Eagle Mews, 146 – 150 Royal College Street

Delivery and Servicing Plan

Cumbrae Properties (1963) Ltd

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P01	01 February 2021	Draft for internal review
P02	20 April 2021	For planning
P03	28 April 2021	For planning

Document Validation (latest issue)

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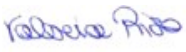
X 	X 	X 
Principal author	Checked by	Verified by
Signed by: Riso, Valeria	Signed by: McAlpine, Neil	Signed by: Riso, Valeria

Contents

1.0 Introduction

1.1 Introduction

Cundall has been commissioned by Cumbrae Properties (1963), to prepare a Delivery and Servicing Plan (DSP) in support of a detailed planning application for the redevelopment of the Eagle Mews site located at 146-150 Royal College Street, NW1 0TA, within the London Borough of Camden (LBC).

The proposals seek a new office building gross internal area (GIA) of 781m^2, located in what is presently a private car park. No existing buildings will be demolished or altered as part of this proposal.

The site location in relation to the local area is shown in Figure 1.1.

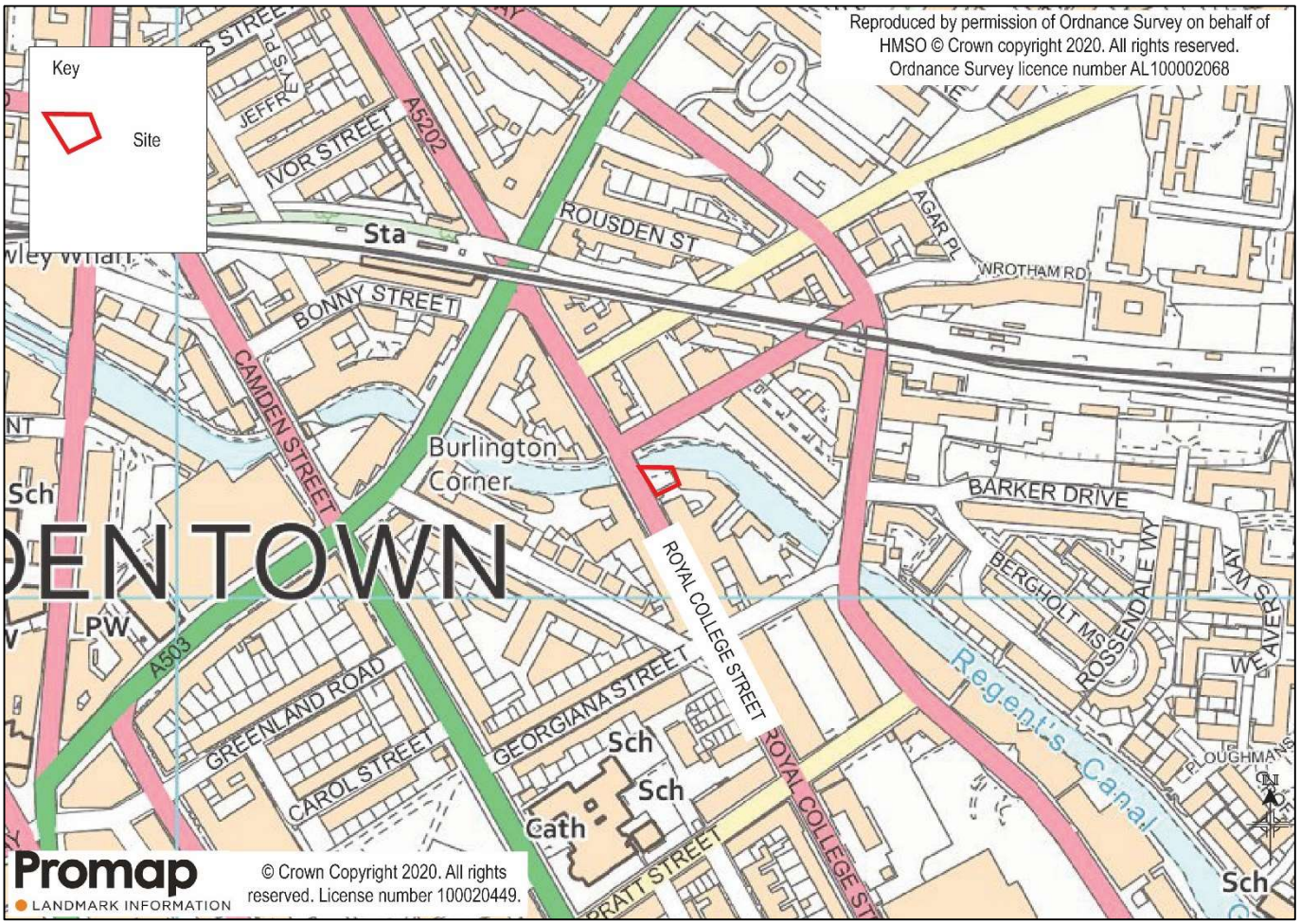


Figure 1.1 Site Location

A Transport Statement (TS) and a workplace Travel Plan (TP) have been prepared by Cundall as separate documents to accompany the planning application for the site.

1.2 Proposal Development

The proposals seek the construction of a new office building (GIA of 781m^2), replacing the under-used private car park located on the site. No existing buildings will be demolished or altered as part of this proposal.

Proposed plans are included in Appendix A.

1.3 Scope Of This DSP

This DSP is required to set out the proposed servicing strategy for the whole site and those measures that will be required to manage and monitor delivery and servicing activities. The main aim of the DSP is to minimise the impact of delivery and servicing activity on the local highway network during peak times, detail of how manoeuvring within a managed and secure area will be undertaken, in addition to improving highway safety.

This DSP complies with the relevant LBC and TfL policies and guidance.

Liaisons have taken place during the preparation of this DSP with the client.

1.4 Structure Of DSP

This report has been divided into the following chapters:

- Chapter 1 is an introduction, and sets the context of the development and structure of this DSP;
- Chapter 2 details the site assessment;
- The aims and objectives of the DSP are contained in Chapter 3;
- The delivery and servicing strategy for the proposed development is outlined in Chapter 4;
- The estimated trip generation is included in Chapter 5;
- Measures that will be implemented to manage deliveries and servicing are outlined in Chapter 6;
- The programme for monitoring and reviewing the delivery and servicing activity is outlined in Chapter 7.

