

FRAMEWORK DELIVERY AND SERVICING MANAGEMENT PLAN

# SEGRO

3-6 Spring Place, Kentish Town  
Camden

04/08/2021

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Framework Delivery and Servicing Management Plan

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# 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 The proposed scheme seeks to amend the existing access arrangements in order to facilitate on-site servicing/loading and not require any on-street loading. The proposals will also mean that all servicing vehicles (7.5t -18t) vehicles will route to/from the site via Holmes Road and Grafton Road, removing the need to route via Queens Crescent and Gilles Street.
- 1.6 This document has been updated to reflect the amended scheme at the site. As such, the DSMP dated December 2020 in respect of application 2020/5913/P is superseded.

## 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<sub>2</sub> 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<sub>2</sub> 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<sub>2</sub> 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 The proposed routing strategy would mean all servicing vehicles would route to/from the site via Holmes Road and Grafton Road to the south and remove the need to route via Queens Crescent and Gilles Street to the north of the site which has previously been raised as a concern by Highways Officers.

4.3 It is anticipated that 5 servicing vehicles will serve the potential last mile B8 use, which are likely to come to the site in evening between 2100 and 2300 hours and in the morning between 0500 and 0800 hours.

4.4 It is noted that servicing vehicles will not be permitted to travel via Homes Road between 0800 and 0945 hours and 1515 and 1615 hours (Monday to Friday) to avoid peak school times.

4.5 It is also noteworthy that the number of servicing vehicles coming to the site will be capped at 9, which is based on TRICS data presented in the submitted Transport Statement associated with application 2020/5913/P for Class E Industrial/B2 uses.

4.6 LGVs and HGVs (up to 18 tonnes) will be accommodated on site. Swept path analysis of both vehicles demonstrates that the movements in/out of the site can be undertaken and shown on the drawings attached at **Appendix A**. The drawings demonstrate that there is sufficient space on-site (within the fabric of the building / internally) to accommodate all operational vehicles that are parked on-site.

4.7 The drawing at **Appendix A** demonstrates that both vehicles will reverse off the public highway into the site and leave in a forward gear. To assist with the reversing movement, banksmen will be present.

4.8 No larger Servicing Vehicles (above 18 tonnes) including articulated vehicles are not anticipated to serve the site.

4.9 It is also important to note that vehicles associated with this use are likely to come forward as a fully or at least partly electric fleet, and appropriate provision is made for electric vehicle charging within the site accordingly to encourage/enable the future occupier of the site to use electric vehicles. The Applicant is also willing to put in a lease obligation for a B8 last mile use to commit to a minimum 25% electric/sustainable fleet of vehicles within 3 years, which will be increased at the earliest possible opportunity. This commitment exceeds requirements set out within the London Plan.

### Last Mile Type Operation

4.10 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.

4.11 B8 Last mile operations are highly efficient, controlled operations, which are managed using software to drive speed and efficiency. 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.

4.12 Delivery fleet vehicles are parked and stored on-site overnight before undertaking deliveries throughout the day. The scheme facilitates all vehicular activity to occur on-site including all servicing/delivery of goods. All vehicles that will serve



the site (7.5t -18t vehicles) can be accommodated on-site. Given all vehicular activity associated with the proposals will occur within the unit, there would not be a requirement to transfer goods over the footway and no on-street servicing will take place.

- 4.13 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.

### **HGV Routing Strategy**

- 4.14 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.
- 4.15 However, the proposed routing strategy indicates all servicing vehicles (7.5t -18t vehicles) will travel to/from the site to the south via Grafton Road and Holmes Road. The proposed routing strategy is included at **Appendix B**.
- 4.16 It is also important to note that a live vehicle tracking exercise has been undertaken by Swain & Sons Ltd with the servicing vehicles likely to serve the site (i.e. 7.5t and 18t) and it was demonstrated that these vehicles can be accommodated comfortably on Grafton Road, Holmes Road and Spring Place.
- 4.17 Further details on the suitability of Grafton Road and Holmes Road are provided below.

### **Holmes Road**

- 4.18 It is important to note that Holmes Road is an existing route for vehicles (including HGVs) in the area and provides access to a number of existing commercial uses in the area. As such, it is vital to safeguard Holmes Road as an access to service these existing commercial uses.
- 4.19 The level of traffic the proposed development will generate is not considered significant and will not materially affect the operation of this route. The analysis undertaken shows that 8 delivery fleet vehicles would route via Holmes Road. In addition, the proposed development is likely to result in 5 HGVs, which again is considered immaterial, particularly as the vehicles will be spread throughout a number of hours.
- 4.20 SEGRO has proposed a restriction in the framework DSMP to restrict servicing vehicles (7.5t - 18t) travelling on Holmes Road between the hours 08:00-09:45 and 15:15-16:15 in order to avoid peak school times. Notwithstanding this, it is anticipated that HGVs will arrive and depart outside of these times.
- 4.21 It is noted that the Holmes Road/Kentish Town Road junction is a concern for KSI's and a future consultation is anticipated in respect of the use of Holmes Road. SEGRO is willing to work with LBC to identify ways in which to create a safer environment at this location for pedestrians and cyclists whilst still facilitating access to existing uses access via Holmes Road. However, given the anticipated trip generation as a result of the proposals, it is not anticipated that the proposals will have a detrimental impact on safety at this junction.

