Pentavia, Mill Hill

London NW7 2ET

Delivery and Servicing Plan

Date: 15/03/19

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1 INTRODUCTION

1.1 INTRODUCTION

1.1.1 This Delivery and Servicing Plan (DSP) has been prepared by Velocity Transport Planning on behalf of Meadow Residential in support of the planning application for the redevelopment of Mill Hill, Barnet, NW7. The location of the site is illustrated on **Figure 1-1** below.

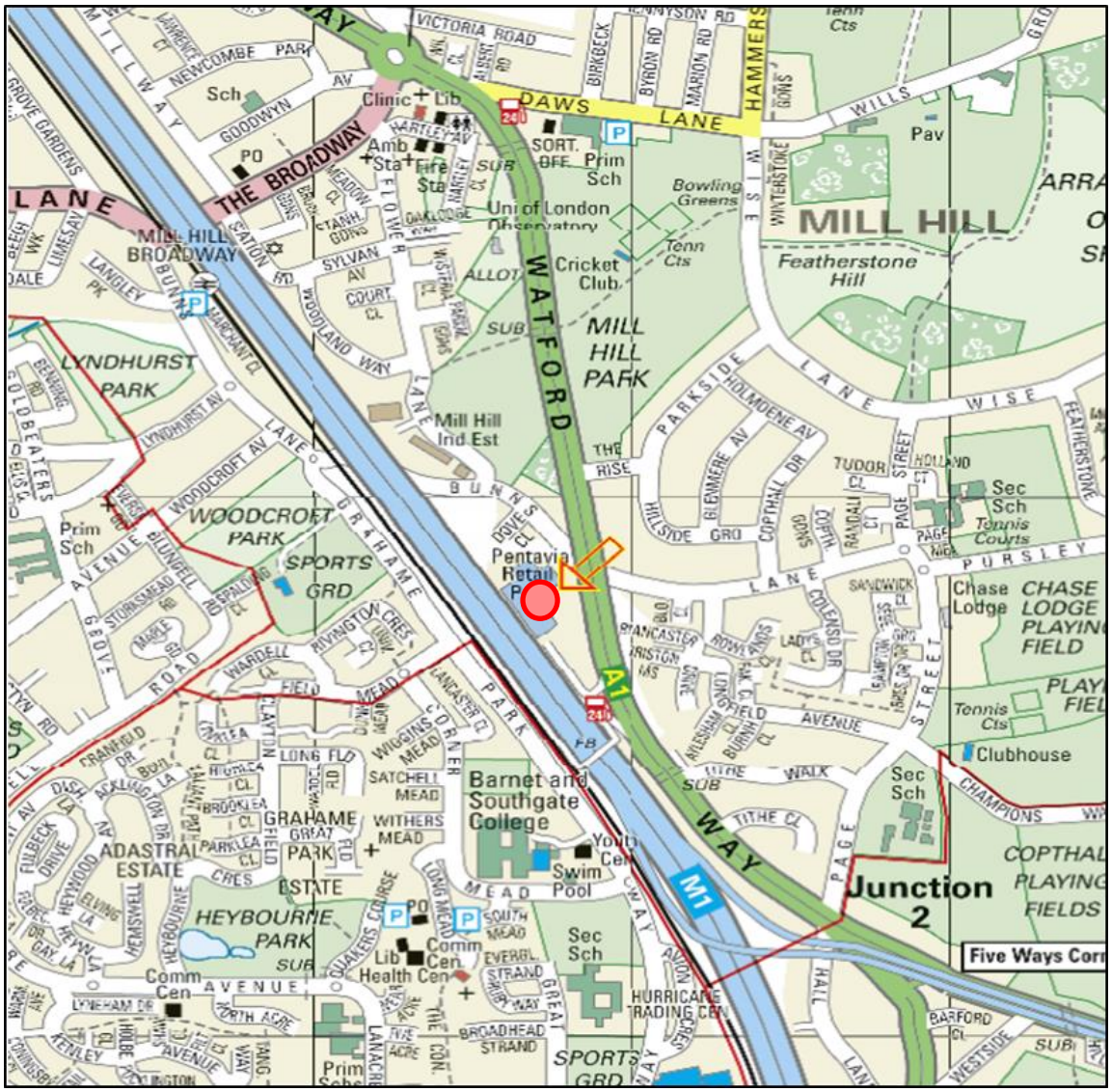


Figure 1-1: Proposed Development Site

1.1.2 The site consists of a former out-of-town retail park with associated parking. The retail development comprised 9,717sqm of A1 / A3 floor space (9,053sqm A1, 644sqm A3).

1.1.3 The Pentavia Retail Park was built in the early 1990s following planning consent in 1988 for a scheme comprising non-food retail warehouses, a garden centre and petrol station. Prior to 1988 the site had been used as allotments and a sports ground as well as a construction site for the M1.

1.1.4 Up until 2015 the site had been occupied by major national retailers including Homebase, Comet and Argos (Use Class A1 / A41). Since September 2015 the site has been temporarily occupied by Kosher Outlet Store. More recently a TGI Friday restaurant (Use Class A3) has ceased trading from the site.

1.2 PROPOSED DEVELOPMENT

1.2.1 The proposed development comprises the demolition of all existing buildings and construction of 844 new Class C3 residential units and ancillary Class C3 Build to Rent facilities; 405sqm Gross Internal Area (GIA) Class A1 Retail; 326sqm (GIA) Class A3 and A4 food; and 297sqm (GIA) Class D1 Community; new pedestrian access to Bunns Lane; open space, landscaping; car parking; and highway/pedestrian improvements.

1.2.2 **Table 1-1** below sets out the proposed development schedule in more detail.

Proposed Use	Quantum
C3 - Residential	844 Units
C3 - Ancillary	894 sqm GIA
A1 – Convenience Store	251 sqm GIA
A1 – Dry Cleaners/Hairdressers	154 sqm GIA
A3 / A4 – Restaurant / Pub	154 sqm GIA
A3 – Coffee Shop / Café	171 sqm GIA
D1 – Healthcare / Nursery	297 sqm GIA

Table 1-1: Proposed Development Schedule

1.2.3 Proposed ground floor and lower ground floor plans of the development are contained within **Appendix A**.

1.2.4 It is anticipated that the proposed development would be implemented in rolling phases that follow on from one another. It is anticipated that works could take place between 2019 and 2023. The detailed construction phasing is not yet known however it is assumed that the time-scales for implementation of relevant measures or undertaking relevant surveys will be used as opposed to proportion of expected occupants.

1.2.5 The proposals will transform Pentavia Retail Park into a thriving and sustainable neighbourhood with green public parks and local amenities; a destination for people to live, work and enjoy. It will help to address Barnet's housing need by delivering high quality Build to Rent homes, let at affordable rents.

1.2.6 The proposals will unlock this constrained site with new pedestrian routes and cycle links. This will create economic benefits to the local area as the development will help to increase footfall and spending on Mill Hill Broadway.

1.3 SCOPE OF DSP

1.3.1 This DSP has been prepared to outline the principles associated with servicing of the proposed development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not adversely impact upon the operation of the local highway network or inconvenience of local residents.

1.3.2 The aspiration of this DSP is to have wider benefits for the local highway network including contribution to a reduction in congestion and the environmental impacts associated with servicing and delivery movements, and a contribution to improved road safety conditions.

1.3.3 This DSP is submitted with the planning application and should be read in conjunction with the supporting Transport Assessment (TA) and Travel Plan (TP) reports. The DSP complies with the relevant LBB and TfL policy and guidance.

