



City of London, Primary Academy Islington (CoLPAI)

**Discharge of Condition 44
Residential and Commercial Delivery and Servicing Plan**

On behalf of **City of London**

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	Name	Position	Signature	Date
Prepared by:	Matt Bolshaw	Assistant Engineer	<i>Matt Bolshaw</i>	October 2019
Reviewed by:	Manu Dwivedi	Senior Associate	<i>Manu Dwivedi</i>	October 2019
Approved by:	Manu Dwivedi	Senior Associate	<i>Manu Dwivedi</i>	October 2019
For and on behalf of Stantec UK Limited				

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1 Introduction

1.1 Background

- 1.1.1 Stantec, formerly known as Peter Brett Associates LLP (PBA) has been commissioned by City of London (CoL) to produce a Residential/Commercial Delivery and Servicing Plan to meet the planning conditions for the City of London Primary Academy, Islington (CoLPAI) planning conditions (REF: 17/00770/FULL – City of London, P2017/2961/FUL – Islington).

1.2 Planning History

- 1.2.1 The residential development will provide 66 units and forms part of the wider CoLPAI site that was granted planning permission by London Borough of Islington and City of London in March 2018. The development when completed will provide 66 residential units, commercial spaces and a two-form entry primary school.

- 1.2.2 Condition 44 of the prior approval relates to the requirement of a Delivery and Servicing Plan (DSP), it states that,

“A Delivery and Servicing Plan (DSP) for the residential/commercial parts of the development detailing servicing arrangements including the location, times and frequency shall be submitted to and approved in writing by the Local Planning Authority (in consultation with TfL) prior to the first occupation of the relevant part of the development hereby approved.

The DSP shall follow TfL guidance on minimising the impact of freight movements on the transport network.

The building facilities shall thereafter be operated strictly in accordance with the details so approved, shall be maintained as such thereafter and no change therefrom shall take place without the prior written consent of the Local Planning Authority.”

- 1.2.3 This DSP is prepared to discharge planning condition 44 as stated above.
- 1.2.4 A Transport Assessment (TA) was prepared and submitted by Stantec as part of the planning application. The background of the assessment of the wider site should be referred to and read in conjunction with this DSP.

1.3 Nature of DSP

Detailed DSP

- 1.3.1 This is a Detailed DSP and is produced to give the planning authority a detailed view of the expected delivery and servicing activity during the operational phase of the residential and commercial aspects of the development.

DSP Objectives

- 1.3.2 DSPs developed through the planning process seek to support sustainable development. They are drafted within the context of the guidance provided within the London Freight Plan and TfL's DSP guidance.

- 1.3.3 This DSP will therefore seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and refuse/ recycling removed, in a safe, efficient and environmentally-friendly way;

- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
- Improve the reliability of deliveries to the site; and
- Reduce the impact of delivery and servicing activity on the residents at CoLPAl as well as local residents and the environment.

1.4 Report Structure

1.4.1 The remainder of this DSP is set out as follows:

- i. Chapter 2 provides an overview of the site and the proposed development;
- ii. Chapter 3 reviews the planning policies in relation to the delivery and servicing of the development;
- iii. Chapter 4 details the existing delivery and servicing strategy;
- iv. Chapter 5 details the delivery and servicing proposals including an estimation of future delivery and servicing trip generation profile along with vehicle types and dwell times.
- v. Chapter 6 provides an overview of the proposed delivery and servicing management arrangements for the development; and
- vi. Chapter 7 discusses the management of the DSP and monitoring of the implementation of the Plan.

2 Site Information

2.1 Location of the Site

- 2.1.1 The CoLPAl site is located off Golden Lane adjacent to the Golden Lane Estate in the London Borough of Islington (LBI). A small portion of the site falls within the City of London (CoL). The site is located to the south of Old Street, with access points available from Baltic Street West and Golden Lane. The closest London Underground Station is Barbican. A location plan is included in Figure 2.1.