### **Grafton Road**

- 4.22 In addition to Holmes Road, Grafton Road would also form one of the main routes to/from the site for vehicles. In relation to delivery fleet vehicles, 2 would be expected to route via Grafton Road to the south. It should also be noted that the development will be capped at 9 HGVs. As presented above, HGVs likely to serve the site will be spread across evening and morning periods and as such the impact on Grafton Road will be negligible.

- 4.23 Whilst it is noted that Grafton Road is a residential in nature and part of a cycle route, this does not restrict vehicles from using it and it is considered an acceptable route for LGVs and HGVs. Other vehicles would still be able to use this route and as such it is not reasonable to restrict vehicles associated with the development using Grafton Road.
- 4.24 On the basis of the above, it is considered appropriate to use Grafton Road as a route to/from the site.
- 4.25 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.

#### **Trip Attraction**

- 4.26 In order to establish the likely number of servicing movements associated with the proposed B8 last mile use, several data sources were reviewed, which are set out within the submitted TS.
- 4.27 In order to assess the likely trip attraction associated with the site, the potential daily trip generation profile of the last mile use has been broken down into two models as follows:
- **Own Driver Franchise Model** – potential last mile model where drivers come to the site at a scheduled time, pick up their deliveries and then leave the site. This model often allows delivery drivers to use their own vehicles, which would mean that fleet drivers would not leave their vehicles on-site overnight.
  - **Overnight Model** - potential last mile operation if vehicles are fleet owned and remain parked on-site overnight. In this model, fleet drivers would travel to the site by sustainable methods of travel including walking, cycling or by public transport. Given there is no parking on-site and the on-street parking is either pay & display or permit holders only, staff will not travel to the site by car.
- 4.28 The text below sets out the expected delivery fleet and servicing vehicle movements associated with the potential last mile use across a typical day.

#### **Own Driver Franchise Model**

- 4.29 When referring to owner driver franchises (ODFs), which is a potential last mile model where drivers come to the site at a scheduled time, pick up their deliveries and then leave the site. This model often allows delivery drivers to use their own vehicles, which would mean that fleet drivers would not leave their vehicles on-site overnight.
- 4.30 As the end occupier of the site is not known at this stage, it is difficult to predict the final model the future occupier will use and exactly when vehicles will arrive to and depart from the site.
- 4.31 However, the table below provides information on the likely times servicing vehicles (7.5t -18t vehicles) will come to the site and when the delivery fleet are likely to arrive at the site and load their vehicles before departing the site. This has been based on professional judgement and existing business models of other last mile operations.

**Table 4.1: Vehicular Movements Associated with Own Driver Franchise Operation**

Time Period	Fleet Vehicles			Servicing Vehicles			Total Vehicles		
	Arrivals	Departures	2-way	Arrivals	Departures	2-way	Arrivals	Departures	2-way
0500-0600	0	0	0	2	1	3	2	1	3
0600-0700	0	0	0	2	2	4	2	2	4
0700-0800	0	0	0	1	2	3	1	2	3
0800-0900	0	0	0	0	0	0	0	0	0
0900-1000	11	11	22	0	0	0	11	11	22
1000-1100	10	10	20	0	0	0	10	10	20
1100-1200	10	10	20	0	0	0	10	10	20
1200-1300	10	10	20	0	0	0	10	10	20
1300-1400	0	0	0	0	0	0	0	0	0
1400-1500	0	0	0	0	0	0	0	0	0
1500-1600	0	0	0	0	0	0	0	0	0
1600-1700	0	0	0	0	0	0	0	0	0
1700-1800	0	0	0	0	0	0	0	0	0
1800-1900	0	0	0	0	0	0	0	0	0
1900-2000	0	0	0	0	0	0	0	0	0
2000-2100	0	0	0	0	0	0	0	0	0
2100-2200	0	0	0	0	0	0	0	0	0
2200-2300	0	0	0	0	0	0	0	0	0
2300-0000	0	0	0	0	0	0	0	0	0
<b>Daily</b>	<b>41</b>	<b>41</b>	<b>82</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>46</b>	<b>46</b>	<b>92</b>

- 4.32 The table above shows that servicing vehicles (7.5t -18t) would arrive and depart the site in the morning between 0500 and 0800 hours. As such, servicing vehicles will be spread across several hours and would not all come to the site at one time and would be well managed, using a booking system to avoid vehicles coming to the site at the same time. This is detailed within the framework DSMP.
- 4.33 It should be noted that the **Table 4.1** assumes all servicing vehicles arriving and departing the site between 0500 and 0800 hours, but based on experience with other last mile operations, servicing vehicles could serve the site in the evening peak between 2100 and 2300 hours for example.
- 4.34 With regard to the delivery fleet vehicles, these are likely to serve the site between 0900 and 1300 hours. It is important to note that when delivery vehicles come to the site, they are likely to be scheduled across the hour as detailed in the table below.

