



Liddell Road,
West
Hampstead

Servicing and Vehicle Management Plan

November
2022



Ref [ADD]

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Document prepared by Evoke Transport Planning Consultants Ltd (Evoke) on behalf of Syntegra Consulting Ltd.

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Forecast cost estimates do not include such costs associated with any negotiations, appeals or other non- technical actions associated with the agreement on measures to meet the requirements of the authorities, nor are potential business loss and interruption costs considered that may be incurred as part of any technical measures.

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1. Introduction

1.1. Context

1.1.1. Syntegra has been commissioned by West Hampstead Limited to produce a Servicing and Vehicle Management Plan (SVMP) to discharge planning Condition 43 of the consented Phase 2 development of 106 residential units and 3,729sqm of mixed commercial use associated with a wider Liddell Road regeneration scheme within the London Borough of Camden (LBC).

1.2. Site Context & Planning History

1.2.1. The site forms part of the wider Liddell Road regeneration scheme which received planning permission in 2015 for the development of a new Primary School under Phase One (Ref. 2014/7649/P) and for the development of approximately 3,700 sqm of mixed commercial use (Class B1) and 106 residential units (Class C3) under Phase 2 (Ref. 2014/7651/P). The proposed layout plans are attached as **Appendix A**.

1.2.2. The site is bound by rail lines to the north, a light industrial estate to the east, Maygrove Road to the south and Maygrove Peace Park to the west. The location of the site is shown below in Figure 1.

Figure 1 – Site Location



Source: Google Map

1.2.3. An SVMP for the school was produced by Alan Baxter in February 2016 and was submitted to discharge condition 26 associated with the school (App Ref: 2016/3464/P). This is included at **Appendix B**.

1.2.4. This SVMP has been produced to discharge Condition 43 of the Phase 2 residential and commercial space with the condition stating:

Condition 43: Servicing and Vehicle Management Plan: On or prior to Implementation, a Servicing and Vehicle Management Plan (SVMP) shall be submitted to and approved in writing by the Local Planning Authority. The plan shall include details of the following:

- a) a requirement for delivery vehicles to unload from a specific suitably located area including swept path drawings;
- b) details of a 'Waste and Recycling Strategy'
- c) details of the person(s) responsible for directing and receiving deliveries to the Property and measures to coordinate vehicle movements
- e) details of vehicle movements and deliveries (including size, frequency, duration, hours, proposed routes, nature of goods)
- f) measures to minimise impact on residents and ensure safety
- g) a servicing statement detailing minimisation of deliveries, coordinating needs of the different uses
- h) details of temporary and permanent arrangements for provision of disabled bays within new public realm and
- i) mechanisms for vehicle control and enforcement of all vehicle controls and measures.

No servicing shall take place on any part of the highway network or public realm other than in accordance with the servicing plan so approved.

Reason: To avoid obstruction of the surrounding streets and ensure the safety of pedestrians, cyclist and other road users, in accordance with the requirements of policies CS5 and CS11 of the London Borough of Camden Local Development Framework Core Strategy and policies DP16, DP17 and DP26 of the London Borough of Camden Local Development Framework Development Policies.

- 1.2.5. Whilst this SVMP is specifically concerned with the residential and commercial uses at the site, a summary of the schools servicing activity is also included in Section 3 and the use of Camden-Veolia refuse collection by all uses on-site ensures that servicing movements at the site are minimised.

1.3. Objectives

- 1.3.1. This SVMP sets out the principles that will be adhered to in relation to delivery and servicing movements at the site. This SVMP has been developed to outline the site-specific delivery and service management arrangements that residents and employees will have to adhere to. The agreed contents of the SVMP should be complied with unless otherwise agreed with LBC in advance. This SVMP will therefore seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered at the site and the site can be serviced with waste removed, in a safe, efficient and environmentally friendly way;
- Reduce the impact of freight activity on local residents, neighbouring properties, traffic and the environment;
- Consolidate deliveries and reduce delivery and servicing vehicular activity; and
- Manage deliveries and servicing of the site to off peak periods where feasible.

- 1.3.2. SVMPs and DSPs (Delivery and Servicing Plans) aim to provide a framework for fully considering the potential impact of delivery and servicing activity associated with a development. SVMPs provide a framework to efficiently manage all types of freight vehicle movement to and from individual buildings.

- 1.3.3. A SVMP can help to improve the safety, efficiency and reliability of deliveries to a site. It also identifies unnecessary journeys and deliveries that could be made by more sustainable modes, helping to reduce congestion on the surrounding highway and minimise the environmental impact of freight activity.

1.3.4. The key aim of this SVMP will be to reduce any impact on the on-street network. The SVMP will also aid in reducing CO2 emissions, congestion and road collisions by improving relationships between building operators and their supply chain.

1.3.5. TfL's "Delivery and Servicing Plans – Making freight work for you" states that:

- "A DSP gives you a framework to make sure that freight vehicle activity to and from your building is working effectively for your organisation."

1.4. Consultation

1.4.1. This SVMP has been produced following consultation with both Camden and Veolia with the strategy discussed in detail.

1.5. Report Structure

1.5.1. Following this introductory section, the remainder of the Servicing and Vehicle Management Plan is structured as follows:

- Transport Policy & Existing Situation;
- Consented Development;
- Servicing Trip Generation;
- Management Strategy;
- Summary and Conclusions.

2. Transport Policy and Existing Situation

2.1. Policy Considerations

2.1.1. The key transport policy documents at a national and local level have been considered when assessing the development proposals, these include the key policy documents outlined below;

- National Planning Policy Framework (July 2021);
- Planning Practice Guidance - Travel Plans, Transport Assessments and Statements in Decision-Taking' (March 2014);
- BS:5906 Waste Management in Buildings - Code of Practice (2005);
- Designing for Deliveries, Freight Transport Association (2006);
- The London Plan (2021);
- The Mayor's Transport Strategy (2018);
- The London Freight and Servicing Action Plan (2019);
- Delivery and Servicing Plans: Making freight work for you;
- Managing Freight Effectively: Delivery and Servicing Plans (DSPs);
- Freight Information Portal (FIP);
- Camden Planning Guidance. Design (January 2021);
- Camden ES Technical Waste Planning Guidance 2018;
- Camden Planning Guidance. Transport (January 2021);
- Tower Hamlets: Reuse, Recycling and Waste SPD (2021).

2.2. Freight Operators Recognition Scheme (FORS)

2.2.1. FORS is a unique, industry-led, membership scheme to help van and lorry operators in London become safer, more efficient and more environmentally-friendly. The FORS has three membership levels as follows:

- **Bronze** – good operators demonstrating lawfulness and best practice;
- **Silver** – quality operators committing to improving safety, environmental impact and efficiency; and
- **Gold** – exceptional operators providing evidence of improvements in safety, environmental impact and efficiency.

2.2.2. The FORS Standard includes four key areas. These are:

- Management
- Vehicles
- Drivers
- Operators.

2.2.3. Each section contains information on requirements (legal compliance, safety, efficiency and environmental protection), purpose, demonstration and support and guidance.

2.2.4. Once Bronze accreditation level has been met, operators can progress to Silver and Gold standard.

2.3. Site Location and Context

2.3.1. Prior to its redevelopment, the site comprised Liddell Road which provided access to a small light industrial estate known as the Liddell Road Industrial Workshops which included three large warehouse units accommodating approximately 16 units / workshops.

- 2.3.2. Phase One of the redevelopment of the site included a four-form entry infant school (Nursery, Reception, Year 1, and Year 2), to become part of the existing Kingsgate Primary School. Phase One of the development has now been constructed on the site and is operational, and has its own associated SVMP.
- 2.3.3. Vehicular access to the site is provided via a new access on Maygrove Road at the western end of the site. This access has already been constructed and also provides access to the disabled car parking which also serves the school. The access will, once the full redevelopment of the site is complete, act as the primary vehicle access to the different elements of the development for servicing, refuse collection, drop off/pick up and to the aforementioned disabled/visitor disabled parking spaces.
- 2.3.4. The site's PTAL rating has been calculated using TfL's WebCAT tool, displaying that the site has a PTAL rating of 4 which demonstrates a good level of accessibility to public transport services within the vicinity of the site.
- 2.3.5. The closest bus stops to the site are located at West Hampstead Station and Kilburn Underground Station, which are accessible within acceptable walking distance from the site, based on the IHT guidance and provide access to a variety of areas in North and Central London at a high frequency. All the bus routes are served by low-floor vehicles with dedicated wheelchair space and access ramps. Further to this, the buses can also 'kneel' to reduce the step-up from the footway.
- 2.3.6. The nearest station to the site is West Hampstead located within 400m of the site providing Thameslink and South-eastern services to destinations to the north and south of London. In addition, West Hampstead Underground and Overground stations are located within 200m of the railway station providing additional rail services and access to the Jubilee line.
- 2.3.7. An array of local amenities and retail facilities are located within a short walk of the site including;
- Kilburn Local Centre – 500m;
 - West Hampstead Local Centre – 500m;
 - Tesco Express, West End Lane – 550m;
 - Sainsbury's Local, West End Lane – 650m ;
 - Marks and Spencer's, West End Lane – 500m;
 - Tesco Express, Kilburn High Road – 500m;
 - Sainsbury's Local, Kilburn High Road – 550m;
 - Aldi, Kilburn High Road – 1300m; and
 - Iceland, Kilburn High Road – 1500m.

