

Servicing & Vehicle Management Plan

For the
Development at Liddell Road West
Hampstead,
London.
NW6 2EW.



C Field Construction

has prepared this report for the

Liddell Road Development

in the

London Borough of Camden

NW6 2EW.

and shall not be liable for the use of any information contained herein for any purpose other than the sole and specific use for which it was prepared.

Joe Martin

Senior Project Manager



EXECUTIVE SUMMARY

This document provides a Servicing & Vehicle Management Plan Management Plan (SVMP) prepared in support of a planning conditions for two blocks of mixed residential use and a single block of offices/ workshops development at Little Road West Hampstead. NW6 2EW. These should be considered alongside the Construction Management Plan also submitted as part of the conditions, Planning

Ref; 2014/4651/P and subsequently varied by non-material amendments

made pursuant to section 96A of the Act under planning application reference numbers ;

2017/6480/P, 2018/2107/P and 2020/5146/P.

1.1 The purpose of the SVMP is to minimize the impact of delivery and servicing during the operation of the development.

1.2 The development proposals consist of two residential blocks of flats and an office/ Workshop block.

1.3 The SVMP proposes a loading and refuse collection strategy that is intended to ensure such activities can be undertaken safely and without impacting upon other road users. This will include a number of measures which the future tenant of the commercial unit will be expected to adhere to. The nature of the residential use means that there will be limited control over the servicing process, for example in terms of residents not having the same ability that commercial tenants may have to consolidate trips or request that deliveries are undertaken by a particular mode. Efforts will however be made to limit abortive delivery trips by proposing the employing of a concierge who will provide a parcel collection service.

1.4 The SVMP also outlines a suggested route for HGV traffic which follows that proposed within the CTMP. However, the need for such vehicles to service the site will be minimized where possible.

1.5 The SVMP will be supported by a regular monitoring programme which is consistent with that for the Travel Plan and through which the London Borough of Camden officers will be kept fully informed of progress against the actions outlined.

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2.0. INTRODUCTION

Overview

2.1.C **Field Construction** has prepared this Servicing & Vehicle Management Plan Management Plan (SVMP) for the development at Liddle Road West Hampstead. NW6 2AW

2.2. This SVMP has been prepared in response of a planning conditions for two blocks of mixed residential use and a single block of offices/workshops development at Liddle Road West Hampstead. NW6 2AW. These should be considered alongside the Construction Management Plan also submitted as part of the conditions,

Planning Ref; 2014/4651/P and subsequently varied by non-material amendments made pursuant to section 96A of the Act under planning application reference numbers ; **2017/6480/P, 2018/2107/P and 2020/5146/P.**

2.3. As the future use and tenants of the commercial floor space is not yet known, certain aspects of this SVMP are interim and will be updated prior to occupation of the development. The Applicant is willing for a condition to be imposed in this respect.

2.4. The report is structured as follows:

- Chapter 3 provides an overview of the rationale for completing this document and the relevant local & London wide guidance.
- Chapter 4 provides a brief overview of the development proposals and the associated delivery and servicing requirements;
- Chapter 5 provides details of measures proposed as part of the SVMP;
- Chapter 6 provides details of the management and monitoring of the SVMP;
- Chapter 7 provides a summary of the main recommendations and conclusions.

3.0. PURPOSE OF DOCUMENT

Overview

3.1. This chapter provides an overview of the rationale for completing this document and the relevant local and London-wide guidance.

The SVMP

3.2. The SVMP, provides a framework to help better management of all types of freight vehicle movement to and from the site and can essentially be thought of as a Travel Plan for freight.

3.3. An effective SVMP can bring many benefits including a reduction in the environmental impact of the development and improved road safety. However, the specific objectives of the SVMP within the context of the proposed development at Liddle Road West Hampstead. NW6 2EW. are as follows:

- To regulate the movement of servicing vehicles to ensure that travel to the site is via an appropriate, designated route;
- To achieve an efficient logistics operation for the commercial use;
- To ensure that designated loading areas are utilized for all servicing and delivery needs.
-

3.4. The SMP will cover:

- The type of servicing and deliveries expected (waste collection, type of goods etc.); Type of vehicles;
- Proposed route for deliveries;
- On and off site locations where loading and unloading will take place;
- Frequency and timing of deliveries.