2.0 Site Assessment

2.1 Site Location

The site is the Eagle Mews site located at 146-150 Royal College Street, NW1 0TA, within LBC, and comprises a hard-standing car park area including its vehicular access from Royal College Street..

The site is bound by Royal College Street to the west, Regent's Canal to the north and a two-storey office building to the east. To the south, along the eastern side of this part of Royal College Street, there is a three-storey locally listed terraced building, separated from the site by an access road.

The nearby area is a land use mix of residential and commercial buildings. Along Royal College Street, most of the terraced buildings are three-storey listed terraced buildings. The western side of the street comprises Grade II listed buildings, while the eastern side of the street primarily comprises locally listed buildings. Further north of Royal College Street is a designated neighbourhood centre consisting of a range of local supermarkets and shops and some residential units above. The canal side is predominately light industrial and workspace buildings.

Figure 2.1 includes the site's red and blue boundaries.

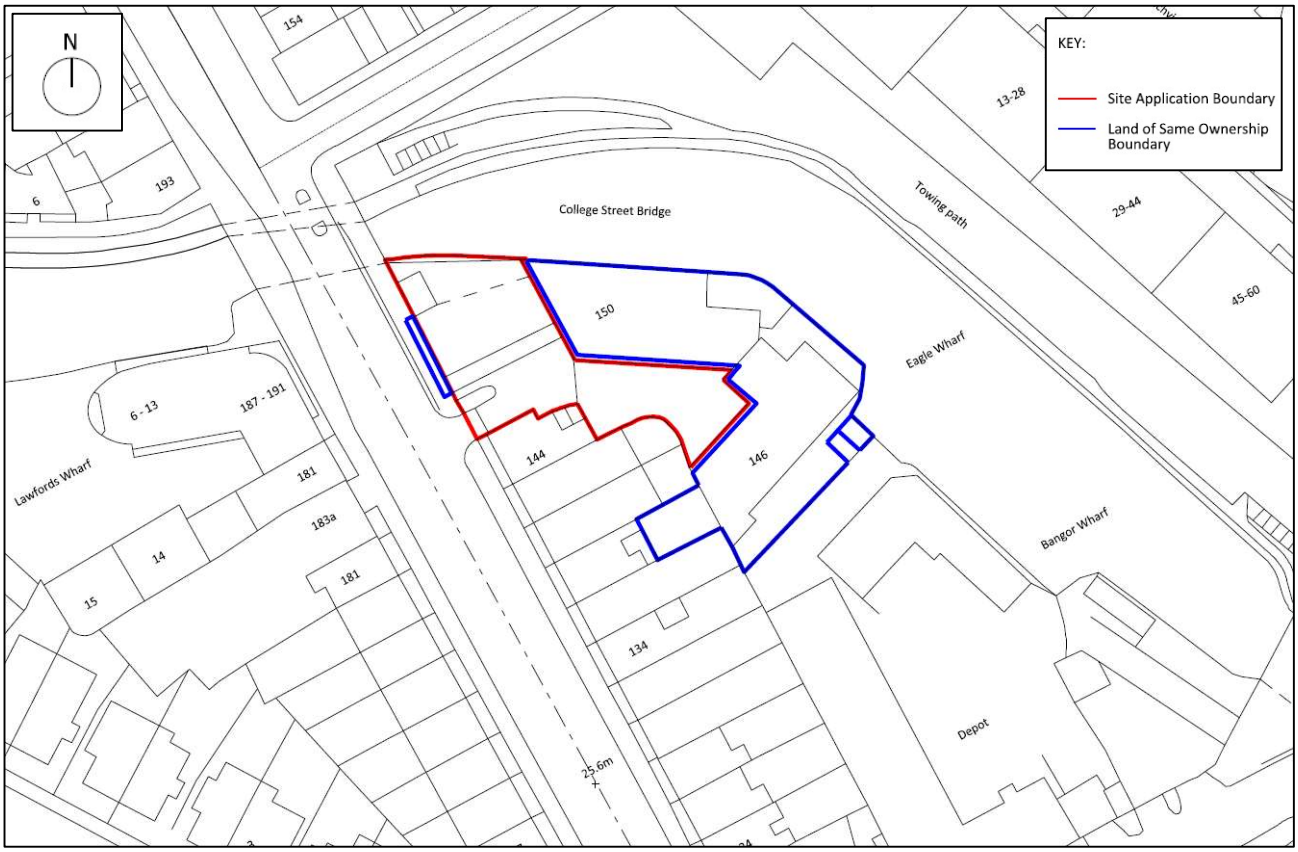


Figure 2.1 Site's red and blue boundaries

As Figure 2.1 indicates, two existing office building (no. 150 building and no. 146 building) are included in the site's ownership boundary.

2.2 Access

The site is currently accessed from Royal College Street, indicated in Figure 2.2; this access is used by pedestrians, cyclists and vehicles. The two existing office buildings within the site's blue boundary are also accessed from this existing entrance.

Figure 2.2 Vehicular and Pedestrian Access from Royal College Street (Source Google Street View, image capture: Oct 2020)

It is proposed to retain the existing access to the site, and to no.146-150 existing office buildings, from Royal College Street, as indicated in Figure 2.3; this access will continue to be shared by vehicles, cyclists and pedestrians.

