THE DOCTORS LABORATORY

HEALTH SERVICES LABORATORIES

A partnership between UCLH, the Royal Free London and The Doctors Laboratory

THE DOCTORS LABORATORY AND HEALTH SERVICES LABORATORIES

ONE MABLEDON PLACE

REVISED DELIVERY SERVICE MANAGEMENT PLAN

Date: December 2020

Ref: 9020

CONTENTS

1.0 INTRODUCTION 1

2.0 SERVICING AND DELIVERIES 4

Nature of Goods to be Delivered 4
Size of Servicing Vehicles 4
Servicing Access 5

3.0 DAILY SERVICING AND DELIVERIES 9

General Deliveries 9
Sample Deliveries 9
COVID Testing Laboratory 11

4.0 NOISE CHARATERISTICS OF DELIVERIES 12

5.0 ALTERATIONS TO THE DSMP 13

Euston Road Red Route 15
On-Street Loading 15
Sample Delivery 15
Supply Delivery and Waste Vehicles 16
Non-Medical Courier Deliveries 16
Delivery and Servicing Handling Management 16
Delivery Point Assessment (DPA) 17

6.0 WASTE MANAGEMENT 18

General Waste 18
Medical Waste 18
Waste Storage and Collection 18

7.0 DSMP REVIEW 19

Delivery Monitoring 19
DSMP Review Process 19

8.0 EXECUTIVE SUMMARY 20

TABLES

Table 1 Turnaround times for delivery vehicle types 4

FIGURES

Figure 1: TDL Site Location 3
Figure 2: Servicing General Arrangement Plan 5
Figure 3: Flaxman Terrace: on-street loading and unloading 6
Figure 4: Layby at Mabledon Place 6
Figure 5: Flaxman Terrace: access points to waste area and goods lift 7
Figure 6: Flaxman Terrace access point for van delivered patient samples and some supplies 7
Figure 7: Motorcycle access to basement showing ramp, traffic light and CCTV 8

Figure 8: Sample Deliveries to Halo 10
Figure 9: Waste presentation area 18

APPENDICES

APPENDIX 1: WHAT IS A DELIVERY SERVICING MANAGEMENT PLAN (DSMP)

APPENDIX 2: SECTION 106 AGREEMENT PLAN 2

APPENDIX 3: NON TECHNICAL NOISE ASSESSMENT

1.0 INTRODUCTION

1.1 One Mabledon Place is an office and clinical pathology laboratory occupied, since 2015, by The Doctors Laboratory (TDL) and other group companies which include Health Service Laboratories (HSL). The site comprises an 11-storey tower, located to the south of Euston Road close to Euston and St Pancras stations.

1.2 Pathology is a medical specialty that determines the cause and nature of diseases by examining and testing body tissues (from biopsies and PAP smears, for example) and blood samples. It is the bridge between science and medicine. It underpins every aspect of patient care, from diagnostic testing and treatment advice to using cutting-edge genetic technologies and preventing disease.

1.3 Pathology tests are vital in the care of patients from new-borns through to the elderly with up to 70% of all diagnoses depending on Pathology and 100% of cancer diagnoses. Pathology is pivotal for patients to get the services they need where and when they need them. Pathology supports delivery of key NHS targets and commitments, particularly around cancer, coronary heart disease, access, waiting times and Accident and Emergency departments.

1.4 Within the Borough of Camden alone, TDL provides a pathology service to over 850 clinics, hospitals and businesses. These include major medical facilities such as University College London Hospital and its associated community of GP surgeries through Camden Clinical Commissioning Group, Moorfield's Eye Hospital Clinic and the world-renowned medical hubs of Harley & Wimpole streets. TDL also provides services to the Camden Integrated Primary Care Service and performs community sexual health testing for Camden.

1.5 Logistics is a critical step in the pathology/patient pathways and samples must be transported to the laboratory for testing quickly and efficiently. Many of the samples have limited stability and often test results are required urgently for critical patient care decisions and thus 24/7 delivery access is essential.

1.6 The building receives patient samples for urgent and non-urgent testing as well as deliveries of laboratory consumables and general supplies. It is the responsibility of the site Facilities Management (FM) and Courier Control (CC) teams to co-ordinate and manage deliveries to the building.

1.7 A Delivery Servicing Plan (DSMP) for the building is required under the S106 Agreement dated 20 January 2012 linked to planning permission reference 2011/4653/P. A DSMP was approved by LB Camden in 2015. It is now appropriate to review the 2015 DSMP given the passage of time, the

increase in testing since 2016 and feedback from local residents. Independent experts have been engaged to analyse delivery data, and to undertake a noise survey and analysis so that the impact of deliveries is properly understood and considered.

1.8 Further laboratory space is being created at the building to provide additional capacity for Government (DHSC) Covid-19 testing, opening in December 2020 and this is also considered in this Plan.

1.9 A summary note on what a DSMP provides is provided at **Appendix 1**.

Figure 1: TDL Site Location

1.10 This report is divided into the following sections:

- Section Two describes the delivery facilities at the building and the type and nature of daily delivery vehicles;
- Section Three reviews deliveries data for the month 1st to 31st August 2020 and identifies key characteristics of activities throughout the day and night. It also refers to the expected logistics implications of the new COVID-19 testing laboratory on those characteristics.
- Section Four considers the noise characteristics of sample delivery logistics, particularly in relation to motorcycle courier deliveries and the result of a noise survey undertaken to understand the extent of potential disturbance to local amenity resulting from testing logistics.
- Section Five sets out proposals for logistics management that respond to current requirements and issues raised by local residents and local authority officers.
- Section Six sets out a process for conducting reviews of the DSMP; and
- Section Seven summarises the DSMP.

2.0 SERVICING AND DELIVERIES

Nature of Goods to be Delivered

2.1 Vehicle deliveries and visits to One Mabledon Place will fall into one of the following categories:

- Patient samples (including blood, cell/tissue samples);
- Clinical and laboratory supplies:
- Gases (C02 and N02);
- Post and parcel deliveries;
- Office supplies;
- Cleaning supplies;
- Servicing/maintenance;
- Catering; and
- Waste - general and clinical.