1.4 REPORT STRUCTURE

1.4.1 Following this introduction, the remainder of this report is structured as follows:

- **Section 2** considers relevant policy and guidance at Government, Regional and Local Authority level;
- **Section 3** details information on anticipated trip generation and future site surveys;
- **Section 4** describes the aims and objectives of this DSP;
- **Section 5** outlines the package of measures to be implemented;
- **Section 6** explains how the DSP will be monitored and reviewed, and
- **Section 7** concludes this DSP.

2 POLICY CONTEXT

2.1.1 The policy contained in the following documents has been reviewed:

- National Planning Policy Framework (NPPF);
- Planning Practice Guidance;
- Waste Management Plan for England;
- National Planning Policy for Waste;
- The Consolidated London Plan;
- The draft New London Plan;
- The Mayor's Transport Strategy;
- The London Freight Plan;
- TfL DSP Guidance;
- Barnet Local Plan - Core Strategy (2012);
- North London Joint Waste Strategy (2009), and
- Draft North London Waste Plan (2015).

2.2 NPPF

2.2.1 The National Planning Policy Framework (NPPF) outlines the Government's planning policies for England and how they are expected to be applied. The NPPF does not contain specific waste management policies, instead, national waste planning policy is contained within the Waste Management Plan for England (2013) and the National Planning Policy for Waste (2014) and is supported by Planning Practice Guidance.

2.2.2 Section 4 of the NPPF outlines policy for promotion of sustainable transport. At paragraph 35 it states that new development should be located and designed to *"accommodate the efficient delivery of goods and supplies".*

2.3 PLANNING PRACTICE GUIDANCE

2.3.1 Planning Practice Guidance (PPG) provides a web-based resource in support of the NPPF. The document entitled 'Waste' outlines the consideration local planning authorities should give towards waste management, both within Local Plans and with regards to the Waste Hierarchy. This includes the following guidance on considerations to be included within development planning applications:

- The promotion of the *"sound management of waste from any proposed development, such as encouraging on-site management of waste where this is appropriate, or including a planning condition to encourage or require the developer to set out how waste arising from the development is to be dealt with"*;

- That steps are *"taken to ensure effective segregation of wastes at source including, as appropriate, the provision of waste sorting, storage, recovery and recycling facilities"*; and

- That it will be useful for proposals that are likely to generate significant volumes of waste through the development or operational phases to include a waste audit. *"This audit should demonstrate that in both construction and operational phases of a proposed development, waste will be minimised as far as possible and that such waste as is generated will be managed in an appropriate manner in accordance with the Waste Hierarchy".*

2.4 WASTE MANAGEMENT PLAN FOR ENGLAND

2.4.1 The Waste Management Plan for England outlines the steps required to move towards a zero waste economy as part of the transition to a sustainable economy.

2.4.2 This Waste Management Plan for England fulfils the Waste Framework Directive (WFD) Article 28 mandatory requirements, and other requirements set out in Schedule 1 to the Waste (England and Wales) (Amendment) Regulations 2014. The Plan provides an analysis of current waste management practices in England, and evaluates implementation of the objectives and provisions of the revised WFD.

2.5 NATIONAL PLANNING POLICY FOR WASTE

2.5.1 The National Planning Policy for Waste provides the planning framework to enable Local Authorities to put forward, through local waste management plans, strategies that identify sites and areas suitable for new or enhanced facilities to meet the waste management needs of their areas. Non-waste developments include any development whose end function is not directly related to waste. The National Planning Policy for Waste states that when determining planning applications for non-waste developments, Local Authorities should ensure that:

- "the likely impact of proposed, non-waste related developments on existing waste management facilities, and on-sites and areas allocated for waste management, is acceptable and does not prejudice the implementation of the Waste Hierarchy and/or the efficient operation of such facilities"; and

- "the handling of waste arising from the construction and operation of development maximises reuse/recovery opportunities, and minimises off-site disposal."

2.6 THE CONSOLIDATED LONDON PLAN

2.6.1 Policy 6.1 of the London Plan states that ensuring the most efficient forms of transport freight and making deliveries through modern logistics techniques will also be important, adding that the Mayor is committed to increasing the use of the Blue Ribbon Network for both passengers and freight transport.

2.6.2 Policy 6.3 of the London Plan requires DSPs to be produced in line with the London Freight Plan and coordinated with Travel Plans.

2.6.3 Policy 6.11 of the London Plan requires Development Plan Documents prepared by the London Boroughs to incorporate policy that promotes efficient and sustainable arrangements for the transportation and delivery of freight in order to support the policy objective to smoothing traffic flow and congestion.

2.6.4 Policy 6.14 of the London Plan is related to freight. It states that development proposals should promote uptake of the 'Fleet Operators Recognition Scheme' (FORS) and the implementation of DSPs.

2.7 DRAFT NEW LONDON PLAN (2018)

2.7.1 A new Draft London Plan was issued in December 2017 for consultation ahead of Examination in Public. It is not expected to be adopted until Autumn 2019. In the meantime, the current 2016 London Plan remains adopted. The Draft London Plan provides useful context for the direction of future policy although no material weight is attached to its policies at this stage.

2.7.2 Policy T7 'Freight and Servicing' sets out, inter alia:

"Development proposals should facilitate sustainable freight and servicing, including through the p provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and 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.

At large developments, facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans."

2.8 THE MAYOR'S TRANSPORT STRATEGY (2018)

2.8.1 The Mayor's Transport Strategy (MTS) was published in March 2018 and sets out the Mayor's policies and proposals to reshape transport in London over the next 25 years.

2.8.2 The central aim of the MTS is for 80% of all trips in London to be made on foot, by cycle or using public transport by 2041.

2.8.3 The key themes are at the heart of the strategy:

1. Healthy Streets and healthy people

The MTS promotes a new Healthy Streets approach to reduce car dependency and increase active, efficient and sustainable travel. Streets environments should be designed to encourage walking and cycling to assist Londoners with staying healthy.

2. A good public transport experience

For longer trips public transport is the most efficient way for people to travel and should be attractive to facilitate a mode shift away from car use. Improvements to the public transport network are outlined including new infrastructure.

3. New homes and jobs

The MTS sets out Good Growth principles for the delivery of new homes and jobs that use transport to:

- Create high-density, mixed-use places; and
- Unlock growth potential in underdeveloped parts of the city
- The MTS outlines transport principles of Good Growth as being:
- Good access to public transport
- High-density, mixed-use developments
- People choose to walk and cycle
- Car-free and car-lite places
- Inclusive, accessible design
- Carbon-free travel
- Efficient freight

2.9 THE LONDON FREIGHT PLAN

2.9.1 The London Freight Plan promotes sustainable freight distribution with the objective of ensuring that freight is run efficiently, that unnecessary journeys are reduced, that journey distances are reduced and loads are maximised; and that negative impacts of freight activities on local communities are minimised.

2.9.2 The high level aims of the London Freight Plan include:

> *"Improve quality of life in London by minimising the impact of noise and vibration caused by freight and servicing"*
>
> *"Improve quality of life in London by reducing the negative impacts of freight and servicing on communities"*

2.9.3 The ability of land-use planning to influence freight activity through the development control process is identified in paragraph B.60. The importance of giving full consideration to freight and servicing implications of new development is highlighted in paragraph B64, which states that *"It is essential that freight activity is considered alongside the movement of people, throughout the planning system, to avoid generating conflict with other road users, particularly pedestrians and cyclists".*

2.9.4 DSPs are one of four key projects part of the London Freight Plan. The plan states that these should be used to "…increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions...". DSPs should aim to reduce deliveries particularly during peak periods.

2.10 DSP – MAKING FREIGHT WORK FOR YOU

2.10.1 In 2011 TfL provided new guidance on the drafting and production of Delivery and Servicing Plans which are to be produced as part of planning applications, subject to size and types of new development. This guidance has been used in the preparation of this DSP. **Table 2-1** details the potential benefits to those parties affected by the DSP as taken from the TfL guidance document *Delivery and Servicing Plans – Making freight work for you*.