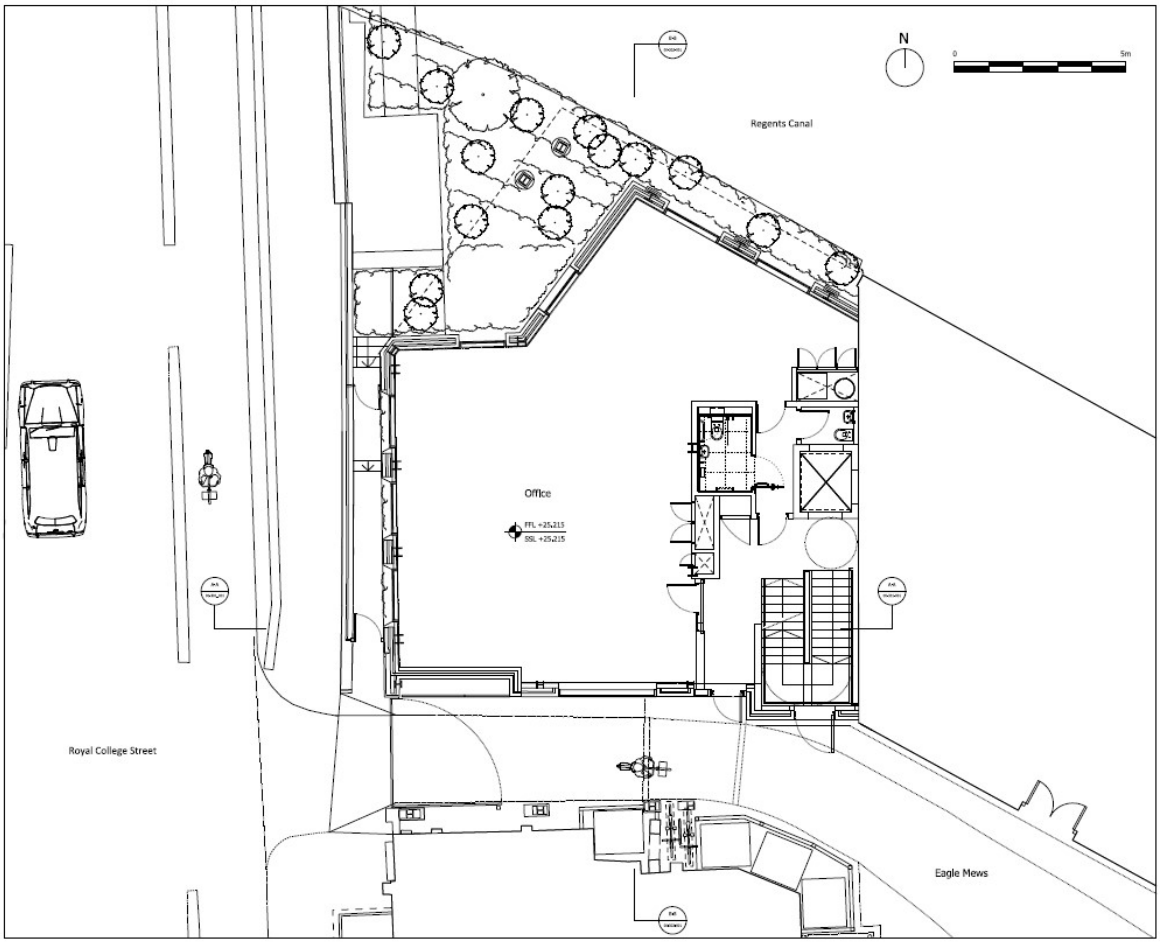


Figure 2.3 Proposed Ground Floor

2.3 Parking

It is proposed that 2 disabled parking spaces only are provided on site, as indicated in Figure 2.4. These bays would be for the use of all three office buildings.

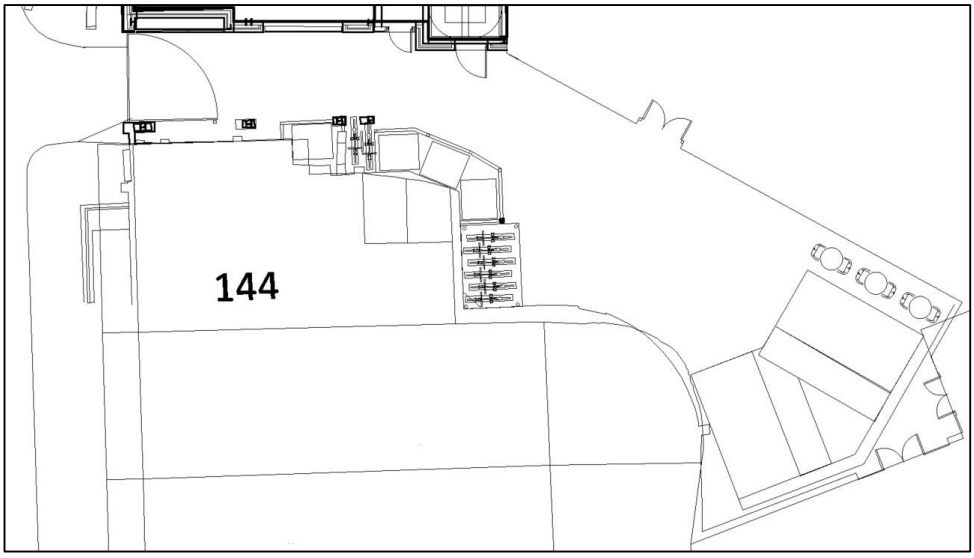


Figure 2.4 Proposed disabled parking bays

12 long stay and 2 short stay cycle parking spaces will be provided on-site and under-covered as indicated in Figure 2.4.

2.4 Local Highway Network

Royal College Street is a one-way 20mph northbound road, providing one lane for general traffic, segregated on-street northbound cycle lane and segregated contraflow southbound cycle lane. Parking is allowed on the eastern side of the road just outside the site, however, this is restricted to loading only Monday-Friday between 8.30am-6.30pm and resident permit holders only Monday-Friday between 8.30am-6.30pm.

Camden Road is a 20mph two-way road running from Camden Town station to the south west of the site, past Camden Road station, to the north of the site, and continuing in a north-easterly direction from the site. The road is part of London's red routes, with double red lines parking restriction applicable at all times provided on both sides of the road. Many sections of the road are provided with one lane per direction and an additional bus lane in one or the other direction (various bus routes travel along this road), with more than one lane also provided at its approaches with junctions.

