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FRAMEWORK DELIVERY AND SERVICING MANAGEMENT PLAN

SEGRO

3-6 Spring Place, Kentish Town
Camden

18/12/2020

Framework Delivery and Servicing Management Plan

Contents

Appendices

1 Introduction

1.1 SEGRO has appointed Vectos to provide advice on highways and transport related to the proposals at 3-6 Spring Place, Kentish Town within the London Borough of Camden (LBC).

1.2 The site is located in an accessible Central London location with a number of bus stops located within 550m of the site and Kentish Town West Overground station located approximately 500 metres south of the site and Kentish Town railway and underground station located 650m to the east. There are also a number of local amenities in close proximity to the site such as Lidl Supermarket and Tesco Express to the east.

1.3 The site is currently vacant but comprises circa 1,900sqm of B2 industrial floorspace that was in use by an industrial operator (Addison Lee). Addison Lee used the site to service and repair their fleet of cars.

1.4 The proposals comprise the change of use from industrial (Class B2) to flexible industrial (Class B2)/ storage or distribution (Class B8)/ light industrial (Class E), refurbishment of existing building and associated works.

1.5 Servicing will take place as per the existing arrangements associated with the past Addison Lee use at the site. The majority of servicing activity will take place on-site (within the fabric of the building / internally), with smaller HGVs (up to 7.5 tonnes) being able to access the site. Medium sized HGVs (up to 18 tonnes) will service on-street on Spring Place via a formalised loading bay. It is important to note that larger HGVs (above 18 tonnes) including articulated vehicles are not anticipated to serve the site.

2 Objectives

What is a Delivery and Servicing Management Plan?

2.1 Delivery and Servicing Management Plans (DSMPs) provide a framework for managing all types of freight vehicle / HGV movement to and from individual developments.

2.2 DSMPs make up one of several measures to improve freight and servicing. The other measures include the Freight Operator Recognition Scheme (FORS), and Construction Logistics Plans (CLP).

Benefits of a DSMP

2.3 Transport for London (TfL) have produced a 'Managing Freight Effectively: Delivery and Servicing Plans' document which identifies the benefits of DSMPs to local authorities, residents, building developers, businesses and freight operators.

2.4 In summary, this DSMP will:

- Help developers and local authority planning officials comply with:
  - The National Planning Policy Framework (NPPF); and,
  - The Traffic Management Act and any borough specific policies, such as road safety and air quality action plans.
- Demonstrate that goods and services can be delivered, and waste removed in a safe, efficient and environmentally friendly way;
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
- Help cut congestion and ease pressure on the environment;
- Improve the reliability of deliveries to the site concerned;
- Reduce the operating costs of building occupants and freight companies; and
- Reduce the impact of freight upon local residents.

DSMP Objectives

2.5 The overall objective of this DSMP is:

- *To minimise the impacts of freight movements and facilitate sustainable freight travel to and from the proposed development.*

2.6 To support the realisation of this overarching objective, several sub-objectives have been set out, and include:

- Promoting smarter operations of freight that reduce the need for freight movement overall or that reduce or eliminate trips particularly in peak periods;
- Encouraging greater use of sustainable freight modes;
- Encouraging the use of greener vehicles;
- Managing the on-going development and delivery of the DSMP;
- Communication of the site servicing/delivery facilities (through dissemination of information) to residents, employees and suppliers;
- Communication of the DSMP measures to site occupiers; and

- Encouraging the most efficient use of freight vehicles and servicing/delivery trips.

3 Planning Guidance

DSMP Guidance

Managing Freight Effectively: Delivery and Servicing Plans (TfL)

3.1 DSMPs provide a framework to better manage all types of freight vehicle movement to and from individual developments. A DSMP is similar to that of a Workplace Travel Plan but focusses on the sustainable movement of freight as opposed to residents or employees.

3.2 DSMPs will improve the safety, efficiency and reliability of deliveries. They aim to increase building operational efficiency by reducing delivery and servicing impacts to the premises, especially CO_2 emissions, congestion and collisions on the surrounding road network.

3.3 DSMPs aim to reduce delivery trips, particularly during peak periods, and increase availability and use of safe and legal loading facilities. This is achieved by using a range of approaches including consolidation of deliveries and out-of-hours (i.e. out of peak period) deliveries. DSMPs will also identify unnecessary journeys and deliveries that could be made by more sustainable modes to help reduce congestion and minimise the environmental impact of freight activity.