**Table 4.2: Vehicular Movements Associated with Own Driver Franchise Operation**

Time Period	Fleet Vehicles		
	Arrivals	Departures	2-way
<b>0900-1000</b>	<b>11</b>	<b>11</b>	<b>22</b>
<i>0900-0920</i>	<i>4</i>	<i>4</i>	<i>8</i>
<i>0920-0940</i>	<i>4</i>	<i>4</i>	<i>8</i>
<i>0940-1000</i>	<i>3</i>	<i>3</i>	<i>6</i>
<b>1000-1100</b>	<b>10</b>	<b>10</b>	<b>20</b>
<i>1000-1020</i>	<i>4</i>	<i>4</i>	<i>8</i>
<i>1020-1040</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>1040-1100</i>	<i>3</i>	<i>3</i>	<i>6</i>
<b>1100-1200</b>	<b>10</b>	<b>10</b>	<b>20</b>
<i>1100-1120</i>	<i>4</i>	<i>4</i>	<i>8</i>
<i>1120-1140</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>1140-1200</i>	<i>3</i>	<i>3</i>	<i>6</i>
<b>1200-1300</b>	<b>10</b>	<b>10</b>	<b>20</b>
<i>1200-1220</i>	<i>4</i>	<i>4</i>	<i>8</i>
<i>1220-1240</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>1240-1300</i>	<i>3</i>	<i>3</i>	<i>6</i>
<b>Daily</b>	<b>41</b>	<b>41</b>	<b>82</b>

- 4.35 On the basis of the above, a maximum of 4 vehicles will come to the site at one time to be loaded, before departing the site. The unit can comfortably accommodate this level of vehicular activity, as demonstrated by the operational video provided, and as such no overspill onto Spring Place will occur.
- 4.36 The proposed operation at the site will be well managed and efficient. Drivers will be allocated time slots on when to come to site before pre-packaged parcels are loaded into their vehicles. Once drivers have completed their deliveries, they will return 'home' and not to the site.

**Overnight Model**

- 4.37 Given the end occupier is not yet known, it is also important to consider the last mile operation if vehicles are fleet owned and remain parked on-site overnight.
- 4.38 In this model, fleet drivers would travel to the site by sustainable methods of travel including walking, cycling or by public transport. Given there is no parking on-site and the on-street parking is either pay & display or permit holders only, staff will not travel to the site by car. Measures to encourage sustainable travel are detailed within the Travel Plan Statement (TPS) submitted as part of the application.
- 4.39 The table below sets out the likely times servicing vehicles (7.5t -18t vehicles) will come to the site and when the delivery fleet are likely to depart the site before arriving back to the site. This has been based on professional judgement and other existing last mile operations.

**Table 4.3: Vehicular Movements Associated with Overnight Parking Arrangement**

Time Period	Fleet Vehicles			Servicing Vehicles			Total Vehicles		
	Arrivals	Departures	2-way	Arrivals	Departures	2-way	Arrivals	Departures	2-way
0500-0600	0	0	0	2	1	3	2	1	3
0600-0700	0	0	0	2	2	4	2	2	4
0700-0800	0	0	0	1	2	3	1	2	3
0800-0900	0	0	0	0	0	0	0	0	0
0900-1000	0	14	14	0	0	0	0	14	14
1000-1100	0	14	14	0	0	0	0	14	14
1100-1200	0	13	13	0	0	0	0	13	13
1200-1300	0	0	0	0	0	0	0	0	0
1300-1400	0	0	0	0	0	0	0	0	0
1400-1500	0	0	0	0	0	0	0	0	0
1500-1600	0	0	0	0	0	0	0	0	0
1600-1700	14	0	14	0	0	0	14	0	14
1700-1800	14	0	14	0	0	0	14	0	14
1800-1900	13	0	13	0	0	0	13	0	13
1900-2000	0	0	0	0	0	0	0	0	0
2000-2100	0	0	0	0	0	0	0	0	0
2100-2200	0	0	0	0	0	0	0	0	0
2200-2300	0	0	0	0	0	0	0	0	0
2300-0000	0	0	0	0	0	0	0	0	0
<b>Daily</b>	<b>41</b>	<b>41</b>	<b>82</b>	<b>5</b>	<b>5</b>	<b>10</b>	<b>46</b>	<b>46</b>	<b>92</b>

4.40 The table above shows that servicing vehicles (7.5t -18t) would arrive and depart the site in the morning between 0500 and 0800 hours in line with the ODF model.

