

## 4 Delivery and servicing management plans

### KEY MESSAGES

- Transport Assessments represent the best tool to consider how a development can most appropriately be serviced
- Developments should accord with the Servicing Guidelines provided in this guidance

- 4.1 The purpose of this guidance is to give details on how Delivery and Servicing Management Plans can be used to manage and mitigate the potential impacts of deliveries and servicing on the amenity of occupiers and neighbours.
- 4.2 This guidance relates to Core Strategy Policy CS5 - *Managing the impact of growth and development* and policies DP20 - *Movement of goods and materials*, and DP26 - *Managing the impact of development on occupiers and neighbours* of the Camden Development Policies

### When does this guidance apply?

- 4.3 This guidance applies to all development proposals which are likely to generate delivery and servicing movement and therefore may incur significant noise and disturbance impacts. Further details on the circumstances in which the Council will expect/require Delivery and Servicing Management Plans are set out within this guidance.

### How should Delivery and Servicing Management Plans be prepared?

#### Service vehicles and waste collection

- 4.4 General guidance on requirements for service vehicles and goods vehicles is given in Development Policy DP20 - *Movement of goods and materials*. Transport Assessments represent the best tool to consider how a development can most appropriately be serviced. Loading and unloading for some developments can safely and appropriately take place on-street, depending on the nature of the street and the development. Where a development is most appropriately serviced off-street, the application should show that the development will accord with the servicing guidelines shown in the table at the end of this section.
- 4.5 Guideline thresholds for the scale of development where a Transport Assessment will be required are given in LDF Development Policies Appendix 1. For development of significant floorspace in commercial use and residential institutions, the LDF proposes off-site bays for servicing, but also proposes a Transport Assessment that can test the appropriateness of alternative solutions.

- 4.6 For retail-type floorspace (Use Classes A1-A5), the guideline threshold is developments of 1,000 sq m or more. For other commercial floorspace, hotels, and institutional residential accommodation such as hotels, colleges and hostels, the guideline threshold is developments of 2,500 sq m or more. The transport characteristics of Use Classes D1-D2 (including surgeries, places of worship and cinemas) are too variable for any assumption to be made about the need for on-site servicing, but a Transport Assessment is sought in most cases.
- 4.7 The scale of a development is not the only factor controlling the servicing needs it generates. A Transport Assessment is required for any development that would significantly impact the transport system under policy DP16 of the Camden Development Policies. This could be expected to include, for example, any development serviced on-street and likely to receive more than 10 deliveries a day or 2 deliveries an hour. Assessment is also required for developments that generate a number of heavy vehicle movements (see the Assessing Transport Capacity section of this guidance).
- 4.8 If waste collection vehicles need to access a development site, this can be a key consideration in the design of motor vehicle access and circulation spaces. Information on the amount of space needed for sorting and storage of waste on-site prior to collection is given in the Waste recycling and storage section of CPG1 Design. The Council does not generally allow waste to be left on the highway for collection on a specified day except in the case of residential development of 6 dwellings or less.
- 4.9 External storage space for large waste containers is sought for residential development of 7 dwellings or more, and for most non-residential development. The external storage space should be at or near street level, and within 10 metres of a place suitable for a collection vehicle to stop. If appropriate external storage space for waste cannot be provided within 10 metres of the public highway, it will generally be necessary for the collection vehicle to access the development site. In this case, circulation spaces will need to be considered in the same way as those for service vehicles.

### Servicing Guidelines

Swept paths	Applicants should provide evidence of swept paths on submitted drawings.
Turning areas	Normally, all vehicles must be able to enter and leave the site in a forward facing direction. If in exceptional cases this is not possible, the service area must be designed to enable vehicles to reverse off the highway rather than onto it.
Demarcation	Servicing bays and turning areas should be clearly marked out, for example, by the use of different colours and materials, to discourage their misuse for car parking and storage.
Pedestrians	Care must be taken to provide safe segregated routes for use by pedestrians. Where access roads for service vehicles represent the most direct or visible route for pedestrians, a segregated footway at least 1.8 m in width should be provided with direct links to each pedestrian entrance of each building on site.
Access roads	A minimum carriageway-width of 6.0 m is required where an internal access is designed for two-way use by service vehicles. Where a footway is not provided to each side, a safety margin with a minimum width of 0.5m must be provided wherever there is no footway.
Headroom	A vertical clearance of 3.5m must be provided for light and medium goods vehicles.

### Further information

CPG1 Design, LB Camden 2011

Camden Streetscape Design Manual, LB Camden 2005

Camden Council transport strategies and plans, including the Streetscape Design Manual, can be viewed in the transport and streets section of the Council's website

Residential roads and footpaths: layout considerations - Design bulletin 32 (2nd edition), HMSO 1992 – this can be obtained via:

[www.tsoshop.co.uk/bookstore.asp](http://www.tsoshop.co.uk/bookstore.asp)