Size of Servicing Vehicles

2.2 As for many developments within central London servicing trips to the site are normally made by 6m transit vans with the remainder of the deliveries by 8m and 10m vehicles. The characteristics and assumed turnaround time, by vehicle type, are shown in Table 1.

Patient samples will be delivered by couriers using a mixture of motorbikes and caddy or transit type vans.

Table 1 Turnaround times for delivery vehicle types

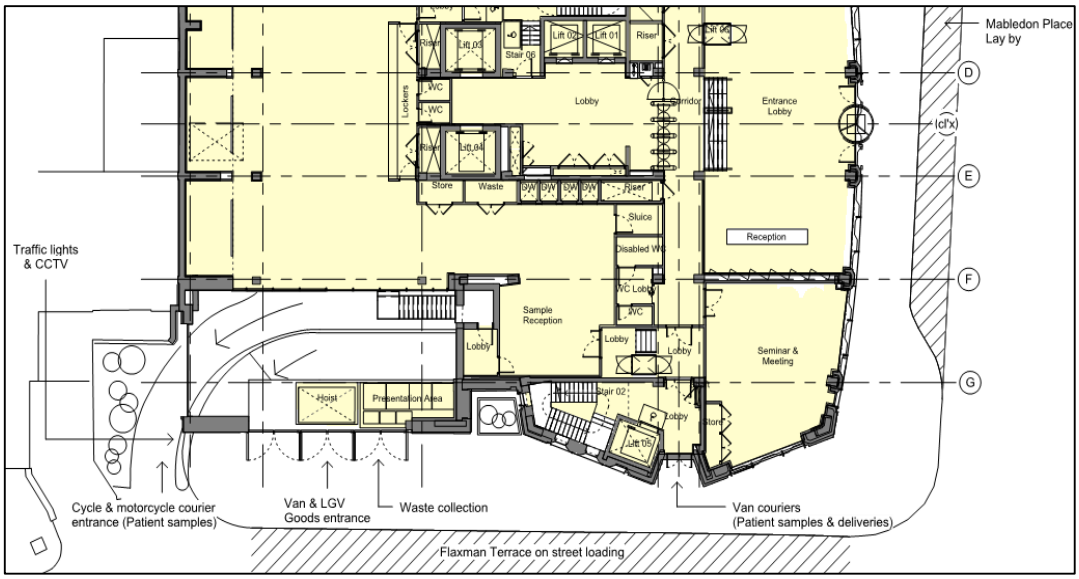
VEHICLE TYPE	VEHICLE	CHARACTERISTICS	TURNAROUND TIME (MINUTES)
LGV – Light Goods Vehicle		3.5 Tonne, vehicle length 6m	15
MGV – Medium Goods Vehicle		7.5 Tonne, vehicle length 8m	20
HGV – Heavy Goods Vehicle		17 Tonne, vehicle length 10m	20

Servicing Access

2.3 Figure 2 shows the general access and collection points for the site. Patient samples are delivered via a ramp off Flaxman Terrace down to the motorcycle courier reception at basement level. For motorcycle couriers that cannot access the basement, they park on Flaxman Terrace and walk on foot to the courier reception.

2.4 Samples delivered by van are delivered via a reception facility at street level on Flaxman Terrace. Other van deliveries including waste collection also occur along Flaxman Terrace.

Figure 2: Servicing General Arrangement Plan



Vans and LGV's

2.4.1 Servicing will be conducted by way of on-street loading available adjacent to the south of the building on Flaxman Terrace, as shown in Figure 3.

2.4.2 There are no servicing points to the building on Euston Road. There is a service layby adjacent to the building on Mabledon Place (Figure 4), however, deliveries are encouraged and directed to Flaxman Terrace where there is adjacent delivery access facilities including a goods lift to basement storage areas, a waste presentation area and a ground floor sample delivery reception (Figure 5 and 6).

2.4.3 On-street servicing is pro-actively managed by the Facilities Management and Courier Co-ordination teams. CCTV coverage is also installed to monitor these areas.

2.4.4 Both Mabledon Place and Flaxman Terrace are within the single yellow line zones which allow loading and unloading to be carried out at any time for up to 20 minutes. These servicing points correspond to the requirements of the S106 Agreement Plan 2 (**Appendix 2**).

2.4.5 Servicing vehicles which do not require use of the delivery facilities such as engineers, will be encouraged to park in local public parking facilities.

Figure 3: Flaxman Terrace: on-street loading and unloading

Figure 4: Layby at Mabledon Place

Figure 5: Flaxman Terrace: access points to waste area and goods lift

Figure 6: Flaxman Terrace access point for van delivered patient samples and some supplies

Motorcycle Deliveries

2.4.6 The majority of deliveries by motorcycle enter the site at the ramp from Flaxman Terrace (Figure 7) and go directly to the basement (Level B1) where they will park and make their way to the courier reception and sample delivery office at ground floor via an internal staircase. The ramp is only wide enough to accommodate one motorcycle at a time and so traffic lights have been installed at the top and bottom of the ramp to indicate when a motorcycle is using the ramp. A further traffic light system is also being installed which will confirm to delivery drivers whether there is space in the basement (see Section 5).

2.4.7 The majority of motorcycle couriers are direct employees of TDL and there are welfare facilities within the building that they utilise. Parking in the basement is limited due to both its physical

constraints and in order to accommodate provision of DDA compliant parking spaces. At the current time the basement must also now comply with COVID-19 secure workplace guidance.

2.4.8 At the current time, as a result of social distancing requirements due to COVID-19 the maximum number of motorcycles permitted in the basement at any one time by law is 12. Prior to the social distancing restrictions, the maximum number was circa 20 and TDL intend to increase the number of motorcycles permitted to use the basement at any one time, when social distancing restrictions are eased.

2.4.9 Couriers park in the basement to drop off samples. Currently some couriers also leave their bike in the basement whilst they use the catering/ welfare facilities. Moving forward, if couriers wish to use the catering/welfare facilities located inside the main building they should exit the basement and park in an available motorcycle parking bay that is not on Flaxman Terrace, leaving the basement to provide spaces for other couriers (see Section 5).