3.4 The document outlines the benefits of DSMPs to local authorities and residents, building developers, businesses and freight operators, including:

Local Authorities and Residents

- Less congestion on local roads;
- Reduced emissions, and use of more sustainable modes where possible, to contribute towards CO_2 reduction targets;
- Fewer goods vehicle journeys lowering the risk of collisions;
- Opportunity to reduce parking enforcement activity costs i.e. more deliveries will use legal loading facilities so less traffic and parking infringements should occur; and
- Improved quality of life for local residents through reduced noise, air pollution by freight vehicles and intrusion and lower risk of accidents on the surrounding road network.

Building Developers and Businesses

- Reduced delivery costs and improved security;
- More reliable deliveries resulting in less disruption to normal business practices;
- Time-savings by identifying unnecessary deliveries;
- Less noise, air pollution and intrusion; and,
- Opportunity to feed into a Corporate Social Responsibility programme and ensure operations comply with health and safety legislation.

Freight Operators

- Legal loading areas will mean less risk of receiving penalty charge notices;
- Fuel savings through reduced, re-timed or consolidated deliveries; and
- More certainty over delivery times.

Freight Operators Recognition Scheme (FORS)

3.5 FORS is a unique, industry-led, free membership scheme to help van and lorry operators to become safer, more efficient and more environmentally friendly.

3.6 The FORS has three membership levels Bronze, Silver and Gold. Bronze members must meet the following requirements:

- Drivers and vehicle management;
- Vehicle maintenance and fleet management;
- Transport operations; and
- Assessing the performance of company policies

3.7 Silver and Gold level members need to provide data to enable benchmarked values to be produced per million kilometres for each type of vehicle for:

- Fuel use;
- CO_2 and emissions;
- Vehicle incidents; and
- Penalty charge notices.

4 Servicing Arrangements

4.1 This section of the report includes details on the arrangements for servicing / delivery vehicles that will visit the site.

Delivery and Servicing

4.2 Deliveries and servicing have most recently taken place from the single yellow lines along Spring Place in front of the site. It is evident from the vehicle movements associated with past use at the site (set out in the next Section) that the existing use experienced four daily HGV movements and a number of LGV movements, which indicate the existing servicing arrangement and road network can accommodate these types of vehicles. Surrounding uses also undertake servicing activity on-street such as the adjacent Autograph Sound Studios and the Veolia Depot opposite is regularly serviced by medium to large sized HGVs.

4.3 LGVs and smaller HGVs (up to 7.5 tonnes) will be accommodated on site. It is proposed that smaller HGVs will reverse into the site from Spring Place, which will be managed by banksmen. The vehicle movement is demonstrated in the drawing attached at **Appendix A.** This drawing also demonstrates that there is sufficient space on-site (within the fabric of the building / internally) to accommodate the smaller HGV whilst all operational vehicles are parked on-site.

4.4 If medium sized HGVs (up to 18 tonne vehicles) come to the site, then they will utilise the proposed on-street loading bay as illustrated on the drawing attached at **Appendix A**.

4.5 It is important to note larger HGVs (above 18 tonnes) including articulated vehicles are not anticipated to serve the site.

Last Mile Type Operation

4.6 It is noted that the site may attract demand for use as a last mile 'micro' depot, under the B8 land use. This operation is the last stage of the supply chain in urban locations, focused on final mile delivery to local residents and businesses, and by nature is a much lighter operation. This is not to be confused with large National / Regional distribution centres which sort and then redistribute goods to smaller facilities.

4.7 With particular regard to a potential last mile operation, small/medium HGVs will unload pre-organised and packaged goods to smaller LGVs that form the delivery fleet. Vehicles associated with the proposed last mile type operation are likely to comprise cargo bikes, car derived vans and transit vans. The type of vehicles that will serve the development are attached at **Appendix B.**

4.8 Delivery fleet vehicles are parked and stored on-site overnight before undertaking deliveries throughout the day. As noted above, delivery vehicles will be parked in a way to enable small HGVs (7.5t vehicle) to service on-site (within the fabric of the building / internally), as shown at **Appendix A**. Medium sized HGVs (up to 18 tonne) which cannot turn or unload on site, will service on-street in a dedicated loading bay. The likely number of HGVs that will serve the site is not considered to be significant and therefore is unlikely to cause a detrimental impact on Spring Place. Further details of the likely movements the development will generate is detailed below.