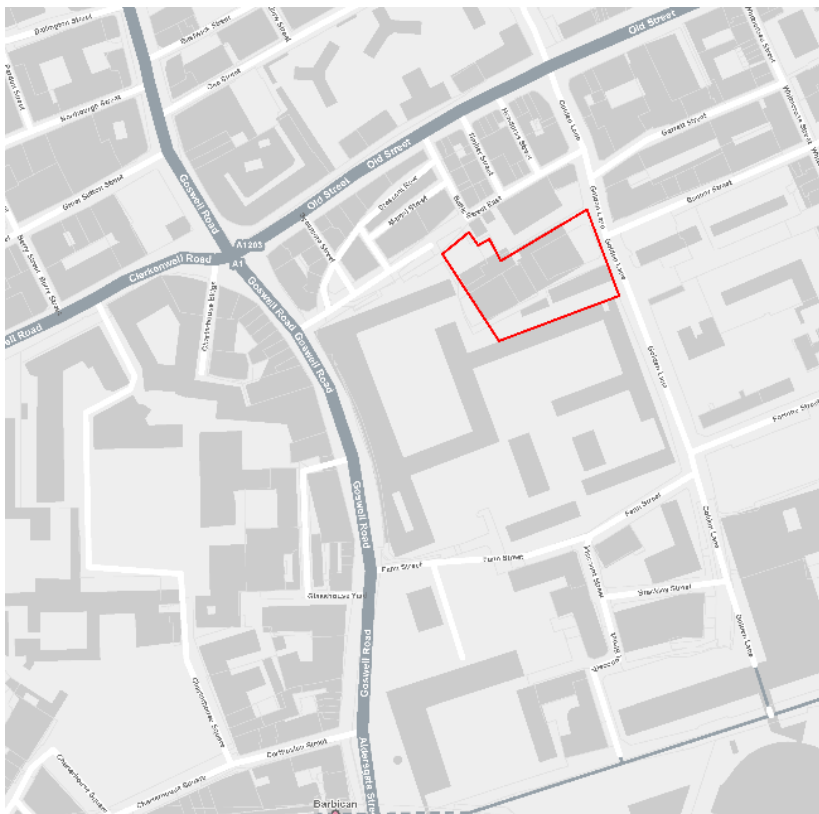


Figure 2.1: Strategic Site Location Plan

- 2.1.2 The site was previously occupied by the Richard Cloudsley school. A community centre was also present on the site.

2.2 Parking, Public Transport, Walking and Cycling Access

- 2.2.1 Full details of the public transport, walking and cycling access can be found in the TA. A summary is provided below.
- 2.2.2 All roads surrounding the site have footways with an appropriate width for pedestrians. There are two drop down kerb crossing points in close proximity to the site which enable easier crossing facilities across Golden Lane. There is also a signalised crossing point at the Golden Lane/Old Street Junction and a zebra crossing approximately 130m to the south of the proposed development on Golden Lane. Walking to Barbican underground station takes approximately 7-minutes.
- 2.2.3 There is on street cycle parking opposite the site on Golden Lane and a Santander Cycle docking station with a capacity of 18 cycles adjacent to the site. A further 27 Santander Cycles

located approximately 160m to the south of the site on Golden Lane. Cycling to Barbican station take approximately 3-minutes. There is an existing cycle route located to the east of the development site along Burnhill Row which routes north south.

- 2.2.4 The Site is currently very well connected to public transport links within the vicinity of the site. The site itself is located within PTAL zone 6a, showing an excellent level of public transport surrounding the site. There are three bus stops located within a 6-minute walk, serving 7 bus services. Old Street and Barbican underground stations located within a 10-minute walk of the Site. These provide access to the Northern line, Hammersmith and City line, Metropolitan line, Circle line and the Great Northern line.

2.3 Highway Access Arrangements

- 2.3.1 The main access road to the development site at present is Golden Lane which is approximately 9.7m wide outside the existing school access. This road runs north to south between Old Street and Beech Street. There are on-street parking bays on both sides of the road. Access to the commercial and residential block is from this road.
- 2.3.2 Another access point to the site is available from Baltic Street West. This access was not in regular use and was for the school only, but will become more open, as a result of the development proposals associated with the CoLPAI. The main access to Baltic Street West, is from Goswell Road. There is no through route available between Baltic Street West and Baltic Street East with the other surrounding roads being very narrow and not suitable for large amounts of traffic.

2.4 Development Proposals

- 2.4.1 The new development will consist of residential, commercial and educational land uses. Although, this DSP refers only to the residential and commercial aspects and a separate DSP has been written to address the school related elements. The residential land use will be made up of 66 units, with a mixture of 1, 2, 3-bedroom units. 1-bedroom units will make up 53% of the units, 2 bedroom 39% and 3 bed units 8% of the total. The commercial aspect is for 216m² of workspace.
- 2.4.2 The pedestrian and cyclist access to the residential/commercial aspect is from Golden Lane. Whilst there is access to the school from Baltic Street West, there is no access to the residential/commercial building from this entrance. As the development is car free, there are no parking bays provided or vehicular access, with the exception of on street disabled bays.
- 2.4.3 Delivery and Servicing will take place on street from Golden Lane. An area of double yellow lines will be provided outside the site which will allow deliveries and servicing, including refuse, to take place from this location.

3 Policy Context

3.1 Introduction

- 3.1.1 This section provides an overview of National, Regional and Local DSP-related policy guidance.

3.2 National Policy and Guidance

BS: 5906 Waste Management in Buildings – Code of Practice (2005)

- 3.2.1 BS: 5906 is a code of practice for methods of storage, collection, segregation for recycling and recovery, and on-site treatment of waste from residential and non-residential buildings. As a code of practice, this British Standard takes the form of guidance and recommendations.