2.4.10 TDL couriers are encouraged to make all deliveries to the basement car park and to not park on Flaxman Terrace if there is space in the basement. The non TDL couriers do not have access to the basement and therefore park on the north side of Flaxman Terrace and walk on foot to the courier reception and sample delivery office.

Figure 7: Motorcycle access to basement showing ramp, traffic light and CCTV

3.0 DAILY SERVICING AND DELIVERIES

3.1 All deliveries to One Mabledon Place are logged electronically. For sample deliveries, each courier job is given a docket number and that docket number has several timestamps during the job. These include " job logged", "job started" and "job completed". The "job completed" time stamp for those that end at One Mabledon Place is the courier's arrival to the laboratory. Manifests are kept for supplies deliveries and waste removal which are on standard repeating schedules. TDL therefore has an accurate record of vehicle and motorbikes movements to and from the site. This information has been used in the preparation of this DSMP.

General Deliveries

3.2 Deliveries of general building supplies and waste collections take place during the day between 8am and 6pm. The August 2020 data indicated the following general deliveries/collections:

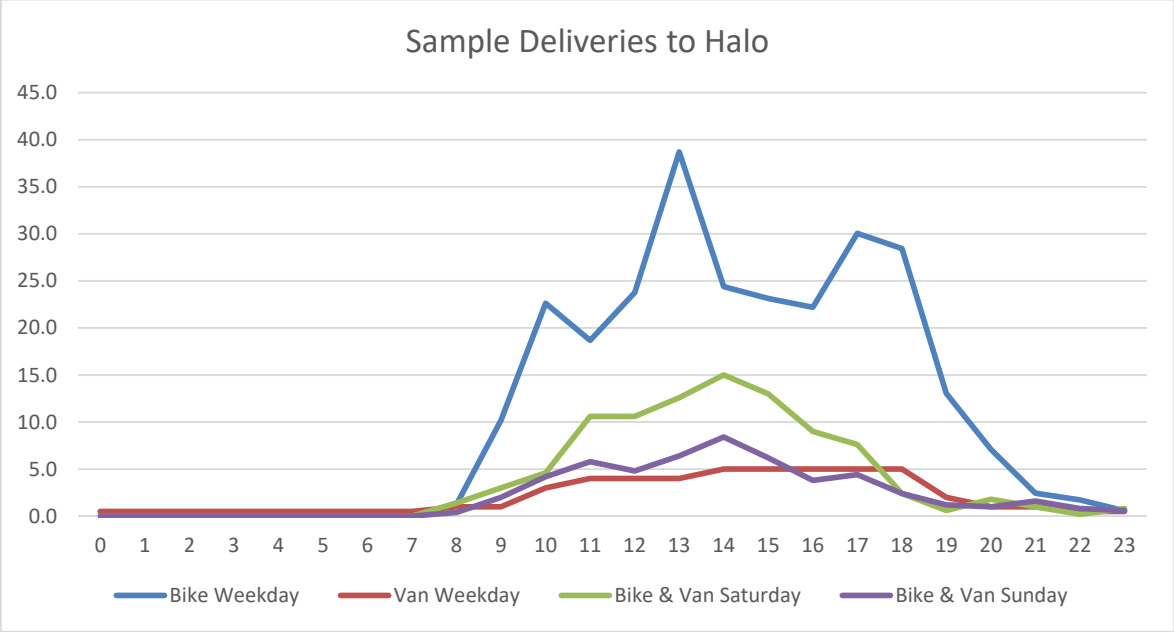
	VANS - SUPPLIES	LGV - SUPPLIES	LGV - WASTE
Monday - Friday	Average Up to 2 per hour	Up to 1 per day	Up to 3 per day
Saturday	0	0	0
Sunday	0	0	0

Sample Deliveries

3.3 Servicing activity associated with sample deliveries has increased since TDL/HSL first occupied the building in 2015 in part as a result of initiatives by NHS announced in 2016 to improve access to medical services and testing.

3.4 The delivery of samples to TDL takes place mainly during the day with occasional deliveries at night, including emergency deliveries. Figure 8 shows the average number of deliveries each hour for weekdays and weekends and differentiates between vans and bikes on weekdays. These figures are taken from the August 2020 data and are considered to be representative of a typical month.

Figure 8: Sample Deliveries to Halo



3.5 It can be seen that the busy period during the day between 0800 and 1900 with a concentration of more than 20 motorcycles per hour between 0930 and 1900. There is a peak between 1300 and 1400 (30 to 40 deliveries) and a smaller peak between 1600 and 1800 (25 to 30 deliveries). Van deliveries on weekdays are generally 5 or less per hour between 0800 and 1900.

3.6 Motorcycle and van deliveries peak between 1300 and 1400 (up to 15 deliveries) on Saturdays and on Sundays with between 5 and 10 sample deliveries.

3.7 Between midnight and 0700 the data shows an average of less than one motorcycle and van deliveries per hour on weekdays and none at the weekends. During weekday evenings after 1900 deliveries taper down to an average of less than 5 between 2100 and midnight. On weekend evenings after 1900 there are on average between 1 and 2 van and motorcycle deliveries.

