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**Francis Gardner Hall**

**Draft Delivery and Servicing Plan**

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## Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>1</b>
	<b>The Site .....</b>	<b>1</b>
	<b>Objectives .....</b>	<b>2</b>
	<b>Benefits .....</b>	<b>2</b>
<b>2</b>	<b>DELIVERIES AND SERVICING STRATEGY .....</b>	<b>3</b>
	<b>Loading Opportunities .....</b>	<b>3</b>
	<b>Types of Vehicles .....</b>	<b>3</b>
	<b>Delivery Numbers .....</b>	<b>3</b>
	<b>Vehicle Routes .....</b>	<b>4</b>
<b>3</b>	<b>WASTE STORAGE AND COLLECTIONS.....</b>	<b>5</b>
	<b>Storage.....</b>	<b>5</b>
	<b>Collection .....</b>	<b>5</b>
<b>4</b>	<b>INITIATIVES OF THE PLAN .....</b>	<b>6</b>
	<b>Reception Facilities.....</b>	<b>6</b>
	<b>Management .....</b>	<b>6</b>
	<b>Encourage Best Practice .....</b>	<b>6</b>
	<b>Amazon Lockers .....</b>	<b>6</b>
	<b>Last Mile.....</b>	<b>7</b>
<b>5</b>	<b>MONITORING AND REVIEW .....</b>	<b>8</b>

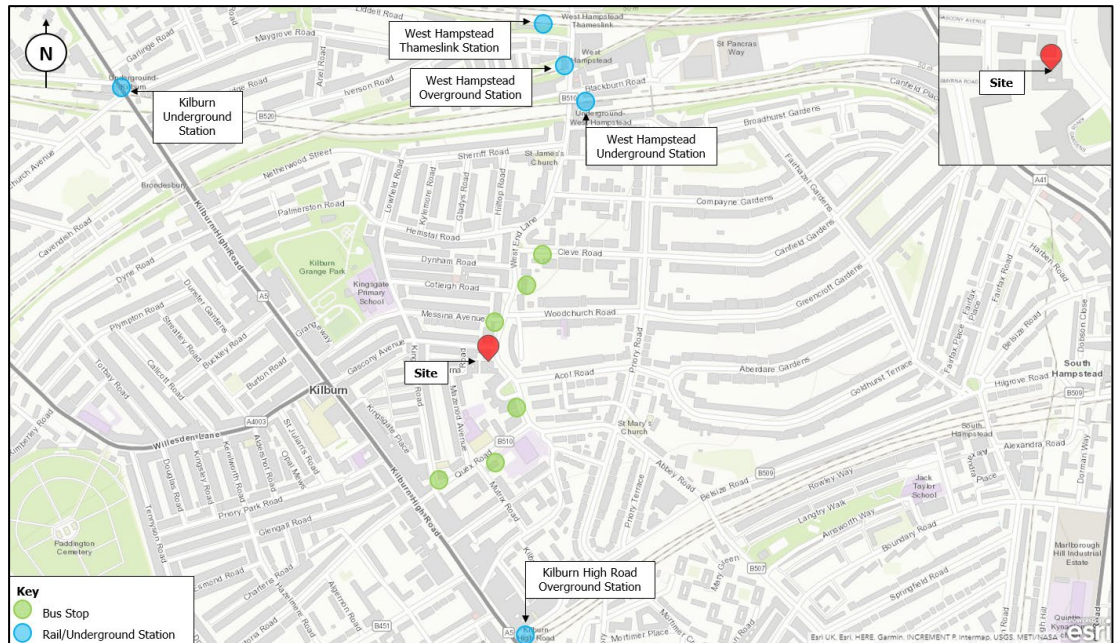
## Figures

Figure 1.1 - Site Location Plan

# 1 INTRODUCTION

- 1.1 This document sets out the basis of the Delivery and Servicing Plan (DSP) that will be adopted for Francis Gardner Hall (the site), as shown at **Figure 1.1**.