4.41 With regard to the delivery fleet, vehicles will already be parked on-site and pre-loaded. As such, it is anticipated 14 vehicles will depart the site between 0900 and 1200 hours and arrive back at the site between 1600 and 1900 hours. As with the ODF operation, delivery vehicles will depart and arrive the site in sequential phases as detailed in the table below.

**Table 4.4: Vehicular Movements Associated with Overnight Parking Arrangement**

Time Period	Fleet Vehicles		
	Arrivals	Departures	2-way
<b>0900-1000</b>	<b>0</b>	<b>14</b>	<b>14</b>
<i>0900-0920</i>	<i>0</i>	<i>5</i>	<i>5</i>
<i>0920-0940</i>	<i>0</i>	<i>5</i>	<i>5</i>
<i>0940-1000</i>	<i>0</i>	<i>4</i>	<i>4</i>
<b>1000-1100</b>	<b>0</b>	<b>14</b>	<b>14</b>
<i>1000-1020</i>	<i>0</i>	<i>5</i>	<i>5</i>
<i>1020-1040</i>	<i>0</i>	<i>5</i>	<i>5</i>
<i>1040-1100</i>	<i>0</i>	<i>4</i>	<i>4</i>
<b>1100-1200</b>	<b>0</b>	<b>13</b>	<b>13</b>
<i>1100-1120</i>	<i>0</i>	<i>5</i>	<i>5</i>
<i>1120-1140</i>	<i>0</i>	<i>4</i>	<i>4</i>
<i>1140-1200</i>	<i>0</i>	<i>4</i>	<i>4</i>
<b>1600-1700</b>	<b>14</b>	<b>0</b>	<b>14</b>
<i>1600-1620</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>1620-1640</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>1640-1700</i>	<i>4</i>	<i>0</i>	<i>4</i>
<b>1700-1800</b>	<b>14</b>	<b>0</b>	<b>14</b>
<i>1700-1720</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>1720-1740</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>1740-1800</i>	<i>4</i>	<i>0</i>	<i>4</i>
<b>1800-1900</b>	<b>13</b>	<b>0</b>	<b>13</b>
<i>1800-1820</i>	<i>5</i>	<i>0</i>	<i>5</i>
<i>1820-1840</i>	<i>4</i>	<i>0</i>	<i>4</i>
<i>1840-1900</i>	<i>4</i>	<i>0</i>	<i>4</i>
<b>Daily</b>	<b>41</b>	<b>41</b>	<b>82</b>

- 4.42 On the basis of the above, a maximum of 5 vehicles will come to the site at a time to be loaded. The unit can comfortably accommodate this level of vehicular activity and as such no overspill onto Spring Place will occur.
- 4.43 In line with the ODF model, the proposed operation at the site will be well managed and efficient. Drivers will be allocated time slots on when to come to site before collecting their pre-packaged deliveries. Once drivers have delivered completed their deliveries, they will return back to the site between 1600 and 1900 hours in waves.

**Summary**

- 4.44 The information presented in the tables above show that the likely level of traffic associated with the proposed development is negligible, particularly when spread across the anticipated delivery times.
- 4.45 It is noteworthy that vehicles are unlikely to travel in peak times so as to avoid congestion on the network and all vehicles will be accommodated on-site, with no on-street loading permitted.

## 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 for a period of 5 years. 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, relevant to the intended occupier of the site. 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, measures in relation to highway safety and measures to encourage sustainable freight.

- 5.9 In addition, the Applicant is committed to facilitate on-site loading only with no on-street loading. The Applicant will also further make it a condition of an occupier's lease (should the unit be occupied for a last mile B8 use) that 25% of its vehicle fleet will be electric or otherwise emission free, thereby ensuring a commitment to sustainable logistics operations, in addition to the significant environmental improvements to the building itself. This commitment exceeds requirements set out within the London Plan.
- 5.10 In addition, the Applicant is also prepared to accept the following measures that would also be expected to be committed to in the Final DSMP:
- Switch off the engine and radio;
  - The considerate closing of doors (do not slam);
  - Do not sound horn;
  - Using newer and quieter delivery vehicles and equipment, where possible;
  - Making sure all equipment, both on the vehicle and at the delivery point, is in good working order and maintained or modernised to minimise noise when in operation;
  - Ensure the delivery point and surrounding areas are clear of obstructions so vehicles can manoeuvre easily;
  - Keep doors other than the delivery point closed to ensure noise does not escape;
  - Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling; and
  - If a driver is early to a delivery slot, do not wait near residential property and switch off the engine.
- 5.11 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.
- 5.12 There are a number of examples where restrictions to the type and number of vehicles and routing of vehicles have been implemented either through planning conditions/obligations or Operational Management Plans/Delivery and Servicing Management Plans. One of these examples relates to a Deliveroo site in Swiss Cottage, which is located within the London Borough of Camden. Development proposals at this site went to Appeal (Ref: APP/X5210/C/18/3206954) which was subsequently allowed in September 2019 subject to a number of planning conditions and obligations. One of these relates to the implementation of an Operational Management Plan, which is required to detail the control of delivery vehicles, the conduct of delivery drivers and the monitoring and review process. It is therefore evident that an Operational Management Plan/Delivery and Servicing Management Plan is a sufficient way of monitoring the future use at the site.