3.8 The table below uses the data at Figure 8 and sets out the average patient sample deliveries per hour during the daytime and evening/ overnight periods:

PATIENT SAMPLE DELIVERIES TIME PERIOD	MODE	AVERAGE
Monday to Friday Daytime (0800 to 1900):		
	vans per hour	3.8
	motorbikes per hour	22.1
Monday to Friday evening, overnight, early morning (1900 to 0800):		
	vans per hour	0.7
	motorbikes per hour	2
Saturday:		
Day: 0800 to 1900	vans and motorbikes per hour	8.2
Evening/ Overnight: 1900 to 0800	Emergencies - vans and motorbikes per hour	0.3*
Sunday:		
Day: 0800 to 1900	vans and motorbikes per hour	4.4
Evening/ Overnight: 1900 to 0800	Emergencies - vans and motorbikes per hour	0.4*
**Activity typically up to Midnight only.*		

COVID Testing Laboratory

3.9 HSL has been appointed by the Department of Health and Social Care to conduct COVID-19 testing between December 2020 and March 2021 (with a possible extension for a further 18 months). This will be operational from December 2020 following the conversion of level 9 of the building. The logistics plan for this aspect of operations is different in that samples will be gathered at an intermediary point elsewhere and then delivered to One Mabledon Place in batches by van delivery. The expected number and scheduling of van deliveries is to be confirmed but it is expected that these deliveries will consist of one large sample drop off by van at 9am followed by no more than 2 vans per hour Monday to Sunday during daytime and early evening hours. It is expected that deliveries will be significantly lower on a Sunday, than Monday to Saturday.

4.0 NOISE CHARATERISTICS OF DELIVERIES

4.1 Local residents in Flaxman Terrace have raised the issue of disturbance to their amenity occurring as a result of the increasing number of deliveries since TDL/HSL took occupation of the building in 2015. Ardent Consulting Engineers has been commissioned to undertake a noise assessment to analyse the noise characteristics of all deliveries, so that an appropriate response can be made in this DSMP. The survey has isolated noise attributed to deliveries to One Mabledon Place and assessed those levels against British Standard BS 4142. A Non Technical Noise Assessment Summary is appended to this DSMP at **Appendix 3**.

4.2 The assessment identified that there are miscellaneous events which have the potential to have a significant noise impact on the residents of Flaxman Terrace. Miscellaneous events were identified to include noise from idling motorcycle engines and conversations between riders parked on Flaxman Terrace opposite the ramp entrance while they wait for access to the ramp, have a break or are waiting for details of their next pick up.

4.3 When these miscellaneous events are removed, the noise of motorcycles arriving at the building, entering and leaving the basement and motorcycles and vans arriving and parking on Flaxman Terrace and leaving Flaxman Terrace is within the acceptable levels set out in BS 4142.

4.4 The Non Technical Noise Assessment Summary sets out the maximum number of movements within a 1 hour period during the day and within a 15 minute period overnight, that there is capacity for. This includes arrivals/ departures associated with motorcycle deliveries to the basement, motorcycle deliveries on Flaxman Terrace and van deliveries on Flaxman Terrace. The delivery numbers that are set out in Section 3 above, fall below the maximum number.

4.5 During the COVID-19 pandemic additional samples testing will take place at the new level 9 laboratory. As explained in the previous section, deliveries will be by van and there will be no more than 2 vans per hour during the day and early evening. Existing sample delivery movements by vans is typically quite low, with the peak being between 10 am and 6 pm when there are 3-5 van deliveries per hour. Whilst the COVID-19 testing will result in a small increase in the number of vans to the site in the short term, these movements will be kept to day time/ early evening hours and will no longer be required once the pandemic is over. These additional movements need to be considered in the context that they are short -term only.

5.0 ALTERATIONS TO THE DSMP

5.1 The CC Co-ordinator and FM team will be responsible for implementing the DSMP with the objectives of managing servicing and deliveries so that patient samples are processed as quickly as possible and that there will be no adverse impact on the immediate neighbourhood particularly on pedestrian safety and residential amenity.

5.2 As a result of the review of the local residents' comments and the findings of the noise assessment, TDL/ HSL will implement the following additional measures, in addition to the measures set out in the 2015 DSMP:

- In December 2020, a new electronic traffic light system is being installed at the entrance to the basement which counts in motorbikes. Once all the spaces in the basement have been taken the light turns red, until a motorbike departs. The current traffic light system at the ramp entrance only identifies whether there is a vehicle on the ramp and therefore whether it is safe for a motorbike to enter. At present if the current traffic light is set to red, a motorbike may decide to park on Flaxman Terrace rather than waiting a few seconds for the light to go green. If the rider is aware that spaces are available, it will encourage them to use the basement.
- Delivery drivers will be required to not remain in the basement parking area for longer than necessary, to ensure that space is freed up in the basement quickly for subsequent deliveries.
- Couriers will be told by TDL that they should not park on Flaxman Terrace, other than when making a delivery if they are unable to enter the basement, that their engines should be turned off and not left running and that couriers should not idle or have prolonged noisy conversations in this area. The majority of motorbike deliveries are by TDL couriers. The remaining deliveries take place by non TDL couriers who do not have a security pass to enter the basement. For any delivery that takes place by a non TDL courier, where possible, the courier will be notified in advance by TDL that when making a delivery they should park on the north side of Flaxman Terrace, turn their engine off immediately and not idle at the site for any longer than necessary once they have made the delivery.
- Couriers will be provided with updated information on how deliveries will be managed in the form of an updated Delivery Point Assessment (see below).
- The basement ramp will be controlled 24 hours a day and 7 days a week to ensure that motorbikes deliveries can continue to take place in the basement overnight.

- The CC Co-ordinator and FM team will undertake regular spot checks of motorbikes to ensure that the engine noises comply with the relevant standards.
- From the start of February 2021, for three months, TDL will appoint a banksman to monitor Flaxman Terrace during the peak delivery period during the middle of the day Monday to Friday, to ensure that couriers are following the requirements of the DSMP. After this time, it is expected that couriers will be familiar with the new DSMP requirements. Following the initial period, the CC Co-ordinator and FM team will undertake regular spot checks during the peak weekday periods to Flaxman Terrace to check that couriers are complying with the DSMP requirements.
- TDL will explore introducing electric motorbikes where appropriate and is currently running a pilot project.
- Any courier that wishes to have a break and use the TDL welfare facilities or has free time before they need to set off on their next job, will be advised that they should not leave their motorbikes in the basement or on Flaxman Terrace. This will remove the impact of idling engines and noisy conversations from Flaxman Terrace. It will also ensure that space is freed up in the basement to ensure that the next couriers to arrive can also utilise the basement for their deliveries.
- There are two existing areas on Bidborough Street allocated for motorcycle parking. Should it be necessary, TDL will approach Camden Council to explore capacity of existing motorcycle parking bays on Bidborough Street and the feasibility of implementing a Traffic Management Order to provide additional motorcycle parking capacity along Bidborough Street for TDL couriers. Directions can then be given to couriers who intend to use the welfare facilities or to have a break, to go directly to Bidborough Street once they have made their sample delivery and to park there and walk to One Mabledon Place to use the welfare facilities. Alternatively, any courier who planned to have a break could go directly to Bidborough Street to park their motorcycle and then walk to One Mabledon Place with the sample delivery and to use the welfare facilities.