Designing for Deliveries Guide, Freight Transport Association (2016)

- 3.2.2 Designing for Deliveries is a guide for planners and engineers to assist in the design of service areas and access roads for commercial vehicles. The document incorporates scaled drawings and guidance on how to cater for all vehicles including small rigid, large rigid, artic and drawbars.
- 3.2.3 The latest edition provides the new standards of the latest fleet of vehicles.

3.3 Regional Policy and Guidance

Mayor's Transport Strategy (2018)

- 3.3.1 The Mayor's Transport Strategy (MTS) was published in March 2018 by the Mayor of London.
- 3.3.2 The MTS aims to provide a framework to inform the strategic development of London, alongside the London Plan, for the next 20 years. The MTS highlights the importance of the London Freight Plan, DSP, Freight Operator Recognition Scheme (FORS) and Construction Logistics Plans (CLP) in encouraging improved efficiency and provide a framework for incentivising and regulation.
- 3.3.3 The MTS indicates that DSPs are relevant to ensure delivery and servicing facilities are designed in a way that allows streets to still be attractive for walking and cycling, ensures there is a reduction in the impact of delivery and servicing on London's streets and reducing the total vehicle kilometres made by delivery and servicing vehicles.
- 3.3.4 Proposal 81 sets out that "The Mayor, through TfL and the boroughs, and working with stakeholders, will embed efficient freight and servicing in new development by:
- Ensuring that delivery and servicing plans facilitate off-peak deliveries using quiet technology, and the use of more active, efficient and sustainable modes of delivery, including cargo cycles and electric vehicles where practicable.
 - Ensuring that large-scale developments and area-wide plans include a local freight and servicing strategy (consisting of measures such as shared procurement for consumables, co-ordinated waste and recycling collection, timetabled deliveries, 'click and collect' for residents and flexible loading bays).
 - Piloting ambitious plans in Opportunity Areas and around major developments such as High Speed Two to reduce the impact of freight and construction trips.

3.3.5 The MTS also sets out the importance of the London freight information portal which: “will help London’s public authorities (the GLA and boroughs, for example) and freight operators exchange information about:

- Improving operational efficiency;
- Encouraging better driver behaviour, the use of alternative fuels and the uptake of low carbon vehicles;
- Reducing freight administration costs; and
- Enhancing freight journey planning.”

London Plan consolidated with Alterations since 2011 (Mar 2016)

3.3.6 The London Plan, published in July 2011, sets out the overarching policies and principles for developments in London over the next 20-25 years. The London Plan has been further revised in March 2015, Further Alterations to the London Plan (FALP) and March 2016, Minor Alterations to the London Plan (MALP).

3.3.7 Policy 6.3 ‘Assessing Effects of Development on Transport Capacity’ states:

3.3.8 “Transport assessments will be required in accordance with TfL’s Transport Assessment Best Practice Guidance for major planning applications. Workplace and/or residential travel plans should be provided for planning applications exceeding the thresholds in, and produced in accordance with, relevant TfL guidance. Construction Logistics Plans and Delivery and Servicing Plans should be secured in line with the London Freight Plan and should be co-ordinated with Travel Plans.”

Draft New London Plan, July 2019

3.3.9 The New London plan was published in draft form for consultation in November 2017. The July 2019 includes updates and alterations to the plan before the final version is published in late 2019.

3.3.10 Policy T7 of the draft London Plan states that freight and servicing strategies should seek to-

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

3.3.11 These strategies should be developed through policy or masterplan for planning application process.

TfL Freight and Servicing Action Plan (2019)

3.3.12 The TfL freight and servicing action plan sets out and clarifies future freight and servicing policies as well as the actions that can be taken in present day to support safe, clean and efficient freight operations.

3.3.13 The plan supports the objectives put forward in the Mayor’s Transport Strategy (MTS) including promoting walking and cycling and Vision Zero. The MTS states that by 2041 80 percent of trips in London are to be made on foot, by cycle or using public transport. This

action plan sets out proposals for how to address the issues mentioned in the MTS including number of accidents, Air Quality and Congestion.

3.4 Local Policy

Islington Local Plan Strategic and Development Management Policies (2019)

3.4.1 As part of the Local Plan – Strategic and Development Management Policies Development Management Policies – Policy T5 sets out requirements for Delivery, servicing and construction.

3.4.2 The main points set out in Policy T5 are that delivery and servicing arrangements must:

- Be provided off street wherever feasible, particularly for commercial developments over 200sqm GEA;
- Make optimal use of development sites;
- Demonstrate that servicing and delivery vehicles can enter and exit the site in forward gear;
- Submit sufficient information detailing the delivery and servicing needs of developments, including demonstration that all likely adverse impacts have been thoroughly assessed and mitigated/prevented. This includes impact on the amenity of local residents and businesses, for example, vehicle noise impacts from idling and reversing warning mechanisms and impacts due to the size of delivery vehicles;
- Provide delivery and servicing bays whose use is strictly controlled, clearly signed and only used for the specific agreed purpose;
- Ensure that there are no adverse impacts on existing/proposed refuse and recycling facilities;
- Ensure that the cumulative impact on sustainable transport modes is identified and suitably mitigated/prevented; this must include consideration of delivery and servicing requirements of existing, planned and potential development in the area, particularly in Town Centres, designated employment areas and the CAZ;
- Investigate potential for delivery and servicing by non-motorised sustainable modes, such as cargo cycles and 'clean' vehicles.