4.9 The proposals will comprise a quick operation to offload and load straight into the delivery fleet and as such larger delivery vehicles will not be required at the site for long periods of time. Given the nature of the product (fast moving goods) expected to be received on site, and then loaded straight onto delivery vehicles for outbound delivery, there will be no internal fit out and minimal storage on-site.

4.10 Any on-street servicing associated with the development would be controlled and managed. HGVs will typically arrive at the site delivering inward mail/parcels in the morning outside of network peak periods and outside of school times. These vehicles are likely to be typically on-site for 15-20 minutes. The deliveries during this period will be staggered so there is only one vehicle attending the site at a time.

4.11 In the event that on-street loading does take place, this will only take a relatively short time and is consistent with loading arrangements for other commercial units across London.

HGV Routing Strategy

4.12 The surrounding roads are considered suitable to carry vehicles likely to serve the site, and there are many examples of other existing local businesses using the road network with these types of vehicles. This is evident given that the past Addison Lee use at the site was not subject to any routing restrictions and vehicles could use any of the surrounding roads to access the site. Notwithstanding this, following consultations with local residents, SEGRO is proposing a routing strategy.

4.13 The proposed routing strategy includes a primary route via Holmes Road to the south east of the site. This route will be for smaller HGVs (7.5 tonnes) that can unload internally on the site. A secondary route will also be implemented as to provide a routing strategy for medium sized vehicles that cannot load/unload internally on-site. This routing strategy will encourage medium size HGVs to enter the site via Grafton Road and Queens Crescent and exit the site to the south via Grafton Road.

4.14 It should also be noted that the secondary route will be in place during peak school times, i.e. 0830-0900 and 1500-1530 hours. On this basis, the smaller HGVs will not be able to route via Holmes Road during these times.

4.15 The proposed primary and secondary routes that HGV drivers will take is illustrated at **Appendix C**.

4.16 The primary route via Holmes Road is considered appropriate as it is more of a commercial route than others given it serves the Veolia Depot, offices, pubs and restaurants. The Veolia depot access is located off Holmes Road and it has been observed that Veolia trucks currently use this route. On the basis that the routing strategy also prohibits any HGVs travelling along the primary route during school times, this negates any potential impact of HGVs around schools when children are arriving/leaving.

4.17 The primary and secondary routes have both been tracked by the way of swept path analysis, which ensures that the size of vehicles using the routes can be accommodated.

Servicing Trip Attraction

4.18 In order to establish the likely number of servicing movements associated with the proposed B8 last mile use, several data sources were reviewed. These are detailed within the Transport Statement, which has been submitted under separate cover. A summary of the movements associated with this potential use is provided in the table below.

Table 4.1: Vehicle Trip Generation for 1,914sqm of B8/Last Mile use

Mode	Daily		
	In	Out	Total
Cars	7	7	14
LGVs	34	34	68
HGVs	5	5	10
Total	**46**	**46**	**92**

4.19 The information presented in **Table 4.1** indicates that the proposed development would generate in the region of 92 two-way servicing vehicle movements over the course of a day (24hrs). This equates to approximately 4 vehicles an hour, circa one vehicle every 15 minutes.

4.20 It should be noted that the majority of the servicing trips are also likely to occur outside the network peak periods.

4.21 It is also noteworthy that the number of expected deliveries will predominately take place on-site (within the fabric of the building / internally) as set out above and any on-street servicing utilise the proposed on-street loading bay on 3-6 Spring Place.

5 Encouraging Sustainable Freight

Monitoring and Review

5.1 Servicing area activity will be regularly monitored to ensure that it is operating in an efficient way. The on-site management team will maintain a record of servicing activity which will include the following information:

- Date;
- Delivery arrival / departure time;
- Type of vehicle;
- Goods delivered / taken away; and
- Other comments.

5.2 The on-site management team will constantly monitor and review the success of the DSMP. If considered necessary, the management team to the DSMP will propose changes which will need to be approved in writing by the London Borough of Camden (LBC).

5.3 To assist with the monitoring process an annual monitoring report and survey (a count of commercial traffic at the site) will be undertaken in line with TfL guidance. The first survey will take place 3 months after first occupation and the annual survey will thereby be undertaken on an annual basis from that point.

5.4 The survey will allow the type of vehicles that are serving the site to be easily recorded and ensure that it is in line with the proposals put forward.

5.5 The contact details of the on-site management team will be provided to both TfL and the LBC so that in the event of any issues that arise the authorities can arrange a meeting to discuss.