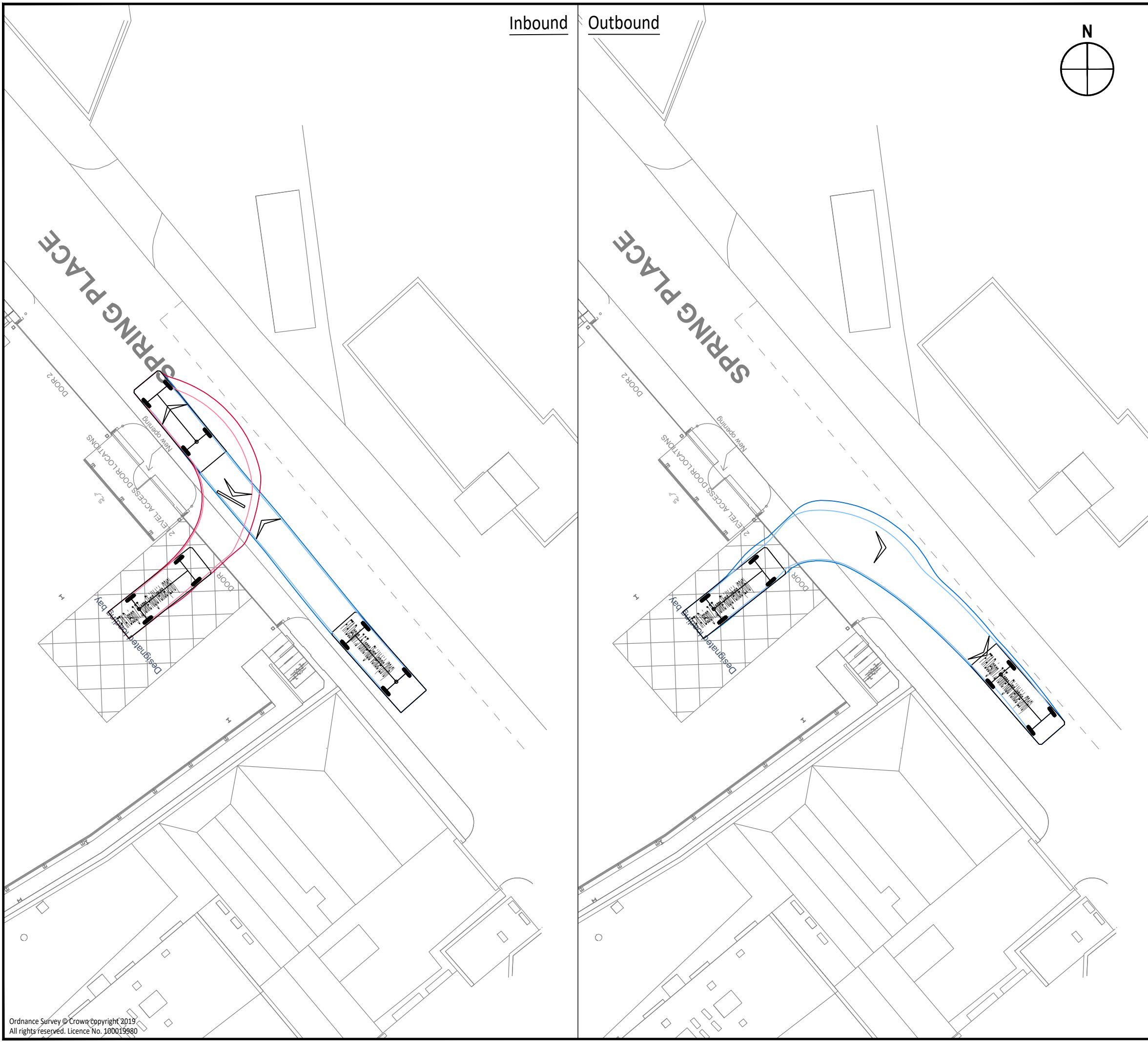
### **Raising Awareness**

- 5.13 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

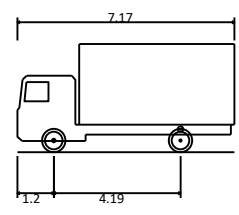


- The potential benefits of successfully using and implementing a DSMP.
- 5.14 Raising awareness of the DSMP will help to gain support of the tenants for the implementation of the DSMP and ensure stakeholder buy-in at an early stage.
- 5.15 To increase awareness of the DSMP, relevant future residents and suppliers will be given information about the DSMP and be encouraged to use sustainable freight to and from the site.
- 5.16 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.
  3. Based on SGP layout: 19-275 - F003 001 Rev. D