City of London Transport Strategy (2019)

3.4.3 The CoL Transport Strategy is a plan to manage how the streets within the City of London are designed and managed. The aims of the strategy are in line with other London wide proposals to encourage walking and cycling, reducing the number of vehicle trips including for delivery and servicing, to reduce the number of deaths and seriously injured and improve air quality.

3.4.4 Delivery and Servicing is a key part of the Transport Strategy and it states that the strategy will ensure there will be fewer, quieter, safer and cleaner lorries. This includes the use of consolidation centres as well as returning vehicles also being used to collect waste and recycling to make the most of both trips. There will also be a focus on encouraging cargo bikes to make a greater proportion of trips.

Recycling and Refuse Storage Requirements (June 2013)

- 3.4.5 The guide was published in June 2013 and provides information on waste storage facilities and design. The guide also covers collection frequencies and servicing vehicles access requirements.
- 3.4.6 Residential refuse and recycling is normally collected every week. Refuse and recycling storage for residential use must be provided for a minimum of eight days.
- 3.4.7 Storage requirements are as follows:

Table 3-1 Residential Waste Storage Requirements

Size of Unit	Total storage capacity required for Refuse and Recycling
One Bedroom	200 Litres
Two Bedroom or more	A further 140 litres for each additional bedroom
Recycling – At least 50% of total storage capacity must be allocated for recycling	

Table 3-2 Commercial Waste Storage Requirements

Offices	2.6 cubic metres
Retail	5 cubic metres
Restaurants	1.5 cubic metres per 20 dining spaces
Hotels	1.5 cubic metres per 20 dining spaces
Recycling – At least 50% of total storage capacity must be allocated for recycling	

- 3.4.8 In terms of vehicles access requirements, the Guidance states that vehicles access roads must be constructed to withstand a gross vehicle weight of 26 tonnes and axle loading of 11.5 tonnes. The access road has to have a minimum width of four metres and the layout should allow vehicles to travel in a forward direction. While reversing, refuse vehicles should not be required to reverse more than 25 metres. If pedestrians and refuse vehicles share the same access, an additional raised footpath must be provided.
- 3.4.9 General allowances of at least one metre should be provided as turning areas for refuse vehicles. They should be included in the design of access roads and gateways, etc. If vehicles are required to approach from an angle, additional allowances will be required.
- 3.4.10 Appropriate measure should be in place to control any unauthorised vehicles parked on the route/ access of the refuse collection points.

- 3.4.11 The Guidance also states that the walking distance from the bins to the position of the refuse collection vehicle must not exceed 10 metres.

4 Existing Delivery and Servicing Arrangements

4.1 Introduction

- 4.1.1 This section provides an overview of the existing delivery and servicing arrangements at the existing CoLPAI Site.

4.2 Existing Delivery and Servicing Arrangements

- 4.2.1 At present the delivery and servicing vehicles access the site via the service road located off Golden Lane to the south of the site. This provides access to the community centre and old school buildings for refuse vehicles.
- 4.2.2 There are existing garages within the development site which are accessed via the service road adjacent to Basterfield House. These are primarily used for storage, with the exception of two garages which are used as a disabled parking space by residents of Basterfield House.
- 4.2.3 Existing refuse collection for Basterfield House occurs during early hours on a daily basis. There are no proposals to change this arrangement. At present the refuse collection vehicles enter the service road in forward gear and then reverse back onto Golden Lane.
- 4.2.4 Emergency service vehicles at present have access to the service road and the ability to lower the bollards at the western end to enable greater access along the service road. It is assumed that an emergency services vehicle would operate in the same way as a refuse vehicle and enter the service road in forward gear and then reverse out or make a u-turn.
- 4.2.5 Construction vehicles being used to service the Golden Lane Estate at present do not use the service road. From on-site observation it is apparent that the road is only used by tradesmen and vans rather than larger construction lorries.

5 Delivery and Servicing Proposals

5.1 Overview

- 5.1.1 This chapter details the design and access of the proposed delivery and servicing arrangements including locations of bin stores, accesses and routes; as well as the estimated trip generation relating to the delivery and servicing activities for the 66 residential units and commercial aspects.

5.2 Access Arrangements

- 5.2.1 Access to the residential/ commercial block is from Golden Lane. Each commercial space has its own entrance with the residential aspect having a separate entrance. This is shown in Figure 5.1. All pedestrian and cycle access will take place via these entrances with no specific vehicle access, due to it being a car free development.