5.3 These updated measures will be implemented by the start of February 2021. In addition, the measures contained in the 2015 DSMP will be retained. These are repeated below with amendments to align with the revised measures that TDL will undertake as set out in this updated DSMP.

Euston Road Red Route

5.4 One Mabledon Place has frontage to Euston Road which is a red route and a bus lane. There is no delivery point to the building on Euston Road. No vehicles other than buses or taxis are permitted to use this lane and the S106 Agreement 2.15 (b) requires the implementation of measures to ensure that servicing does not take place from Euston Road. This is mainly controlled by road traffic regulations; however, an instruction will be provided in an information pack to be provided to regular suppliers and deliverers clarifying this point. The site FM team will conduct regular checks along Euston Road to ensure that red route restrictions are being adhered to by delivery vehicles. Suppliers that are found to be parking on Euston Road will be warned by the FM team that future infringements will not be acceptable.

On-Street Loading

5.5 Delivery vehicles arriving outside the building footprint on Flaxman Terrace (or Mabledon Place) will be pro-actively supervised by the site FM team in order to avoid impacts on pedestrian safety and vehicle requirements. No forklifts are used in the daily delivery operations. A forklift would only possibly be used for a one off and infrequent occasion, such as for a new large piece of equipment to be delivered. Where feasible, supply vans will be scheduled to arrive in particular time slots so as to avoid congestion on Flaxman Terrace. In any event, there is sufficient capacity for on-street servicing along the Flaxman Terrace building frontage to accommodate the vehicle numbers and frequencies set out in Section 3.

Sample Delivery

5.6 Samples delivered by motorcycle couriers enter the building via the basement ramp on Flaxman Terrace as shown in Figure 2. There is a roller shutter gate at the entrance to the basement, which will be controlled 24 hours a day and 7 days a week. The ramp is single carriageway and two-way flows are to managed by traffic lights at basement and ground floor levels.

5.7 Motorcycle couriers access the ground floor via an internal staircase to be processed by the sample receipt team.

5.8 For any non TDL courier that does not have access to the basement or if the basement is at capacity, the motorcycle courier parks on the north side of Flaxman Terrace and walks on foot to the sample delivery office.

5.9 Pedestrians on Flaxman Terrace should have right of way and training is provided to couriers to reinforce pedestrian safety and security. Couriers are made aware of appropriate sanctions should complaints be received, and CCTV monitoring is proactively utilised by the CC Co-ordinator and FM

teams so that there is visibility of activity on Flaxman Terrace at all times. Sample deliveries by van are taken to the ground floor delivery access on Flaxman Terrace.

Supply Delivery and Waste Vehicles

5.10 Once unloaded, goods will enter the building through the servicing access points on Flaxman Terrace. Refuse collection will also be made on-street to Flaxman Terrace.

Non-Medical Courier Deliveries

5.11 Non-medical couriers are typically unscheduled and will report to the delivery point on Flaxman Terrace for processing and delivery instructions. If required, cycle couriers will have access to cycle stands located next to the cycle lane on Mabledon Place to secure their cycles before entering the building.

Delivery and Servicing Handling Management

5.12 It is proposed to adopt the following procedures in order to ensure efficient servicing with minimised impact and vehicle dwell times on the public highway.

5.13 The FM and CC teams will:

- Ensure that the majority of patient sample motorcycle courier deliveries take place within basement level B1.
- Delivery drivers will be required to not remain in the basement parking area for longer than necessary, to ensure that space is freed up in the basement quickly for subsequent deliveries.
- Notify all regular suppliers of the servicing arrangements and provide a map showing the loading facilities and building access points on Flaxman Terrace and directions to the development from main arterial routes.
- As far as possible and where feasible to do so arrange suitable delivery times for supplies and off-peak collection times for waste.
- Where possible, schedule sample delivery vans to avoid overlapping with supply deliveries and waste collections.
- Use CCTV and spot checks to monitor courier and delivery activity and interaction with pedestrians on Flaxman Terrace.
- Monitor and record all delivery activity (time and date of arrival and departure, vehicle type, consignment type, loading area used, delivery company).

- Collate delivery information and produce feedback on delivery monitoring that can be accessible to Camden Council or sent to its nominated Officer.
- Retain records of deliveries for a rolling 12-month period in order to inform any future discussions that may be required with Camden Council.
- Contact details of the goods-in manager appointed by the FM team will be provided to Camden Council when confirmed;
- Motorcycle couriers will be instructed to use the basement to make their delivery rather than parking on Flaxman Terrace unless they do not have access to the basement. Where parking on Flaxman Terrace is necessary, motorcycles will be advised to park on the north side of the road, to turn engines off immediately and to not idle and chat whilst parked.
- Contractors delivering on behalf of TDL will be provided with DPA to ensure they comply with this DSMP.

Delivery Point Assessment (DPA)

5.14 To assist couriers used by TDL making sample and general deliveries to the development, suppliers and their logistics providers will be given a DPA. An updated DPA will be provided to reflect the changes introduced in this updated DSMP. This document provides drivers with clear instructions on where and how to access the development to avoid causing disruption to other road users and pedestrians. The content of these guidance notes will include the following:

- Provide the contact details for the FM team;
- Outline of the correct route to the delivery premises;
- Provision of a detailed parking map showing the location of the basement ramp;
- Risk rating for manoeuvring;
- Risk rating for loading;
- Advice to the driver about special restrictions (e.g. the need to turn off refrigeration units); and
- Health and safety risks to their employees and third parties.