FTA Design 7.5 Tonne Rigid Vehicle (2016)	7.170m
Overall Length	2.300m
Overall Width	3.580m
Overall Body Height	0.375m
Min Body Ground Clearance	2.120m
Track Width	3.00s
Lock to lock time	7.000m
Kerb to Kerb Turning Radius	

REV.	DETAILS	DRAWN	CHECKED	DATE

CLIENT:  
**SEGRO**

PROJECT:  
**3-6 Spring Place, Kentish Town**

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

SCALES:  
**1:250 at A3**

DRAWN: PP      CHECKED: JW      DATE: 16.02.2021

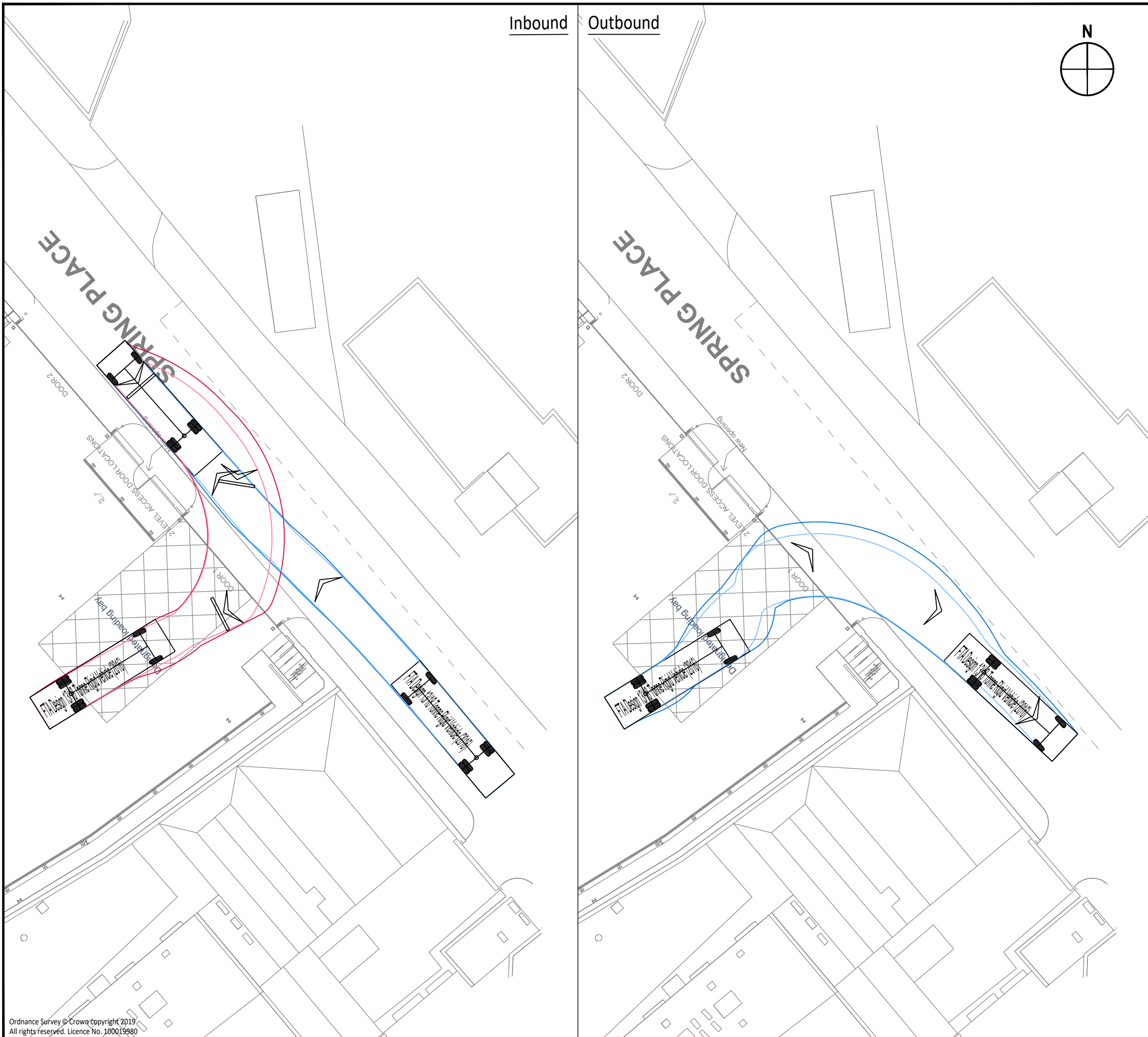


Network Building, 97 Tottenham Court Road, London W1T 4TP  
t: 020 7580 7373      e: enquiries@vectos.co.uk

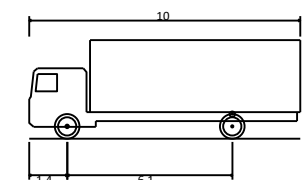
DRAWING NUMBER: **194587-10/AT/R02**      REVISION: .