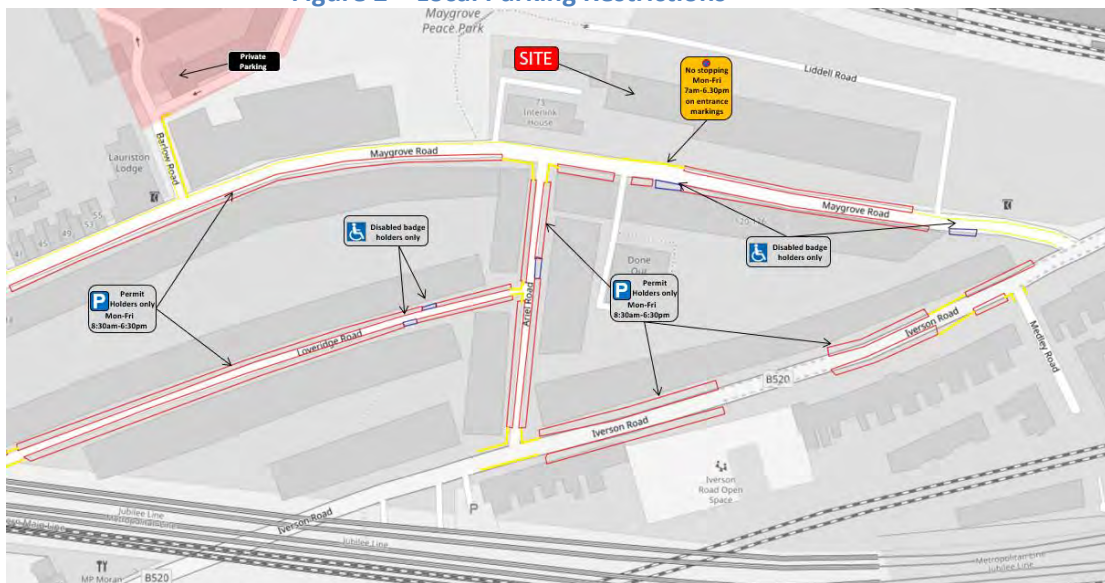
2.4. Local Highway Network

- 2.4.1. Maygrove Road takes the form of a two-way carriageway which is residential in nature and subject to a 20mph speed limit. The carriageway is characterised by permit holder parallel bays along both sides with traffic calming measures in the form of speed bumps provided along the carriageway.
- 2.4.2. The surrounding streets are residential in nature, subject to 20mph speed limits with permit holder parallel bays along the carriageway.

2.5. Loading and Parking Restrictions

- 2.5.1. The site and the surrounding streets fall within the CA-Q Controlled Parking Zone (CPZ) which restricts parking to permit holders only Monday to Friday between 08:30-18:30.
- 2.5.2. The site is surrounded by parking restrictions in the form of double and single yellow lines prohibiting parking or waiting and Permit Holder parking.
- 2.5.3. The Lambeth Parking Survey methodology, which is the most widely accepted industry methodology for parking, states that residents want to park within 200m of their property (2-3 minutes' walk). The roads within 200m of the site are all covered by parking restrictions, as outlined in Figure 2, which ensure that any of the future residents at the site would not be able to park on-street, other than blue badge holders or outside of the prescribed CPZ hours.

Figure 2 – Local Parking Restrictions



- 2.5.4. All vehicles are prohibited from loading and unloading where a loading ban is in place, on zig zags, in specialist parking bays (e.g. diplomat, doctor bays etc.) or in suspended parking bays.
- 2.5.5. Different loading time limits are imposed on different locations within London. The loading time limits and restriction specified on the London Councils website are;

- Single Yellow Lines – up to 40 minutes if loading is observed;
- Double Yellow Lines – up to 40 minutes if loading is observed;
- Red Line – Only during non-operational times; and
- Pay and Display and Resident Parking Bays – up to 20 minute if loading is observed; and
- Disabled Parking Bays – avoid where possible but up to 20 minute if loading is observed.

- 2.5.6. LBC specify marginally different restrictions stating:

- Loading between 6:30pm and 11am can happen for an unlimited time;
- Loading between 11am and 6:30pm for heavy goods vehicles (3.5 tonnes and above) can load or unload for up to 40 minutes and cars and light goods vehicles can load or unload for up to 20 minutes;

- Any vehicle may load or unload for up to 20 minutes within a resident permit bay or paid for parking bay. The use of dedicated bays such as car club, disabled, electric charging, market trader and doctor should be avoided.

2.6. Summary

- 2.6.1. It is evident that the site is in a sustainable location with a range of sustainable transport on offer to access key residential areas and retail facilities. The site is surrounded by parking restrictions in the form of double and single yellow lines prohibiting parking or waiting and Permit Holder only parking bays.

3. Consented Site Details

3.1.1. The proposed layout plans are included as **Appendix A**.

3.2. Development Proposals

3.2.1. The regeneration of Liddell Road is being constructed in two phases. Phase 1 is already constructed and comprises Kingsgate Primary School. Phase 2 comprises the construction of the commercial and residential land uses.

3.2.2. The development details are provided in Table 1.

Table 1 – Development Details

Theme	Residential	Commercial
Development Scale	106 units	3,729sqm (up to 250-295 working across 35 businesses)
Consented Car Parking	1 dedicated on-street disabled parking bay provided along Maygrove Road within the CPZ zone.	1 disabled staff space 1 disabled visitor space (shared with school)
Consented Cycle Parking	122 Off-Street spaces 6 on-street spaces	30 off-street spaces 6 on-street spaces
Additional Information	-	On-site showers, Lockers and Changing Facilities provided.
Additional Provisions (associated with the wider site)	<ul style="list-style-type: none"> - Relocation of existing zebra crossing on Iverson Road - Additional dropped kerbs and tactile paving on Maygrove Road - Widening of northern footway on Maygrove Road by up to 2m for approximately 60m length between the proposed western access and Ariel Road, and 40m between Liddell Road and Iverson Road - Increased Signage - Raised tables at junctions 	

3.3. Trip Generation

3.3.1. Trip rates for the residential and commercial aspects of the development were consented through the original Transport Assessment produced by Alan Baxter & Associates to support the outline application.

3.3.2. The residential element of the site is anticipated to generate a total of 353 two-way total people trips across a 12-hour period, with 58 trips in the AM peak hour and 53 in the PM peak hour.

3.3.3. The commercial element of the Phase 2 development is anticipated to generate a total of 982 two-way total people trips over a 12-hour period including 80 in the AM peak period and 100 in the PM peak period.

3.4. Vehicle Parking

3.4.1. The site is car free with the exception of disabled car parking. In accordance with the consented proposals one dedicated on-street disabled parking bay will be provided along Maygrove Road adjacent to the property within the CPZ zone for residents. Whilst for the commercial use, there will be one disabled staff space and one disabled visitor space (shared with the neighbouring school). All vehicles that park within the disabled parking bays must clearly display a blue badge.

3.4.2. Residents and employees of the development are not eligible to apply for car parking permits from LBC to park within the CPZs surrounding the local streets. To establish this measure, the planning application was accompanied by a unilateral undertaking (included within the S106 agreement) exempting future occupiers of the development from being able to obtain a parking permit from LBC.

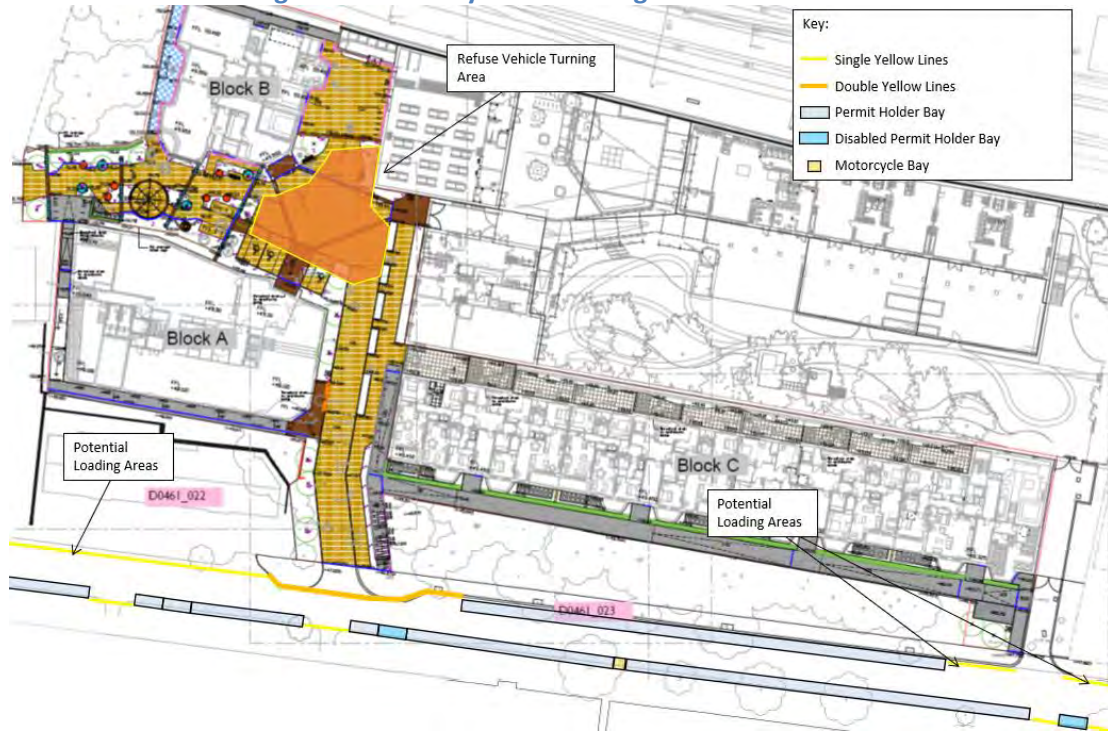
3.5. Deliveries and Servicing Access

3.5.1. Refuse collection for Block A and Block B is proposed to occur on site with refuse vehicles turning within the public realm on site. Refuse collection for Block C will take place utilising the emergency access off Maygrove Road which leads up to Kingsgate Primary School. This ensures that all servicing takes place off the public highway.

3.5.2. It is considered that the majority of deliveries for Block A and Block B will also utilise the public realm to temporarily make deliveries to the site whilst access to the site for all other delivery vehicles is proposed to take place in single yellow lines or parking bays along Maygrove Road.

3.5.3. In accordance with the LBC restrictions, which were outlined above, LGVs can temporarily park along double and single yellow lines and in permit holder bays for 20 minute to load or unload. The consented turning head in the public realm and the potential loading areas along Maygrove Road are shown below in Figure 3.

Figure 3 – Delivery and Servicing Locations



3.5.4. Swept path analysis of the Camden-Veolia largest refuse vehicle has been undertaken entering and exiting the site is attached at **Appendix C**.