6.0 WASTE MANAGEMENT

6.1 The FM team will be responsible for ensuring that waste servicing minimises impacts on the neighbourhood by implementing the following:

General Waste

6.2 General waste generated by One Mabledon Place will be stored within interim waste stores within the building. The waste will then be transferred by the FM team to the main waste store at basement level 2 via an internal lift. There will be separate waste stores for clinical and general waste.

Medical Waste

6.3 Clinical waste generated will be stored within separate interim waste stores. The waste will then be transferred by the FM team to the main waste store at basement level 2 via the lift.

Waste Storage and Collection

6.4 All clinical waste will be kept separate from general waste and there will be separate collection times. General and clinical waste will be taken up to street level by goods lift from the basement waste store and placed into the bin presentation area, this is situated next to the goods lift (Figure 9). The bin presentation area will store both clinical and general waste but collections will be at different times.

6.5 Clinical waste will be stored in yellow 240 litre bins and general waste will be stored in black 1,100 litre bins.

Figure 9: Waste presentation area

7.0 DSMP REVIEW

7.1 The DSMP is intended to be adaptable to and open to review.

Delivery Monitoring

7.2 The FM team will be responsible for keeping a record of servicing activity, monitoring the effectiveness of the scheduling strategy and making amendments to the plan. Key data to be captured are as follows:

- Date;
- Vehicle types and type and volume of carried goods;
- Arrival and departure times;
- Company and driver contact details; and
- Log of issues raised by local residents.

DSMP Review Process

7.3 The on-site FM team will use information and feedback from tenants, suppliers and residents to conduct reviews of this DSMP. A review will assess the efficiency of the DSMP to meet the objectives of minimising the environmental impact on the surrounding area and providing servicing arrangements for the building which meet road management and safety requirements.

7.4 Where necessary, changes to the DSMP will be made to reflect the findings of any review. It is proposed that the DSMP is reviewed again in twelve months i.e. in December 2021 as a means of assessing the effectiveness of management measures introduced in this revised DSMP and to consider feedback from local residents. That review will set a timescale for subsequent reviews.

8.0 EXECUTIVE SUMMARY

8.1 TDL is very aware of their responsibilities to occupy and operate One Mabledon Place in a responsible manner so that conflicts between service and delivery vehicles, pedestrians and other road users are avoided as far as possible. To this end, a management and monitoring regime will be put in place as set out in this plan. Specifically:

- The site FM manager and CC contact details will be provided to Camden Council.
- The CC will have responsibility for safeguarding pedestrian safety on Flaxman Terrace and Mabledon Place from servicing activities through pro-active management of individual deliveries, appropriate signage and CCTV monitoring.
- The majority of patient sample deliveries by motorcycle will be made off street within the basement car park of the property and couriers will be required to not idle at the site once a delivery has been made.
- Scheduling of van deliveries of both patient samples and supplies will be co-ordinated and managed where possible so that no congestion arises on street in Flaxman Terrace or in the layby in Mabledon Place.
- It will be made clear to suppliers that deliveries will not be accepted from vehicles which have stopped in Euston Road. In any event, there is no delivery point to the building on its Euston Road frontage.
- Servicing data will be reviewed and the DSMP will be reviewed in December 2021 by TDL.

8.2 The measures and information contained in this Plan satisfy the requirements of the Section 106 Agreement and the occupier is aware that the building should be occupied in accordance with the Plan. TDL is aware of the proximity of One Mabledon Place to residential occupiers and the further measures introduced in this updated DSMP seek to address the comments and concerns raised by local residents.

APPENDIX 1: WHAT IS A DELIVERY SERVICING MANAGEMENT PLAN (DSMP)

A DSP is a plan setting out a package of measures to be adopted by the occupier and approved by Camden Council for the management of deliveries and servicing to the property. A key objective of the DSP is to minimise conflicts between service vehicles and pedestrian movements.

Specifically, the S106 (para 2.15) defines the DSP for One Mabledon Place as:

A plan setting out a package of measures to be adopted by the Owner and approved by the Council from time to time for the management of the deliveries and servicing to the Development (include loading and unloading) securing the minimisation of conflicts between service vehicle and car and pedestrian movements and the minimisation of damage to amenity from such servicing and deliveries which shall include inter alia the following:-

a) A requirement for delivery vehicles to load and unload from specific suitably located areas on Mabledon Place and Flaxman Terrace as shown marked on Plan 2

b) measures to ensure that servicing of the Property does not take place from Euston Road

c) details of the person/s responsible for directing and receiving deliveries to the Property

d) measures to avoid a number of delivery vehicles arriving at the same time

e) likely frequency and duration of servicing movements and measures to be taken to avoid any conflicts