Party	Efficiency	Benefit
Organisation	Save time and money	Lower operating costs if deliveries are consolidated, intensified into larger, less frequent deliveries
		Free up the time staff spend on receiving goods and completing procurement activities, such as processing
		Take advantage of other supply chain efficiencies
	Improve reliability	Ensure supply chain continues to operate effectively during large planned events or other foreseeable disruption
	Improve Safety	Fewer deliveries will help to reduce the risk of accidents
		Ensure health and safety compliance
	Reduce environmental impacts	Produce less harmful emissions associated with your building as a result of fewer journeys to and from the site
		Better manage freight activity and enhance the organisations corporate social responsibility
		Create a more pleasant localised environment
Suppliers	Costs	Fuel saving from reduced mileage
		Less risk of having to park illegally and attracting penalty charge notices (PCNs)
	Time	More certainty on delivery times
	Safety	Reduced risk of collisions due to fewer journeys and less likely to unload in safe location
		Reduced environmental impact
Local Authorities and residents	Safety	Reduced congestion and lower risk of collisions
	Environmental	Improved local air quality through reduced emissions and less noise intrusion

Table 2-1: Potential benefits of a DSP

2.11 BARNET'S LOCAL PLAN – CORE STRATEGY (2012)

2.11.1 Barnet's Core Strategy was adopted in 2012 and was developed to guide future planning developments in order to improve Barnet through regeneration and redevelopment.

2.11.2 Policy CS14 relates to managing waste, the policy states that the Council will encourage sustainable waste management through the following means;

"promoting waste prevention, re-use, recycling, composting and resource efficiency over landfill.

requiring developments to provide waste and recycling facilities which fit current and future collection practices and targets.

designating sites through the NLWP to meet an aggregated appointment target across the seven North London boroughs. These sites will be the principle locations considered suitable for waste facilities.

safeguarding all existing waste facilities in Barnet including a Waste Management Facility in the Brent Cross – Cricklewood Regeneration Area".

2.12 NORTH LONDON JOINT WASTE STRATEGY (2009)

2.12.1 The North London Joint Waste Strategy (NLJWS) provides the strategic framework for municipal waste management in North London from 2004 through to 2020. The NLJWS sets out the targets for reducing, reusing and recovering a greater proportion of municipal waste generated within the NLWA, in addition to targets aimed at reducing the amount of waste sent to landfill for disposal. The NLJWS states the following objectives:

- "To minimise the amount of municipal wastes arising;
- To maximise recycling and composting rates;
- To reduce greenhouse gases by disposing of less organic waste in landfill sites;
- To co-ordinate and continuously improve municipal wastes minimisation and management policies in North London;
- To manage municipal wastes in the most environmentally benign and economically efficient ways possible through the provision and co-ordination of appropriate wastes management facilities and services; and
- To ensure that services and information are fully accessible to all members of the community".

3 ANTICIPATED TRIP GENERATION AND DSP SURVEYS

3.1.1 This section outlines the estimated quantity of service vehicle movements associated with the development site.

3.1.2 Planning permission is currently being sought for the development and as such no site-specific survey data is available. This section outlines the level of delivery and servicing trips anticipated to occur following the redevelopment and identifies a framework for surveys required to be undertaken following the occupation of the development.

3.1.3 The surveys are required to document and monitor delivery and servicing activities and consequently identify whether additional management measures are required to ensure efficient operation of the development.

3.2 DELIVERY AND SERVICING ACCESS

3.2.1 It is proposed that access to the site will be achieved from the A1. Entry control measures will be in place to prevent unauthorised access, but a trade button will allow contact to a site management representative to facilitate access to the site.

3.2.2 Delivery and servicing activities of non-residential uses will take place outside of peak times and will take place from within a dedicated servicing area located at the southern end of the site, or at designated loading areas within the sites internal route.

3.2.3 Deliveries for residents will also take place in the inner circus, where they will be received by the on-site post / sorting office.

3.2.4 Refuse collection will take place from various designated collection points within the inner circus where the on-site management team will consolidate refuse from the development for collection.

3.2.5 Vehicle tracking which demonstrates the movements associated with site wide delivery and servicing is contained within the **Appendix B**.

3.2.6 The DSP and proposed development layout ensures that:

- Refuse and delivery vehicles can enter, circulate, and permeate the site in a forward gear;
- Refuse stores are located within each block for the disposal of waste, the bins from which will be wheeled to consolidated collections points on the day of collection by the site management/concierge. This will reduce the time required for the vehicle to be on site;
- Delivery vehicles will be able to undertake loading and unloading at several areas within the central area of the development, ensuring sufficient clearance for passing vehicles while loading/unloading takes place; and
- Site management/concierge will have overall responsibility for the day to day management of deliveries, servicing, and refuse.

They will be on hand to provide any necessary assistance during refuse collection/deliveries, will keep a record of delivery/servicing demand and any variants to the schedule associated with the commercial unit and any incidents which may occur.

They will also play an important role in assisting with ad-hoc residential couriers/parcel deliveries and collections to ensure the time spent in on-site is minimised.

3.3 ESTIMATED SERVICING TRIP GENERATION

3.3.1 At the time the TA was produced the trips associated with servicing vehicles was unknown.

3.3.2 The TRICS multi-modal surveys for equivalent residential sites examined within the Transport Assessment provided some information on the number of LGV/OGV trips that the site would generate. It is recognised that these trips do not account for any consolidation associated with the management of the site by a single management company, and also includes any private resident trips classed as LGV (i.e. small work vans / tradesman who reside on-site).

3.3.3 The sites selected for the purpose of trip generation for the retail and community uses did not contain any information on trips generated by vehicles typical of delivery and servicing movements (i.e. LGV/OGV)

3.3.4 **Table 3-1** summarises the number of daily LGV/OGV trips identified by the TRICS assessment for the residential use along with assumptions made about the number of delivery and servicing movements generated by the other proposed site uses.

<table>
<tr><th>Proposed Use</th><th>Quantum</th><th>Delivery</th><th>Refuse</th><th>Total (Daily Max)</th></tr>
<tr><td>C3 - Residential</td><td>844 Units</td><td colspan="2" rowspan="2">135 per day</td><td rowspan="2">135</td></tr>
<tr><td>C3 – Concierge/Post office</td><td>894 sqm GIA</td></tr>
<tr><td>A1 – Convenience Store</td><td>251 sqm GIA</td><td>2/day</td><td>1/day</td><td>3</td></tr>
<tr><td>A1 – Dry Cleaners/ Hairdressers</td><td>154 sqm GIA</td><td>1/week</td><td rowspan="2">1/week</td><td rowspan="2">3</td></tr>
<tr><td>D1 – Healthcare / Nursery</td><td>154 sqm GIA</td><td>1/week</td></tr>
<tr><td>A3 – Coffee Shop / Café</td><td>171 sqm GIA</td><td>1/day</td><td>1/day</td><td>2</td></tr>
<tr><td>A3 / A4 – Restaurant / Pub</td><td>297 sqm GIA</td><td>1/day</td><td>1/day</td><td>3</td></tr>
<tr><td colspan="4"></td><td>146</td></tr>
</table>

Table 3-1: Estimated Delivery and Servicing Vehicle Trip Generation

3.3.5 **Table 3-1** estimates that a daily maximum total of 146 delivery/servicing and refuse vehicle trips would be generated.

3.3.6 In advance of the proposed development becoming occupied it is not possible to define the exact level of servicing vehicles likely to be generated, as such the trip rates identified above provides an approximation of trip generation.

3.4 BASELINE DELIVERY AND SERVICING SURVEY

3.4.1 Baseline surveys of the development will be required to be undertaken within 6 months from first occupation of the site. This is in order to capture the profile of the weekly servicing and delivery movements. This baseline survey represents the start of the DSP for monitoring purposes and will be known as Year 0.