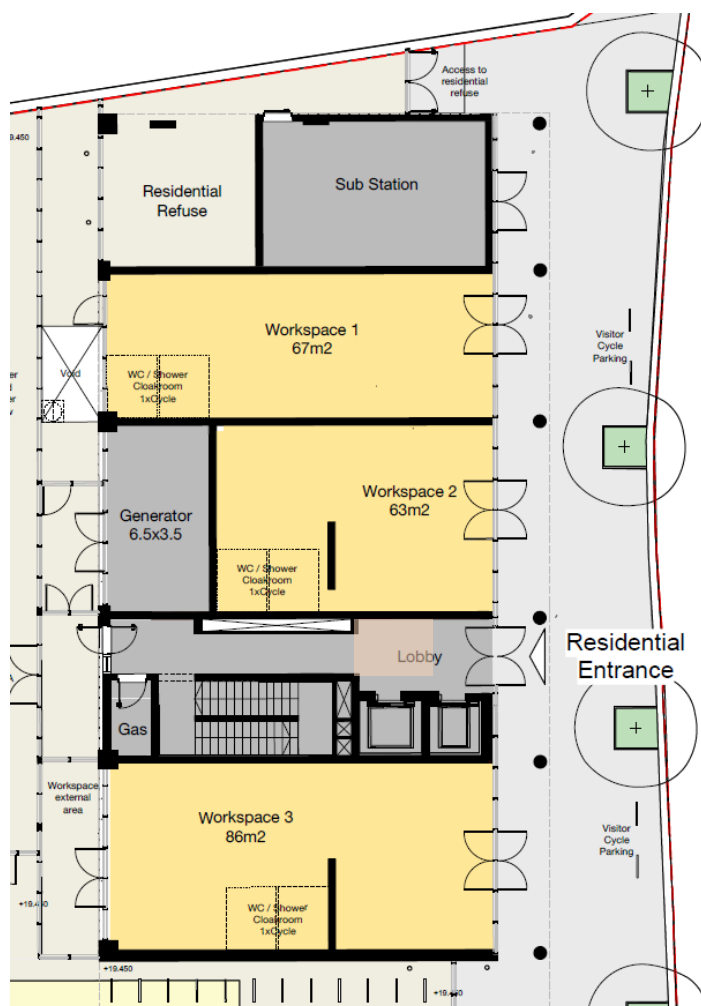


Figure 5.1: Proposed layout of residential/commercial building

- 5.2.2 Activity by delivery and servicing vehicles will be carried out on street like the neighbouring properties for both the residential and commercial units. Vehicles will park outside the building where it is safe and legal to do so to make deliveries. The Figure 5.2 below demonstrates the proposed street layout and how vehicles will access the residential and commercial buildings without interfering with the school.

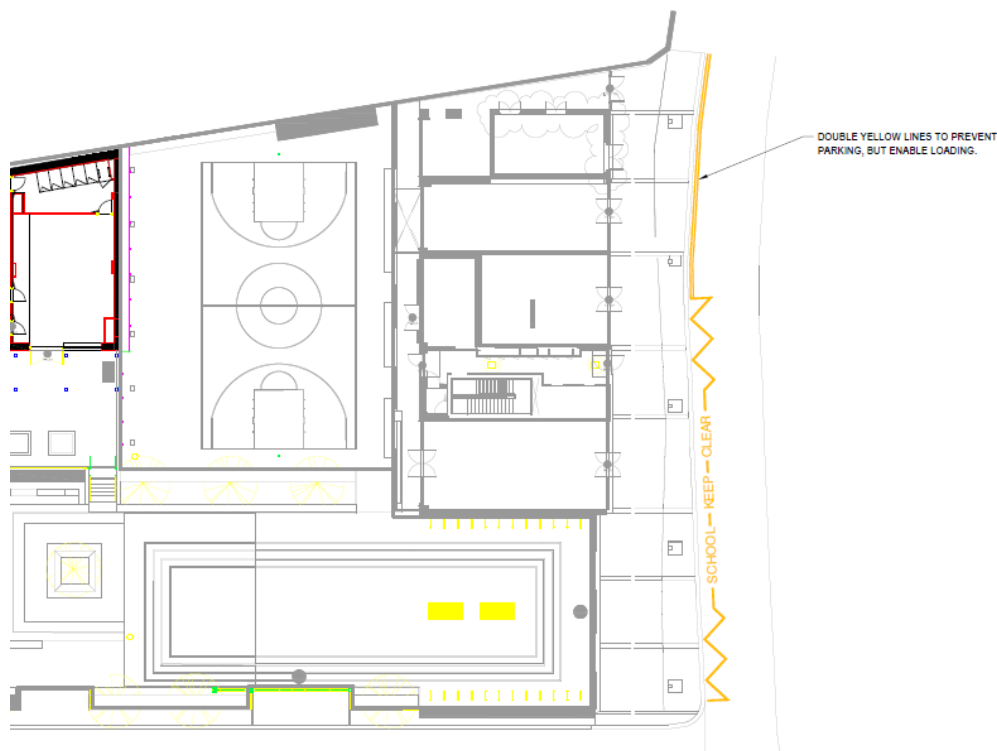


Figure 5.2: Kerbside Layout

- 5.2.3 The dwell times are anticipated to be short for the types of deliveries to be made. It is assumed that most of the deliveries made to residential developments would be made by LGVs as per the current situation in the wider estate. These trips are anticipated to be part of a multi-drop round and therefore they are not expected to be new trips on the network.
- 5.2.4 In the event that multiple vehicles arrive and depart at the same time it is possible for more than one vehicle to be present outside the site, with there being ample pay and display spaces for vehicles to wait in.