**Figure 1.1 – Location Plan**



## The Site

- 1.2 The site is situated on the west side of West End Lane. The proposed building will provide a total of 88 student bedrooms. As such, the effect of the development in transport terms will relate to the provision of an additional 18 bedrooms. This report was prepared and submitted for planning in February 2020; the application reference is 2020/0928/P. During the consultation period it has been agreed to revise the vehicle access arrangements at the building, removing the ability for vehicles to enter the site and hence this Draft Delivery & Servicing Plan has been updated to reflect this change.
- 1.3 The majority of deliveries associated with the student accommodation are likely to be undertaken by smaller vehicles i.e. Transit-sized vans, with the deliveries comprising small items. It is likely that delivery drivers will rely on the available loading opportunities on-street in line with the existing arrangement at the site and given that their dwell time will be around 5-minutes.
- 1.4 Waste will be collected from West End Lane, with the store located at the north end of the site. The existing length of dropped kerb will assist with the step-free transfer of waste between the collection point and the vehicle.

## Objectives

- 1.5 The primary objectives of the DSP will be to manage deliveries and servicing to and from the premises in order to ensure that servicing activity is undertaken successfully and minimise conflict between vehicles and/or pedestrians.
- 1.6 The DSP will manage deliveries and servicing to the premises in order to ensure that where possible:
- Make residents aware of the closest Amazon locker (or similar) facilities;
  - Seek to reduce the dwell time of vehicles, by increasing the efficiency of the delivery, through the provision of reception facilities;
  - Make residents aware that there are reception facilities on-site and the hours that goods can be received, i.e. reducing the risk of a missed collection and hence reducing the impact on the highway network;
  - Deliveries are undertaken by small to medium sized vehicles; and
  - Make residents aware of the benefits of zero emission vehicles such as e-cargo bikes.

## Benefits

- 1.7 Benefits to be gained through the implementation of a DSP include the following:
- 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.

## 2 DELIVERIES AND SERVICING STRATEGY

### Loading Opportunities

- 2.1 There are single yellow lines located outside the site on the west side of West End Lane, with no kerb markings. On the east side of the street, there are double yellow lines. Resident parking bays are located to the north and south of the site on Gascony Avenue and Acol Road.
- 2.2 Loading or unloading can take place on single or double yellow lines (without kerb markings) for an unlimited time before 11am and after the end of controlled hours or 6.30pm (whichever is earlier). After 11am and until the end of controlled hours or 6.30pm (whichever is earlier), heavy goods vehicles (3.5 tonnes and above) can load or unload for up to 40 minutes, cars and light goods vehicles for up to 20 minutes.
- 2.3 Additionally, any vehicle may load or unload for up to 20 minutes within a resident permit bay or paid for parking bay. The use of dedicated bays such as car club, disabled, charging and doctor should be avoided. Loading or unloading is not permitted in market/trader bays or diplomatic bays.

### Types of Vehicles

- 2.4 The majority of deliveries are expected to be undertaken by small to medium sized vehicles e.g. transit vans and 7.5t goods vehicles. Many deliveries will also be made by bike, or motorcycle. Larger deliveries by 10m rigid vehicles are expected to be infrequent.