3.4.2 It is recommended, where possible, for the survey to capture the purpose of delivery and servicing vehicles in order to identify potential options for the streamlining of deliveries, and a subsequent reduction of vehicle trips in future years. **Table 3-2** below indicates a format of the baseline survey data outputs required to be collected.

Day	Type of servicing/delivery movement					Total
	Groceries	Goods	Removals	Refuse	Other	
Monday						
Tuesday						
Wednesday						
Thursday						
Friday						
Saturday						
Total						

Table 3-2: Proposed Servicing and Delivery Survey Format

3.4.3 Furthermore, it is recommended that the baseline survey data collection also includes a record of delivery vehicles types such as HGVs, LGVs, cars, motorcycle and others for the purpose of ongoing monitoring. The time of deliveries should also be recorded in order to determine the number of vehicle movements at different periods of the day, and in particular to help monitor delivery volume during network peak periods.

3.5 FUTURE DELIVERY AND SERVICING SURVEYS

3.5.1 This DSP will be a 'live' document which is intended to evolve over time. In order to align the DSP and FTP such that monitoring and review can be undertaken alongside one another, the DSP will be initially monitored on a five-year cycle.

3.5.2 The first and second monitoring surveys will be undertaken at Years 1 and 3, on the first and third anniversary of the initial baseline survey, with any updates to the document being incorporated as necessary. The final monitoring survey will be carried out on the fifth anniversary of the initial baseline survey.

3.5.3 The survey schedule presented in **Table 3-3** below will be used as basis for summarising surveyed information, but it will be recorded such that the data can be interrogated to determine the level of movements generated within specific time periods.

Day	Servicing/delivery movement		
	Year 0	Year 3	Year 5
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Total			

Table 3-3: Future Servicing and Delivery Survey Schedule

3.5.4 Additionally, a record of any issues associated with deliveries and servicing should also be recorded by appointed members of the management/concierge staff and incorporated into DSP accordingly.

3.5.5 The results of all surveys will be reported to the relevant officers at LBB and TfL and will inform discussions on the potential scope for reducing road-based servicing to the development.

4 AIMS AND OBJECTIVES

4.1.1 This DSP is intended to outline the principles associated with servicing of the proposed development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not have adverse impacts.

4.1.2 The aims of this DSP are as follows:

- Ensure adequate arrangements are made for deliveries and servicing to the site and to ensure that the plan protects the amenity of existing and future residents, and
- Assist in the management of refuse, delivery and servicing activities at the development by improving the efficiency of these activities and reducing the impact of the development on the local road network.

4.1.3 The more specific objectives of the DSP are as follows:

- To minimise delivery trips (particularly during peak periods);
- To ensure availability of safe and legal loading facilities;
- To minimise congestion both within the site and on the approach to the site access;
- To minimise penalty charge notices (PCN);
- To increase road network efficiency, and
- To reduce accidents and maintain good road safety conditions.

4.1.4 The intended benefits of the DSP are as follows:

- For the occupiers and supply chain - reduced operating costs and improved reliability of deliveries;
- For site users and the local community - reduced risk of accidents particularly those involving children on the journey to/from the School and reduced congestion on the roads surrounding the application site, and
- For the local community and wider environment - reduced CO2 and noise emissions.

5 TARGETS

5.1.1 Baseline surveys will be carried out within 6 months following occupation of the site and will inform the ongoing review of objectives and targets.

5.1.2 It is anticipated that the targets recommended at this stage will need to be refined in the context of the initial surveys.

5.1.3 To encourage momentum and to ensure the continued success of the DSP, realistic targets will be set for the:

- Medium Term – within 3 years of the adoption of the DSP; and
- Longer Term – within 5 years of the adoption of the DSP.

5.1.4 **Table 5-1** below sets out a summary of the targets set by this DSP. It is targeted to reduce weekly servicing trips by 2.5% within three years, and 5% within five years.

Weekly Servicing/delivery movements		
Opening Year	**Year 3**	**Year 5**
To be updated following the baseline survey	-2.5%	-5%

Table 5-1: DSP Target Delivery and Servicing Trip Reduction

5.1.5 Baseline surveys will be undertaken within 6 months of first occupation of the site in order to determine the actual baseline servicing and delivery trips generated by the development. Monitoring of the progress of the DSP will be undertaken annually.

6 MEASURES

6.1.1 This section outlines the access arrangements and the measures proposed in order to achieve the objectives of this DSP. It is proposed that these measures will be in place from first occupation of the site.

6.2 ACCESS MANAGEMENT

6.2.1 Site management/concierge will have overall responsibility for the day to day management of deliveries, servicing, and refuse. They will be on hand to provide any necessary assistance during refuse collection/deliveries, will keep a record of delivery/servicing demand and any variants to the schedule associated with the commercial unit and any incidents which may occur. They will also play an important role in assisting with ad-hoc residential couriers/parcel deliveries and collections to ensure the time spent in on-site is minimised.

6.2.2 It is proposed that access to the site will be achieved from the A1. Entry control measures will be in place to prevent unauthorized access, but a trade button will allow contact to a site management representative to facilitate access to the site.

6.3 SERVICING AND DELIVERY STRATEGY

6.3.1 Delivery and servicing activities of non-residential uses will take place outside of peak times and will take place from a dedicated servicing area located at the southern end of the site, or at designated loading areas within the sites internal route.

6.3.2 Deliveries for residents will also take place in the inner circus, where they will be received by the on-site post / sorting office.

6.3.3 Refuse collection will take place from various designated collection points within the inner circus where the on-site management team will consolidate refuse from the development for collection.

6.4 SWEPT PATH ANALYSIS

6.4.1 A vehicle tracking exercise has been carried out to demonstrate the manoeuvrability of different vehicle types within the site and that vehicles can manoeuvre safely and without conflict. In particular, drawings included in **Appendix B** demonstrate that refuse and delivery vehicles can enter, circulate, and permeate the site in a forward gear, and that when delivery vehicles undertake loading and unloading at one of several areas within the inner circus of the development, sufficient clearance for passing vehicles while loading/unloading is ensured.

6.5 APPOINTMENT OF A DSP CO-ORDINATOR

6.5.1 A DSP co-ordinator will be appointed by the occupier one month prior to the occupation of the development and the details will be supplied to LBB upon their appointment. The appointment may be made by giving a member of the site management team the DSP role in addition to other site management duties.

6.5.2 At the outset of occupation, the co-ordinator will be required to liaise with both the commercial and residential occupiers in relation to their servicing needs and demands and collect information to facilitate scheduling of deliveries and maintenance visits.

6.5.3 The main responsibilities of the DSP co-ordinator will be to manage the delivery, servicing and refuse activity generated by the residents and businesses and:

- To take ownership of the DSP and implementation of the servicing strategy for the development;
- To ensure that refuse is brought to the collection point from all of the storage units each week for collection and that containers are returned to the storage unit thereafter;
- To establish and maintain a delivery and servicing schedule for the development to ensure that the delivery and servicing requirements of all occupiers can be met without conflict within the site;
- To monitor deliveries and ensure that they occur in accordance with the servicing strategy;
- To monitor the DSP in line with the monitoring methodology as set out in this DSP;
- To update occupiers on changes to the servicing strategy so that they may inform their suppliers;
- To provide the main liaison between LBB, TfL, occupiers and their suppliers;
- To inform occupiers of any road works that may affect access to the development so that they may inform suppliers in relation to any alternative arrangements that need to be made; and
- To meet with LBB where necessary should any issues associated with delivery and servicing of the site occur in the future.