Remedial Action

5.6 Where sites have not submitted an updated DSP to reflect their operation, enforcement teams can be mobilised to address any breaches. The use of planning contravention notices can be used where appropriate.

Restrictions

5.7 It is noted that during the course of pre-application meetings with LBC and key local stakeholders including resident association groups that concerns were raised that without restrictions, HGV movements at the site would be unfettered. On the basis of the analysis as presented in this report and the Transport Statement, this will not be the case and there is likely to be up to 9 HGV movements comprising smaller and medium sized HGVs.

5.8 Notwithstanding the above, the Applicant is willing to commit to the following as part of the DSMP (it is anticipated that Camden Council will require compliance with the DSMP by way of condition):

- The development shall not be served by vehicles over 18 tonnes or articulated HGVs.
- The development shall be served by a maximum of 9 HGVs (18 two-way trips) per day.

- Prior to occupation of the development, a final Delivery & Servicing Management Plan (DSMP) shall be submitted to the Council and approved in writing. The development must subsequently comply with the provisions of the approved DSMP unless otherwise agreed by the Local Planning Authority. The DSMP shall include details of delivery vehicle routing, and measures to mitigate the potential impacts of on-street servicing for local residents and in relation to highway safety.

- Any external loading in connection with the permitted use shall take place only within the specified loading bay marked out on Spring Place unless otherwise agreed by the Council, and will not be permitted between the hours of 12am and 5am.

5.9 On this basis, any future occupier must comply with these requirements. It is likely that these restrictions can then be closely monitored through the annual surveys as detailed above.

Raising Awareness

5.10 It will be important to inform all occupiers about the DSMP, including the following:

- What is the DSMP?

- The importance of the DSMPs, freight movements and their impacts;

- What tenants can do to help encourage the use of sustainable servicing and delivery vehicle movement to the site; and

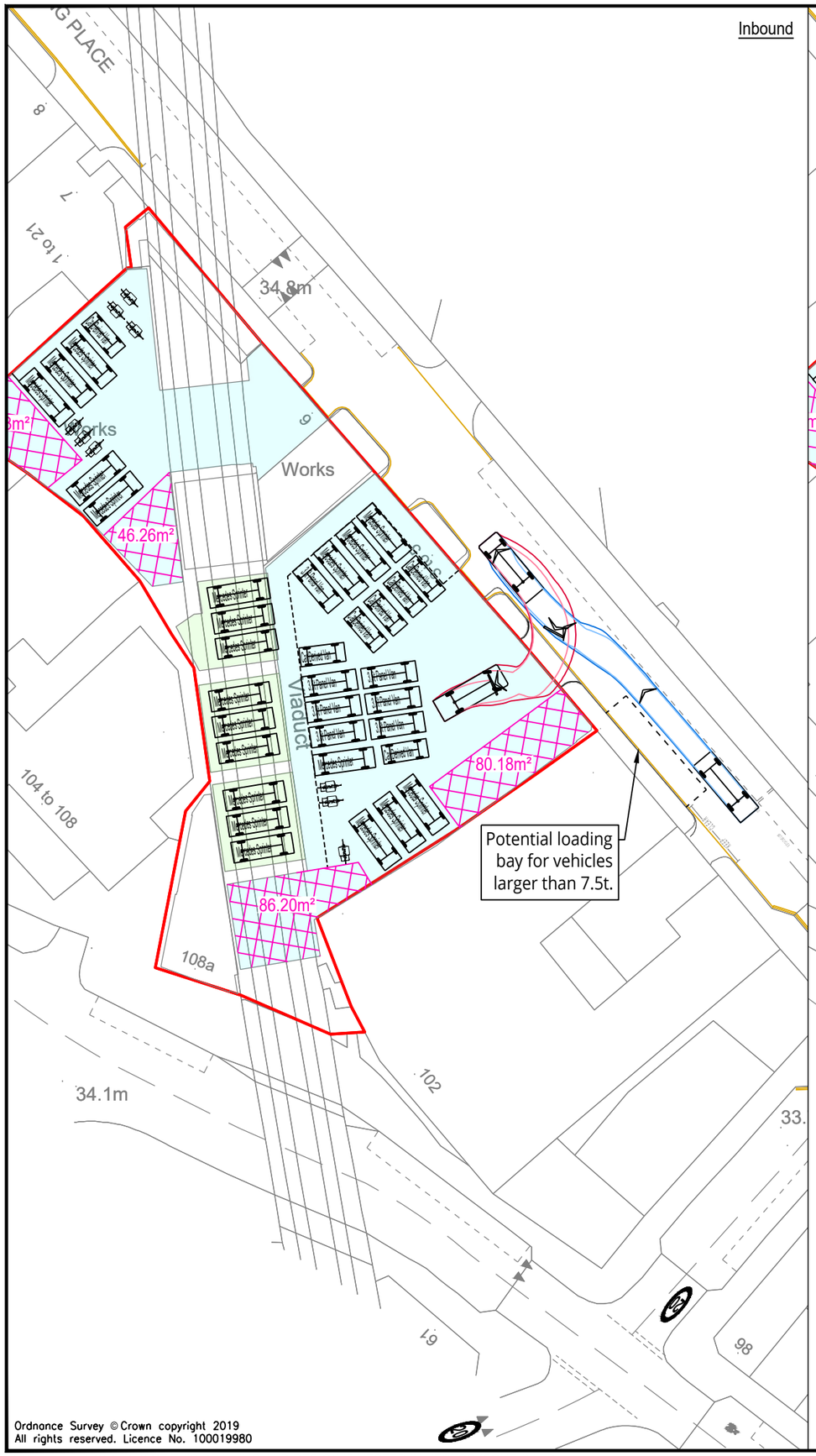
- The potential benefits of successfully using and implementing a DSMP.