Camden Street is a one-way 20mph southbound road, running west of Royal College Street and perpendicular to it, providing two southbound lanes with additional approaches provided at some junctions. The road is part of London's red routes, with red lines parking restriction provided on both sides of the road, restricting parking to residents only Monday-Friday between 8.30am-6.30pm (single red line) or at all times (double red lines).

3.0 Aims and Objectives

The main aim of this DSP is to minimise the impact of deliveries and servicing trips generated by the site on the highway network surrounding the site through the careful management of delivery and servicing activities.

The specific objectives of this DSP are as follows:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe and efficient manner without compromising the safety of staff or visitors and without causing an adverse impact on the local highway network;
- Avoid deliveries and servicing during the road network peak hours and reduce coinciding deliveries;
- Reduce the impact of servicing activity on the amenity of local residents and the environment;
- Detail how manoeuvring within a managed and secure service area will be undertaken in a safe and efficient manner.

The intended benefits of the DSP are as follows:

- For site users and the local community: reduced risk of accidents particularly those involving pupils on the journey to/from the site and reduced congestion on the roads surrounding the application site;
- For the local community and wider environment: reduced CO2 and noise emissions;
- For the operator and supply chain: reduced operating costs and improved reliability of deliveries.

4.0 Servicing Strategy

4.1 Introduction

This section describes the servicing strategy for the site, including frequency and location of deliveries, refuse storage and collection arrangements.

4.2 Good Deliveries

It is proposed that delivery arrangements will continue to occur on-site, as per existing arrangements. The managing agent has agreed that the largest vehicle to be accessing the site will be a 3.5t panel van, which is shown in Figure 4.1 with associated dimensions. All delivery vehicles will access the site from the Royal College Street access, park within the site, undertake turning manoeuvre on-site and egress back onto the main road in forward gear.

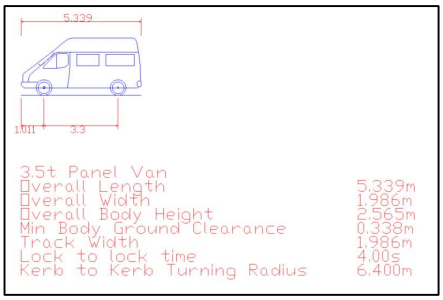


Figure 4.1 Profile of 3.5t Panel Van

The delivery vehicles will be met by the office manager, while will grant them access and will be responsible for ensuring that goods are loaded/unloaded and transferred to the site building as quickly as possible.

Deliveries typically consist of kitchen supplies, other resources and mail.

A swept path analysis has been undertaken to demonstrate that a 3.5t panel van can access the site, turn within the site, and egress the site in forward gear. Tracking drawings are included in Appendix B.

Measures in relation to how this delivery strategy will be implemented are contained in Chapter 6.

4.3 Refuse And Recycling Collection

It is proposed that refuse collection will continue to occur on-street, as currently, on-street. It is understood that

The refuse truck does not currently access the site vehicular access but stop on-street on Royal College Street. The tenant of the two office buildings has confirmed that LBC collect the bins weekly by arrangement; their operatives wheel the existing eurobins from the site onto Royal College Street, where they are picked up by their refuse lorry. It is anticipated that a similar arrangement will be undertaken for the proposed office.

It is noted that while the site might result in an increase in the volume of waste produced as there will be an uplift in the number of employees attending the site, this will be collected within the existing vehicle trips made to the site and there will be no increase in refuse movements.

5.0 Trip Generation And Surveys

5.1 Introduction

Planning permission is currently being sought for the development and as such no site specific survey data is available. This section outlines the level of delivery and servicing trips anticipated to occur following the redevelopment of the site and identifies a framework for surveys required to be undertaken following the occupation of the development.

5.2 Estimating Servicing Trip Generation

The development is not yet occupied as such no survey data is available. Predicted trip generation was estimated in the TS, that accompanies the planning application, where full information on the approach to calculating trip generation is included.

Table 5.1 summarises the anticipated servicing trip generation for the proposed office building (781m^2 of GIA).

	Daily	
	Arrivals	Departures
Total Servicing Vehicle Rate (100m^2)	0.22	0.22
Total Servicing Vehicle Generation (792m^2)	2	2

Table 5.1 Total Servicing Vehicle Trips

As indicated in Table 5.1, the development is forecast to generate 4 two-ways daily servicing vehicles trips.

It is noted that while the redevelopment of the site might result in an increase in the volume of waste produced, these will be undertaken/collected within the existing vehicle trips made to the existing site and there will be no increase in the delivery/refuse movements.

5.3 Baseline Delivery And Servicing Survey

Baseline surveys of the whole site will be required to be undertaken; this is to capture the profile of the weekly servicing and delivery movements. The baseline survey will represent the start of the DSP for monitoring purposes and will be known as Year 0.

It is recommended, where possible, for the survey to capture the purpose of delivery and servicing vehicles in order to identify potential options for the streamlining of deliveries, and a subsequent reduction of vehicle trips in future years.

Furthermore, it is recommended that the baseline survey data collection also includes a record of delivery vehicles types such as HGVs, LGVs, cars, motorcycle and others for the purpose of ongoing monitoring. The time of deliveries should also be recorded to determine the number of vehicle movements at different periods of the day, and in particular to help monitor delivery volume during network peak periods.

Table 5.2 indicates a format of the baseline survey data outputs required to be collected.

Day	Type of servicing/delivery movement								Total
	Goods		Removals		Refuse		Other		
	Veh	Time	Veh	Time	Veh	Time	Veh	Time	
Monday									
Tuesday									
Wednesday									
Thursday									
Friday									
Saturday									
Sunday									
Total									

Table 5.2: Proposed servicing and delivery survey format

6.0 Package Of Measures

The measures proposed to achieve the objectives of this DSP are described within this section; it is anticipated that these measures will be undertaken from first occupation of the building.

6.1 Appointment of DSP Coordinator

A DSP coordinator will be appointed at least one month prior to the occupation of the proposed building and the details will be supplied to LBC and TfL upon their appointment.