5.3 Commercial Waste Collection

- 5.3.1 Commercial waste collection will be tendered separately through a commercial contract. Each commercial store is proposed to have their own bin store within their own unit. Refuse vehicles will service the commercial units from on street on Golden Lane with the vehicle to park adjacent to the northern part of the residential building. Refuse bags or bins will then be carried or wheeled from the store to the refuse vehicle and back by the refuse collection operatives. The vehicle can pull up and pull away from the kerbside in forward gear. The commercial waste collection and deliveries are proposed to be during off-peak hours and avoiding school pick up times.

5.4 Residential Waste Collection

- 5.4.1 The bin store for the residential building is shown in Figure 5.1 and is located to the north west of the building adjacent to the substation. Residents will put their refuse into the bins, with the refuse collection workers to collect from the roadside.
- 5.4.2 According to the LBI's waste storage guidelines, a total of 17 bins will be required to serve the proposed 66 units. The ground floor has been designed to maximise active frontage and to

provide generous space for school entrance. Therefore, there is limited space within the building curtilage to provide bigger refuse stores. A total of 7 x 1,100 ltr Eurobins are proposed to serve the residential development. Of the total 7 bins, 4 will be for general refuse and 3 will be for recyclables.

- 5.4.3 It is recommended that waste be collected twice weekly for general waste and thrice weekly for recyclables. This arrangement should be acceptable as the current waste collection from Basterfield House takes place daily.
- 5.4.4 This location results in a dragging distance of 22m. However, CoL Housing Management will arrange for the bins to be manoeuvred from the refuse store out to an on-street location each collection day, and which will ensure the dragging distance will be compliant with LBI and CoL standards. Bins will need to be dragged through a gate which will be 1.7m in width, and which is sufficient for the bins to be serviced from the refuse store.

5.5 Delivery and Servicing Trip Generation

- 5.5.1 A delivery and servicing trip generation exercise has been undertaken for the development when operational. A summary of the trip generation exercise is provided below.

Trip Generation

- 5.5.2 The methodology for estimating the number of delivery and servicing trips has been to use previous experience and trip rates from the TfL Residential Trip Generation Database included in the Residential Freight Study (November 2014) to determine the number of trips being made by mode.
- 5.5.3 The estimated delivery and servicing trip generation associated with the 66 residential units can be seen in Table 5-1.

Table 5-1: Daily Delivery and Servicing Trip Generation – 66 units

Time Activities	Walking/ Cycling	Motorbikes	Cars	LGV	HGV	TOTAL
Deliveries	5	5	4	6	1	21
Service Call	5	4	5	5	0	19
Collection	0	0	0	0	2	2
Total	10	9	9	11	3	42

- 5.5.4 The estimated delivery and servicing trips for the commercial aspect has been calculated using the TfL Office Freight Report. This indicates that the smaller the office space the less delivery and servicing trips are made. Table 5-2 below shows that the commercial units collectively are classified as a small office and could expect to receive up to 7 deliveries per day. This assessment can be considered a worst-case assessment from all perspectives. Firstly, the total of the three units is 216 sqm, a lot smaller than the 999sqm in the assessment and additionally to this, the three units individually are much smaller. Secondly, office has been assumed as the land use as a worst-case. The occupiers of the space could in theory be any commercial identity and therefore not as trip intensive as a normal office. As such it is likely the commercial space would receive significantly less deliveries per day.

Table 5-2 Office Daily Deliveries

Building Type	Average Number of Daily Deliveries
All London offices	12
Small Offices (up to 999m ²)	7
Medium Offices (1000-19,999m ²)	12
Large Offices (20,000m ²)	26

(Source: TfL Office Freight Report)

- 5.5.5 The trip generation exercise indicates a total of 49 delivery and servicing trips by all modes, including 42 vehicular trips, associated with the proposed 66 residential units and 7 with the 216m² of commercial units per day. These trips are anticipated to be distributed across the day, with the majority of the trips being undertaken outside of peak hours.
- 5.5.6 It is anticipated that the residential units will have a variety of delivery and servicing needs. These include residents moving into the units themselves, home grocery and internet shopping deliveries, as well as takeaway deliveries. It is thought that any residual home grocery deliveries will be timed to occur when residents are at home. Residents will also likely get most personal items delivered to their place of work or use click and collect services and locker banks to avoid missing the delivery (further discussed in Chapter 6).