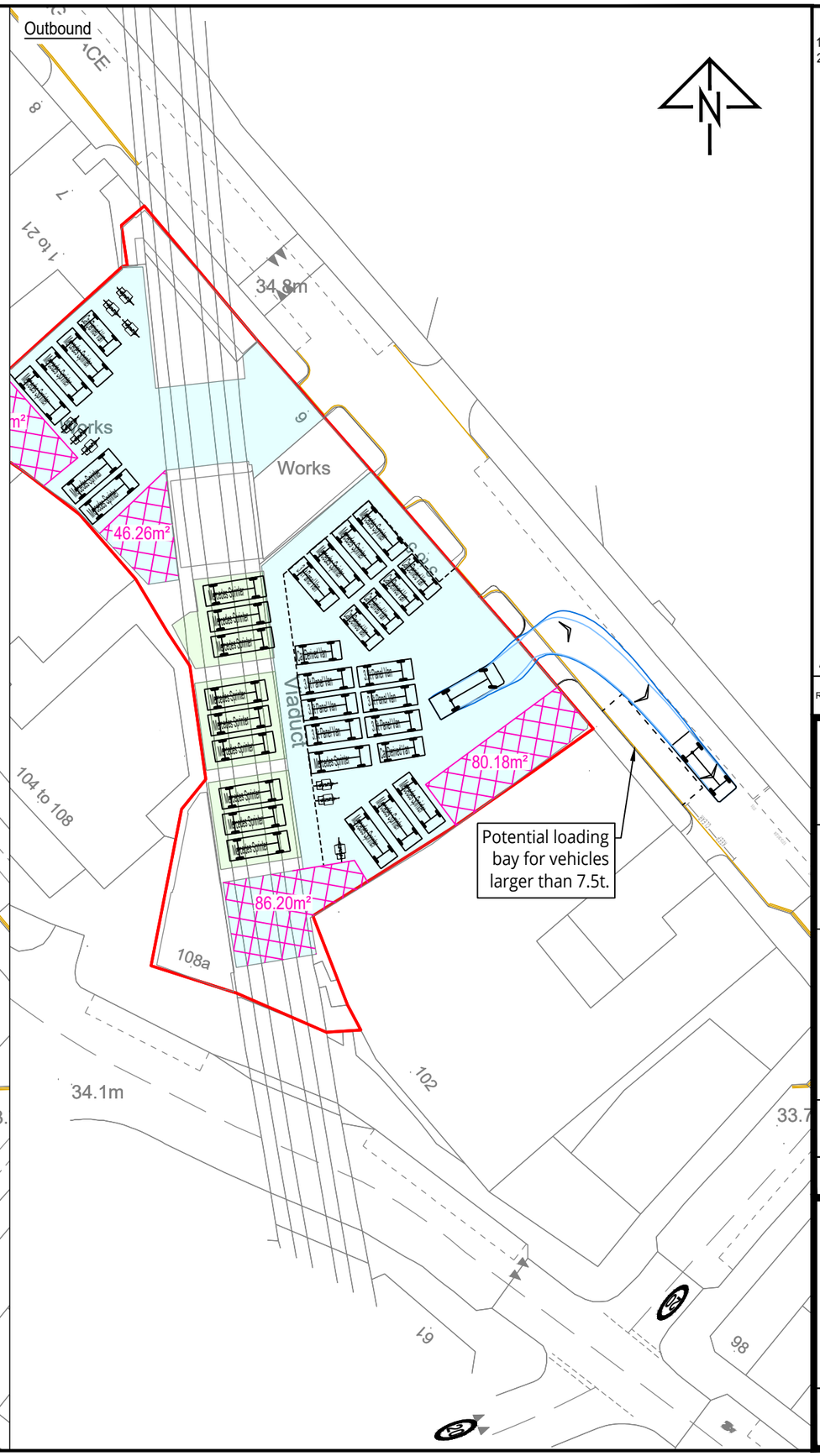
5.11 Raising awareness of the DSMP will help to gain support of the tenants for the implementation of the DSMP and ensure stakeholder buy-in at an early stage.