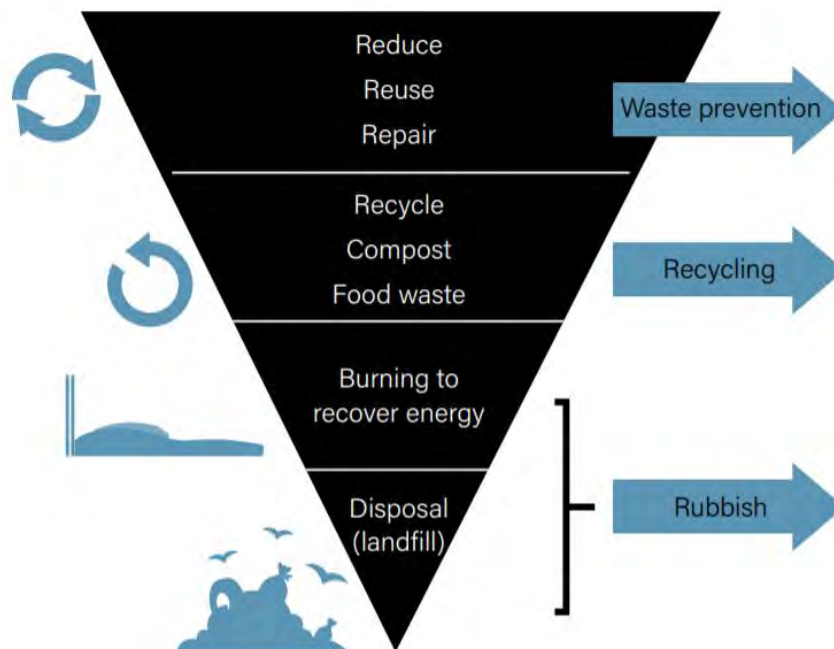
3.6. Refuse Storage

3.6.1. The LBC Waste storage and arrangements for residential and commercial units states that sites should ensure that waste storage should provide;

- Adequate space is designed for the containment, storage and transfer of all wastes e.g. recyclables, food waste ,general waste and bulky waste;
- Allows for reasonable changes to collection services and transferor activities in the future
- Safe storage locations and systems for waste transfer – are accessible for all users, collectors and minimise nuisance to occupiers and neighbours and their amenity space, e.g. noise, obstruction, odours, pests, etc.;
- Access for all waste transfer activities is well designed;
- Waste containers should have designated indoor or external storage areas;
- Facilities sensitively designed/located, especially in conservation areas/or listed buildings
- Plans are documented within a waste strategy and design and access statement to meet planning waste conditions for approval

3.6.2. The Waste Hierarchy (outlined in Figure 4 below) has been considered as part of this SVMP.

Figure 4 – Waste Hierarchy



3.6.3. It is estimated that there will be three main types of waste generated by the site:

- **General Waste:** This will include wood, textiles, small plastics, small metals such as cans, mixed municipal waste.
- **Recyclable Waste:** This includes plastic bottles, plastic film, paper, glass and cardboard.
- **Food Waste:** food waste.

3.6.4. A detailed breakdown of the refuse storage for each element of the site is provided in the subsequent sections.

3.6.5. The key themes from the relevant policy documents are;

- Residents / Staff should not have to carry their refuse more than 30m (excluding vertical distances);
- Refuse vehicles should not have to reverse more than 12m;
- Bin stores should be integrated into the building where possible; and

- Communal storage areas should have provision for washing down.

3.7. Residential Waste

3.7.1. The Camden Technical Waste Planning Guidance (2018) states the following minimum volumes are to be provided per dwelling per week:

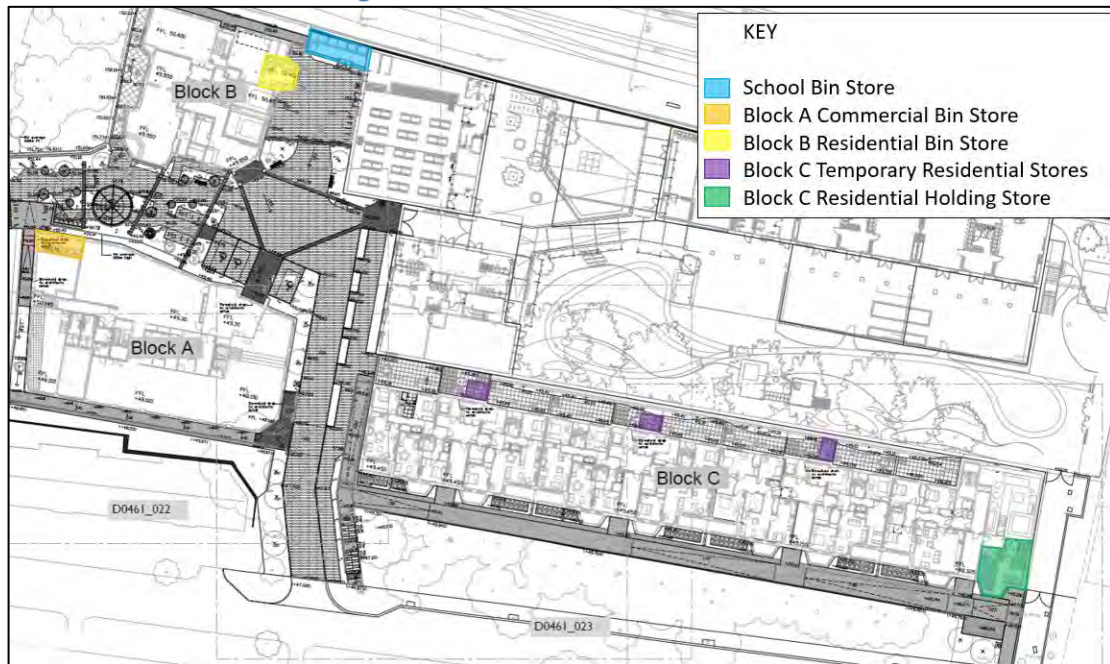
- 120 litres of bin, box or sack volume for general waste or 'refuse';
- 140 litres of mixed dry recycling;
- 23 litres of food waste.

3.7.2. Applying these volumes to the consented residential development of 106 units would result in the following volumes of waste generated by the units:

- 12,720 litres of general waste or 'refuse';
- 14,840 litres of recycling;
- 2,438 litres of food waste.

3.7.3. The proposed bin store locations are shown below in Figure 5.

Figure 5 – Bin Store Locations



Block B

3.7.4. Block B provides a total of 40 residential units and therefore is anticipated to generate the following waste quantum;

- 4,800 litres of general waste or 'refuse';
- 5,600 litres of recycling;
- 920 litres of food waste.

3.7.5. Within Camden's 'Waste storage and arrangements for residential and commercial units (Supporting document for planning guidance CPG1 DESIGN Storage and Collection of recycling and waste)' document, the bin sizes used by Camden are specified. Based on the use of 1,280

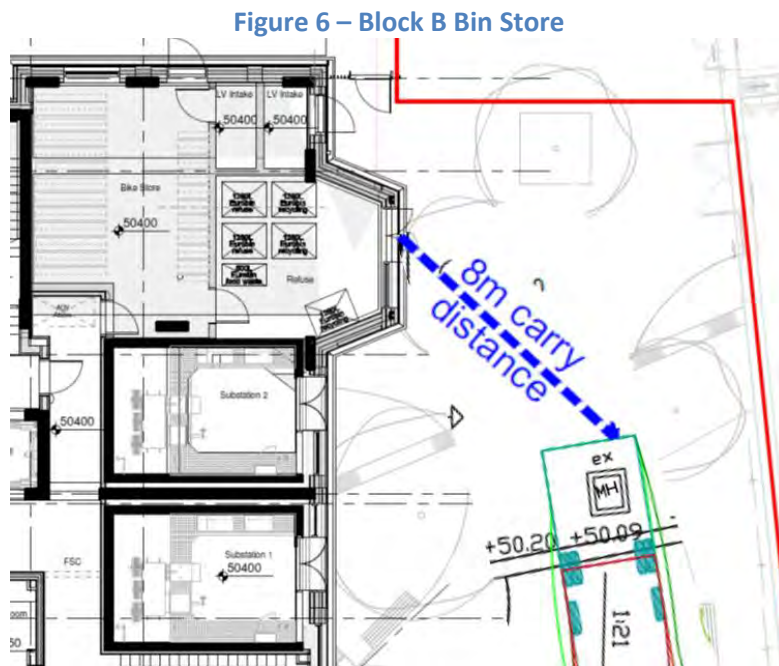
litre bins for refuse and recycling and 500 litre bins for food waste, the resulting bin requirement for the residential development is:

- 4 x 1280L bins for refuse;
- 5 x 1280L bins for recycling; and
- 2 x 500L bins for food waste.

3.7.6. The consented Block B bin store provides storage for up to 6 x 1280 litre Eurobins. As such it is proposed that that refuse collection at the site will be undertaken by a Camden-Veolia collection on a bi-weekly frequency with the store providing;

- 2 x 1280L bins for refuse;
- 3 x 1280L bins for recycling; and
- 1 x 500L bins for food waste.

3.7.7. The proposed waste strategy ensures that no resident has to carry their waste more than 30 metres in accordance with LBC standards. The location of the bin store also ensures that the haul distance from the bin store to the collection vehicle is minimised (8m) as outlined below in Figure 6.



3.7.8. The estate management team will regular clean the bins and bin store area to ensure that the stores remain clean and odours are minimised.

3.7.9. Internally each of the dwellings will be provided with segregated recycling and refuse bins with a minimum capacity of 60 litres for each. In addition to this, each property will be provided with a 7-litre food waste caddy.

Block C

3.7.10. Block C provides a total of 66 residential units and therefore is anticipated to generate the following waste quantum;

- 7,920 litres of general waste or 'refuse';
- 9,240 litres of recycling;

3.8. Commercial Waste

3.8.1. Camden guidance does not provide specific waste requirements for commercial use. Table 1 of the BS 5906:2005 document 'Waste management in buildings – Code of practice' provides typical weekly waste calculations arising from various land uses, stating that within office buildings each employee generates 50 litres of waste per week. It is recommended that space should be provided for recycling to accommodate 50% of this total weekly volume, with refuse provision required for 75% of the total weekly volume. Applying these calculations to the proposed 295 employees at the site would result in the following volumes of waste generated:

- 11,063 litres of refuse; and
- 7,375 litres of recycling.