The main responsibilities of the DSP coordinators will be to:

- To take ownership of the DSP and implementation of the servicing strategy;
- To inform suppliers that vehicles up to a 3.5t panel van only can access the site;
- To establish and maintain a delivery and servicing schedule to ensure that only 1 vehicle at the time is present on-site;
- To be responsible for organising refuse bins for quick and efficient collection by the council service refuse people;
- To monitor the DSP in line with the monitoring methodology as set out in this DSP;
- To update their suppliers on changes to the servicing strategy or any road works that may affect access to the development and any alternative arrangements that need to be made;
- To discuss any complaints related to deliveries and servicing activity generated by the development, respond to issues raised by residents, third parties (including neighbouring occupiers), staff and provide any feedback as necessary;
- To provide the main liaison between LBC, TfL and the suppliers;
- To meet with LBC and TfL where necessary should any issues associated with delivery and servicing of the site occur in the future.

6.2 Management Measures

6.2.1 Delivery Schedule

A delivery and servicing schedules for the building will be established and maintained by the DSP coordinator, to assist in avoiding more than one vehicle vehicles arriving to site at once. This schedule will need to be shared with the two existing buildings on-site.

The DSP coordinator should encourage the office managers to manage their delivery requirements to occur within the site and outside network peak periods whenever possible to reduce any impact on the local highway network.

6.3 Contingency Plans

The DSP coordinator will inform the suppliers of any changes to the delivery strategy.

6.4 Booking System And Ring Ahead

A delivery booking system will be in place to ensure that each delivery will have a specific time slot. This booking system can be managed by provision of a calendar or any other on-line programme/system, where all expected and scheduled deliveries and servicing are identified, which form a basis for scheduling further deliveries. By implementing this method, it will be ensured that no more than 1 delivery occur at the same time.

A ‘ring ahead’ service for goods deliveries and maintenance visits will also be established and maintained so that DSP coordinators have warning of vehicle arrivals and in case deliveries are delayed and/or allow time to organise for sufficient space to be provided on site.

6.5 Approved Suppliers

The DSP coordinator will establish and maintain approved suppliers' databases and recommend use of suppliers who are affiliated with FORS, whose operating green fleets comply with the emissions standards set by London Emissions Zones. Where suppliers are not part of FORS, the site managers will choose suppliers on the basis of their record of operating their vehicles safely and lawfully, reducing their impact on the environment and reducing costs by improving efficiencies in freight movement.

6.6 WRRR

The DSP coordinators will ask their supplier to sign the Work Related Road Risk contractual requirements to ensure they are committed to meeting specific road safety standards.

6.7 Local Suppliers

As part of the development ongoing commitment to reduce the impact of vehicle trips to the site, the site will where practical seek to engage with local suppliers.

6.8 Consolidated Deliveries

The DSP will explore the opportunity to have consolidated deliveries with the other two existing officers, utilising the same supply chain and thus minimising the number of goods vehicle deliveries made to the site.

6.9 Review Suppliers

The DSP coordinator will review suppliers to reduce the possibility of ordering the same goods from two or more suppliers which could create extra delivery trips.

6.10 Other Delivery Modes

The DSP coordinator will investigate with the supplier the possibility of having more deliveries made by sustainable modes, i.e. bicycle and electric vehicle.

6.11 Establish Service Contracts And Issue Information

Service contracts with all suppliers will be established in line with the strategy set out in this DSP.

The DSP coordinator will issue to their suppliers information regarding the proposed delivery and servicing strategy for the development as set out in this DSP to all suppliers. The information will include the most appropriate routes to and from the site and the preferred timing being outside network peak hours.

The DSP coordinator will maintain regular contact with the supply chain to inform them of any changes to the servicing strategy or inform suppliers of any road works (or other circumstance) in the vicinity of the development that may affect deliveries being made.

6.12 Welcome Packs

The DSP co-ordinator will produce a welcome pack, which will be handed to all companies in the building, to ensure a good understanding of the servicing strategy for the development. All offices will be expected to consult with the DSP co-ordinator regarding any bulk deliveries and schedule it in accordance with the strategy that is in place and ensure that the relevant time slot will be reserved for those occasional deliveries.

7.0 Monitoring And Review

The development and monitoring of the DSP will be conducted by the nominated DSP coordinator. In conjunction with other stakeholders and the site managers, the DSP coordinator will monitor and develop the DSP against the targets identified following the undertaking of baseline surveys.

The data record will be reviewed weekly by the DSP coordinator, with monthly reports produced to identify where changes to the strategy are required and provide feedbacks to suppliers.

The purpose of weekly review is to allow specific issues to be identified and rectified mid-month where necessary. It will also enable the DSP coordinator to identify where suppliers are not conforming with the strategy (eg should deliveries not be made at the appropriate time in accordance with the servicing strategy) and provide this feedback to suppliers.

The DSP coordinator will discuss at monthly meetings whether there should be any change to the suppliers used on the basis of performance, whether there is any scope for consolidation in vehicular deliveries and also whether there is any opportunity to influence the use of reduced vehicle sizes amongst the supply chain.

Monitoring surveys will be undertaken twice per year following the initial baseline survey using the survey format included in Tables 5.2 of this report; these surveys will be reviewed by the DSP coordinator who will summarise the findings at the six months review meetings. The DSP coordinator will also be responsible for summarising yearly figures and compare the current year with previous years.

The results of all surveys will also be reported to the relevant officers at LBC and TfL by the DSP coordinator who will discuss with them of any issues related to servicing that may occur and any remedial measures that will be required.

In the interim period between reviews, the DSP coordinator will make continual checks that deliveries, maintenance visits and refuse collections are made in accordance with the strategy and schedule. In particular, the supplier, size of vehicles used and location/timing of deliveries should be noted, to enable review against any agreement with the supplier and the servicing strategy. This will enable the DSP coordinator to provide feedbacks to occupiers should deliveries not be made at the appropriate time in accordance with the servicing strategy.

A record of any issues associated with deliveries and servicing will also be recorded by the DSP coordinator and incorporated into the DSP accordingly.

DSP coordinator will give feedback where deliveries have caused issues and agreements should be reached in relation to measures that should be taken to ensure these are prevented in the future.