TfL Guidance

3.5. The TfL document Delivery and Servicing Plans: Making Freight Work For You (2013) provides guidance on the production of DSPs which has been referenced in the production of this SVMP for Liddle Road West Hampstead. NW6 2EW. It is noted that the emphasis of the guidance is on commercial environments where there is greater control on the part of occupants to manage deliveries, for example through freight consolidation, or the selection of suppliers and freight operatives. However, occupants of a residential development will be less likely to have such control. The emphasis of SVMP measures

applicable to the residential element of the development will therefore need to be on encouraging safe and legal loading which is within the control of the Applicant.

Borough Guidance

3.6. The production of SMP is required by Camden Borough Council where developments cannot provide on-site servicing space. For such developments, there is also a need to demonstrate “that the proposal can function satisfactorily without giving rise to the adverse effects on traffic congestion, pedestrian safety, residential amenity or impact on bus routes”.

3.7. The Servicing Management Plan include the following:

- How delivery vehicles and servicing will be managed at the site;
- The hours of deliveries and servicing, timed to avoid peak traffic hours;
- How deliveries will be controlled to prevent an a diverse impact upon the public highway;
- Explanation of the controls on the types of vehicles accessing the site and their appropriateness in terms of emissions and noise.

3.8. The commercial element of the proposed development does not exceed 5,000 sqm and therefore the Transport SPD requirement for a service space for a heavy goods vehicle does not apply. However, it is noted that for developments where loading will take place from the street a plan detailing these arrangements should be included within the SMP.

Summary

3.9. This chapter has provided an overview of the purpose and aims of the SMP as well as the relevant policy background. The following chapter provides further details on the development proposals and the site-specific issues to consider. Measures proposed as part of this SMP are detailed in Chapter 5 and seek to respond to the policy requirements referenced in this chapter.

4.0. DEVELOPMENT PROPOSALS

Overview

4.1. This chapter provides a brief overview of the development proposals and also considers the likely access and servicing needs of both the proposed residential units and commercial premises. In doing so, it summarises information for which full details are provided. This document should therefore be referred to where appropriate.

The Development

4.2. The site is located on Maygrove Road between Liddell Road & Liddell Place.. A location plan is provided in Appendix A.

4.3. The development proposals comprise of three blocks.

1 X 6 story commercial, 1 X 10 story residential and a second residential of 4v story. In total 106 flats will be constructed .

The hours of operation of the commercial are unknown at this point. When the commercial element is completed it will be handed back to Camden Borough and hours will be at their discretion.

Servicing Trip Generation

4.4. A summary of the delivery and servicing requirements for the residential and commercial uses are provided in Tables 4.1 and 4.2 respectively. The indication of impact is subjective but takes into account the size of vehicles and the likely frequency with which they will service the site.

Indicative Activity	Size of Vehicles	Frequency of Vehicles	Impact of Activity
Refuse collection	Medium	Low-Approximately once a week	Low
Delivery of Household Goods & Groceries	Small	Medium	Low
Delivery of white goods, furniture and removal	Medium	Low	Medium

Table 4.1: Summary of Delivery and Servicing Requirements- Residential Use

Table 4.2: Estimated Summary of Delivery and Servicing Requirements- Commercial Use

Indicative Activity	Size of Vehicles	Frequency of Vehicles	Impact of Activity
Refuse collection	Medium	Low (up to one per day)	Low
Deliveries	Medium-Large	Approx 15 vehicles per day	Medium
Servicing	Small	Low	Low

4.5. Table 4.2 does however allow for more frequent refuse collections based on the assumption of the introduction of a café- restaurant or canteen for the offices/workshops.

4.6. For the residential use, the estimated trip generation exercise show daily freight movements to be minimal at rates of 0.02 and 0.01 per dwelling respectively.

Servicing Strategy

4.7. It is proposed that loading will take place utilizing single yellow lines/loading bays.

The plan included in Appendix B provides details of the existing restrictions in the vicinity of the development site and therefore locations where it is proposed that servicing will take place from. The following chapter provides further details of the measures which will be put in place to minimize the impact of servicing on the site’s neighbours and other highway users.