Vehicle Types

- 5.5.7 It is likely that a variety of vehicle types will visit the site including:
- Motorcycles (couriers);
 - Cars and vans up to 3.5 tonnes (LGVs);
 - Medium/ Heavy Goods Vehicles over 3.5 tonnes including 7.5t box vans
- 5.5.8 It is considered likely that the majority of delivery and servicing trips will be made by LGVs and 7.5t box vans rigid HGVs. It is thought highly unlikely, given the residential nature of the development that any deliveries would be made using an articulated HGV.

Dwell Times

- 5.5.9 Dwell times will vary depending on vehicle type and the type of goods being delivered or collected or the type of service being carried out.
- 5.5.10 Based on previous experience, including survey work undertaken at a number of locations across central London, the following average dwell times are considered robust for the different vehicle types identified above and the types of delivery the various land uses will receive.

Table 5-3: Vehicle Types and Dwell Times

Vehicle Type	Dwell Time
Motorcycle (couriers)	0 – 10 minutes
Cars and vans up to 3.5 tonnes (LGVs)	0 – 15 minutes
HGVs over 3.5t up to 18t	5 – 20 minutes
Medium – large sized refuse vehicle	5 – 20 minutes

- 5.5.11 Peak hour delivery and servicing trips for the development as a whole has been shown to be low. When this is combined with the identified likely vehicle types and anticipated dwell times it can be demonstrated that the proposed on-street delivery and servicing provision will be sufficient to ensure safe and legal delivery and servicing activity can take place.
- 5.5.12 Although the identified delivery and servicing trips are considered to be low and manageable, steps will be taken to help minimise and manage delivery and servicing trips to the development wherever practicable. The proposed measures are outlined in Section 5.

5.6 Waste and Recycling Separation and Storage

- 5.6.1 Waste and recycling management and storage facilities were designed to meet London Plan, LBI and CoL standards. The storage areas are located on the ground floor of the development and provide separation into the relevant waste streams and sufficient storage capacity for the residential units.
- 5.6.2 Commercial bins are to be provided within the commercial stores and separate communal store is proposed for residential units.
- 5.6.3 The bin store is designed to allow easy and safe access / manoeuvrability to all bins. All material will be contained within the dedicated containers to avoid amenity issues associated with litter and vermin.
- 5.6.4 The on-site management company will be responsible for the management of the waste and recycling storage and servicing area.