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- Notes:**
1. This is not a construction drawing and is intended for illustrative purposes only.
  2. White lining is indicative only.
  3. Based on SGP layout: 19-275 - F003 001 Rev. D



FTA Design 13/18 Tonne Rigid Vehicle (2016)	
Overall Length	10.000m
Overall Width	2.550m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	11.000m

REV.	DETAILS	DRAWN	CHECKED	DATE

CLIENT:  
**SEGRO**

PROJECT:  
**3-6 Spring Place, Kentish Town**

DRAWING TITLE:  
**Swept Path Analysis  
Service Yard  
18t Rigid Vehicle**

SCALES:  
**1:250 at A3**

DRAWN: PP      CHECKED: JW      DATE: 16.02.2021



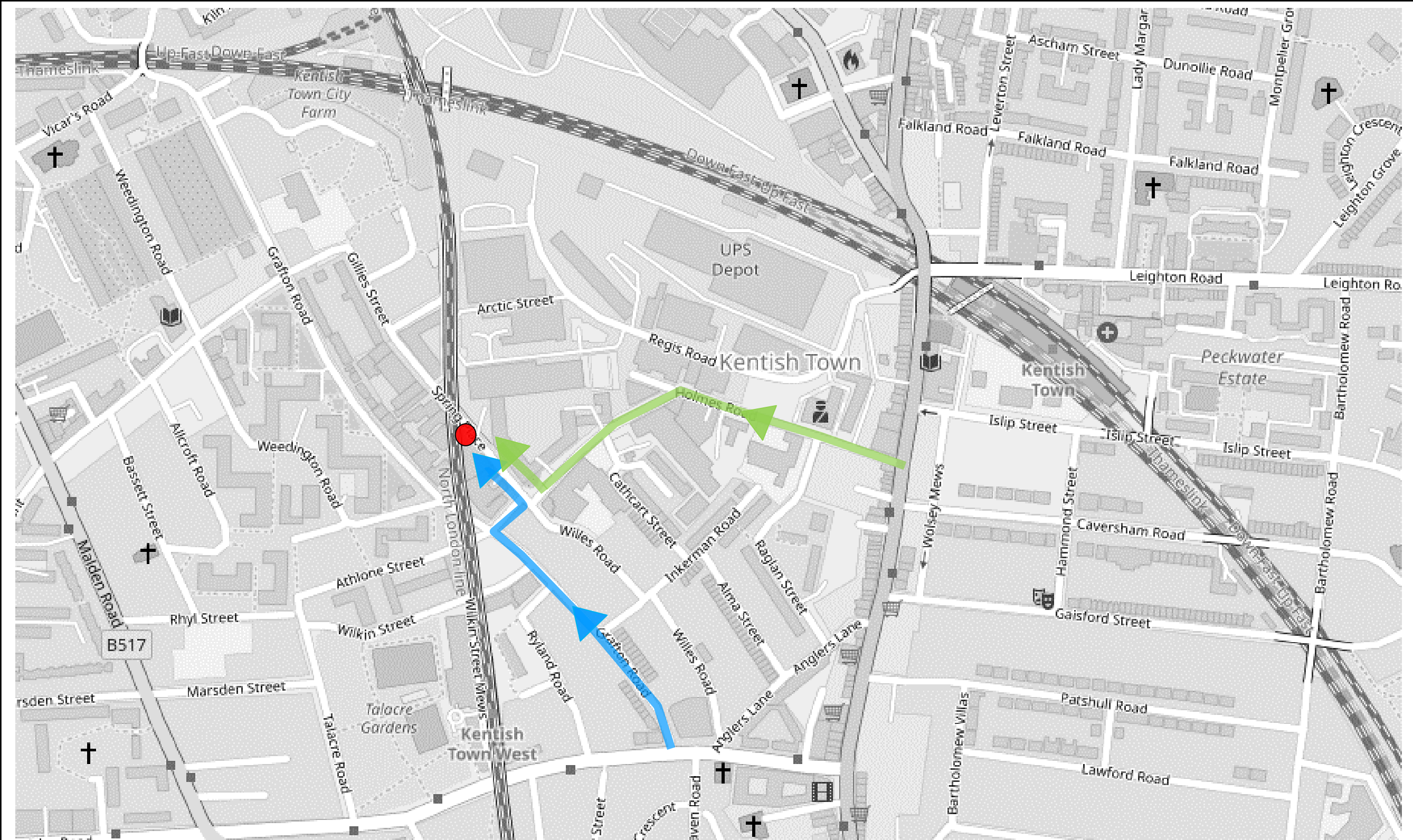
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## Appendix B