6.6 SERVICING SCHEDULE

6.6.1 A deliveries and servicing schedule will be produced and implemented by the DSP co-ordinator based on the regular deliveries anticipated by the occupiers. Residents will be notified that they must give advance notice of when deliveries are anticipated using vehicles larger than a motorbike courier. Refuse and recycling collections will be included in the schedule.

6.6.2 The schedule will ensure that there is sufficient space for other vehicles to stop and manoeuvre within the development.

6.6.3 The DSP co-ordinator should encourage the occupiers to manage their supply chain and residents to manage their delivery requirements to occur outside network peak periods to reduce any impact on the local highway network. Refuse collections should also occur outside these times, although it is recognised that this will require to liaise with LBB and cannot specifically be controlled by the site.

6.6.4 A ‘ring ahead’ service should be established by the commercial unit occupiers, to give warning in case deliveries are delayed and/or allow time to organise for sufficient space to be provided on site.

6.7 OTHER MEASURES

6.7.1 The DSP co-ordinator will request all the non-residential occupier/s to establish and maintain an approved supplier's database and recommend use of suppliers who are affiliated with FORS, operating green fleets complying with the emissions standards set by London Emissions Zones.

6.7.2 Where suppliers are not part of FORS, the DSP co-ordinator will recommend occupiers to choose suppliers on the basis of their record of operating their vehicles safely and lawfully, reducing their impact on the environment and reducing costs by improving efficiencies in freight movements.

6.7.3 The DSP co-ordinator will hold information on recommended suppliers that fit with these criteria and supply this to the occupiers, to assist with selection of appropriate suppliers.

6.7.4 Complaints in relation to deliveries and servicing issues will be dealt with by the DSP co-ordinator and communicated to individual occupiers.

7 MONITORING AND REVIEW

7.1.1 The development and monitoring of the DSP will be conducted by the nominated DSP co-ordinator. In conjunction with other stakeholders the DSP co-ordinator will monitor and develop the DSP against the targets identified following the undertaking of baseline surveys.

7.1.2 This DSP will be a 'live' document which is intended to evolve over time. In order to align the DSP and FTP such that monitoring and review can be undertaken alongside one another, the DSP will be initially monitored on a five-year cycle.

7.1.3 The first and second monitoring surveys will be undertaken at Years 1 and 3, on the first and third anniversary of the initial baseline survey with any updates to the document being incorporated as necessary. The final monitoring survey will be carried out on the fifth anniversary of the initial baseline survey. A suggested template for recording survey information is provided in **Section 3**.

7.1.4 The results of all surveys will be reported to the relevant officers at LBB and TfL and will inform discussions on the potential scope for reducing road-based servicing to the commercial and residential units.

7.1.5 The DSP co-ordinator will review any survey material and discuss any issues related to servicing that may occur and any remedial measures that will be required with LBB and TfL. In the interim period between reviews the DSP co-ordinator will make continual checks that deliveries, maintenance visits and refuse collections are made in accordance with the strategy and schedule.

7.1.6 In particular, the supplier, size of vehicles used and location/timing of deliveries should be noted, to enable review against any agreement with the supplier and the servicing strategy. This will enable the DSP co-ordinator to provide feedback to occupiers should deliveries not be made at the appropriate location or time, in accordance with the servicing strategy.

7.1.7 Feedback should also be given to individual residents of the development where deliveries have caused issues and agreement reached in relation to measures that should be taken to ensure these are prevented in the future. Feedback from non-residential occupiers to residential occupiers in relation to delivery and servicing demands and vice versa will be communicated between parties by the DSP co-ordinator as and when this is relevant.

7.1.8 Any complaints received in relation to delivery and servicing activity and actions taken should also be reconsidered at this six-monthly review. This is intended to identify potential requirements for new management measures in relation to deliveries and servicing to ensure that the objectives of the DSP are met and enables continuous improvement in the management of deliveries and servicing.

7.1.9 It is expected that the five-year period post occupation, the DSP will be secured through a Section 106 agreement, with details to be agreed with LBB. Funding and responsibilities should be confirmed within the first three months of occupation.

8 SUMMARY AND CONCLUSIONS

8.1.1 This DSP has demonstrated that a strategy for delivery and servicing activity has been devised in relation to the proposed development. The strategy seeks to minimise the impact of delivery and servicing activity on the local highway network and residential amenity.

8.1.2 The content of this DSP has been prepared with reference to policy and guidance at Government, Regional and Local Authority level. It is submitted in support of the planning application for the development at Mill Hill and sets out the arrangements for deliveries and servicing associated with both the proposed residential and non-residential land uses.

8.1.3 Delivery and servicing activity for the proposed development will take place on-site. A vehicle tracking exercise has been ed out to demonstrate the manoeuvrability of different vehicle types within the site safely and without conflict.

8.1.4 It is proposed that the development will have site management/concierge and it is assumed that an individual as part of this team will take the responsibility for being the DSP coordinator. The main responsibilities will lie in the establishment and maintenance of a delivery and servicing schedule, and liaison with both residential and non-residential occupiers in relation to their delivery and servicing demands. The DSP coordinator will also ensure that refuse/recycling collection bins are brought to central storage areas on collection days.

8.1.5 Any issues associated with deliveries and servicing will be monitored by the site management/concierge/DSP co-ordinator.

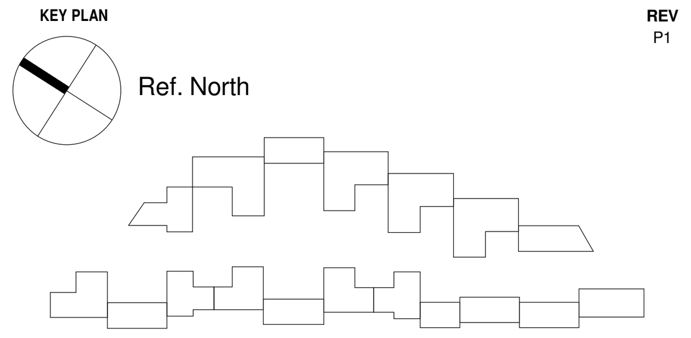
8.1.6 The development and monitoring of the DSP will be conducted by the nominated DSP co-ordinator. In conjunction with other stakeholders the DSP co-ordinator will monitor and develop the DSP against the targets identified following the undertaking of baseline surveys.

8.1.7 Additional surveys will take place in years 1, 3 and 5, the results of which will be reported to the relevant officers at LBB and TfL and will inform discussions on the potential scope for reducing road based servicing to the commercial and residential units. Finally, feedback will be provided to occupiers should any issues arise and additional management measures implemented where necessary.

Appendix A

PROPOSED SITE LAYOUT PLANS

KEY PLAN



REV	DATE	DESCRIPTION
P1	01.02.19	For information

SITE BOUNDARY

APPLICATION BOUNDARY

NOTES

Check and verify all dimensions prior to commencement of work.
This drawing shall be read in conjunction with all other contract documents including those by other consultants, and including specifications.
Seek clarification of inconsistancies/ conflicts.
Figured dimensions shall take precedence to scaled dimensions.

CLIENT

Meadow Residential

ARCHITECTS:
AFK ARCHITECTURE + INTERIORS
44-46 SCRUTTON STREET, LEVEL 1
LONDON, EC2A 4HH, UNITED KINGDOM.

CLIENT:
MEADOW RESIDENTIAL
FIRST FLOOR, 50 GREAT
MARLBOROUGH STREET, LONDON,
W1F 7JS.

STRUCTURAL ENGINEER:
HTS
4 PEAR TREE COURT, LONDON,
EC1R 0DS.

MECHANICAL / ELECTRICAL ENGINEER:
CHAPMAN BDSP
SAFFRON HOUSE, 6-10 KIRBY STREET,
LONDON, EC1N 8TS.

LANDSCAPE ARCHITECT:
OUTERSPACE
THE BOATHOUSE, 27 FERRY
ROAD, TEDDINGTON, TW11 9NN.