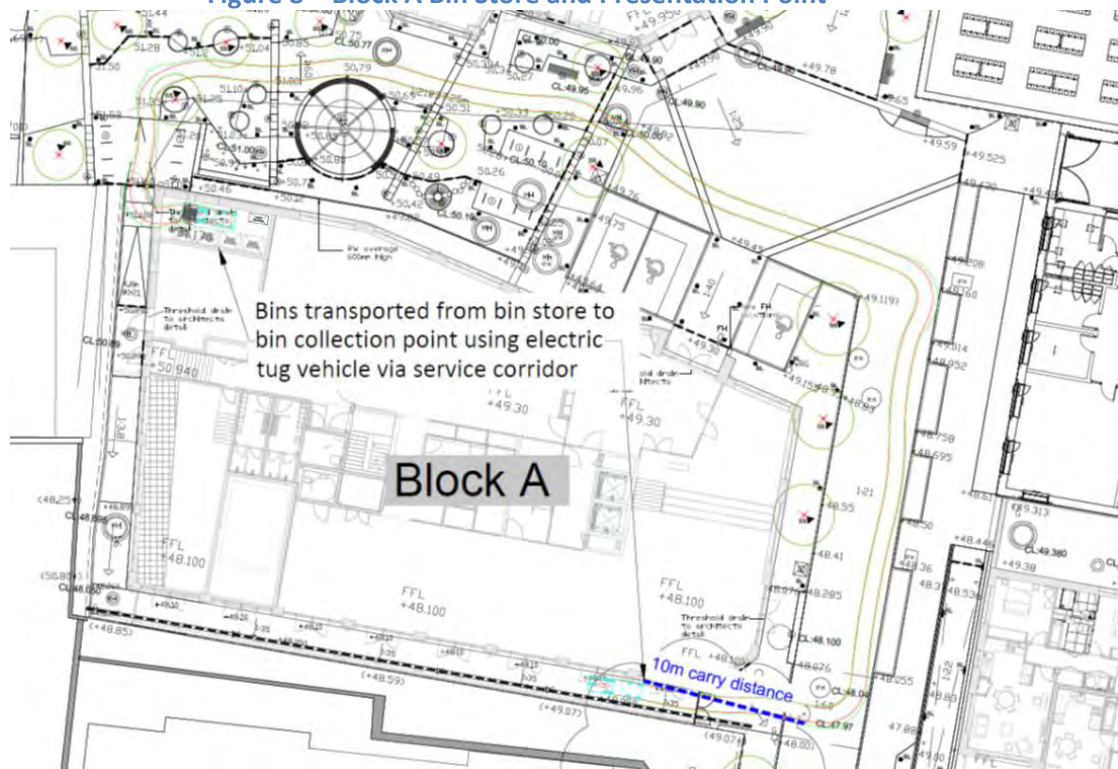
3.8.2. When using 1100 litre eurobins, the resulting bin requirement for the commercial aspect, based on weekly collections is:

- 11 x 1100L bins for refuse; and
- 7 x 1100L bins for recycling.

3.8.3. It is proposed that commercial waste will be collected by a Camden-Veolia collection with a daily collection of waste. As such the consented bin store contains a total of four Eurobins. The frequency of refuse collection for the commercial units will be monitored after the initial occupancy of the offices and if the waste volumes aren't as high then the frequency may be reduced to three times per week or bi-weekly.

3.8.4. Due to the location on the consented commercial bin store it is proposed that the bins are moved to a presentation point on collection day using an electric tug vehicle. The location of the presentation point is to the south of Block A as shown in Figure 8 below, with swept path analysis of the electric tug vehicle shown at **Appendix C**.

Figure 8 – Block A Bin Store and Presentation Point



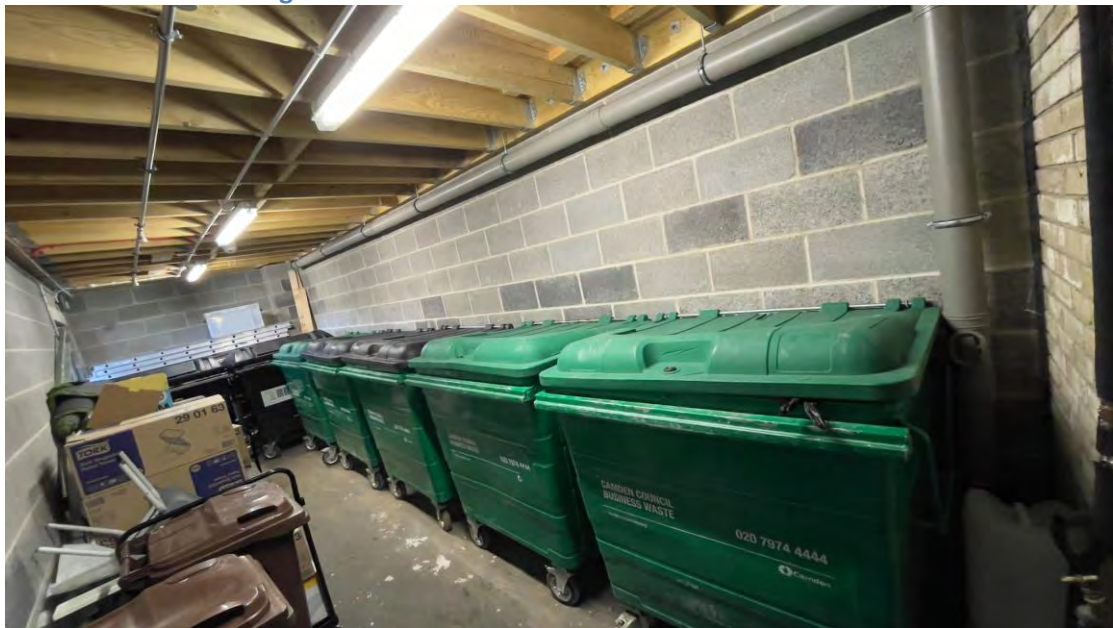
3.8.5. The estate management team will regular clean the bins and bin store area to ensure that the stores remain clean and odours are minimised.

3.8.6. Waste of Electrical and Electronic Equipment (WEEE) waste will be stored in the allocated storeroom in a WEEE waste bin and removed when full by the WEEE waste service provider. Batteries and lighting filaments will be collected via a battery receptacle and box at the office reception, this will be collected when full by a waste service provider.

3.9. School Waste

3.9.1. A standalone SVMP has been produced for the school site and was agreed with Camden as part of the discharge of Condition 26 of the school application (App Ref: 2016/3464/P). This is included at **Appendix B**. The location of the school bin store is shown in Figure 5 with the internal photo shown in Figure 9 below.

Figure 9 – School Bin Store Internal Photo



3.9.2. It is evident that the bin store currently provides the following capacity;

- 5 x 1100 Litre Eurobins of general waste per week
- 2 x 1100 Litre Eurobins of recycling per week
- 3 x 120 Litre Eurobins of food waste per week

3.9.3. The location of the bin store ensures that the haul distance between the store and the collection vehicle is minimised as shown below in Figure 10.

Figure 10 – School Bin Store



3.9.4. At present general waste and recycling is collected every Wednesday with food waste collected every Tuesday.

Other Waste Considerations

3.9.5. In accordance with LBC guidance the paths between the bin stores and the collection points;

- Are free of steps or kerbs (dropped kerb provided)
- Have a solid foundation
- Are rendered with a smooth continuous finish
- Are flat / slope down with a maximum gradient of 1:20
- Have a minimum width of two metres

3.9.6. The estate management team and commercial occupiers will review the waste streams on a bi-weekly basis throughout the first two months to establish if further waste streams are viable or identify the requirement for any additional bins or collections. It is considered that a bi-weekly collection of refuse and recycling for the residential use and daily for the commercial will provide sufficient spare capacity within each bin store to account for fluctuations within the usage by residents or staff.

3.9.7. It is likely that the bin stores will all be accessed by a fob or key code system for residents and refuse collectors. This lifts within each block assist with vertical circulation between the units and the ground floor level bin stores, ensuring a step free route.

3.9.8. Within each of the bin stores there will be signage clearly identifying General Waste Bins, Recycling Bins and food waste bins, each bin will clearly show what is permitted to be placed in each bin. LBC have produced example signage which is shown below in Figure 11 and will be displayed in each store.

Figure 11 – LBC Recycling Signs



3.9.9. The estate management team and office occupiers will manage the bins regularly throughout the week ensuring that:

- The bins are being filled with the correct waste;
- The bin store areas are kept clean and tidy with all waste that has been left on the floor placed in the appropriate bin;
- Bins are rotated regularly, full bins are removed from the filling area and locked shut
- Spillages are mopped up as soon as possible;
- The bin store is washed down on a regular basis

3.9.10. As aforementioned the frequency of refuse collection will be monitored by the estate management team / office occupiers. If the frequency is considered too low or high, this will be discussed and agreed with Camden-Veolia in advance.

3.9.11. The refuse collection will seek to avoid network peak hours as well as school drop off and pick up times. On the days of collection, the bins that require emptying will be collected from the stores. Once the bins have been emptied and bins returned to the bin stores, the respective estate management team / office occupiers will arrange for the bins to be checked and cleaned.

4. Servicing Trip Generation

4.1. Introduction

4.1.1. This section provides a summary of the servicing trip generation analysis that has been undertaken for the consented development.

4.2. Servicing Trip Generation

4.2.1. Deliveries to the residential and office units will primarily consist of the following:

- Refuse vehicles;
- Post, parcel and mail deliveries and collections;
- Ad-hoc grocery deliveries / other courier services;
- Occasional Maintenance vehicles; and
- Removals vehicles.

4.2.2. It is of note that the types of delivery and servicing trips outlined above are already likely to be operating at neighbouring residential and commercial sites along Maygrove Road.

4.3. Refuse Collection and Management

Residential

4.3.1. It is proposed that refuse collection for the residential element of the site will be undertaken by Camden-Veolia on a bi-weekly basis. The consented layout shows two designated bin stores, one in each residential block.

4.3.2. In Block C, the bin store will be accessed from the emergency access to the east of the block.

Commercial

4.3.3. It is proposed that refuse collection for the commercial element of the site will be undertaken by a Camden-Veolia refuse vehicle on a daily basis. The consented layout shows a designated bin store for the commercial aspect with a presentation point located to the south of Block A. The private refuse collection vehicle will enter and exit the site turning within the public realm.