5.12 To increase awareness of the DSMP, relevant future residents and suppliers will be given information about the DSMP and be encouraged to use sustainable freight to and from the site.

5.13 It is essential that relevant future residents at the site and suppliers are involved in the implementation and development of the DSMP. It will also allow future residents and suppliers to have an input into the on-going development of the DSMP.

Appendix A



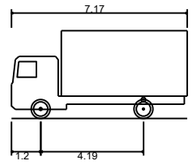


Notes:

1. This is not a construction drawing and is intended for illustrative purposes only.
2. White lining is indicative only.

Key

- Potential racking / open storage area
- Indicative site boundary



FTA Design 7.5 Tonne Rigid Vehicle (2016)

Overall Length	7.170m
Overall Width	2.300m
Overall Body Height	3.580m
Min Body Ground Clearance	0.375m
Track Width	2.120m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	7.000m

REV.	DETAILS	DRAWN	CHECKED	DATE
A	Loading bay added	PP	JW	26.11.2020

CLIENT:
SEGRO

PROJECT:
3-6 Spring Place, Kentish Town

DRAWING TITLE:
Swept Path Analysis
Service Yard Access
7.5t Rigid Vehicle

SCALES:
1:500 at A3

DRAWN:	CHECKED:	DATE:
PP	TF	23/11/2020

vectos.
Network Building, 97 Tottenham Court Road, London W1T 4TP
t: 020 7580 7373 e: enquiries@vectos.co.uk