Any complaints received in relation to delivery and servicing activity and actions taken should also be reconsidered at this review. This is intended to identify potential requirements for new management measures in relation to deliveries and servicing to ensure that the objectives of the DSP are met and enables continuous improvement in the management of deliveries and servicing.

Appendix A

NOTES
DO NOT SCALE FROM THIS DRAWING.
ALL DIMENSIONS TO BE CHECKED ON SITE.
ALL OMISSIONS AND DISCREPANCIES TO BE REPORTED TO THE ARCHITECT IMMEDIATELY.
DRAWINGS TO BE READ IN CONJUNCTION WITH ENGINEER'S DRAWINGS AND SPECIFICATION.

Revision description	Date	Check	Rev
Planning Issue	19.04.21	PS	-

GLUCKMANSMITH

Project
150 Royal College Street

Drawing
Proposed Site Plan

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Job number	Drawing number	Revision
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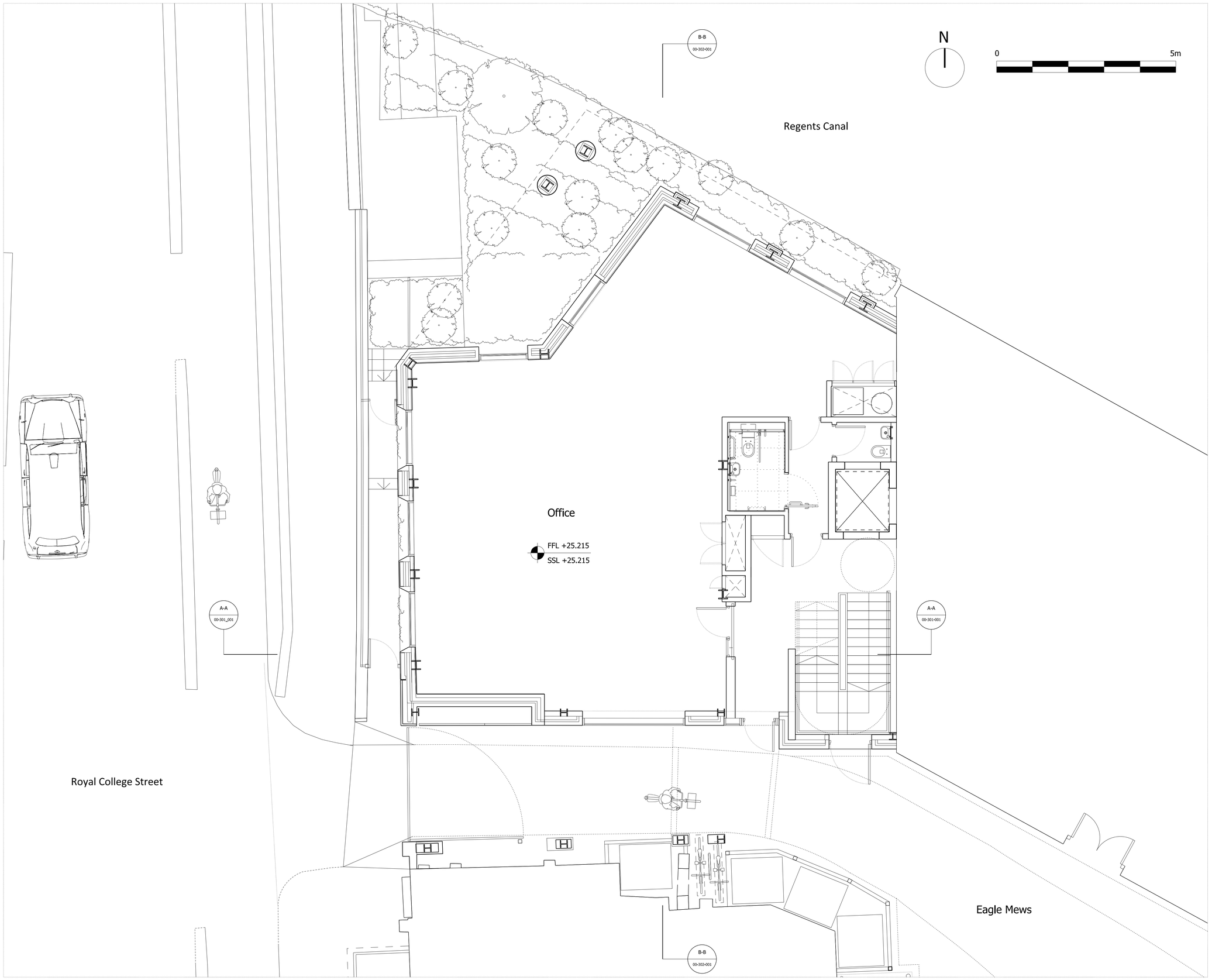

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Revision description	Date	Check	Rev
Planning Issue	19.04.21	PS	A
Pre-App Response	03.03.21	PS	-