School

4.3.4. It is proposed that refuse collection for the school will be undertaken by a Camden-Veolia refuse vehicle on a bi-weekly basis to align with the proposed residential operation.

Swept Path Analysis

4.3.5. The swept path analysis of a Camden-Veolia refuse vehicle entering and exiting the site and turning within the public realm and within the emergency access is attached as **Appendix C**.

4.4. Post, Parcel and Mail Deliveries

4.4.1. Post will be delivered to the ground floor communal lobby of the blocks, with post boxes provided.

4.4.2. The provision of communal post boxes will help to minimise the delivery times for courier vehicles and will reduce the number of failed deliveries. It is expected that post and courier delivery companies are likely to consolidate their orders and therefore reduce the number of

servicing trips. As such it is anticipated that the number of daily deliveries will be marginal and already exist on the highway network as they are associated with neighbouring buildings.

4.5. Groceries and Deliveries to Residents

- 4.5.1. Residents may organise grocery deliveries amongst themselves, for delivery at a time convenient to them. Delivery vans accessing Block B will likely temporarily park outside the block, utilising the public realm to turn around. Deliveries to Block C will likely utilise the single yellow lines along Maygrove Road or the permit holders bays to service the site. An intercom system will likely be in place at the entrance so that residents can allow deliveries access to the building. Residents will then transport their groceries to their respective units.
- 4.5.2. Given the site's location in close proximity to West Hampstead town centre and the presence of various supermarkets within a short walk of the site, it is considered that a large percentage of food shopping trips will be undertaken by foot, cycle or public transport.
- 4.5.3. The 2020 Internet Access – Households and Individuals data estimates that 87% of people bought goods or services online in the last 12 months. Of these people 16% did it less than monthly (1-2 times in 3 months), 30% did it monthly (3-5 in 3 months), 19% did it every other week (6-10 times in 3 months) and 34% did it weekly (11+ times in 3 months).
- 4.5.4. As such it is considered that of the 106 units, approximately 92 units would undertake shopping online with 31 of these units doing so on a weekly basis, 17 units every other week and 28 units monthly.
- 4.5.5. Based on the above it is considered that there could be approximately 47 deliveries per week or approximately seven deliveries per day. The majority of these trips would be by undertaken by transit vans or 3.5 tonne box vans used by supermarkets and a number may be combined with neighbouring units.
- 4.5.6. Moreover, it is likely that some takeaway deliveries may be undertaken by Mopeds/Motorbikes or bikes and therefore will require minimal space within the site or along Maygrove Road. Notably a motorcycle parking bay is located directly opposite the site on Maygrove Road.

4.6. Groceries to Office Use

- 4.6.1. It is likely that the office building will organise a weekly or bi-weekly grocery delivery of tea, coffee, milk etc. Delivery vans will likely temporarily park outside the block, utilising the public realm to turn around. Deliveries will be made to the reception with reception co-ordinating deliveries thereafter to minimise dwell times of delivery vehicles.

4.7. Office Supplies

- 4.7.1. The proposed office use is likely to have infrequent deliveries of office supplies e.g. stationary, paper, printer ink etc. The deliveries of office supplies will be managed by the admin team / reception at the office use. Where feasible they will seek to use one supplier and will undertake bulk deliveries once or twice a month to minimise the number of deliveries. Storage cupboards will be provided on each of the office floors to ensure that sufficient space is available for the storage of office supplies.
- 4.7.2. In the event that the building is occupied by multiple different businesses then the building management team at the building will encourage the different office units to coordinate their deliveries to use the same suppliers and schedule the deliveries on the same date / time.

4.8. Maintenance Vehicles

4.8.1. It is likely that there will be infrequent visits to the site by maintenance vehicles. These visits are likely to be off-peak. Maintenance vehicles would likely be required to use the pay at machine bays on Iverson Road. Maintenance visits would be infrequent and, on an ad-hoc basis.

4.9. Removals

4.9.1. Specifically, with regard to the initial “moving in” period, it is expected that the developer will stagger the occupation dates so that the number of removals vehicles present at any one time is managed. Removals vehicles would be specifically scheduled to avoid the key times when refuse collection vehicles require access to the site.

4.9.2. It is possible that not all units will be sold prior to the development completing, which would mean the ‘moving in’ period would be spread over a greater time period and happen on an ad-hoc basis. However, with the exception of when residents first occupy the site, it is considered that these deliveries would be infrequent and, on an ad-hoc basis which is likely to fluctuate from day to day.

4.9.3. It is likely that the majority of removals will be undertaken by transmit vans or box vans. It is highly unlikely that pantechnicon vehicles will be required given the size of the units. However in the event that a pantechnicon vehicle was required then they would be advised to utilise the single yellow line sections on Maygrove Road.

4.10. Summary

4.10.1. The estimated delivery and servicing trips of the residential and commercial uses are outlined below in Table 2.

Table 2 – Servicing Trip Generation

Development Aspect	Delivery	Vehicle	Time of Day	Approximate Frequency
Commercial	Post	Post Van	09:00-17:00	Daily
	Parcel / Couriers	Transit Van	09:00-17:00	0-1 per day
	Groceries	Transit Van	09:00-17:00	0-1 per day
	Office Supplies	Transit Van	09:00-17:00	0-1 per day
	Refuse Collection	Camden-Veolia Refuse Vehicle	07:00-17:00	Daily
	Recycling Collection	Camden-Veolia Refuse Vehicle	07:00-17:00	Daily
	Maintenance Vehicles	Transit Van / Box Van	09:00-17:00	1-2 times per year
	Removals Vehicle	Transit Van / Box Van	09:00-17:00	Infrequent
	DAILY TOTAL			
Residential	Couriers / Groceries	Transit Van	07:00-22:00	7 per day
	Refuse Collection	Camden-Veolia Refuse Vehicle	07:00-17:00	Bi-Weekly
	Recycling Collection	Camden-Veolia Refuse Vehicle	07:00-17:00	Bi-Weekly
	Maintenance Vehicles	Transit Van / Box Van	09:00-17:00	1-2 times per year
	Removals Vehicle	Transit Van / Box Van	09:00-17:00	Infrequent
	DAILY TOTAL			

4.10.2. Based on this, it is anticipated that the consented development is likely to generate 11-19 delivery and servicing trips per day, equating to circa two trips per hour across core delivery hours. It is likely that the majority of delivery and servicing trips will take place outside the network peak hours.

4.10.3. In addition to this the school generates on average six daily delivery and servicing trips as outlined in the school SVMP (Appendix B).

5. Management Strategy

5.1. Introduction

5.1.1. This section of the SVMP outlines the proposed delivery and servicing strategy for the consented development. The SVMP aims to ensure that servicing of the site can be undertaken efficiently whilst minimising any effects on the local highway network and other developments within the vicinity of the site.

5.1.2. The SVMP therefore seeks to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
- Improve the reliability of deliveries to the site;
- Reduce the operating costs of freight companies; and
- Reduce the impact of freight activity on local residents and the environment.

5.2. Management and Implementation

5.2.1. The estate management team will be responsible for the implementation of the SVMP for the residential aspect whilst it is likely that the receptionist or a member of the admin team at the proposed offices will implement the SVMP for the commercial use. Regular liaison between the two parties will take place to monitor and review the SVMP to minimise service deliveries to the overall site.

5.2.2. Details will be provided to the occupiers of the office and residential uses of the measures adopted for reducing the number of trips required for servicing and deliveries to the site. These will ensure the development contributes towards sustainable freight deliveries. A copy of this SVMP will be provided to new businesses during lease negotiations and will form part of any lease agreement.

5.2.3. The offices will be responsible for advising delivery companies of the specific delivery / access arrangements at the time of making purchases / orders. This can be done either via the Internet, email or telephone as most appropriate for the individual provider. They will promote initiatives to reduce service vehicle trips to the site by optimising deliveries and loads. They will also increase supplier and employee awareness of the environmental and cost implications of service deliveries to the site and the cost benefits of keeping deliveries to a minimum

5.3. Public Realm

5.3.1. The proposed public realm at the site will be managed by the Estates Management Team who will maintain the planting, litter bins and maintenance. A detailed management plan of the public realm at the site was submitted as part of the discharge of Condition 45 with the relevant information attached at **Appendix D**.

5.4. Servicing Access

5.4.1. As detailed above, refuse collection will be undertaken within the public realm space within the site and utilising the emergency access adjacent to Block C. It is considered that all other delivery and servicing activities will be undertaken using the public realm turning head or on street along Maygrove Road along single yellow lines or within the designated permit holder bays for a maximum period of 20 minutes, during the CPZ operating hours (Monday-Friday 08:30-18:30).

5.4.2. It is anticipated that the majority of servicing associated with the site will be undertaken by LGVs with a short duration of stay. It is not expected that longer-term deliveries will be required for the residential units or commercial units, other than the occasional maintenance vehicles which will be advised to use the on-street pay at machine bays.

5.5. Scheduling of Deliveries

5.5.1. With the exception of Royal Mail and infrequent office supplies, there will be no regular daily deliveries to the site. There will be ad-hoc deliveries made to the site by courier companies, determined by the supplier of the products being delivered (e.g. Yodel, UPS or Supermarkets etc.). Whilst some suppliers will deliver during a pre-determined time slot, it is often difficult to plan for such deliveries.

5.6. Delivery Routing

5.6.1. Delivery vehicles will comply with LBC loading restrictions. All delivery and servicing contractors will be made aware of the routing strategy.

5.7. Vehicle Types

5.7.1. As detailed previously, it is anticipated that the majority of delivery and servicing trips (to the site will be made LGVs such as transit vans and 3.5 tonne box vans used by supermarkets. With exception of the Camden-Veolia refuse vehicle, for which swept path analysis has been undertaken.

5.7.2. The use of electric vehicles for delivery and servicing trips will be encouraged where suitable, particularly for smaller deliveries. Vehicles that meet the highest emission standards possible will be used given the location.

5.8. Freight Operator Recognition Scheme

5.8.1. TfL's Freight Unit recommends that developers commit to Sustainable Freight Distribution by contracting the services of operators registered with a best practice scheme such as the 'Freight Operator Recognition Scheme' (FORS).

