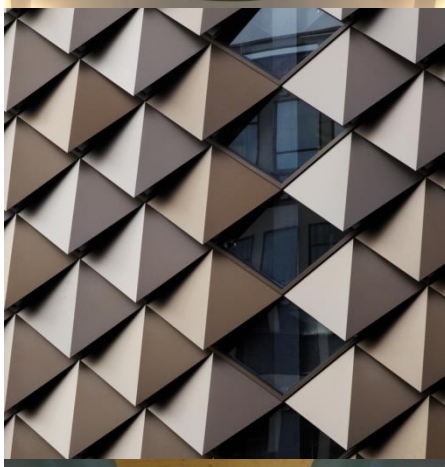

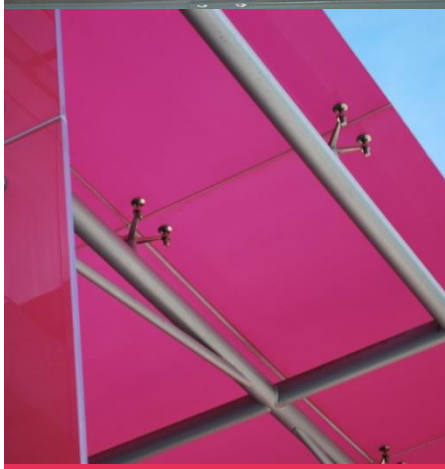

20-24 Kirby Street, Camden

Delivery & Servicing Plan

Curtins Ref: 79439

Revision: 01

Issue Date: 03 November 2022

Client Name: Colgold Limited

BIM Reference: 79439-CUR-00-XX-RP-TP-00005-V00_Delivery and Servicing Plan

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00	Initial draft for review.	LM	BD	25.10.22
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This report has been prepared for the sole benefit, use, and information for the client. The liability of Curtins Consulting Limited with respect to the information contained in the report will not extend to any third party.

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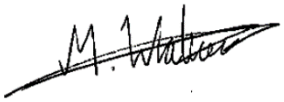
Martin Walton BSc (Hons) MCIHT Senior Transport Planner		03 November 2022

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1.0 Introduction

1.1 Introduction

1.1.1 This Delivery and Servicing Plan (DSP) has been prepared by Curtins on behalf of Colgold Limited to accompany their planning application for the for the proposed refurbishment of 20 -24 Kirby Street in the London Borough of Camden.

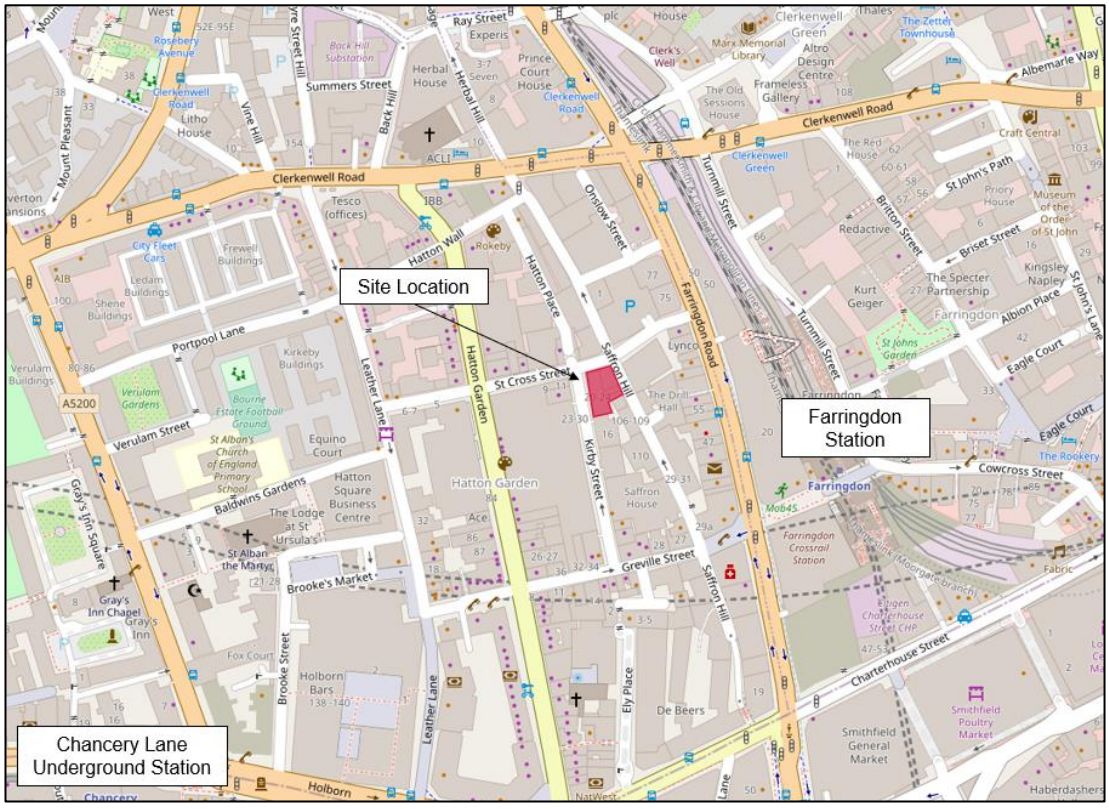
1.1.2 Alongside this DSP, an accompanying Transport Statement has been prepared to support the planning application. This document should be read in conjunction with all relevant submitted documentation.