6 Delivery and Servicing Management

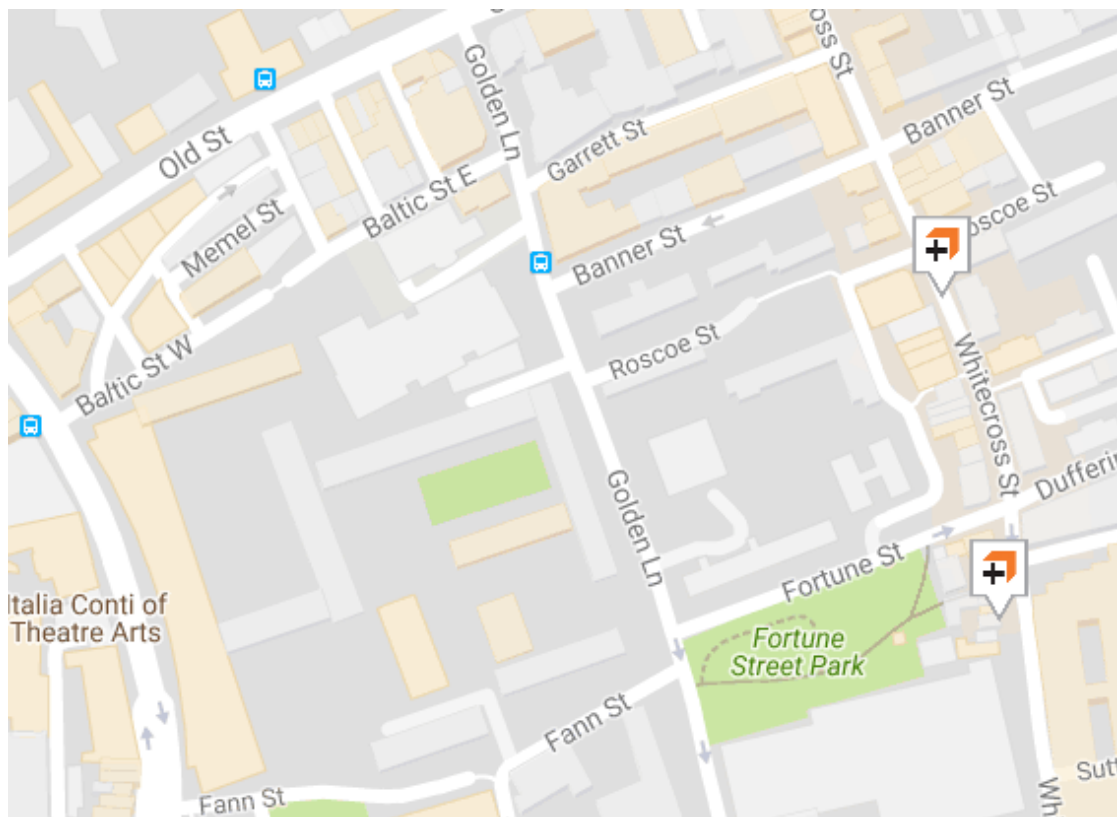
6.1 Overview

- 6.1.1 This section outlines the overarching measures and initiatives included within the DSP which are applicable to the residential and commercial uses within the building. Specific measures relating to residential and commercial land uses are identified.
- 6.1.2 The DSP will specifically aim to ensure that servicing of the development can be carried out safely and efficiently, without creating any negative impacts on the local highway network, local residents and commercial occupiers within the site, and the environment.
- 6.1.3 In accordance with TfL's best practice guidance contained within their document entitled 'Managing Freight Effectively: Delivery and Servicing Plans' the proposed management measures and initiatives have been grouped into the following categories. Each of these are considered in turn:
- Design and Access (as per Chapter 5)
 - Procurement Strategy
 - Operational Efficiency and
 - Waste and Recycling Management.

6.2 Procurement

Click and Collect

- 6.2.1 Residents will be encouraged to consider the use of services such as Click and Collect and local collection points when ordering goods for home delivery. This will be achieved through promoting the benefits of Click and Collect, within the DSP and the Travel Information Pack that is distributed to the new residents as part of the Travel Plan. The pack, being part of the wider Travel Plan initiatives, will contain information of the available goods collection points such as Amazon Locker and Collect Plus. The same information will be provided on the residents' intranet and notice boards.
- 6.2.2 Click and Collect and local collection points provide an alternative to having deliveries sent to individual home addresses. This can help reduce the number of missed deliveries (particularly during the day) and subsequently reduce delivery vehicle trips. There is a number of different Click and Collect options provided by an ever-growing number of retailers including getting goods delivered to your nearest store (for that retailer or an associated retailer) or using a service such as Collect Plus.
- 6.2.3 As shown in Figure 6.1, there are two Collect Plus locations in the vicinity of the site, which will enable residents to take advantage of such a service and help improve delivery efficiency. The closest store is located on Whitecross Street – a two-minute walking distance.



(Source: Map from Collectplus Website)

Figure 6.1: Collect Plus Locations in the vicinity of the Site

Home Grocery Deliveries

- 6.2.4 There are various supermarkets located near to the site, including Waitrose on Whitecross Street and Tesco Express on Goswell Road.
- 6.2.5 As such, it is considered most residents would walk to these supermarkets to buy groceries and that the delivery trips for groceries will be minimal. It is also thought that any residual home grocery deliveries will be timed to occur when residents are at home.

Commercial

- 6.2.6 From a commercial perspective, to help ensure delivery and servicing is controlled and managed, occupants will be encouraged to use their procurement process to work with their suppliers to deliver outside of network peak hours and consolidate their deliveries where possible.
- 6.2.7 The occupiers of the commercial units will also be requested to work collaboratively through using joint procurement where possible and reducing the number of deliveries each individual unit receives.
- 6.2.8 End users will be encouraged to keep track of and evaluate the number of suppliers they have in order to identify opportunities to consolidate deliveries by using the same supplier when possible. Tenants can also work collaboratively with the other commercial units and use the same suppliers where possible to further reduce the number of delivery trips.

- 6.2.9 In the case of personal deliveries to the workplace, end-users are encouraged to promote alternative methods of parcel delivery to staff, i.e. click and collect, Doddle or Collect Plus. This will further reduce the number of deliveries made to the commercial units.

6.3 Operational Efficiency and Waste and Recycling Management

- 6.3.1 Refuse collection workers for residential elements will have access to the gate and refuse store and are responsible for collecting bins from the store, dragging to the collection point and then returning to their correct location.
- 6.3.2 The commercial unit occupiers will be responsible for their refuse storage areas and will be discouraged from disposing waste at on street locations.

7 Monitoring and Management

- 7.1.1 The DSP will be owned by the CoL and a dedicated member of the estate management team will be responsible for managing and monitoring the implementation of the DSP.
- 7.1.2 It will be the estate managers' responsibility to ensure the DSP is endorsed and functioning correctly. The DSP management and monitoring process including meetings, reports and liaison will tie in with the overall management of the site.
- 7.1.3 Monthly reviews of vehicle activity will be held amongst the on-site management team. Any issues can then be resolved or escalated as required. The monitoring will include daily and weekly schedules and monthly reports to monitor delivery activity, compliance with requirements and remedial actions taken such as warning contractors of their obligations should a breach occur.