f) likely nature of goods to be delivered

g) the likely size of the delivery vehicles entering the Property

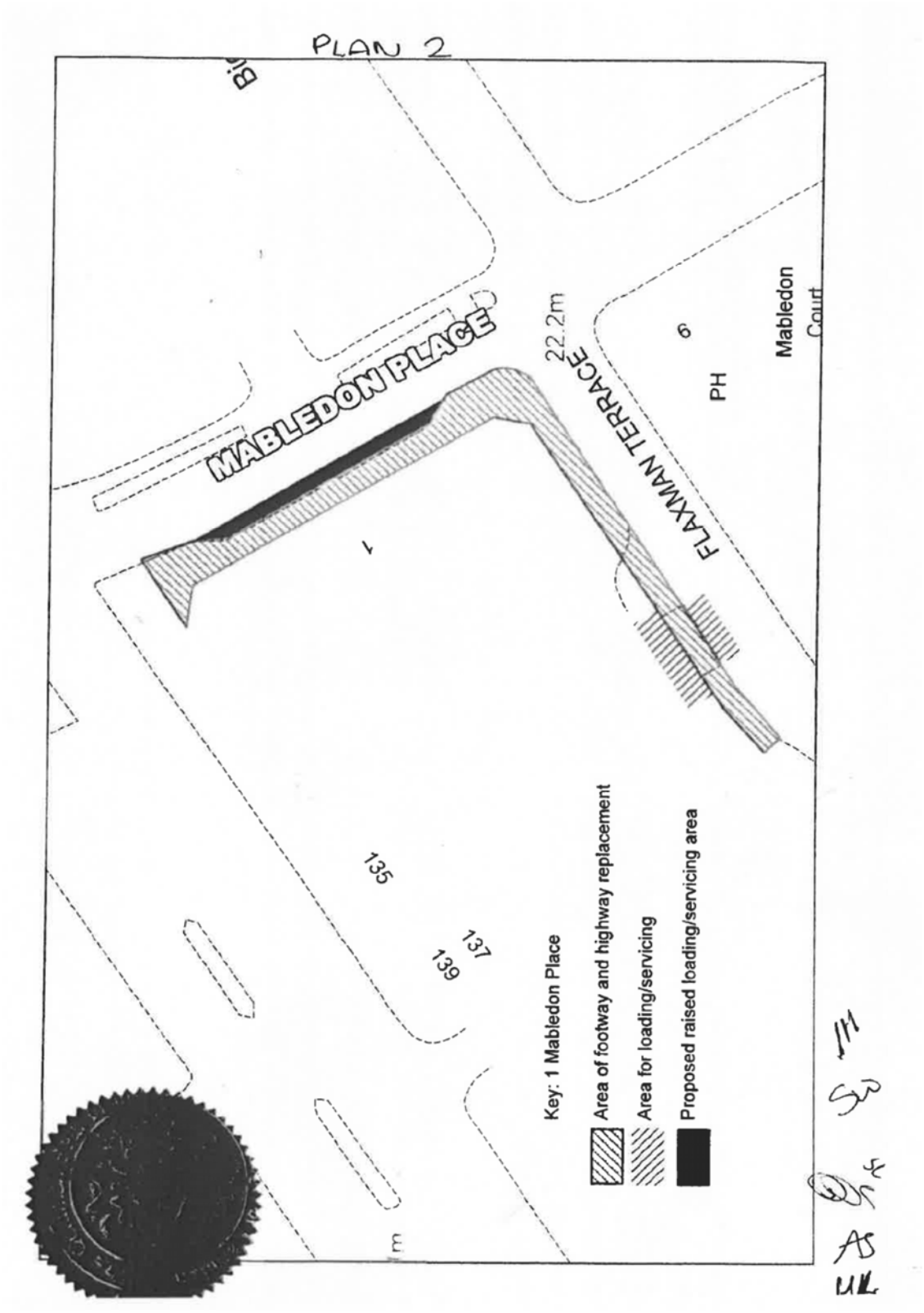
h) measures taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements

i) measures taken to address servicing movements on and around the Property with a view inter alia to combining and/or reducing servicing and minimise the demand for the same

j) details of arrangements for refuse storage and servicing; and

k) Identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time.

APPENDIX 2: SECTION 106 AGREEMENT PLAN 2



APPENDIX 3: NON TECHNICAL NOISE ASSESSMENT

NON TECHNICAL REPORT

1 Mabledon Place, London

Date : 27/11/2020

Project : 1 Mabledon Place, London – Non Technical Noise Assessment Summary
Project Ref :2006550

Report Ref : 2006550-01

DOCUMENT CONTROL

REV	ISSUE PURPOSE	AUTHOR	CHECKED	APPROVED	DATE
-	Draft	MNR	LD	Draft Only	25/11/2020
-	Final	MNR	MNR	LD	30/11/2020

DISTRIBUTION

This report has been prepared for the exclusive use of **The Doctors Laboratory Ltd**. It should not be reproduced in whole or in part, or relied upon by third parties, without the express written authority of Ardent Consulting Engineers.

Introduction

Ardent Consulting Engineers has been commissioned by The Doctors Laboratory Ltd to investigate and assess the noise impact of service and delivery vehicles associated with their premises as 1 Mabledon Place (hereafter referred to as the Lab).

The assessment was commissioned following issues raised by local residents of the Flaxman Court Building immediately opposite the Lab on Flaxman Terrace and to inform a revised Delivery Service Management Plan.

The figure below shows the Lab in context of the surrounding area:

Figure 1: Context of the area

This non- technical report is intended to be appended to the new Servicing Management Plan as a summary of the findings of a Noise Impact Assessment undertaken in accordance with BS 4142: "Methods for rating and assessing industrial and commercial sound" and all relevant planning policy and guidance.

Full details of servicing operations associated with the Lab can be found within the Delivery Servicing Management Plan

Methodology

A manually supervised noise survey was undertaken with 2 main objectives:

1.) Determine a representative background noise for the area as experienced by the close neighbouring residential property (Flaxman Court).
2.) Quantify the noise levels of individual service events associated with the Lab so that a full range of service scenarios can be assessed.

When selecting the appropriate time and date for the survey, the servicing logs for the lab were studied to ensure a full range of activities could be captured and quantified to enable a robust assessment. The survey was undertaken on the 23rd October between 1pm and 3pm.

The survey measurement point was chosen to be representative of noise experienced at the façade of Flaxman Court. So that measurements could be repeatable if needed, the survey was undertaken with the microphone of the sound level meter at a height of 1.5m above a survey marker as shown in the images below:

Figure 2: Photograph Showing Survey Marker EUS4082, above which the sound level meter was setup.

Figure 3: Location of Sound Level Meter

In addition to the sound level meter continuously measuring at high resoultion a separate tablet and software was used to identify each event associated with servicing the Lab. The sound level meter and the tablet were time sycnronised to the nearest second and all events were timestamped automatically by the software. This enabled arrucate analysis of all types of event associated with servicing the Lab including but not limited to: Motorbikes approaching entering the service ramp, motorbikes leaving the site via the service ramp, mortorbikes arriving and parking on Flaxman Terrace, motorbikes starting up on Flaxman Terrace and leaving Flaxman Terrace and noise associted with van deliveries on Flaxman Terrace. Miscellaneous events were also monitored and recorded such as noise from couriers conversing on Flaxman Terrace on their break periods.