1.1.3 The Local Planning and Highway Authority is the London Borough of Camden Council (LBC). The scheme is not referrable to the Greater London Authority and therefore Transport for London (TfL) is not a statutory consultee.

1.2 Site Context

1.2.1 The site is located at 20-24 Kirby Street, approximately 200m walking distance west of Farringdon Station, and 550m walking distance northeast of Chancery Lane Underground Station. The site is bound Kirby Street to the west, St Cross Street to the north and Saffron Hill to the west, as shown outlined red in **Figure 1.1.**

Figure 1.1 - Site Location



1.3 Summary of Development Proposals

1.3.1 The development proposals comprise the refurbishment of the existing office building (Planning Use Class E) located at 20-24 Kirby Street to provide a roof extension to infill the existing light-well, thereby increasing the overall development area by 439sqm (GIA) whilst also updating the building facades, cycle parking and providing a consolidated core. A summary of the proposed accommodation schedule is set out in **Table 1.1**.

Table 1.1 - Area Schedule

Use	GIA (sqm)	GEA (sqm)
Existing	2,832	3,577
Proposed Extension	439	52
Overall Total	3,271	3,629

1.3.2 A proportion of the lower ground floor will comprise affordable commercial accommodation in the region of 168sqm GIA. The affordable commercial accommodation also falls under Use Class E and as such the buildings classification will remain unchanged in planning terms.

1.3.3 The access arrangements for all modes will largely remain unchanged from the existing situation, with the building continuing to operate as car-free.

1.3.4 Pedestrian access will continue to be achieved from Kirby Street via the main building entrance and reception, which is to be relocated circa 8.0m to the south of its current position. A lift will be provided from the reception to assist movement between all floors of the office development. Secondary pedestrian accesses are proposed to the ground floor office to the north of the main reception and from Saffron Hill.

1.3.5 Given the car free in nature of the site, the building only requires vehicle access for service vehicles. Vehicles will continue to service the building from the kerbside of Kirby Street and Saffron Hill.

1.4 Benefits of a DSP

1.4.1 The TfL “Delivery and Servicing Plan Guidance” (2020) sets out the following benefits of the effective implementation of a DSP for developers, landlords, management companies and tenants:

- save time and money, for example a delivery booking system can free up space and employees’ time;
- contribute to Corporate Social Responsibility, for example out-of-peak delivery hours can reduce local congestion, and cleaner and more efficient deliveries help to achieve carbon reduction targets; and

- improve everyone's safety, for example by providing adequate off-street loading bays.

1.4.2 The London Freight and Servicing Action Plan (2019) aims to work with boroughs, businesses and the freight and servicing industry to transform how deliveries are made in London. The action plan states that development proposals should submit DSPs in line with guidance.

1.5 DSP Objectives

1.5.1 The overall objective of this DSP is to provide improvements to procurement practices, supplied management, environmental management procedures, facilities management and safe and legal loading arrangements.

2.0 Policy Context

2.1.1 This section of the report outlines the national, regional and local planning polices relevant to the proposals.

2.2 The London Plan (2021)

2.2.1 The London Plan 2021 was formally published by the Mayor on the 2nd March 2021 and came into force from that date.

2.2.2 The London Plan is the overall strategic plan for London, which sets out an integrated economic, environmental, transport and social framework for the development of London over the next 20-25 years. It also contains specific planning and development standards within which local authority standards should 'nest'.

2.2.3 In relation to deliveries and servicing, *Policy T7 Deliveries, Servicing and Construction* states that:

'Development plans and development proposals should facilitate sustainable freight movement by rail, waterways and road;

Development Plans, Opportunity Area Planning Frameworks, Area Action Plans and other area-based plans should include freight strategies. These should seek to:

- *reduce freight trips to, from and within these areas*
- *coordinate the provision of infrastructure and facilities to manage freight at an area-wide level*
- *reduce road danger, noise and emissions from freight, such as through the use of safer vehicles, sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles.*

Development proposals should facilitate safe, clean, and efficient deliveries and servicing. Provision of adequate space for servicing, storage and deliveries should be made off-street, with on-street loading bays only used where this is not possible. Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments;

Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing;

Development proposals must consider the use of rail/water for the transportation of material and adopt construction site design standards that enable the use of safer, lower trucks with increased levels of direct vision on waste and landfill sites, tip sites, transfer stations and construction sites'.