Arney Fender Katsalidis

DRAWN	CHECKED	JOB NO.
Author	Checker	44032

PROJECT

Mill Hill - London

DRAWING TITLE

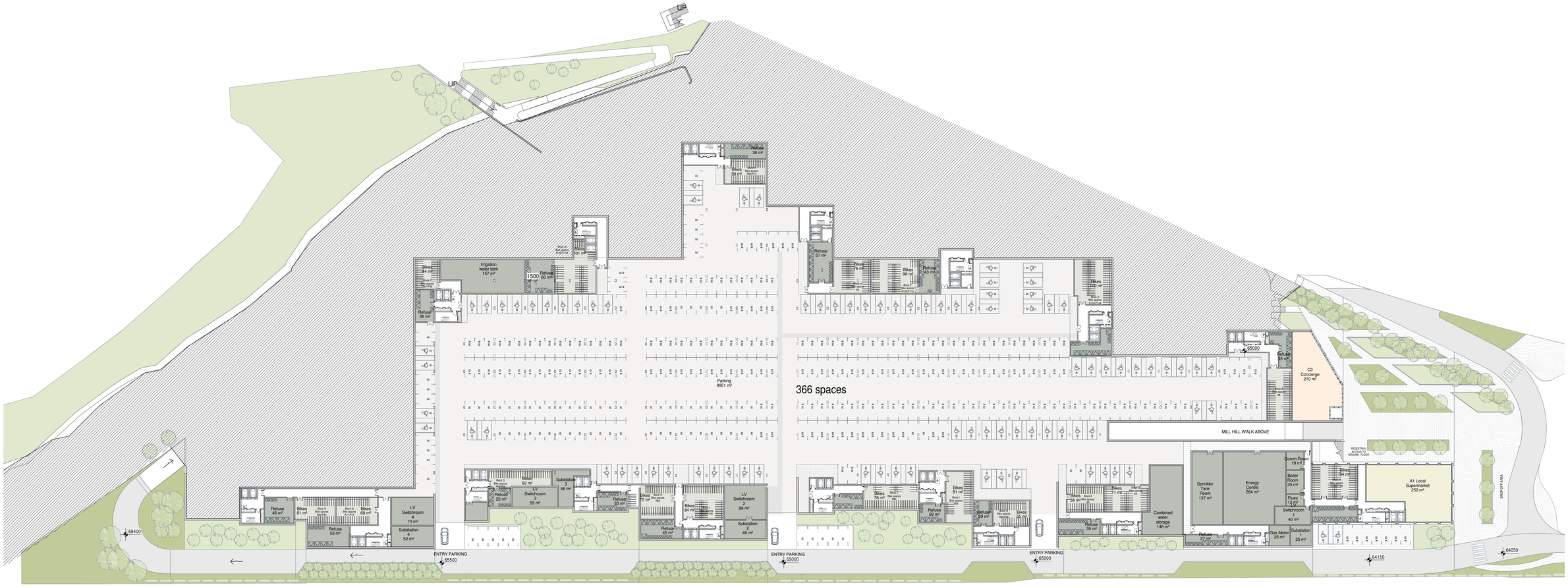
SITE PLAN

SCALE

1 : 1000@ A1

REVISION / DRAWING No.

P1 PLANNING A01-00-03



STRUCTURE TO BE COORDINATED

KEY PLAN

Ref. North

REV	DATE	DESCRIPTION
P1	01.02.19	For information

0m 10m 20m 30m 40m 50m

NOTES

Check and verify all dimensions prior to commencement of work.
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THE BOATHOUSE, 27 FERRY
ROAD, TEDDINGTON, TW11 9NN.

Arney Fender Katsalidis

DRAWN	CHECKED	JOB NO.
MMR	JC	44032

PROJECT

Mill Hill - London

DRAWING TITLE

GA_LEVEL LG_OVERALL PLAN

SCALE

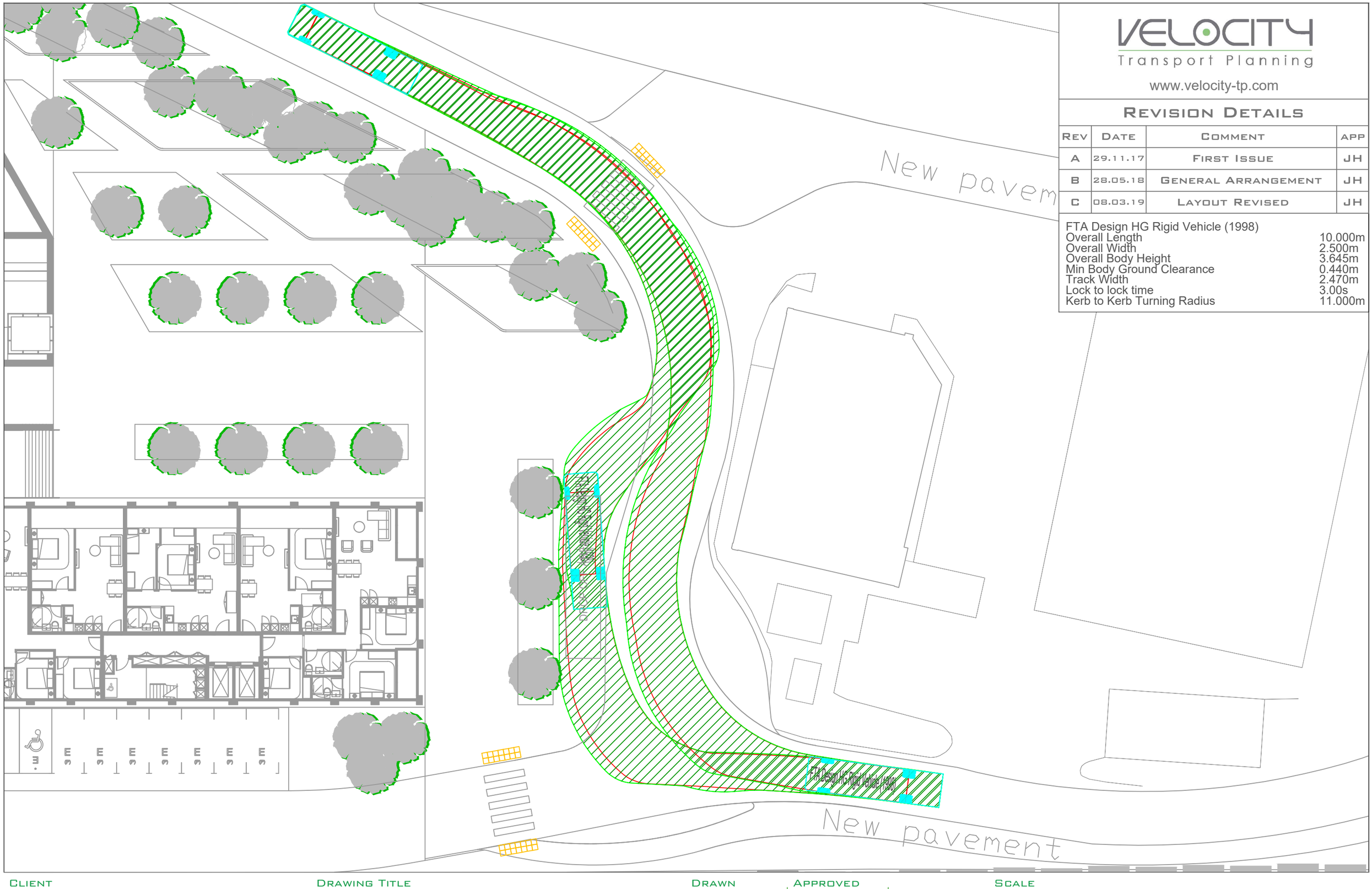
1 : 500@ A1

REVISION / DRAWING No.