5.8.2. FORS aims to address fleet and freight vehicle operational efficiency, improving all areas of sustainable distribution to reduce congestion and collisions.

5.8.3. The estate management team and commercial management team will be encouraged to award delivery and servicing contracts to operators that are registered with FORS or a similar best practice scheme. Utilising freight operators which operate within a best practice scheme creates opportunities for linked trips to be developed. This in turn reduces the number of goods vehicle trips made to the Site.

5.9. Timings, Safety and Noise

5.9.1. TfL have developed a Code of Practice for Quieter Out-of-Hours Deliveries which contains general guidelines on noise minimisation relating to vehicles, equipment and people operating outside of normal working hours (midnight to 06:00).

5.9.2. It is anticipated that the majority of deliveries will avoid the peak hours (08:00-09:00 and 17:00-18:00) and key school drop off and pick up times to help minimise the impact on the surrounding highway network and reduce delays to delivery drivers.

5.9.3. Vehicles will reverse very slowly so that any pedestrian or other road user approaching the reversing vehicle will have plenty of time to choose the correct line to pass safely.

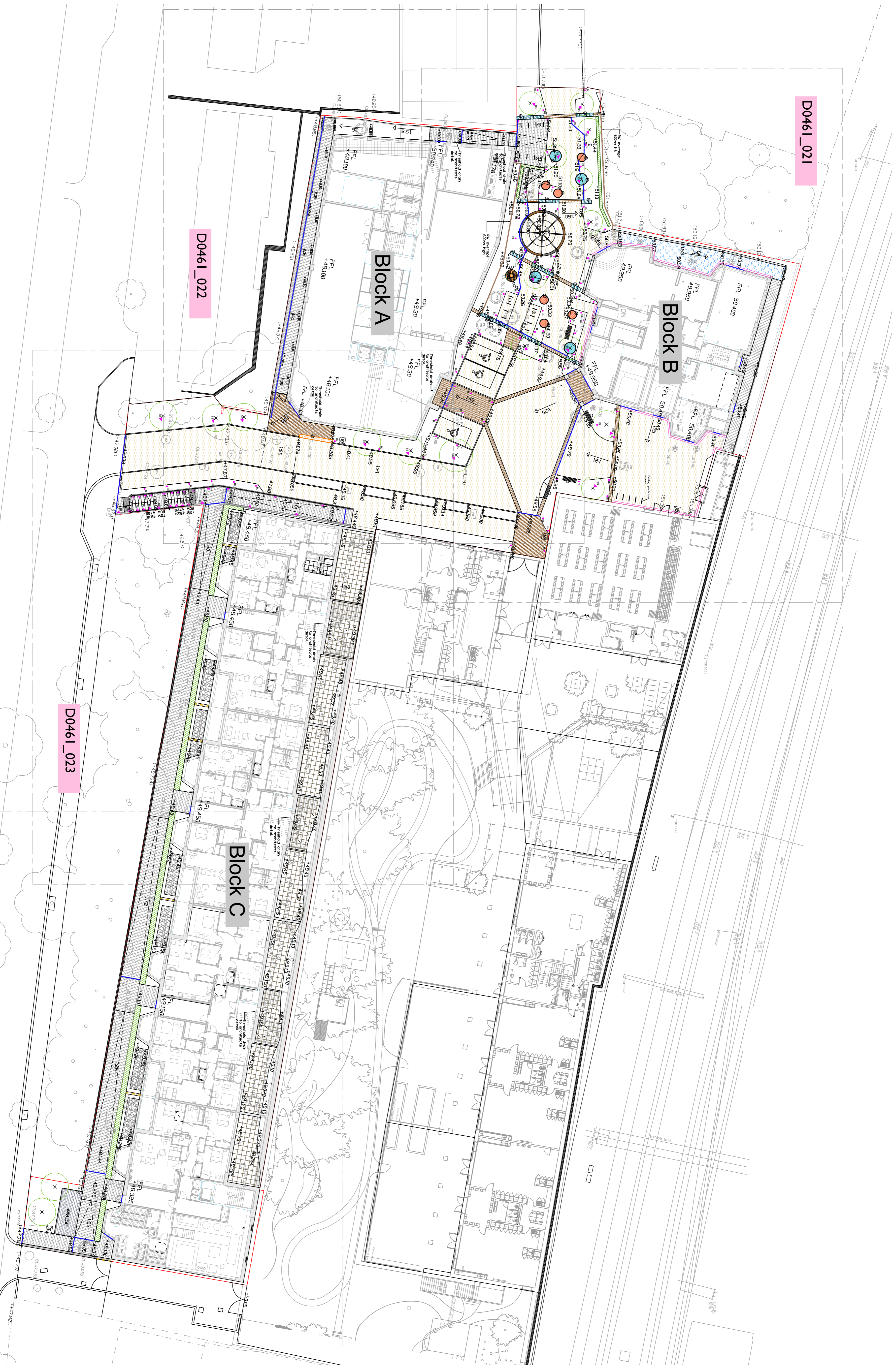
5.9.4. There are not foreseen to be any regular deliveries to the residential units or commercial units, other than refuse collection. Nonetheless where possible delivery companies will be informed of the following measures to minimise noise impacts (where possible and instructed by the developer as opposed to ad-hoc deliveries such as supermarket couriers instructed by the tenants):

- 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;
- Ensuring all staff, suppliers and carriers involved in delivery activity are briefed and trained appropriately.
- Switching off any external tannoy systems;
- Not sounding vehicles horns;
- Engines should be switched off immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving;
- If the radio is on, ensure the cab windows are closed and switch the radio off before opening the door;
- Minimise the frequency of opening and closing vehicle doors, and do so quietly;
- Allow extra time if needed to unload as quietly as possible. Take particular care to minimise rattle from metal-on-metal contact when moving roll cages;
- Where practical, notify residents and businesses of the delivery time and location in advance of arrival to ensure they are ready for you;
- Lower flaps on tail-lifts carefully and quietly;
- Do not whistle or shout to get the attention of employees;
- When moving doors, locks and load restraint bars ensure they are placed gently in their resting position/stowage point – do not drop or drag them on the ground;
- When safe to do so, use sidelights rather than headlights while off-road and manoeuvring, to minimise light intrusion;
- Minimise excessive air brake noise;
- When working in the vehicle load space avoid banging cages into the vehicle walls;
- When finished unloading/loading, close up the vehicle quietly; and
- Show the same consideration when leaving the site as when arriving.

6. Summary and Conclusions

- 6.1.1. Syntegra has been commissioned by West Hampstead Limited to produce a Servicing and Vehicle Management Plan in order to discharge planning Condition 43 attached to the consented Phase 2 development associated with a wider Liddell Road regeneration scheme within LBC.
- 6.1.2. The consented development comprises 106 residential units and 3,729sqm of office floorspace. The development is supported by a total of two on-site disabled car parking spaces for the commercial aspect (one staff space and one visitor spaces) and one on-street disabled parking bay along Maygrove Road.
- 6.1.3. The site will be serviced utilising Camden-Veolia collections for the residential and commercial aspects as well as the existing school collection. A Camden-Veolia refuse vehicle will enter the site and turn within the public realm to service Block B, the school and the commercial aspect (Block A). To service Block C the refuse vehicle will temporarily park within the emergency access to Kingsgate Primary School to the east of Block C in close proximity to the main bin store.
- 6.1.4. All other delivery and servicing activity will either enter the site and turn within the public realm to deliver to Block B and the commercial aspect or utilise the single yellow lines or parking bays on Maygrove Road. In accordance with LBC restrictions, vehicles can stop within designated bays and on single yellow lines for loading and unloading for a maximum of 20 minutes during the CPZ operation hours (Monday-Friday 08:30-18:30). Outside of these hours, vehicles can stop for an unlimited time.
- 6.1.5. The measures set out within this SVMP are intended to inform LBC of the ways in which the efficiency, safety and reliability of deliveries and servicing activity at the site will be maintained.
- 6.1.6. The client will liaise with LBC should circumstances arise where significant amendments to this SVMP will be required. This SVMP will be complied with unless otherwise agreed in writing by LBC.
- 6.1.7. The proposed delivery and servicing strategy has been developed with the aim of minimising the impacts on the surrounding transport and highway networks.

Appendix A – Consented Layout Plans

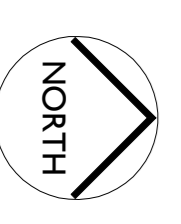


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No dimensions are to be read from the drawing. All dimensions are to be checked on site. All measurements for finishing purposes only.

City of Melbourne

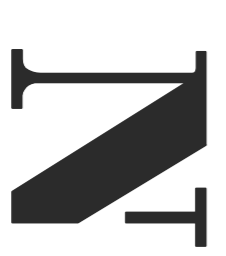
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Liddell Road

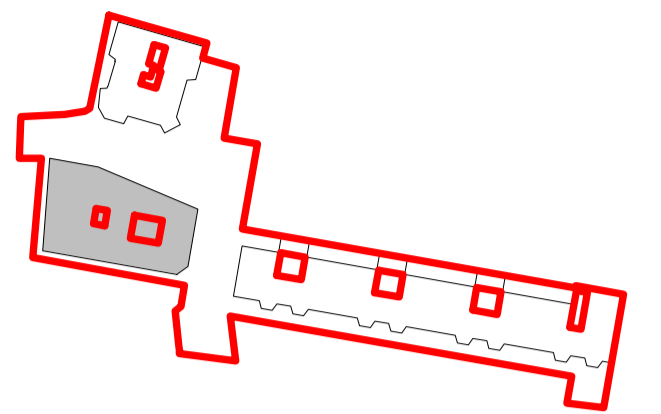
Hardworks Landscape Masterplan
GA - Sheet Location

DATE: 22.09.22
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 DWG. NO: 00461_020