2.3 TFL Delivery and Servicing Plans Guidance

2.3.1 To minimise the impact of freight movements on the transport network, Transport for London ("TfL") requires DSPs to be submitted as part of all referable planning applications. Although the scheme is not referable, the TFL guidance has been used to develop the scheme, as advised in the London Plan.

2.3.2 TfL provides guidance on the preparation of DSPs noting that:

"A DSP provides a framework for ensuing servicing freight activity is as effective and efficient as possible... DSPs consist of a range of tools, actions and interventions aimed at reducing and re-timing deliveries, redefining building operations and ensuring procurement activities account for vehicle movement and emissions."

2.3.3 The TfL guidance identifies the following strategies to effectively manage delivery and servicing:

Managing Deliveries

Inform suppliers of the delivery location and where loading and unloading should take place.

Implement a delivery booking system to manage the timing of arrivals and minimise peak demands and congestion on site. Suppliers should be made aware of the system, Each delivery should have a specific time slot, however the regular time slots should have some spare capacity to accommodate unexpected deliveries.

Move deliveries outside of peak, or normal working hours. In some circumstances, it may be possible to work with suppliers to undertake deliveries at quieter times, particularly if staff are available to receive goods on site 24/7.

Reduce the time spent on site by suppliers by giving defined delivery times to manage loading and unloading durations and locating delivery areas near to loading area.

Ensure loading areas are kept free of staff parking or other unintended uses, such as waste storage.

Reviewing Supply Chain Operations

Reduce delivery, servicing and collection frequencies by consulting with suppliers and consolidating delivery streams.

Establish a centralised ordering system to reduce the likelihood of different suppliers being used for the same products, or of numerous orders being made to the same company.

Use the procurement process to ensure freight vehicles are safe and lawful and operated efficiently.

Reduce or consolidate the number of suppliers, such as suppliers delivering similar products.

Minimise the number of courier/specialist delivery times on same day orders so that deliveries can be consolidated onto fewer vehicles.

Review waste management processes to minimise the number of collections.

Use a consolidation centre to minimise vehicle journeys, and also improve delivery reliability and efficiency. A consolidation centre receives multiple deliveries from suppliers and goods are grouped together before a single delivery vehicle delivers the consolidated goods to the recipient. This also enables off site security screening and minimises the amount of goods stored on site.

Working with Suppliers

Promote the use of low or no emission vehicles/modes. Bicycles and motorcycles can be suitable for smaller items. The use of electric and hybrid freight vehicles will reduce carbon emissions.

Promote the use of legal loading locations.

Encourage best practice scheme membership amongst suppliers, such as TfL's Freight Operator Recognition Scheme (FORS) which helps suppliers become safer, greener and more efficient.

2.4 Camden Planning Guidance – Transport (2021)

2.4.1 This DSP has been prepared in line with the requirements and measures set out within the *Camden Planning Guidance – Transport.*

2.4.2 The Council prepared the Camden Planning Guidance (CPG) on Transport to support the policies in the Camden Local Plan 2017. This guidance is therefore consistent with the Local Plan and forms a Supplementary Planning Document (SPD) which is an additional "material consideration" in planning decisions.

2.4.3 This document was adopted on 15 January 2021 following public consultation and replaces the Transport CPG (March 2019) which replaced Camden Planning Guidance 7: Transport (September 2011).

2.4.4 Within the document, the need for a Delivery and Servicing Plan for proposed new development is discussed. The guidance explains how DSPs can be used to manage and mitigate the potential impacts of deliveries and servicing on the amenity and safety of the general public.

2.4.5 It relates to Local Plan Policies A1 (Managing the impact of development), A4 (Noise and vibration), CC4 (Air quality) and T4 (Sustainable movement of goods and materials). Policy A1 specifically refers to the requirement for Delivery and Servicing Management Plans.

2.4.6 The guidance states a DSP should be prepared when:

The expected number of deliveries at any one time exceeds the capacity of the onsite loading provision;

The existing on-street provision limits additional loading from proposed development; KEY M

The cumulative impact of deliveries from the site and those sites within the vicinity adversely affects the transport network;

The site is adjacent to existing infrastructure, for example, cycle lanes or bus stops; and/or

Loading occurs on a high street or within a busy town centre.