P1	PLANNING	A10-LG-01

Appendix B

SWEPT PATH ANALYSIS



VELOCITY
Transport Planning
www.velocity-tp.com

Revision Details

Rev	Date	Comment	App
A	29.11.17	First Issue	JH
B	28.05.18	General Arrangement	JH
C	08.03.19	Layout Revised	JH

FTA Design HG Rigid Vehicle (1998)

Overall Length	10.000m
Overall Width	2.500m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	11.000m

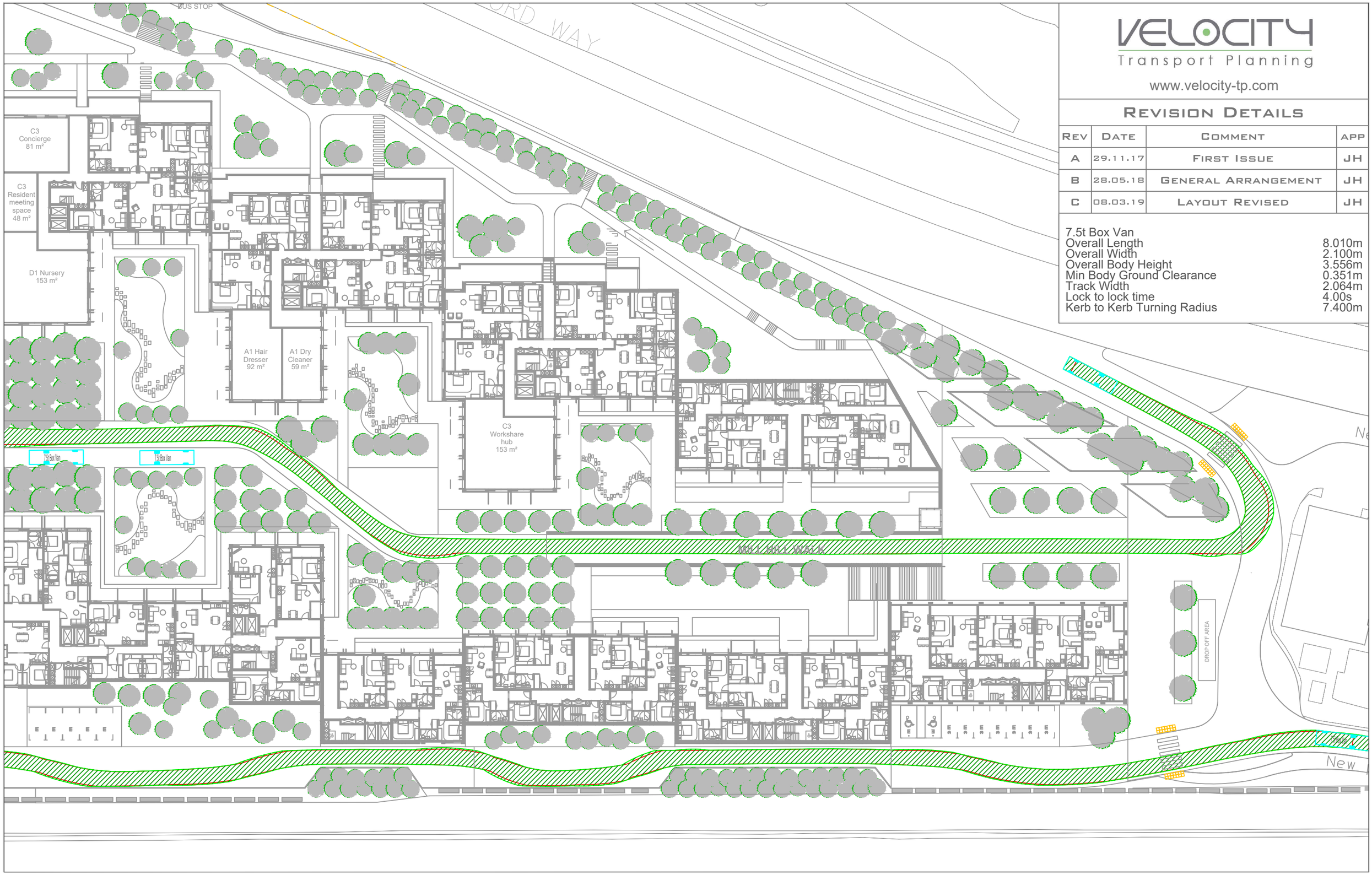
Client
Meadow Residential

Project
Pentavia Mill Hill

Drawing Title
Proposed Service Yard
FTA Design 10m Rigid

Drawn: LJB | Approved: JH | Scale: 1:250 @ A3

Drawing No.: 2110 | 1130 | T | 105 | Rev: C



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Revision Details

Rev	Date	Comment	App
A	29.11.17	First Issue	JH
B	28.05.18	General Arrangement	JH
C	08.03.19	Layout Revised	JH

7.5t Box Van	
Overall Length	8.010m
Overall Width	2.100m
Overall Body Height	3.556m
Min Body Ground Clearance	0.351m
Track Width	2.064m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.400m

Client
Meadow Residential

Project
Pentavia Mill Hill

Drawing Title
7.5t Swept Path
South End of Site

Drawn: LJB | Approved: JH | Scale: 1:500 @ A3

Drawing No.: 2110 | 1130 | T | 106 | Rev: C

7.5t Box Van	
Overall Length	8.010m
Overall Width	2.100m
Overall Body Height	3.556m
Min Body Ground Clearance	0.351m
Track Width	2.064m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.400m

VELOCITY
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Revision Details

Rev	Date	Comment	App
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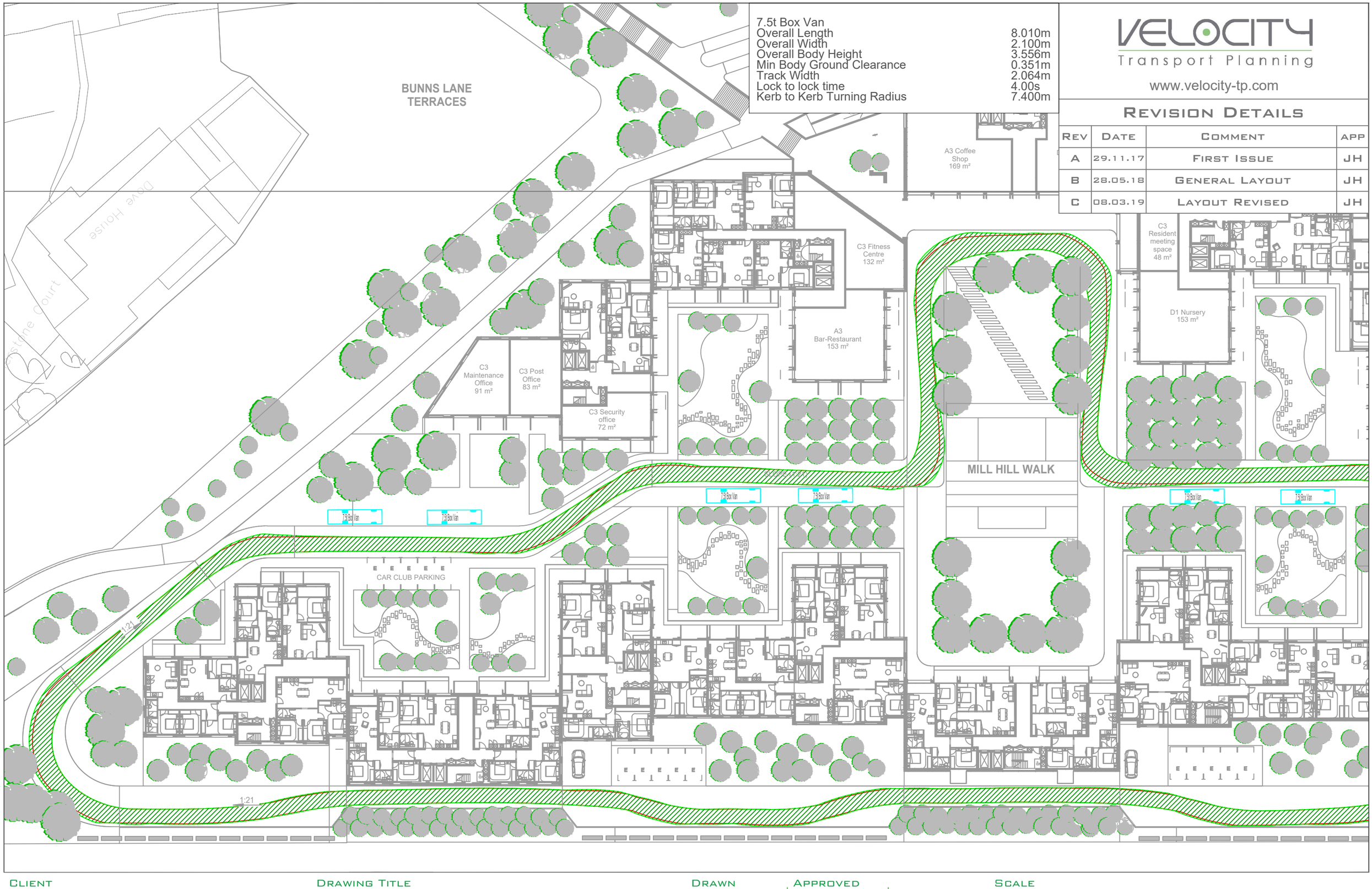