DRAWN: JB
 CHECKED: NT
 APPROVED: NT

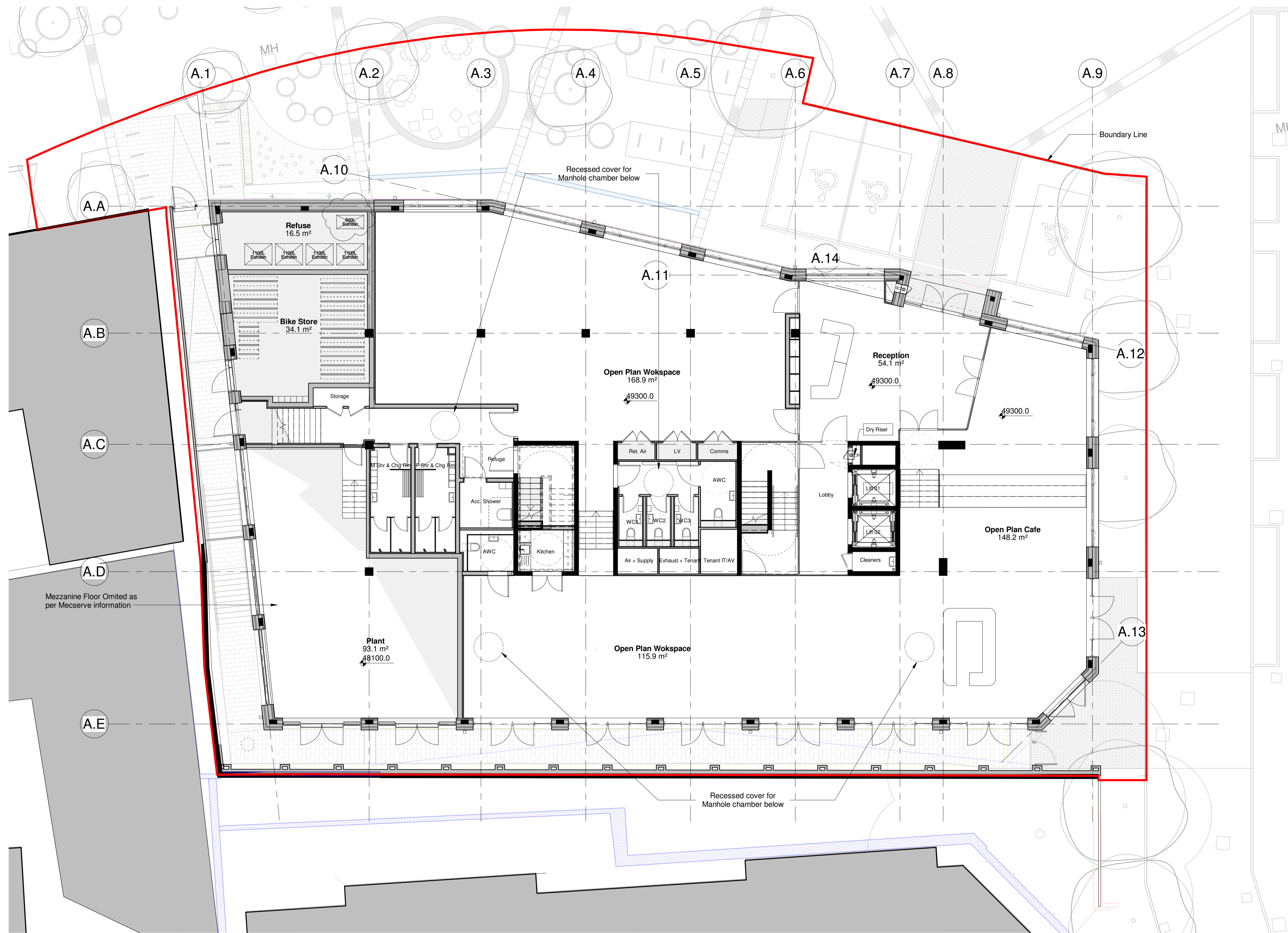


Contractors and consultants are not to scale dimensions from this drawing



Key Plan - Building A
Scale 1 : 2000

Colour	STR Walls & Columns	Owner
		Price & Myers



Revision	Date	Drawn by	Checked By	Revision Description
P3	09/11/22	EM	AE	500L Wheelie Bin
P2	08/07/22	JC	AR	For review and comments. Revision clouds denote changes from previous revision due to coordination and construction progress.
P1	12/04/22	BM	LW	First Issue

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Client
West Hampstead Ltd

Project
**Liddell Road
West Hampstead**

Description
**Ground Floor Plan
Building A
General Arrangement**

Status
For Review and Comments

Scale	Drawn By	Date
1:100@A1	JW	31/08/21
Job Number	Drawing Number	Revision
35536	BM-BA-00-DR-A-03-0000	P3

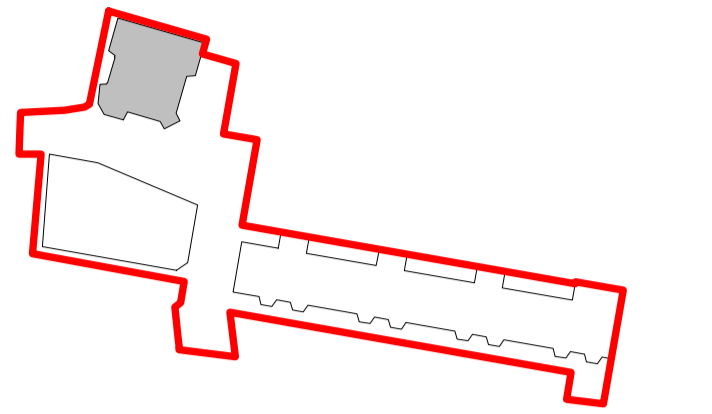
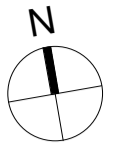
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2 Block A - 03 GAs - L00
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Building B GA Plan Notes

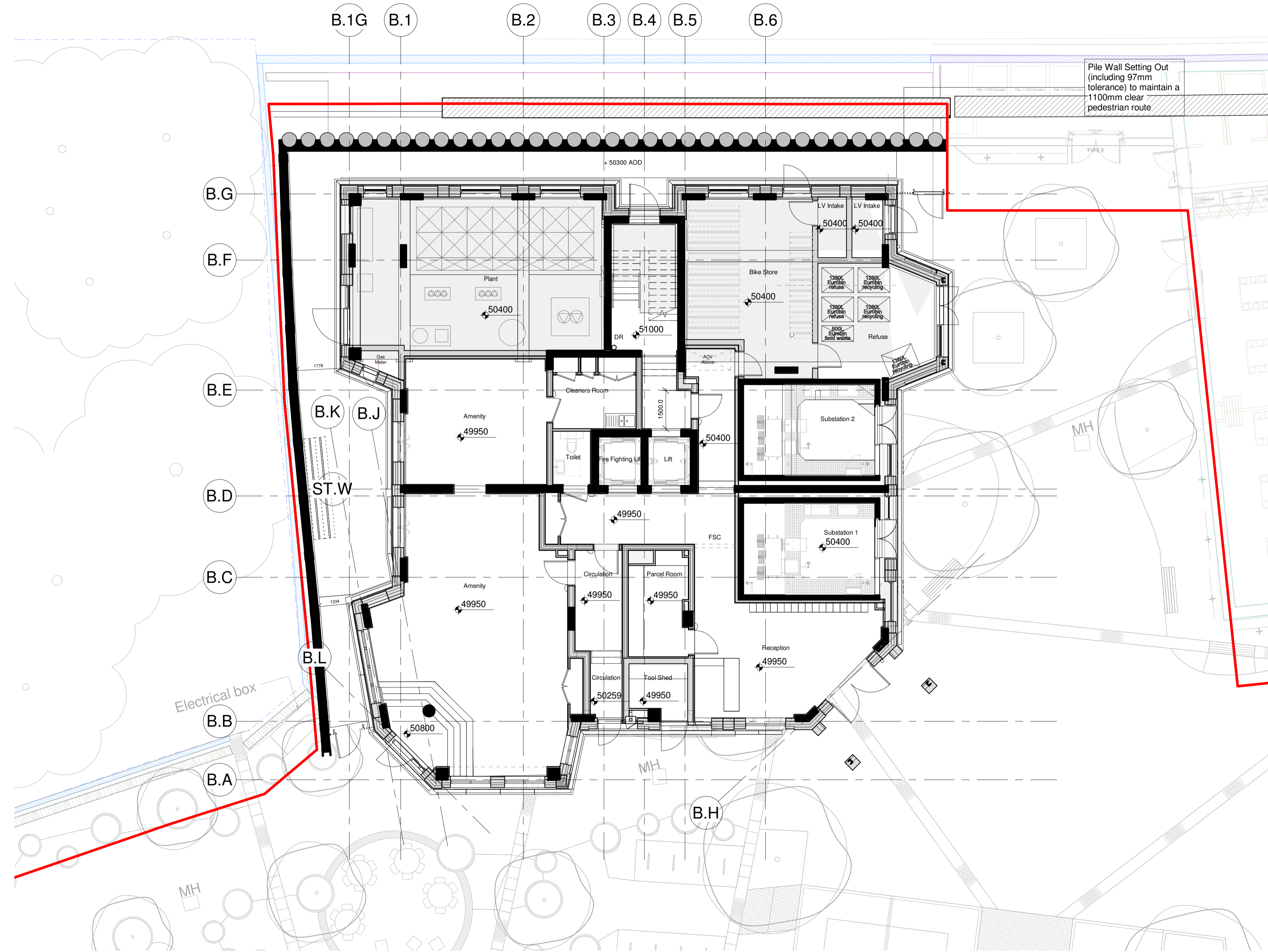
- For FFI and FCL dimension please refer to DR-A-04-*
- For Window types please refer to DR-A-05-*
- For Wall types and opening please refer to DR-A-21-*
- For RCP Plans refer to DR-A-27-*
- For Fire refer to DR-A-68-*

Contractors and consultants are not to scale dimensions from this drawing



Key Plan - Building B
Scale 1 : 2000

Colour	STR Walls & Columns	Owner
		Price & Myers



1 Block B - GAs - L00
Scale 1 : 100

Revision	Date	Drawn by	Checked By	Revision Description
P6	16/11/22	ELM	JAE	Refuse Revised
P5	14/11/22	ED	AJE	Layout revisions
P4	13/10/22	ED	LW	Notes omitted
P3	06/09/22	AK	AR	Update in apartment layouts, external wall and internal wall interface
P2	10/05/22	BM	AR	Revised drawing following MEP and Structural coordination. Brick specials standardized, PAM to adjust edge of the slab.
P1	12/04/22	BM	LW	First issue