3.0 Local & Strategic Highway Network

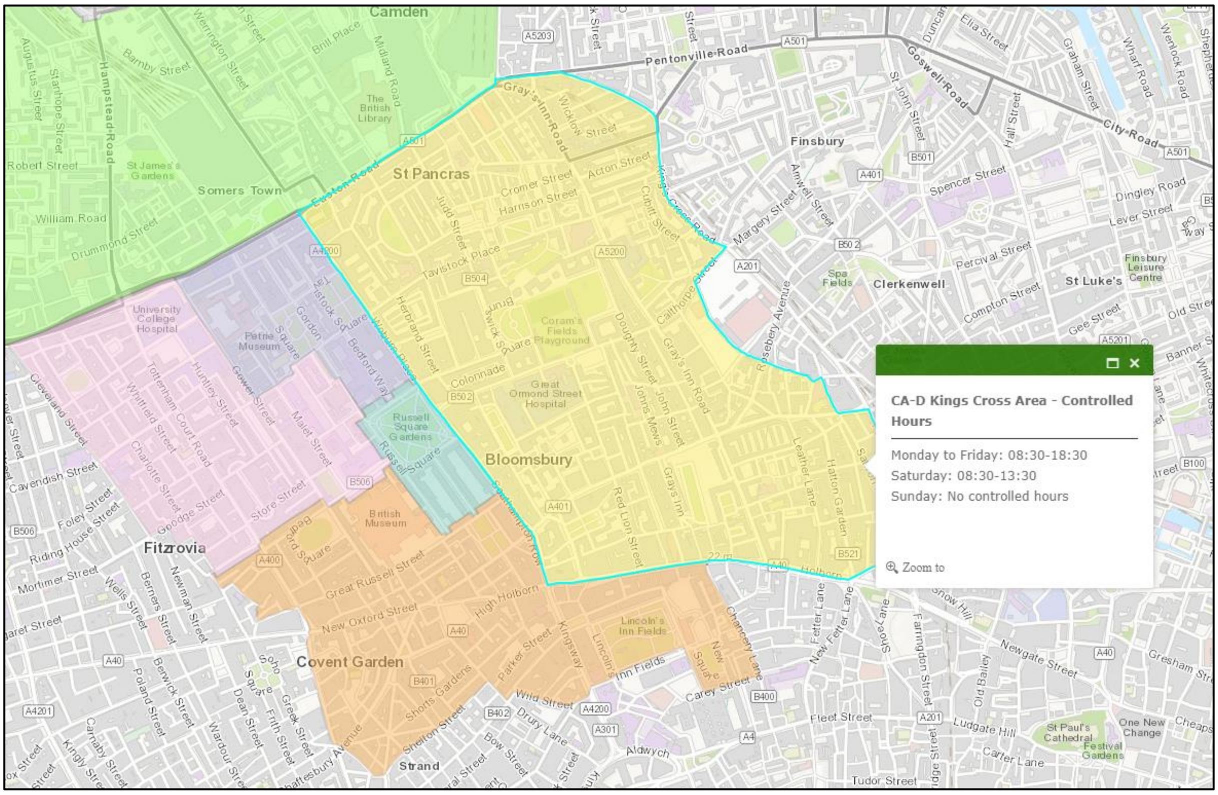
3.1 Introduction

3.1.1 This section of the report provides a description of the existing local and strategic highway network surrounding this site.

3.2 Parking Restrictions

3.2.1 **Figure 3.1** displays the controlled parking zones (CPZ) and restrictions in the surroundings area.

Figure 3.1 – Controlled Parking Zone



3.2.2 The streets surrounding the site are subject to parking restrictions for no-permit holders between 08:30-18:30 (Mon-Fri) and 08:30-13:30 (Sat).

3.3 Local Highway Network

Kirby Street

3.3.1 Kirby Street is one way northbound, running between Greville Street in the south and St Cross Street to the north. A number of motorcycle parking bays are provided don the western side of the carriageway (approximately 45 metres). A mixture of pay by phone, dual use pay by phone/resident permit and resident permit holder car parking bays are provided along the carriageway.

3.3.2 Along the eastern side of Kirby Street, including adjacent to the site frontage, single yellow lines are provided which enable servicing at any time.

3.3.3 Wide, well-kept footways, with smooth gradient are provided on the northern and southern side of the carriageway, enabling a pleasant pedestrian experience for all users.

St Cross Street

3.3.4 St Cross Street runs along the northern site boundary between Farringdon Road in the east and Leather Lane in the west.

3.3.5 Unrestricted double yellow lines are provided for the most part of the carriageway. Loading and unloading can therefore take place for up to 20 minutes subject to the activity not causing an obstruction to traffic or congestion. A safety strip is in place providing separation between the parking bays/double yellow lines and the cycle lane.

