus and this proposal, including supervisory and cleaning duties.