GLUCKMANSMITH

Project
Royal College Street

Drawing
Proposed Ground Floor Plan

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Job number	Drawing number	Revision
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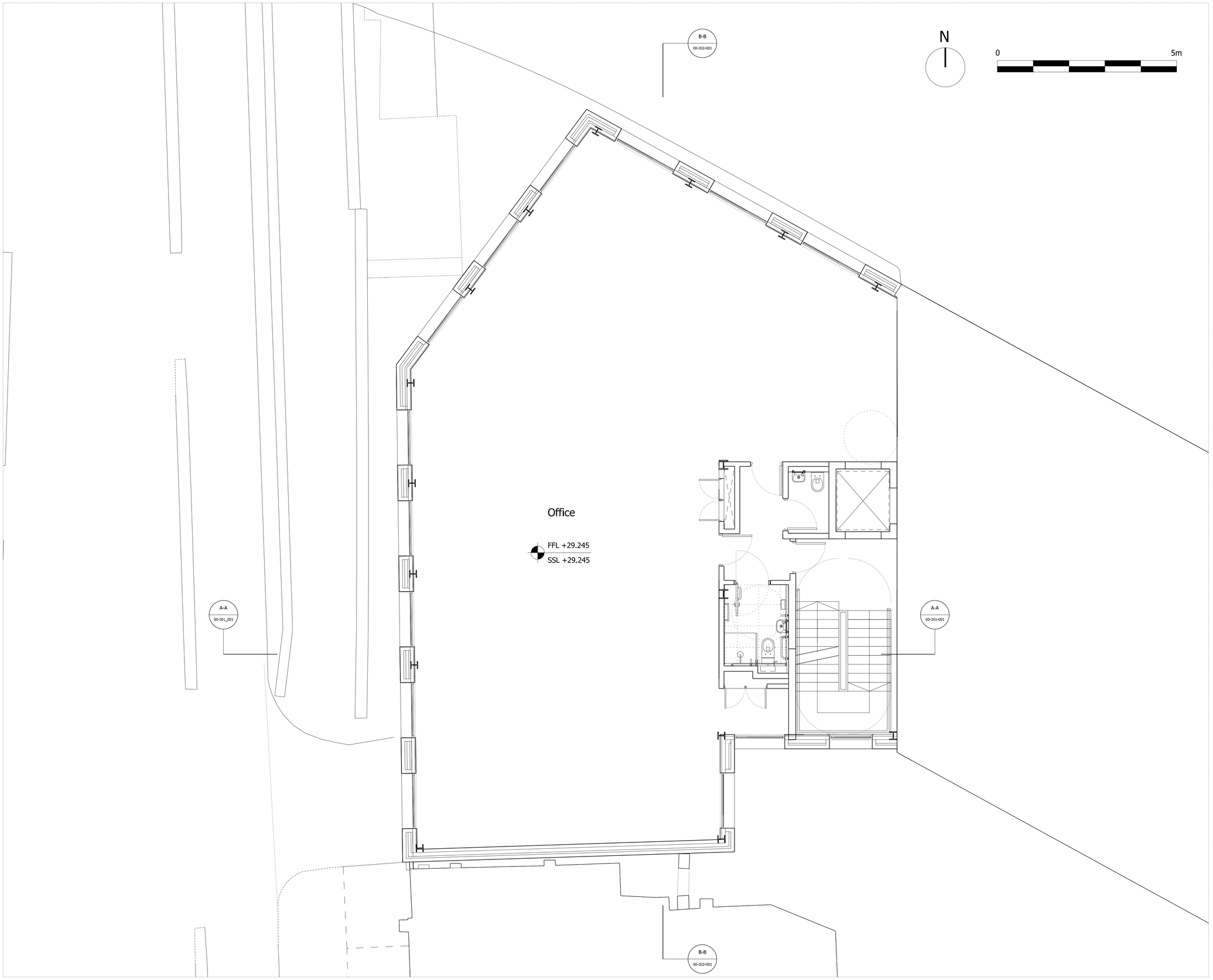

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Revision description	Date	Check	Rev
Planning Issue	19.04.21	PS	A
Pre-App Response	03.03.21	PS	-

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Project
Royal College Street

Drawing
Proposed First Floor Plan

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Revision description	Date	Check	Rev
Planning Issue	19.04.21	PS	A
Pre-App Response	03.03.21	PS	-

GLUCKMANSMITH

Project
Royal College Street

Drawing
Proposed Second Floor Plan

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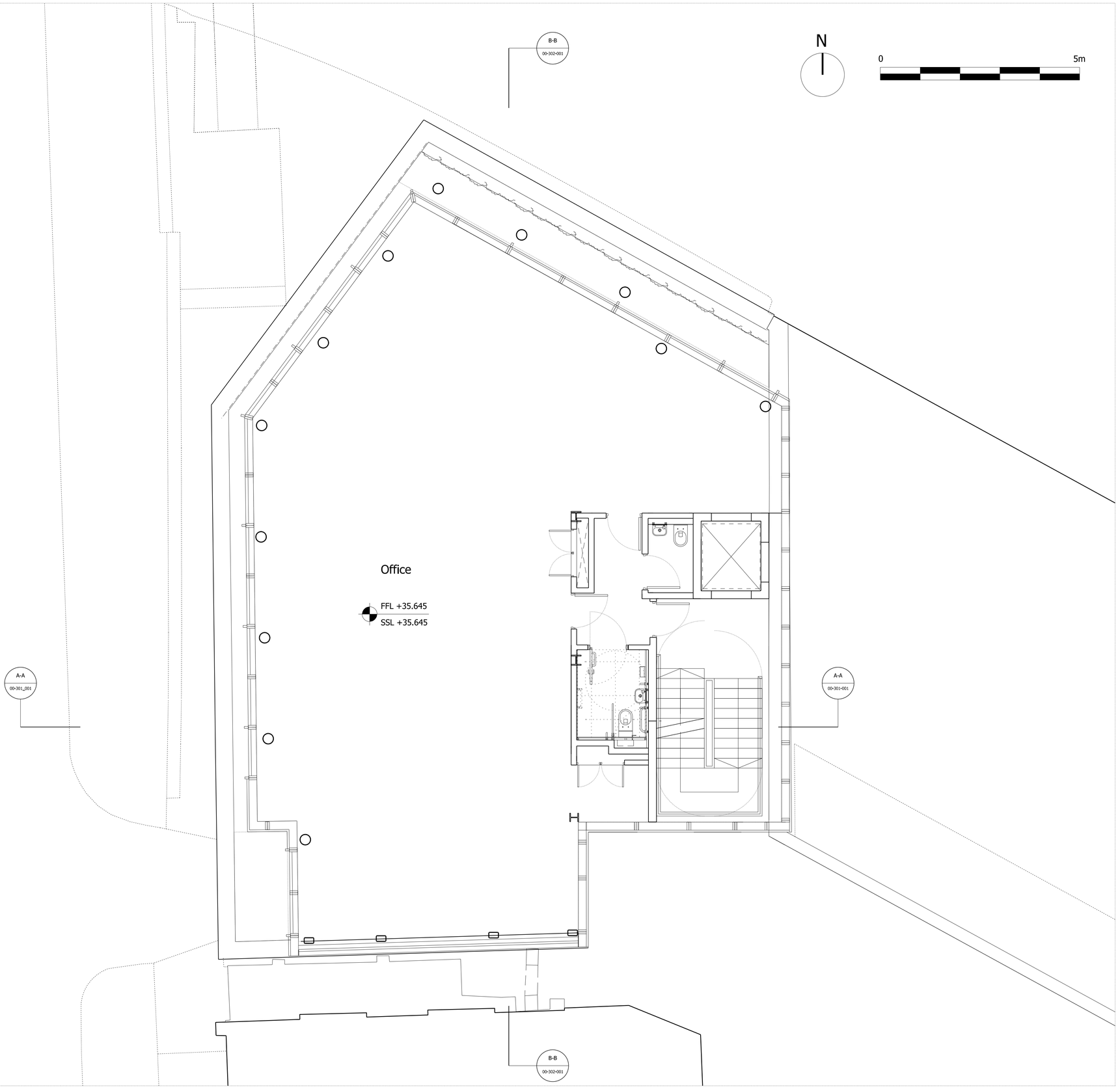