Saffron Hill

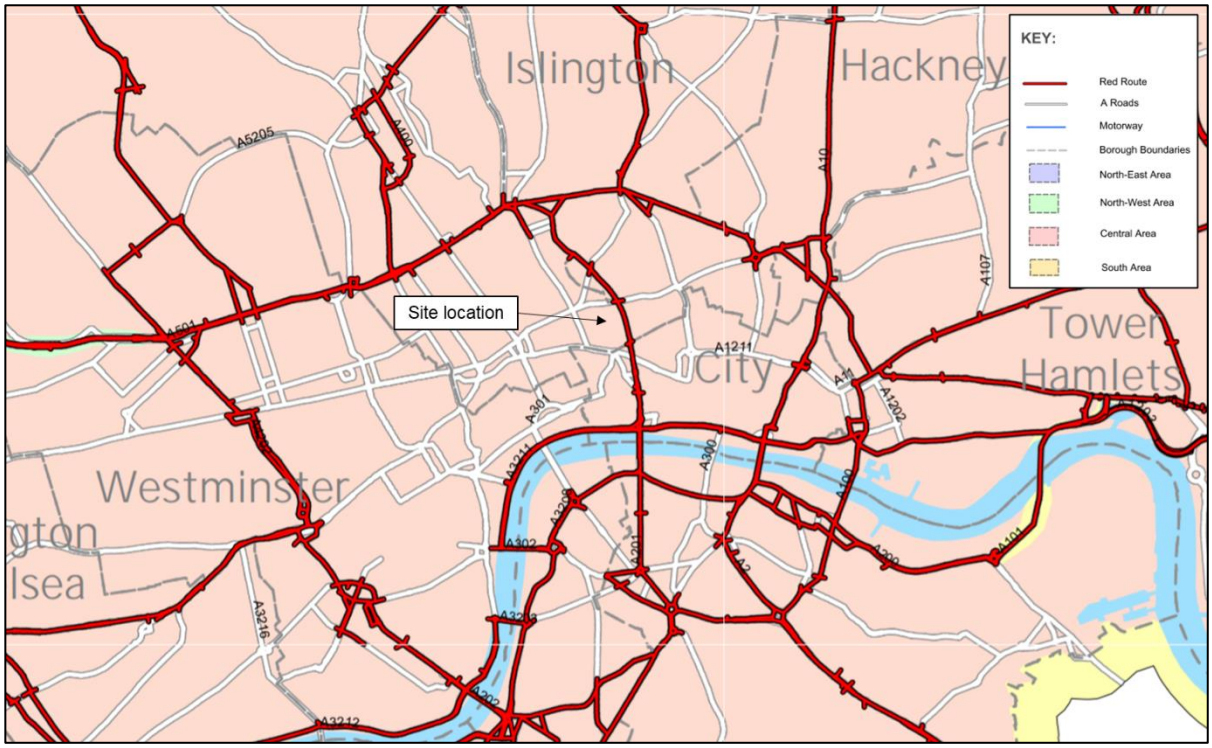
3.3.6 Saffron Hill is one-way northbound, with a number of pay and display bays situated on the western side of the carriageway. Where car parking bays are not provided, double yellow restrictions are in place. The double yellow line markings are provided with double blips, prohibiting loading at any time. Adjacent to the site, on the western side of Saffron Hill a short section of singular blips are provided, with no loading restrictions between 8:00-9:30am and 4:30- 6:30pm.

3.4 Strategic Highway Network

3.4.1 The Transport for London Road Network (TLRN) is made up of London's 'red routes' which are the capital's main routes. TfL encourage all construction and HGV traffic to utilise the strategic road network (SRN) and TLRN, avoiding local level roads where possible to reduce impact on the highway network.

3.4.2 **Figure 3.2** shows that the site is in a key location on London's strategic road network.

Figure 3.2 – Strategic Road Network



3.4.3 The site is easily accessible the TLRN, with St Cross Street connecting directly to Farringdon Road (A201) which is a designated red route.