Overview

4.8. This chapter has provided an overview of the development proposals and the nature of deliveries to be expected. The following chapters provide details of the measures which will be implemented.

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5.0. SVMP MEASURES

Overview

5.1. This chapter provides details of the proposed measures to be included within the SMP for the Development at Liddell Road, West Hampstead.. A summary of measures, timescales and the person responsible is provided within the SMP Action Plan (Table 5.1).

Preference for Smaller Vehicles

5.2. Where possible, heavy goods vehicles (HGVs) will be discouraged from servicing the site, particularly between the hours of **Monday to Friday, 9.30am to 3.00pm** as per the London Borough of Camden conditions for deliveries adjacent to schools.

5.3. However, it will not be possible to confirm the proportion of vehicles that will be HGVs until the occupant of the commercial floor space has been established. Other measures, such as those relating to routing and timing, are however proposed to ensure that were HGVs to be used on an occasional basis that their impact is minimized.

5.4. All occupants will also be encouraged to operate vehicles which comply with the requirements of the Low Emission Zone and thus minimize the environmental impact of servicing activity associated with the proposed development.

Communicating Loading Strategy to Suppliers

5.5. Loading will be expected to take place in a location which is both legal and minimizes the impact on other road users in terms of congestion and road safety. The plan provided in Appendix B details the parking and loading restrictions in operation in the vicinity of the site. As referred to in Chapter 4, this shows where it is possible for loading to take place .

Timing of Deliveries

5.6. The timing of deliveries will be officially dictated by the timing of loading restrictions which, as outlined in Appendix B, generally apply to the morning and evening peak periods. However, it is considered best practice for deliveries to avoid these times (in particular 09.30-15.00 and 17:00-18:00 Mon to Fri during school term. Timetabling will also reduce the risk that multiple delivery vehicles will arrive.

Consolidation of Deliveries

5.7. Where deliveries are from suppliers with a number of branches, it is likely that they will exert a degree of control over their supply chain and have scope to consolidate deliveries into as few trips as possible. Such an approach is encouraged through this SMP and will include for example a process of identifying which, if any, deliveries can be combined when booking in appropriate delivery slots as per the previous measure. Such measures will be further encouraged by the economic sense that such efficiencies would make to an operator.

Routing To the Site

5.8. As outlined above, HGVs will be discouraged where possible whilst as outlined in the previous chapter deliveries /collections overall would be expected to decrease. It is therefore expected that servicing routes could continue as at present without detriment to those living within surrounding streets. Nevertheless, the SMP has considered appropriate routing for larger vehicles as is shown on the plan provided in Appendix C, which seeks to keep traffic to the Transport for London Road Network (TLRN), Strategic Road Network (SRN) and local distributor roads. In addition, it will also be the preference for smaller vehicles to use this route where loading timings allow in order to further increase the benefit of the proposed development in reducing servicing trips via minor roads. This route will be promoted to suppliers and be issued in advance where there is control over this process. This could for example be provided when confirming timetabled slots for deliveries.

Reducing Residential Servicing and Delivery Trips

5.9. As previously mentioned, there is little scope for individual residents to select a particular courier or combine deliveries as this would be arranged by the supplier whereas occupants of the commercial use are far more likely to have greater influence over this process.

5.10. There is however scope to limit the number of abortive delivery trips and consequent secondary trips to sorting offices to collect undelivered parcels. This will be achieved by adding a parcel collection service to the responsibilities of the concierge who may be employed at the development.

Summary

5.11. This chapter has detailed the measures included within the SMP for the Liddell Road Development. Further information on the management of the SMP and monitoring of progress is provided in the following chapter.