Client
Meadow Residential

Project
Pentavia Mill Hill

Drawing Title
7.5t Box Van Swept Path
North End of Site

Drawn: LJB | Approved: JH | Scale: 1:500 @ A3

Drawing No.: 2110 | 1130 | T | 107 | Rev: C

VELOCITY
Transport Planning

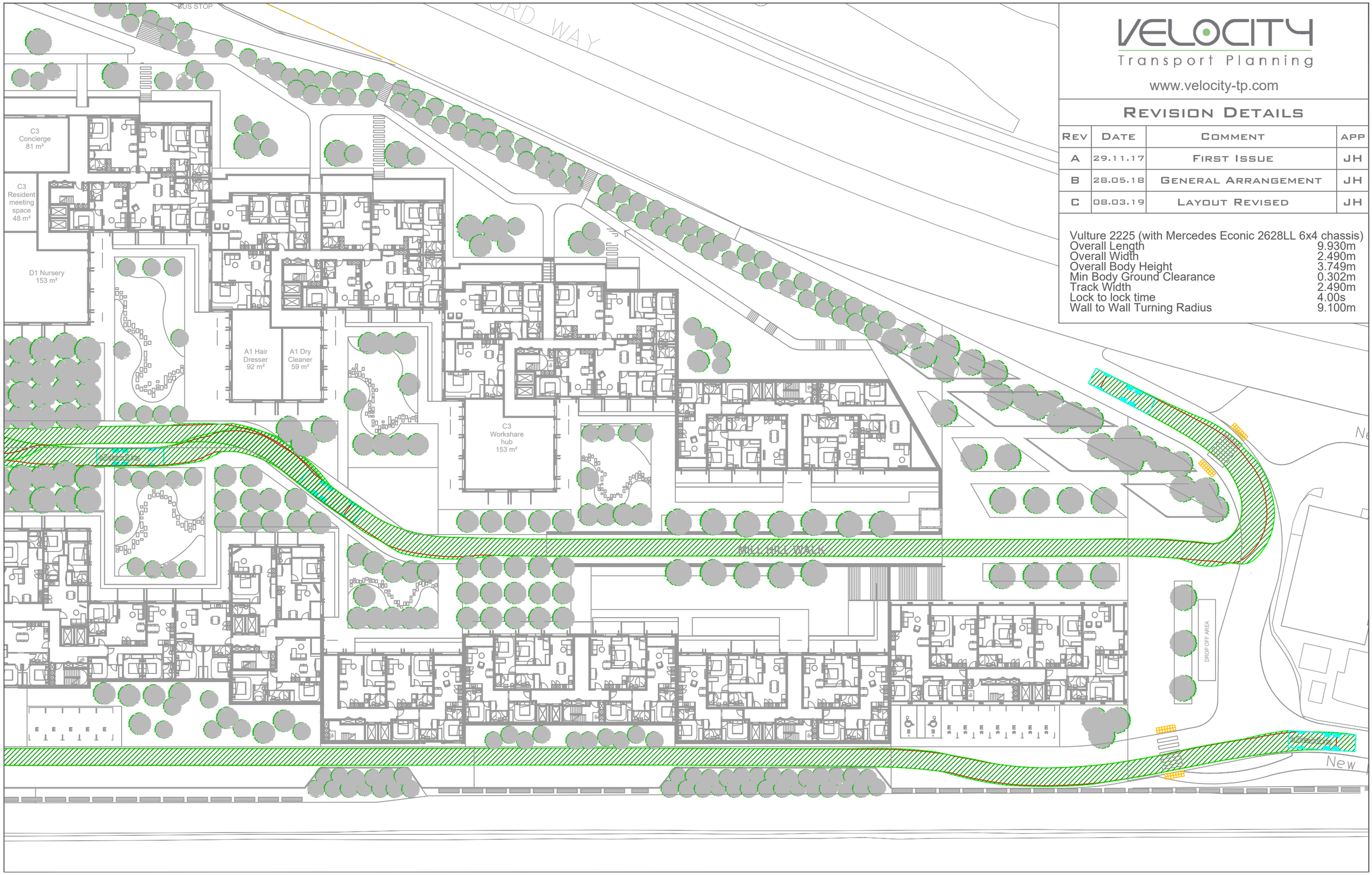
www.velocity-tp.com

Revision Details

Rev	Date	Comment	App
A	29.11.17	First Issue	JH
B	28.05.18	General Arrangement	JH
C	08.03.19	Layout Revised	JH

Vulture 2225 (with Mercedes Econic 2628LL 6x4 chassis)

Overall Length	9.930m
Overall Width	2.490m
Overall Body Height	3.749m
Min Body Ground Clearance	0.302m
Track Width	2.490m
Lock to lock time	4.00s
Wall to Wall Turning Radius	9.100m



Client
Meadow Residential

Project
Pentavia Mill Hill

Drawing Title
Refuse Vehicle Swept Path
South End of Site

Drawn	Approved	Scale
LJB	JH	1:500 @ A3

Drawing No.

				Rev
2110	1130	T	108	C

Vulture 2225 (with Mercedes Econic 2628LL 6x4 chassis)

Overall Length	9.930m
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VELOCITY
Transport Planning
www.velocity-tp.com

Revision Details

Rev	Date	Comment	App
A	29.11.17	First Issue	JH
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C	08.03.19	Layout Revised	JH

BUNNS LANE TERRACES

Dove House

Chimestone Court

A3 Coffee Shop 169 m²

C3 Fitness Centre 132 m²

C3 Resident meeting space 48 m²

D1 Nursery 153 m²

A3 Bar-Restaurant 153 m²

C3 Maintenance Office 91 m²

C3 Post Office 83 m²

C3 Security office 72 m²

MILL HILL WALK

CAR CLUB PARKING

1:21

1:21

Client
Meadow Residential

Project
Pentavia Mill Hill

Drawing Title
Refuse Vehicle Swept Path
North End of Site

Drawn: LJB | Approved: JH

Scale: 1:500 @ A3

Drawing No.: 2110 | 1130 | T | 109

Rev: C