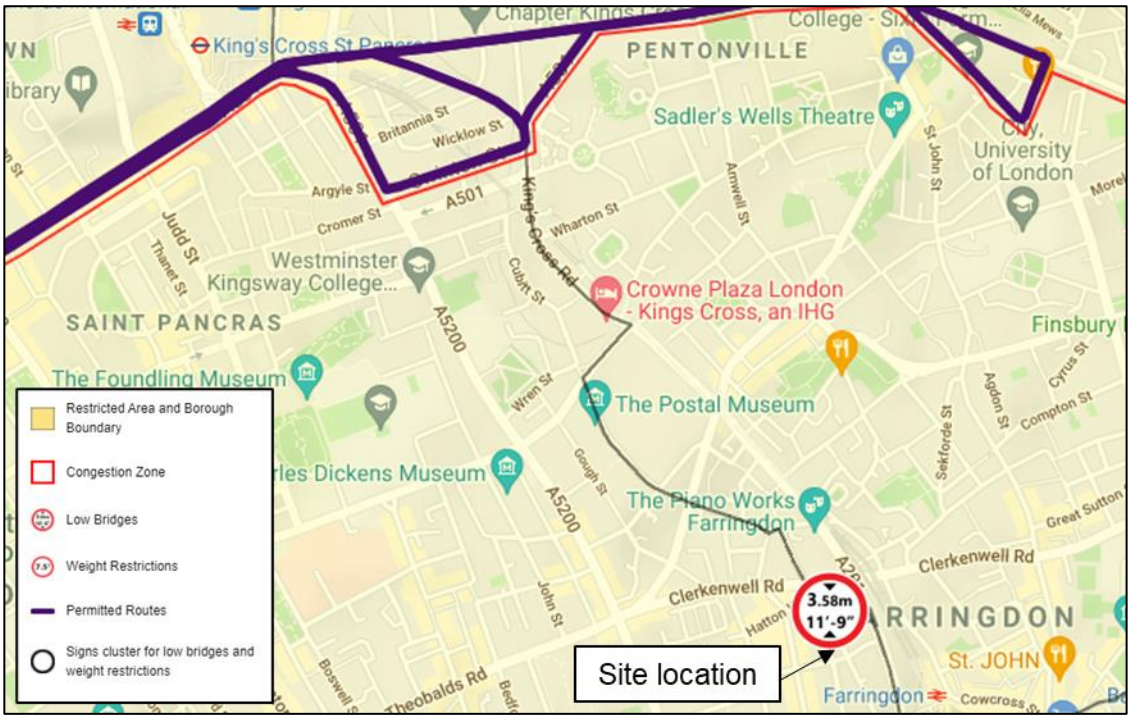
3.5 Weight & Height Restrictions

3.5.1 The London Lorry Control Scheme (LLCS) controls the movement of heavy goods vehicles over 18 tonnes maximum gross weight. It operates at night and at weekends on specific roads in London helping to minimise noise pollution.

3.5.2 These are routes where HGVs can travel at any time without needing permission to do so, these are known as the 'Excluded Road Network' (ERN). During controlled hours of the scheme, goods vehicles with permission must travel along the ERN to the closest point of their destination. The journey must be completed by using the shortest distance along restricted roads. Hauliers without permission should not use the restricted roads at all or risk receiving a PCN.

3.5.3 **Figure 3.3** displays the surrounding ERN (permitted roads), weight and height restrictions.

Figure 3.3 – Local ERN Network & Weight/Height Restrictions



3.5.4 **Figure 3.3** illustrates that the closest part of the ERN to the site is the A501 circa 1.2km to the north-west of the site. A height and width limit is in place on Hatton Place opposite Kirby Street, however, this restriction would not have any impact on the site servicing strategy.

4.0 Servicing & Delivery Strategy

4.1 Introduction

4.1.1 This section of the DSP discusses the delivery and servicing arrangements for the site.

4.2 Trip Generation

4.2.1 The site's servicing demand is not expected to significantly increase as a result of the proposed refurbishment.

4.2.2 The servicing demand (the daily number of delivery vehicles anticipated to visit the site) has been calculated using a trip rate based approach, applied to the GIA of the development proposals. The trip rate used is based on published data and Curtins' experience of similar projects within London.

4.2.3 **Table 4.1** sets out the daily servicing trip rate for an office development in central London and the resultant servicing trip generation for the existing and proposed floor areas.

Table 4.1 – Anticipated Servicing Activity

Daily Trip Rate	Existing	Proposed	Change
0.3 vehicles per 100sqm	4 (8 two-way trips)	5 (10 two-way trips)	+1 (2 two-way trips)

4.2.4 **Table 4.1** demonstrates that there would be a minor increase of one additional service vehicle visiting the site per day as a result of the development proposals. This uplift is considered minimal and would not have a material impact on the operation of the local highway network in terms of capacity and safety.

4.3 Vehicle Types

4.3.1 The site will receive deliveries and be serviced by a range of different vehicle types such as:

- Motorcycles and cyclists (couriers);
- Cars and vans up to 3.5 tonnes (LGVs); and
- Refuse vehicle (private collection) up to 10m in length.

4.3.2 It is expected that most deliveries will be a 3.5 tonne vehicle or smaller.

4.4 Deliveries & Servicing

4.4.1 The existing building is partly serviced from a loading bay located internal to the building and accessed from Saffron Hill. The loading bay is no longer considered fit for purpose given its limited size and ability to only accommodate small maintenance vehicles, as such, the proposals include its removal. The loading bay was lightly used with the majority of deliveries taking place from the kerbside of Kirby Street.

4.4.2 Delivery vehicles will therefore continue to service the building from the single yellow lines situated on the eastern side of Kirby Street in line with the existing arrangements.

Figure 4.2 - Single Yellow Lines on Kirby Street

4.4.3 It is noted that servicing is permitted for up to 40 minutes on single or double yellow lines, provided there are no loading restrictions, and for up to 20 minutes in parking bays during the controlled hours. Outside of these hours, loading is not restricted.

4.4.4 The building management team will ensure no goods are unloaded and left unattended on the public highway. Scheduling of deliveries and coordination with suppliers will reduce the duration of servicing movements.

5.0 Waste Management

5.1 Introduction

5.1.1 This section of the report sets out the strategy for managing waste in terms of responsibilities, quantum, and collection.

5.2 Responsibilities

5.2.1 The building management team will ensure that:

- Waste is collected from each individual unit and bins transferred to the refuse store and placed within the correct waste stream container prior to collection days.
- Bins are transported from the basement refuse store to the public highway on the collection day for the relevant waste stream.
- Once bins have been emptied, they are immediately returned to the refuse store and not left on the public highway.
- The refuse store is kept tidy and in good condition.