SVMP Action Plan

Objectives	Applicable to		Measure Description	Responsible Person	Monitoring Progress	Target Date
	Residential Use	Commercial Use				
Ensure the appropriate routing of vehicles	✓	✓	Preference for smaller vehicles	A1 / A3 Travel Plan Coordinator	Survey of vehicle numbers and type	On occupation
Efficient logistic operations	✓	✓		A1 / A3 Travel Plan Coordinator		
Appropriate loading location	✓	✓		A1 / A3 Travel Plan Coordinator	Monitoring of Penalty Charge Notices and complaints	On occupation
	✓	✓		A1 / A3 Travel Plan Coordinator		
	✓	✓		A1 / A3 Travel Plan Coordinator		
	✓	✓	Timing of deliveries	A1 / A3 Travel Plan Coordinator	Surveys	On occupation
	✓	✓	Consolidation of deliveries	A1 / A3 Travel Plan Coordinator		
	✓	✓	Routing strategy	A1 / A3 Travel Plan Coordinator	Included in servicing survey	On occupation
	✓	✓	Reducing residential servicing trips - concierge	Site-wide Travel Plan Coordinator/ building management/ concierge		
	✓	✓	Baseline monitoring	Site-wide Travel plan Coordinator/ A1 / A3 Travel Plan Coordinator		Within six months
	✓	✓	Bi-annual monitoring	Site-wide Travel plan Coordinator/ A1 / A3 Travel Plan Coordinator		

6.0. Management & Monitoring

Overview

6.1. Management, review and monitoring of the SVMP will be important in ensuring that actions are carried out and remedial measures are taken where necessary. As such, this chapter provides details of those responsible for the strategy together with the procedure for monitoring progress.

Responsibility

6.2. Overall responsibility for both the SMP and Travel Plan will lie with the Travel Plan Coordinator; however, it is likely that responsibilities will be delegated to different individuals who are best placed to implement and manage the respective strategies during different stages of the development.

6.3. There will be a Travel Plan Coordinator role undertaken by the Applicant and building management for the site as a whole; however, as the focus of this SVMP is on the commercial use, the responsibility for the majority of measures will lie with the site-specific Travel Plan Coordinator appointed by the occupant of this use. Further information on roles and responsibilities is provided in the Action Plan (Table 5.1).

Monitoring and Review

6.4. The SVMP will have similar timescales to the Travel Plan and be reviewed when the occupant of the commercial use is confirmed. Surveys should also be undertaken to coincide with the baseline monitoring survey for the Travel Plan (to be undertaken within six months of occupancy) and one, three and five years thereafter.

6.5. Monitoring of the SMP will include:

- Survey of the number of vehicle movements throughout the Travel Plan survey days and timing of these;
- Recording of Penalty Charge Notices issued to those servicing the development as well as any complaints associated with servicing;
- Identification of any parking, access or loading issues attributable to the site.

6.6. The SVMP should be reviewed and a monitoring report provided to the London Borough of Camden alongside that associated with the Travel Plan within three months of the survey dates.

Enforcement

6.7. The Applicant would accept the inclusion of a condition relating to compliance with this SMP as part of any planning approval. There is confidence that the measures outlined in this document will ensure the smooth operation of the proposed development.

However, were the monitoring process to highlight that there is underperformance against the aims of the SMP, remedial action would be taken. In such an event, the Travel Plan Coordinator would agree to a meeting with the London Borough of Camden and other relevant bodies to identify and agree any additional measures required. Following implementation of additional measures, the areas of weakness would be subject to regular review.

Summary

6.8. This chapter has outlined the responsible parties for the management of this SMP and the monitoring procedure to which they will be accountable. The following chapter provides a summary of the main recommendations included within this document.

7.0. SUMMARY

7.1. This document has provided details of the SMP for the proposed mixed use development at Liddle Road, West Hampstead, NW6 2EW.

7.2. It is evident that a reduction in servicing trips is likely as a result of the proposals both as a result of the consolidation of trips and the larger unit size and a reduction in demand from the seven current commercial units.

7.3. Nevertheless, a number of measures have been proposed to ensure that the delivery and servicing that does take place has a limited impact upon other road users and neighboring residents and commercial premises.

7.4. With these measures in mind, the development proposals are considered to comply with the London Borough of Camden 's policies relating to delivery and servicing with reference to sites which are unable to accommodate off-street servicing.

7.5. The Applicant is committed to the implementation of this SVMP and this document will be fully updated on confirmation of the tenant of the proposed retail, cafe or restaurant unit. The tenant will be expected to appoint a Travel Plan Coordinator whose responsibility it will be to contribute to the updating of both documents and the implementation of the Action Plans contained within both. The Applicant would be willing to accept conditions imposed in this respect.