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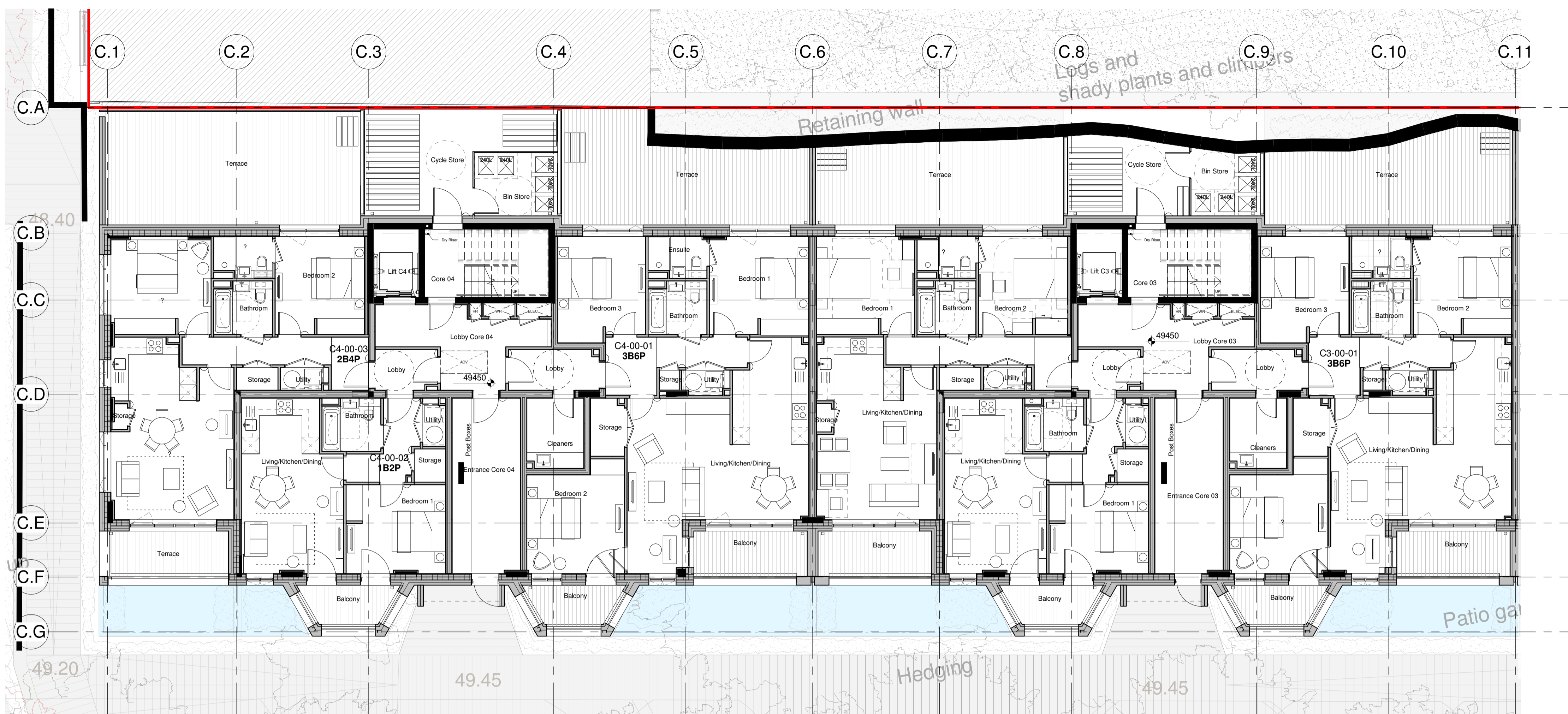
Client
West Hampstead Ltd

Project
**Liddell Road
West Hampstead**

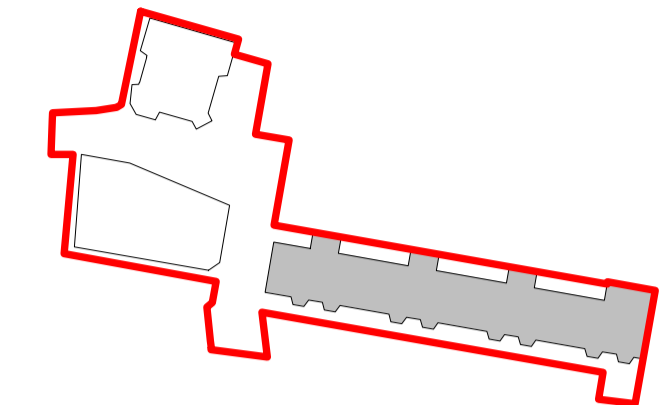
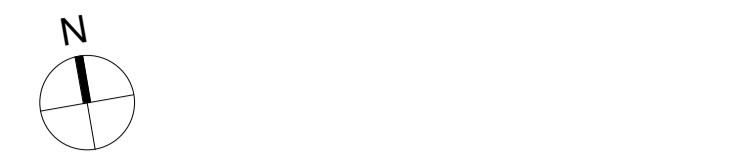
Description
**Ground Floor Plan
Building B
General Arrangement**

Status
For Review and Comments

Scale	Drawn By	Date
1:100@A1	JW	07/09/21
Job Number	Drawing Number	Revision
35536	BM-BB-00-DR-A-03-0000	P6

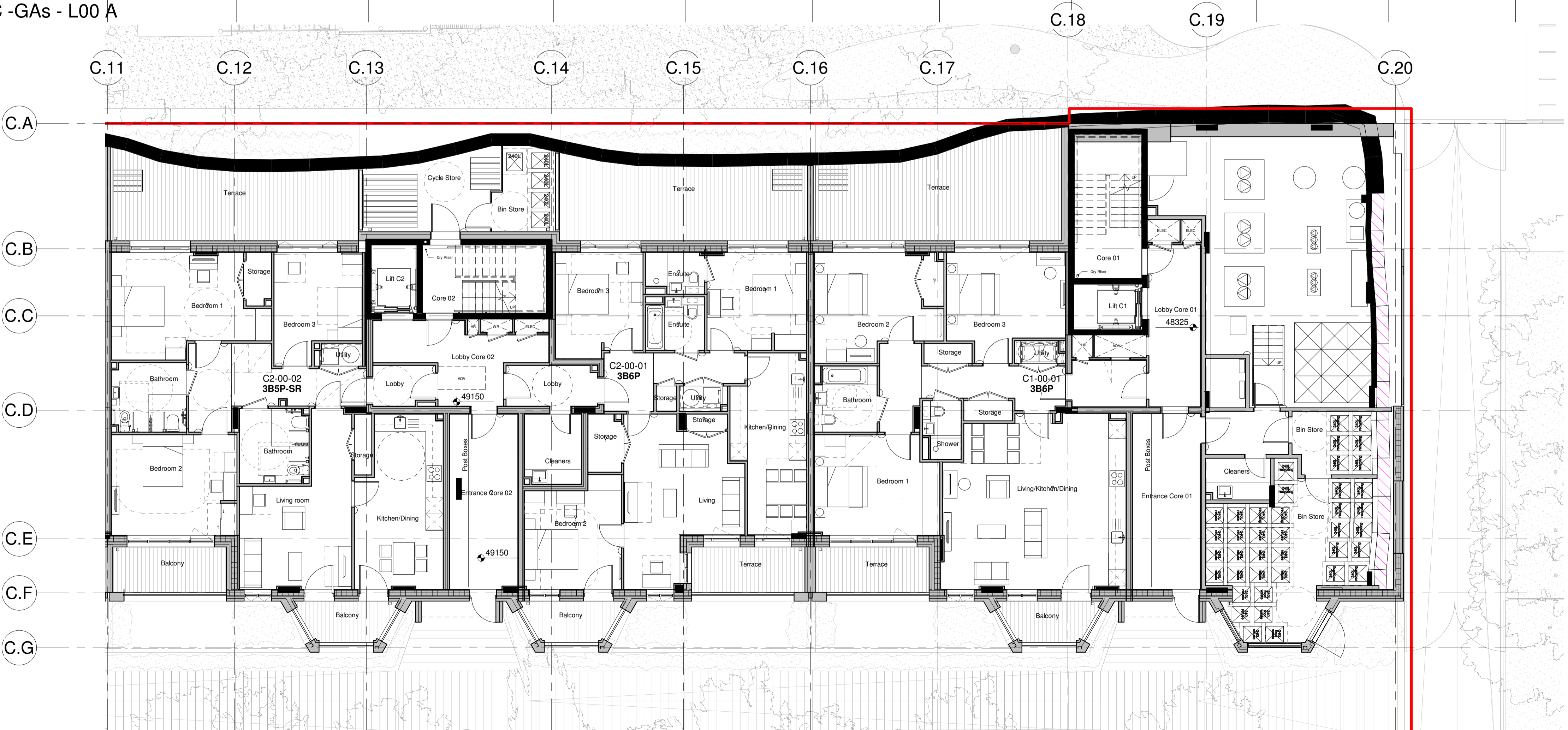


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Colour	STR Walls & Columns	Owner
		Price & Myers

Block C - GAs - L00 A
Scale 1 : 100



Building C GA Plan Notes

- For FFI and FCL dimension please refer to DR-A-04.*
- For Window types please refer to DR-A-05.*
- For Wall types and opening please refer to DR-A-21.*
- For RCP Plans refer to DR-A-27.*
- For Concrete refer to DR-A-20.*
- For Fire refer to DR-A-68.*

Revision	Date	Drawn By	Checked By	Revision Description
P4	18/11/22	EM	AE	Refuse Revised
P3	01/11/22	ED	AE	Layout Amendments
P2	24/10/22	ED	AE	Layout amendments
P1	28/09/22	JC	LW	First issue

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Client
West Hampstead Ltd
Project
**Liddell Road
West Hampstead**
Description
**Ground Floor Plan
Building C
General Arrangement**

Status
For Review & Comments
Scale 1:100@A1
Job Number 35536
Drawn By JW
Drawing Number BM-BC-00-DR-A-03-0000
Date 12/04/22
Revision P4

Block C - GAs - L00 B
Scale 1 : 100