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Revision description	Date	Check	Rev
Planning Issue	19.04.21	PS	A
Pre-App Response	03.03.21	PS	-

GLUCKMANSMITH

Project
Royal College Street

Drawing
Proposed Third Floor Plan

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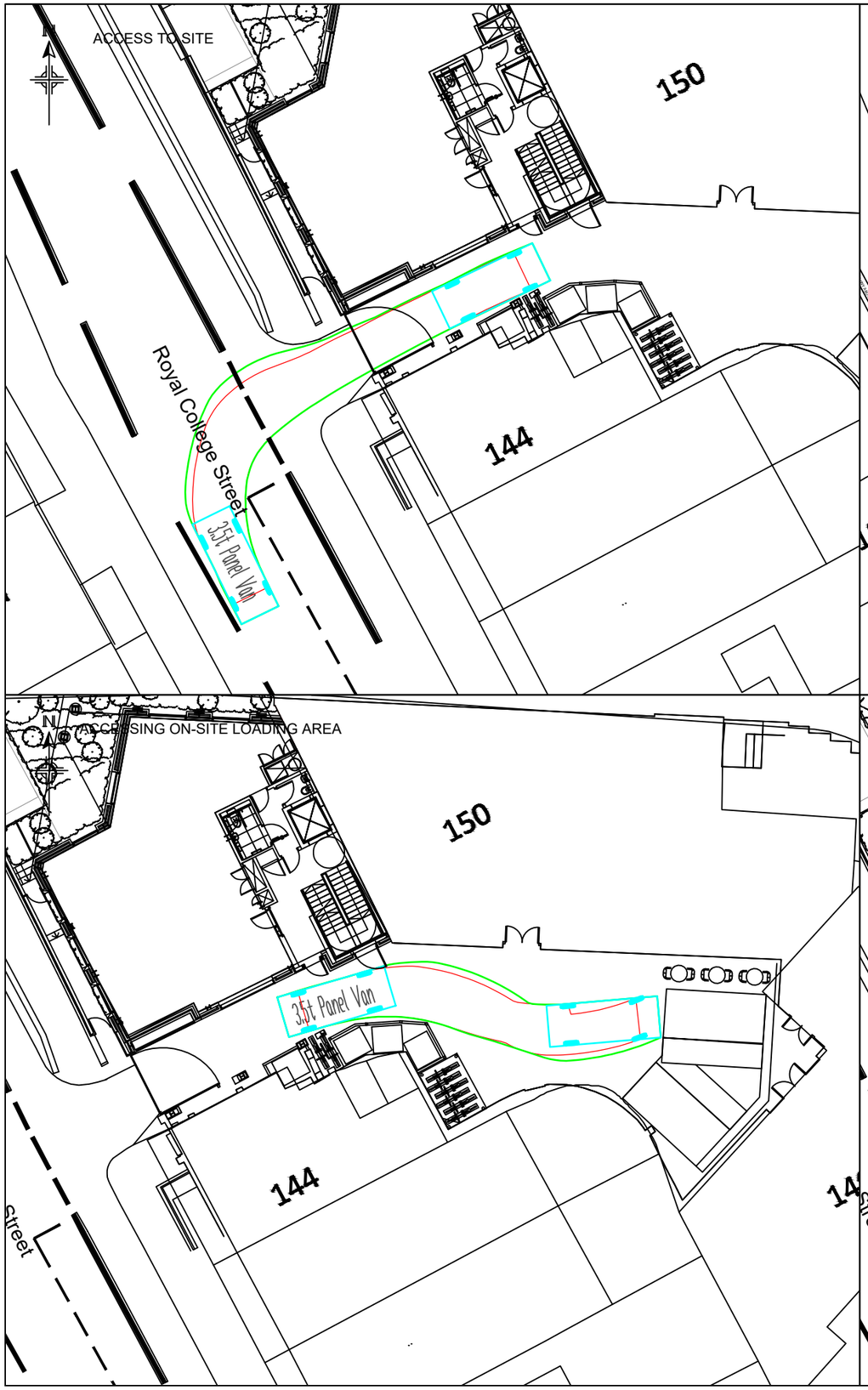
Appendix B



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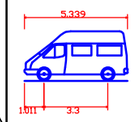
Notes

1. Based on 1929_P_00_100 Rev A dated 19.04.21



3.5t Panel Van	
Overall Length	5.339m
Overall Width	1.986m
Overall Body Height	2.565m
Min Body Ground Clearance	0.338m
Track Width	1.986m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	6.400m

Issue	Date	Description	By	Chkd	Verfd
P02	20.04.21	FOR PLANNING	VR	NMcA	VR
P01	24.02.21	FOR INFORMATION	VR	NMcA	VR

Project
ROYAL COLLEGE STREET

Client
Cumbra Properties (1963) Ltd

Architect
Gluckmansmith

Title
Swept path analysis for
3.5t Panel Van

Drawing No.	Drawing Status
RCS-CDL-XX-XX-SK-TC-005	INFORMATION
Job No.	Scale
1027654	NTS

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