5.3 Waste Storage Calculations

5.3.1 Refuse and waste calculations have been calculated from Camden's Waste Planning Guidance Document and the British Standard Waste Management Code of Practice (BS 5906:2005).

5.3.2 Camden's guidance requires 60% of the total waste generated by a development to be recycled.

5.3.3 Waste will be collected by a private commercial contractor, with collections on six days per week.

5.3.4 The calculations indicate that 14,475L of waste are likely to arise per week. Waste storage capacity would be required for the scheme based on collections twice a week, amounting to 2,640L of storage, split between the following waste streams:

- 40% general waste
- 60% of recyclable waste
  - 70% carboard/paper
  - 20% dry mixed recyclables
  - 10% food waste

5.3.5 A communal refuse store is to be located at lower ground floor level with all waste stored in Eurobins and assigned to a particular waste stream. Each bin will be clearly labelled to ensure waste is correctly

sorted. The ground floor affordable commercial unit will also utilise the refuse store.

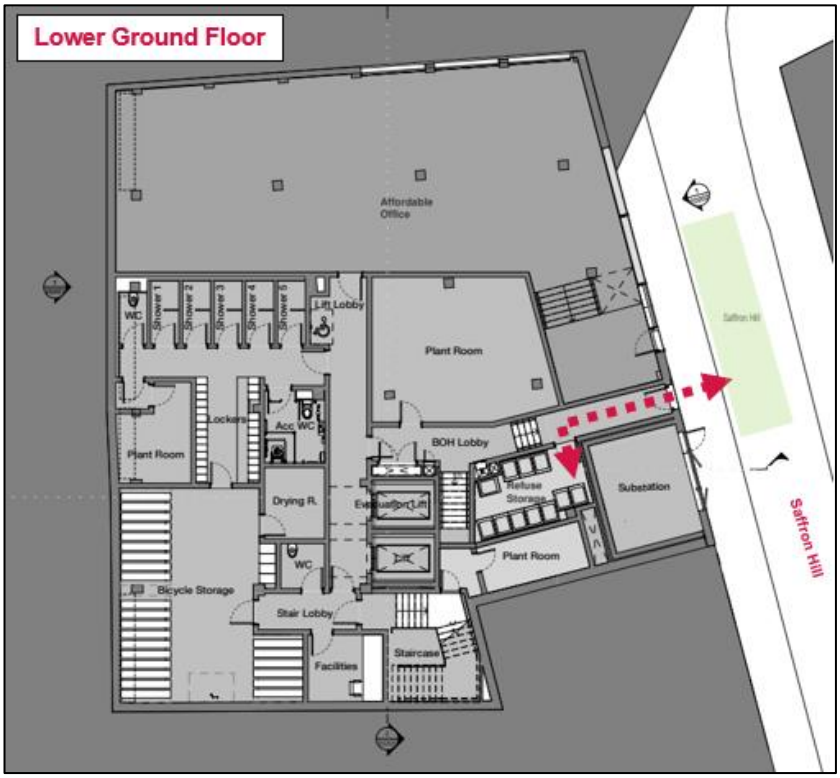
5.4 Refuse Collection

5.4.1 Refuse collection will take place from the section of Saffron Hill adjacent to the site that is not subject to loading restriction outside the hours 08:00-09:30 and 16:30-18:30.

5.4.2 A bin store is proposed at lower ground floor level. The waste will be transported by the building management team to the vehicle stopping location for the time of collection. Waste will not be permitted to be left on the street.

5.4.3 The proposed route from the bin store to the collection area on Saffron Hill is shown in **Figure 5.1**.

Figure 5.1 – Refuse Collection Strategy



6.0 Management Measures & Opportunities

6.1 Introduction

6.1.1 The purpose of the DSP is to reduce the negative impact of servicing and delivery activities generated by the development and to minimise the potential impact of servicing vehicles on the local highway network. The following measures could therefore be implemented.

6.2 Office Manager Role

6.2.1 Prior to occupation, the building management will inform tenants of the servicing strategy for the site. Tenants will be instructed to appoint an Office Manager to oversee its implementation. The Office Manager will then inform any regular suppliers prior to occupation of the servicing strategy.

6.2.2 The Officer Manager will have the following responsibilities:

- Ensuring all goods are transferred directly between waiting vehicles and their destinations through the appropriate site accesses.
- Ensuring no goods obstruct the public highway at any time.
- Scheduling individual deliveries to time-specific slots, ensuring deliveries do not overlap, by using a delivery booking system and logging each delivery in the logbook.
- Select delivery companies who can demonstrate their commitment to following best practice for example, the Freight Operator Recognition Scheme (FORS).
- Active liaison with suppliers to encourage them to use small, fuel-efficient vehicles.