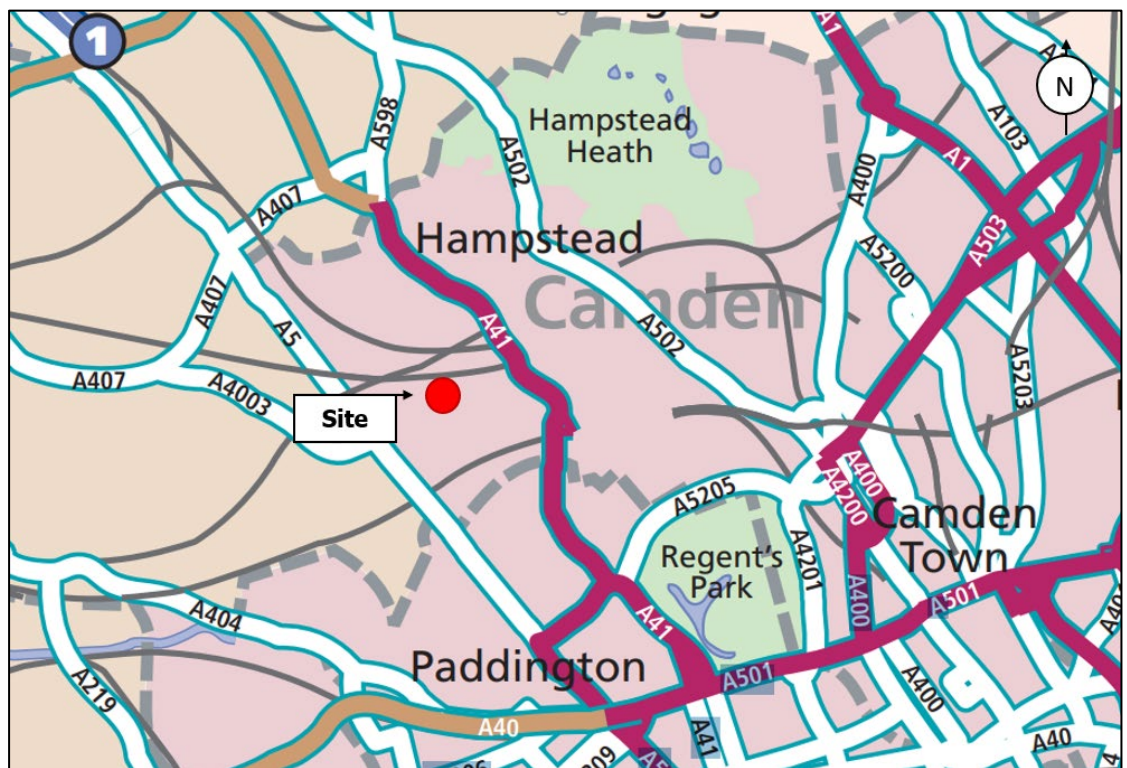
### Delivery Numbers

- 2.5 Deliveries will comprise of post, online purchases, refuse collections and people moving in and out. In summary:
- Post – It is anticipated that there would be one postal delivery each day;
  - Online Purchases – These are likely to comprise the majority of deliveries and will include food and non-food items. The majority of deliveries are anticipated to be Light Goods Vehicles (LGV) i.e. transit sized vehicles. Based on a survey of existing residents it is expected that each student bedroom generates an average of 2 deliveries per month, i.e. 44 deliveries per week for the 88 student bedrooms, equating to 6-7 per day; and
  - Moving in/out – Surveys identified that the majority of existing students first arrive at Francis Gardner House (86%) by taxi or private car. It is expected that on move-in day the new residents would be given an arrival time to encourage staggered arrivals and to manage student reception efficiently. This is considered in the Student Management Plan accompanying the application.

## Vehicle Routes

- 2.6 West End Lane (B510) runs north – south along the east of the site from Fortune Green Road to Kilburn High Road (A5). It provides a single lane for traffic in either direction. It is expected that vehicles would arrive/depart from both the north and the south of the site on West End Lane.
- 2.7 A map showing the location of the site in relation to Transport for London’s Road Network (TLRN) is shown in **Figure 2.1**. The map shows that the site is located to the west of the A41, east of the A5 and south of the A407.

**Figure 2.1 – Location of the Site in relation to the TLRN**



- 2.8 For reasons of efficiency the majority of logistics companies schedule the daily deliveries to follow a logical pattern and avoid unnecessary mileage. The majority of deliveries made to Francis Gardner Hall will be made a part of a wider delivery route for the driver concerned.