DRAWING NUMBER: 194587-10/AT/K02
REVISION: A

Appendix B

Anticipated Types of Outbound Delivery Fleet

Car Derived Van

Cargo Bikes

Mercedes-Benz Sprinter Van

Anticipated Types of Inbound Goods Vehicles

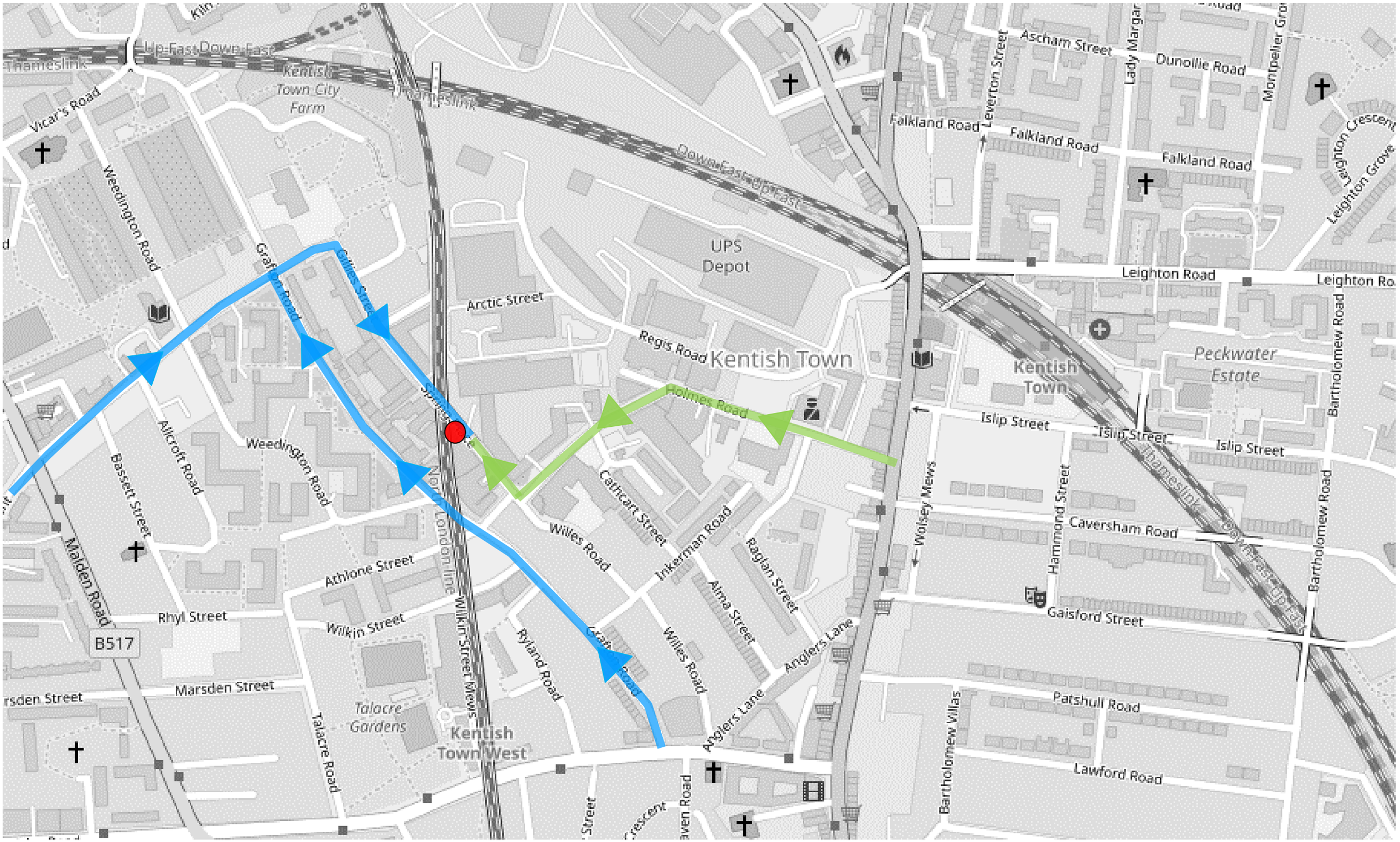
7.5t Vehicle (circa 7.2m long)

18t Vehicle (circa 10m long)

A few points to note about vehicles likely to serve the development:

- They will be small and medium sized HGVs, which are common place in London.
- They are rigid vehicles.
- The development site will not be served by vehicles larger than these small and medium sized HGVs.

Appendix C



Key:

- Site
- Primary Routes for smaller HGVs (7.5t)
- Secondary Routes for medium HGVs (up to 18t) and route to be used if HGVs arrive/depart during school morning and afternoon peaks