**Key:**

- Site
- Primary Route
- Secondary Route

3-6 Spring Place, Kentish Town

SEGRO

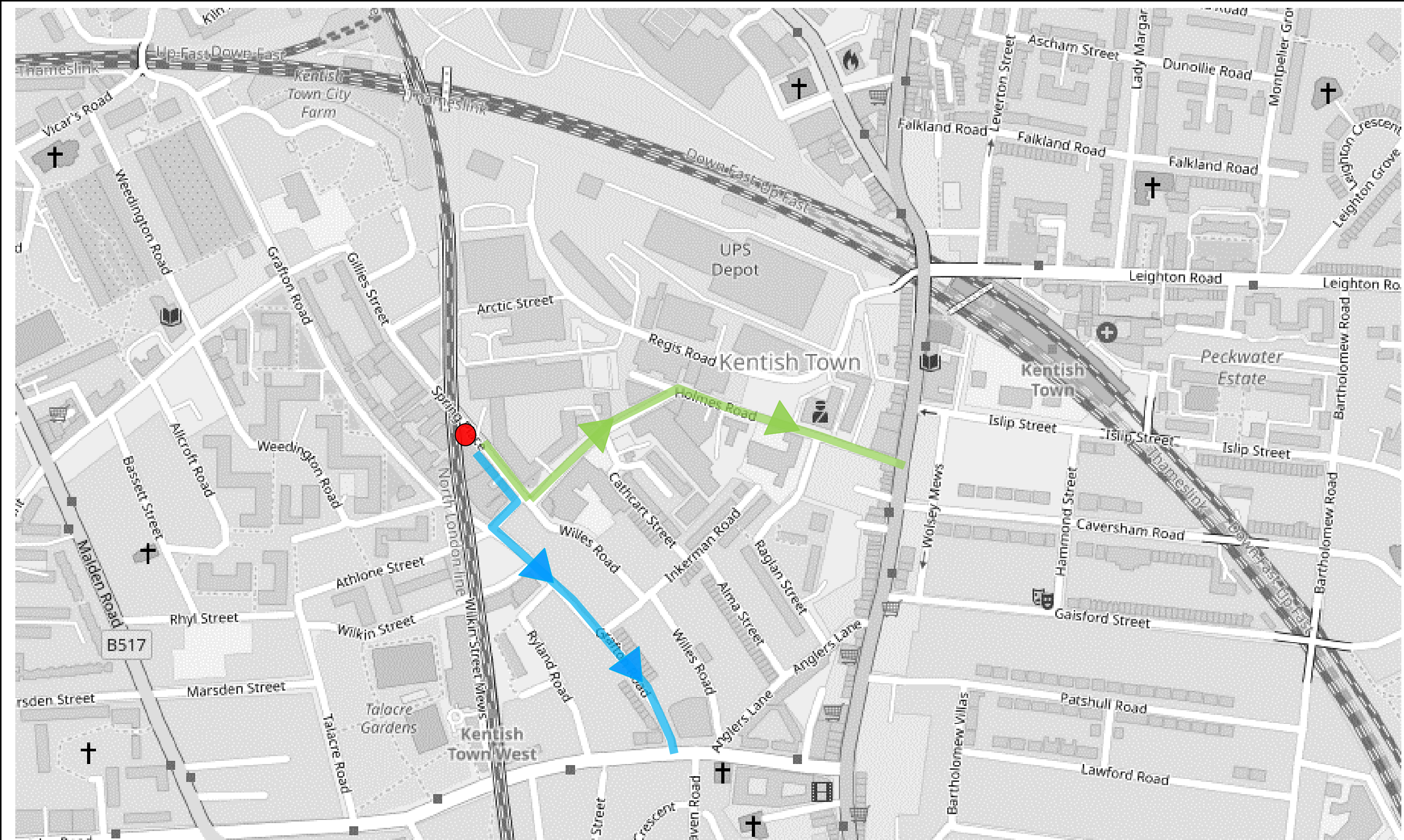
## Servicing Vehicle Routing Strategy (Coming to Site)

vectors.

Network Building, 97 Tottenham Court Road, London W1T 4TP  
Tel: 020 7580 7373 Email: [vectors@vectors.co.uk](mailto:vectors@vectors.co.uk) [www.vectors.co.uk](http://www.vectors.co.uk)

DRAWN:	JW	CHECKED:	ID	DATE:	17/02/2021	SCALES:	NTS
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DRAWING REFERENCE:



<p><b>Key:</b></p> <ul style="list-style-type: none"> <li><span style="color: red; font-size: 1.2em;">●</span> Site</li> <li><span style="color: green; font-size: 1.2em;">—</span> Primary Route</li> <li><span style="color: blue; font-size: 1.2em;">—</span> Secondary Route</li> </ul>	<p>3-6 Spring Place, Kentish Town</p>	<p>SEGRO</p>			
	<p>Servicing Vehicle Routing Strategy (Leaving Site)</p>	<p><b>vectos.</b></p> <p>Network Building, 97 Tottenham Court Road, London W1T 4TP Tel: 020 7580 7373 Email: vectos@vectos.co.uk www.vectos.co.uk</p>			
	<p>DRAWN: JW</p>	<p>CHECKED: ID</p>	<p>DATE: 17/02/2021</p>	<p>SCALES: NTS</p>	<p>DRAWING REFERENCE:</p>

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