### **3 WASTE STORAGE AND COLLECTIONS**

#### **Storage**

- 3.1 A waste store is proposed at the northern end of the site. The store will be provided with direct, step-free access to the footway, where it is expected waste operatives will make use of the existing dropped kerb to provide step-free access to the carriageway. The waste vehicle will wait on the length of single yellow line along the site frontage.
- 3.2 Camden's waste guidance advises that each dwelling with three bedrooms or less should be provided with storage for:
- 120 litres of general waste;
  - 140 litres of mixed dry recycling; and
  - 23 litres of food waste.
- 3.3 On this basis, a development, with up to 3-bedrooms per dwelling would require 10 x 1100L general waste bins, 11 x 1100L mixed dry recycling bins and 8 x 240L food waste bins. Given that the proposal is for student accommodation and not C3 Use Class property, there will be less waste generated, and as such, a relaxation of the standards is considered appropriate.
- 3.4 A scheme of 88 student bedrooms could be considered equivalent to 30 x 3-bed dwellings. It is therefore considered suitable to provide a minimum of 3,600L of general waste storage, 4,200L of mixed dry recycling and a minimum of 690L of food waste storage, equivalent to 4 x 1100L general waste bins, 4 x 1100L mixed dry recyclables bins and 3 x 240L bins. An area has been proposed which is capable of storing 16 x 1100L Eurobins and 4 x 240L food waste bins. This level of provision is therefore considered appropriate.

#### **Collection**

- 3.5 It is intended that the Council's refuse vehicle would stop on-street when collecting waste as per the existing situation. The existing dropped kerb at the northern end of the site will assist with the transfer of waste.

## **4 INITIATIVES OF THE PLAN**

- 4.1 The majority of servicing will take place during the daytime in accordance with the initiatives set out below.

### **Reception Facilities**

- 4.2 The provision of reception facilities will reduce the dwell time of vehicles on the local highway network and hence increase the efficiency of the delivery, as the driver will deliver to the reception as opposed to individual units. The details of the opening hours will be provided to future residents prior to occupation of the building.
- 4.3 This will also reduce the risk of a missed collection and hence will reduce the impact on the highway network as the parcel will not be re-delivered to the site or require the recipient to travel to a depot to make collection.

### **Management**

- 4.4 Reception staff will record the time of delivery.
- 4.5 Residents will also be asked to consider booking delivery slots with friends/neighbours within the block. For example, if residents are having food shops delivered, booking together will reduce the impact on the public highway, including congestion and loading opportunities and will reduce CO2 emissions.
- 4.6 When residents are moving in at the start of term, the arrival times will be staggered to reduce the impact on the public highway and reduce demand for reception services. This will be managed by giving residents a time slot when they are able to collect their keys. It is envisaged that moving out will be self-staggered as residents will move out when is convenient for them, i.e. when they finish their lectures or hand their deadlines in.

### **Encourage Best Practice**

- 4.7 Section 3 sets out the loading restrictions in the vicinity of the site. By encouraging best practice, this reduces the risk of drivers stopping in inappropriate places and blocking passage for pedestrians, cyclists and other drivers.

### **Amazon Lockers**

- 4.8 The closest Amazon locker to the site is located at 255 Finchley Road, whilst there are additional lockers located at West Hampstead Post Office. Further information can be found at:

<https://www.amazon.co.uk/gp/css/account/address/view.html>



- 4.9 Residents will be encouraged to collect their deliveries from a local collection hub or system of lockers.

### **Last Mile**

- 4.10 As technology and behavioural patterns are changing over time there will be more opportunities for the development to be served by zero emission vehicles such as e-cargo bikes and trikes.
- 4.11 There will be short stay cycle parking in the form of Sheffield stands located in front of the building, which will assist deliveries by cycle, as there will be a location to secure cycles, whilst deliveries are being made.

## **5 MONITORING AND REVIEW**

- 5.1 The management team will regularly 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.