3-6 Spring Place, Kentish Town

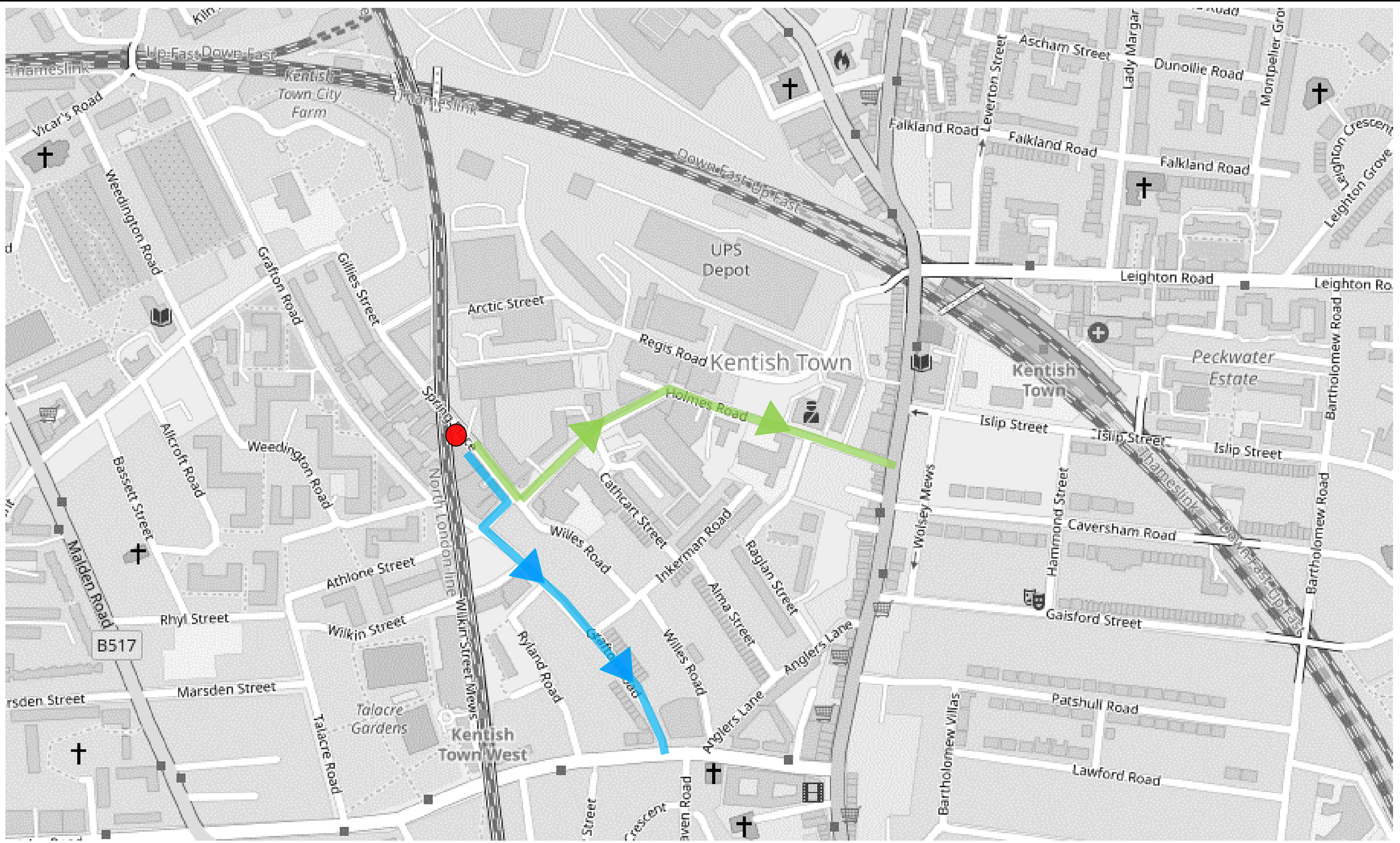
HGV Routing Strategy (Coming to Site)

DRAWN:	CHECKED:	DATE:	SCALES:
JW	ID	07/12/2020	NTS

SEGRO

vectos.
Network Building, 97 Tottenham Court Road, London W1T 4TP
Tel: 020 7580 7373 Email: vectos@vectos.co.uk www.vectos.co.uk

DRAWING REFERENCE:



Key:

- Site
- Primary Routes for smaller HGVs (7.5t)
- Secondary Routes for medium HGVs (up to 18t) and route to be used if HGVs arrive/depart during school morning and afternoon peaks

3-6 Spring Place, Kentish Town

HGV Routing Strategy (Leaving Site)

DRAWN:	CHECKED:	DATE:	SCALES:
JW	ID	07/12/2020	NTS

DRAWING REFERENCE:

SEGRO

vectos.
Network Building, 97 Tottenham Court Road, London W1T 4TP
Tel: 020 7580 7373 Email: vectos@vectos.co.uk www.vectos.co.uk

Contact

London
Network Building,
97 Tottenham Court Road,
London W1T 4TP.
Tel: 020 7580 7373

Bristol
5th Floor, 4 Colston Avenue,
Bristol BS1 4ST
Tel: 0117 203 5240
www.vectos.co.uk

Cardiff
Helmont House, Churchill Way,
Cardiff CF10 2HE
Tel: 029 2072 0860

Exeter
6 Victory House,
Dean Clarke Gardens,
Exeter EX2 4AA
Tel: 01392 422 315

Birmingham
Great Charles Street,
Birmingham B3 3JY
Tel: 0121 2895 624

Manchester
Oxford Place, 61 Oxford Street,
Manchester M1 6EQ.
Tel: 0161 228 1008

Leeds
7 Park Row, Leeds LS1 5HD
Tel: 0113 512 0293

Bonn
Stockenstrasse 5, 53113,
Bonn, Germany
Tel: +49 176 8609 1360
www.vectos.eu

Registered Office
Vectos (South) Limited
Network Building
97 Tottenham Court Road
London W1T 4TP
Company no. 7591661