8 .0. Quality

8.1. It is the policy of **C Field Construction** to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

8.2. By adopting our QMS on all aspects of the Company, **C Field Construction** aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally; Achieve continuous and appropriate improvement in all aspects of the company;

8.3. Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

8.4. All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.

APPENDIX A - LOCATION PLAN



APPENDIX B - LOADING PROPOSALS

Proposed Loading Areas for Block A, Offices/Workshop.



Proposed Loading Block B, Residential



Proposed Loading Block C, Residential



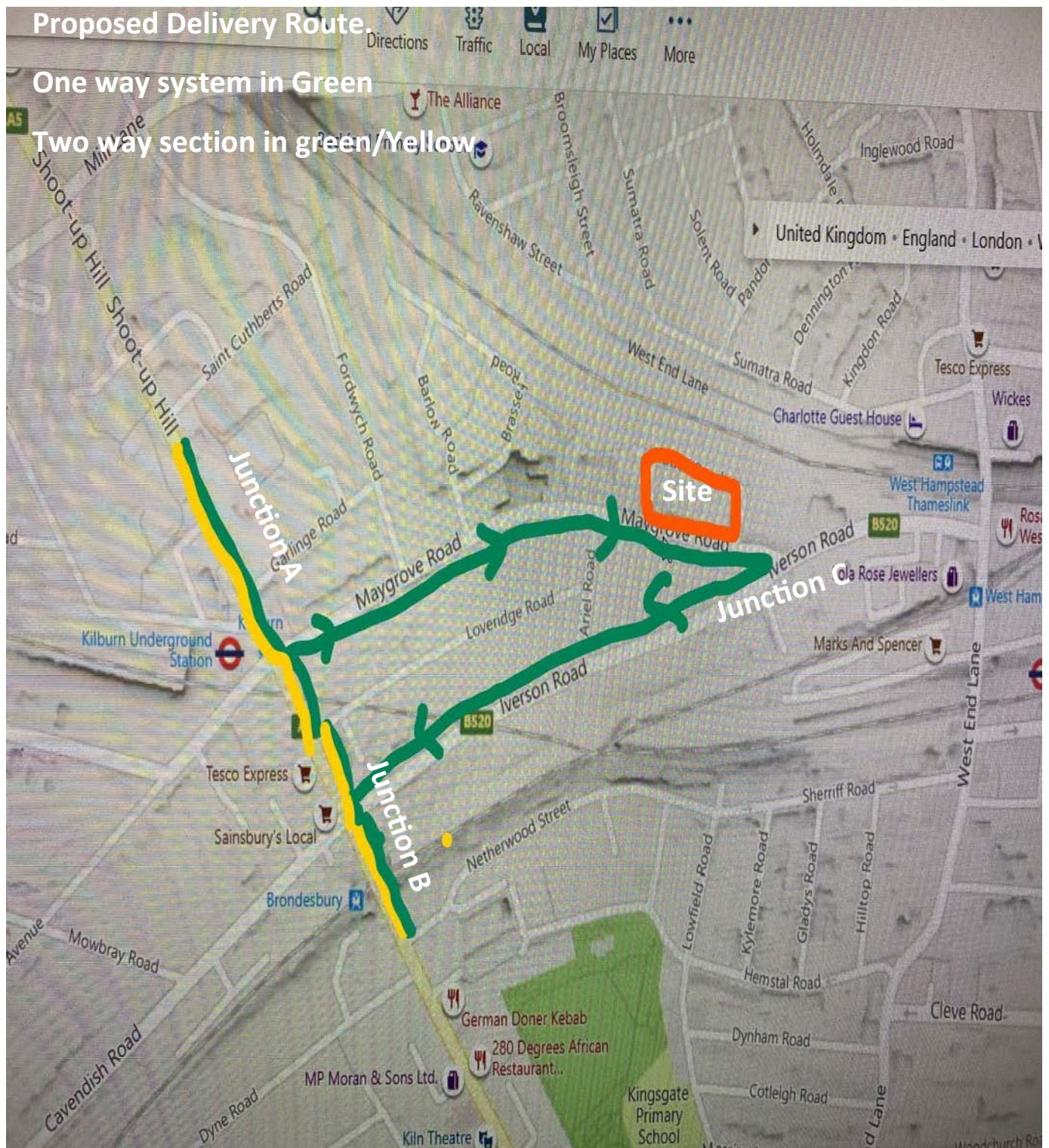
Proposed Loading Block C from single yellow line zone