6.3 Delivery Schedule

6.3.1 Staff responsible for goods in must maintain a record of servicing activity, monitoring the effectiveness of the scheduling strategy and revising the strategy if found insufficient. This shall include:

- Day and date of delivery slot booked;
- Type of vehicle and goods carried; and
- Time of arrival and time of departure.

6.4 Time Management

6.4.1 In order to avoid deliveries coinciding, the Office Manager will work with suppliers to schedule activities where practical. Traffic conditions in central London, and the lack of a holding area for additional vehicles, make it impractical to tightly coordinate delivery times. Where possible, deliveries will be scheduled in 20-minute slots; this is to be monitored and reviewed, with revisions made if found unsatisfactory.

6.5 Local Suppliers

6.5.1 Encourage sourcing items locally, or from the same supplier, to reduce the number of deliveries required.

6.6 Reducing Freight Trips

6.6.1 The following measures are proposed to reduce the number of vehicular trips relating to servicing and deliveries to the site:

- Commitment to safer, more efficient and more environmentally friendly distribution by contracting operators registered with a best practice, such as FORS;
- Encourage staff responsible for managing deliveries to source items locally or from the same supplier to reduce the number of deliveries to site;
- Develop a drawing, informing freight operators where they should collect and deliver to;
- Provide freight operators with delivery instructions prior to arrival at site;
- Ongoing review of delivery and collection frequencies and where best to reduce these through the TP process; and
- By maintaining and delivering a reduction in deliveries and servicing, this will ensure the development contributed towards sustainable freight deliveries.

6.7 Cargo Bikes

6.7.1 The use of companies that utilise cargo bikes to deliver goods will be encouraged wherever possible. Supporting the uptake of cargo bikes and e-cargo bikes helps achieve clean logistics. E-cargo bikes are light electric vehicles (LEV) that can help delivery clean air in urban areas, for both point to point and last mile deliveries.

6.8 Action Plan

6.8.1 In support of the overarching principles of this DSP, specific objectives have identified as part of the action plan development with a view to ensuring the building can meet requirements. **Table 5.1** sets out the primary measures to reduce vehicle servicing movements that could be implemented, along with the associated responsible parties.

6.8.2 The proposed measures are considered in accordance with Policy T4 of the London Plan 2021.

Table 6.1 - Action Plan

Measure	Descriptions	Benefit	Timescale	Responsibility
Adoption of DSP	Buy in from the applicant is essential to ensure the DSP remains an active document	The involvement of the applicant will ensure that policies are fully developed and that the best possible results are achieved	Prior to first occupation	Applicant
Assign responsibility for the DSP to the building management team	The building management team will be responsible for the management and ongoing development, delivery and promotion of the DSP	Ensures the DSP is delivered on a day-to-day basis	Prior to first occupation	Applicant / building management team
Raise awareness and promotion of initiatives	Site information, building management meetings	To encourage sustainable freight movement to and from the site	Prior to first occupation and ongoing	Applicant / building management team
Access routes for servicing and deliveries	Ensure clear routes are maintained for service and delivery access and for waste removal services	Reduce delays and limit access issues	From first occupation	Building management team
Promotion of local suppliers & cargo bikes	Encourage sourcing items locally and enquiring if the company operate cargo bikes	Reduce the number and length of delivery movements	Ongoing	Building management team

7.0 Targets, Management & Monitoring

7.1 Introduction

7.1.1 Servicing and delivery movements will be captured through monitoring surveys. This will include the number of servicing / delivery movements per day, time of day and vehicle type used.

7.2 DSP Targets

7.2.1 The surveys will be used by the building management to set targets for the DSP. Targets should align with the objectives and measures set out in this document and will include the following headline initiatives:

- Limited percentage of servicing and delivery trips to be undertaken during the network peak hours, with specific time slots encouraged;
- Specific percentage of the servicing trips to be undertaken by companies that are members of the FORS and/or 'green' vehicles;
- Consolidate deliveries to ensure the least number of delivery trips required; and
- Encourage operations such as cleaning to be undertaken by a single operator to reduce trips to and from the site.

7.2.2 Targets will be continuously evaluated over a five-year (minimum) monitoring process to ensure they still remain relevant within the context of the site operation. Reporting will occur between LBC and the building management team.

7.3 DSP Management

7.3.1 The applicant and the building management team will be responsible for the implementation and management of the DSP.

7.4 Monitoring & Review

7.4.1 The DSP will be reviewed on an annual basis. It will be monitored to ensure that it reflects the changing requirements of the development and that it is kept up to date with emerging policy.

7.4.2 Delivery and servicing vehicle movement frequencies will be reviewed and coordinated by the building management on a regular basis.

7.5 Summary

7.5.1 This DSP is to be fully implemented throughout the lifetime of the development and has been prepared to ensure that the operational efficiency of development is increased by reducing delivery and servicing impacts and ensures that goods and delivery vehicles spend the least amount of time on the highway as possible and will not cause an obstruction to other highway users.

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