Detailed analyis of the survey results and activities log was then undertaken in order to undertake a series of assessments of potential servicing scenarios summarised within this report.

Initial Findings

Once the noise all types of event could be robustly quantified, an initial assessment was undertaken with all Lab associated events including the miscellaneous events.

The assessment indicated that with these miscellaneous events included there is potential for a significant noise impact for the residents at Flaxman Court. This conclusion is consistent with the nature of many of the complaints received to date. Without the miscellaneous events such as, engine idling and loud conversations between couriers, noise levels are within acceptable limits.

Proposed Mitigation

To ensure that the amenity of neighbouring residents is adequately protected whilst the Lab can be adequately serviced, a number of solutions are to be considered and implemented wherever feasible. This is to include policy implementation for couriers,

both those directly employed by the Lab and those contracted which would minimise the non-essential noise on Flaxman Terrace.
These mitigation measures include:

- Not permitting couriers to take breaks on the street when parked on Flaxman Terrace. If couriers are using the comfort facilities within the building they will be directed to park in suitable public bays and not on the service area in Flaxman Terrace.
- Better utilisation of the full capacity of the ramp by using an automatic capacity and signally system to give motorbike couriers early warning as they approach the ramp.
- Consideration of alternative on street parking locations if the basement is full.
- No idling of vehicles (other than those with necessary refrigeration systems) is to be permitted.

The above measures once fully considered, would be enforced by building management.

Summary of Post Mitigation Assessment

With the mitigation measures in place the following assessments have been considered:

1.) A typical servicing hour such as one of the surveyed hours
2.) The busiest servicing hour from average daily logs
3.) An assessment of the total capacity for servicing the site whilst remaining low noise impact as defined in the standard.
4.) An indicative assessment of night-time capacity for serving the site.

Assessment of a typical servicing hour

A typical servicing hour consists of the following movements:

- 11 Lab motorbikes arriving on Flaxman Terrace and entering the service ramp to the basement.
- 11 Lab motorbikes coming up the ramp and leaving Flaxman Terrace
- 8 Lab motorbikes arriving and parking on Flaxman Terrace to drop off samples.
- 8 Lab motorbikes starting up on Flaxman Terrace and leaving Flaxman Terrace
- 3 Lab vans arriving and parking on Flaxman Terrace to drop off samples
- 3 Lab vans leaving Flaxman Terrace.

Total noise levels generated by the above events have been calculated and once the appropriate penalty corrections are applied in accordance with BS4142. They are then compared with the background noise on Flaxman Terrace without the Lab service activities to give an indication of the significance of impact.

In this assessment scenario, an assessment of 2dB over background noise would be experienced which, when considered with the residual sound levels from other activities in the area is an indication of Low Impact.

Assessment of the busiest serving hour

From the log of typical servicing activities, the following movements would be experienced:

- 20 Lab motorbikes arriving on Flaxman Terrace and entering the service ramp to the basement.
- 20 Lab motorbikes coming up the ramp and leaving Flaxman Terrace
- 20 Lab motorbikes arriving and parking on Flaxman Terrace to drop off samples.
- 20 Lab motorbikes starting up on Flaxman Terrace and leaving Flaxman Terrace
- 4 Lab vans arranging and parking on Flaxman Terrace to drop off samples
- 4 Lab vans leaving Flaxman Terrace.

Total noise levels generated by the above events have been calculated and once the appropriate penalty corrections are applied in accordance with BS4142. They are then compared with the background noise on Flaxman Terrace without the Lab service activities to give an indication of the significance of the impact.

In this assessment scenario, an assessment of 5dB over background noise would be experienced which, when considered with the residual sound levels from other activities in the area is an indication of Low Impact.

Assessment of the night time capacity (11pm to 7am)

There are occasional drop-offs during night time hours. The night time assessment period within BS4142 should be 15mins and not the 1 hour specified for day time assessments. The follow up night time noise survey could not be undertaken due to current Covid-19 restrictions. Therefore, in order to determine a robust background noise level to use within this indicative assessment, historic noise surveys undertaken by within the Borough of Camden were used to determine a suitable relationship between day and night time hours. Only surveys covering full 24 hour periods and of 5+ days duration were considered within this analysis. In addition, a noise survey to support a planning application for the Premier Inn on Dukes Road was also considered.

It was evident from the lower night time background noise levels and the shorter assessment period that the number of movements would be more critical. It is also important that any bikes undertaking drop offs would have the lowest potential for disturbance if they were to exclusively use the basement due to noise maximum noise levels associated with motorcycles starting up. This would have further benefit of reducing the chance for conversing on Flaxman Terrace. The following activities are therefore considered the night time maximum capacity in any 15 min period without causing a significant impact.

- 2 Lab motorbikes arriving on Flaxman Terrace and entering the service ramp to the basement.
- 2 Lab motorbikes coming up the ramp and leaving Flaxman Terrace
- No Lab motorbikes arriving and parking on Flaxman Terrace to drop off samples.
- No Lab motorbikes starting up on Flaxman Terrace and leaving Flaxman Terrace
- 1 Lab vans arranging and parking on Flaxman Terrace to drop off samples
- 1 Lab vans leaving Flaxman Terrace.

Total noise levels generated by the above events have been calculated and once the appropriate penalty corrections are applied in accordance with BS4142. They are then compared with the background noise on Flaxman Terrace without the Lab service activities to give an indication of the significance of the impact.

In this assessment scenario, an assessment of 4dB over background noise would be experienced which, when considered with the residual sound levels from other activities in the area is an indication of Low Impact.

Conclusions

The Noise assessment has identified that there have been contributions to noise levels from motorcycles parking and remaining on Flaxman Terrace. Without those activities, noise associated with the deliveries to the building are acceptable. Mitigation measures therefore should focus on removing such activities as far as possible. The measures specified in this Report can be implemented and will dramatically decrease the noise impact on neighbours from motorcycle engines and socialising between riders.

When these mitigation measures are implemented, a suitable level of servicing, deliveries and drop offs can be maintained with minimal impact noise impact on neighbours.