Proposed Loading Block C from single yellow line zone & Roadside parking

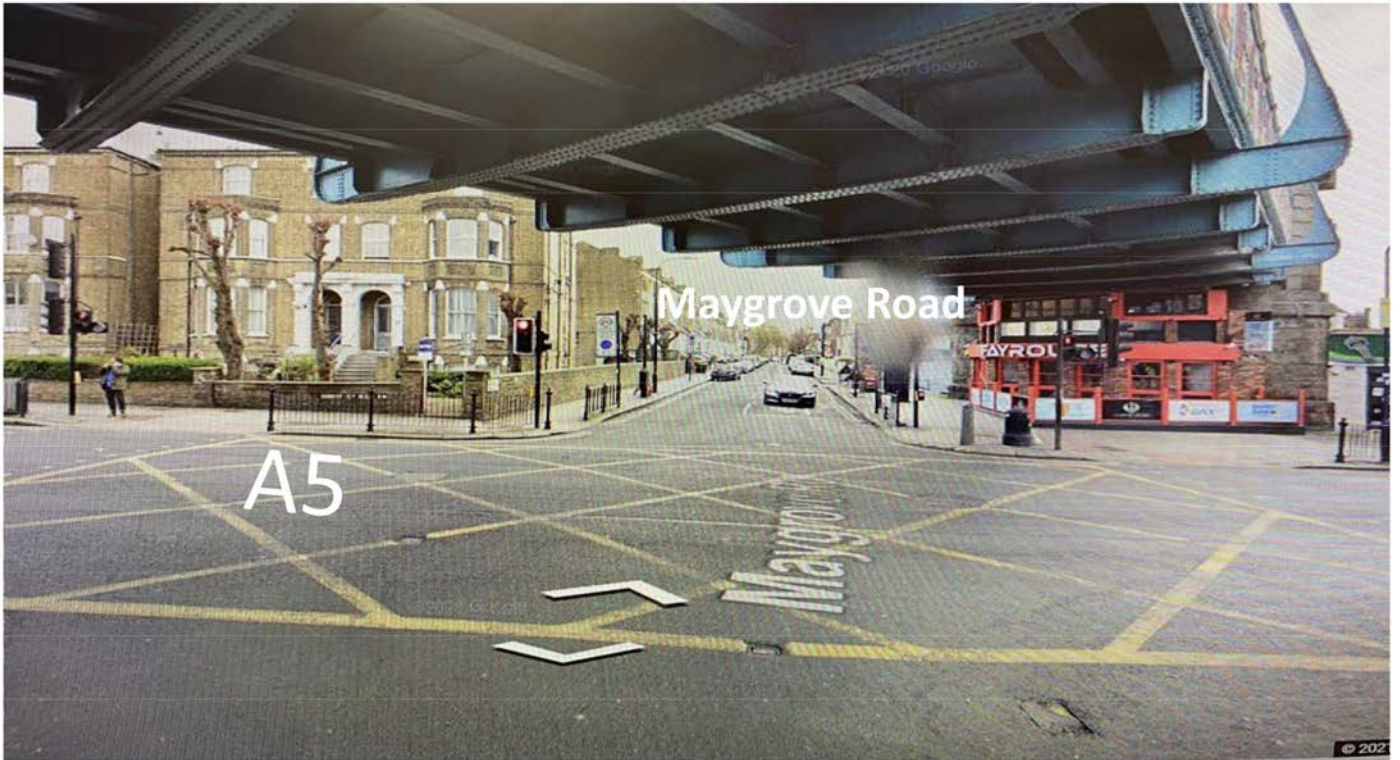
APPENDIX C - VEHICLE ROUTING

Proposed Delivery Route

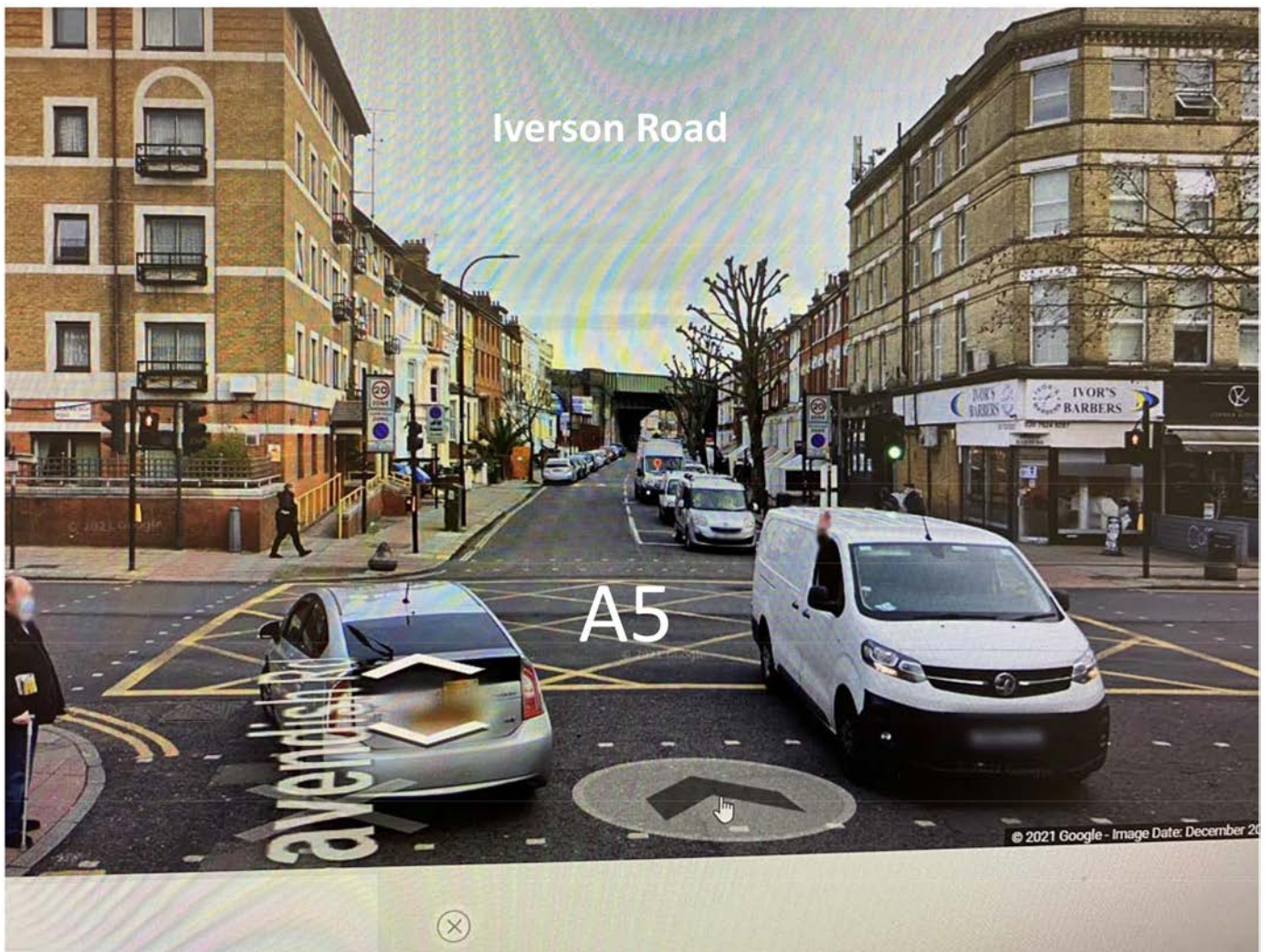


Objectives, to keep HGV's off residential roads by using A5. One way system in & out of Maygrove reduces the necessity of HGV's to pass on the loop from the A5.

Junction A



Junction B



Junction C.

