Annex G

Delivery and Servicing Plan (DSP)

TPP
transport planning practice

Leopard Guernsey Anchor Propco Ltd

Anchor and Hope Lane Sites
Delivery and Servicing Plan

30821/D14b
December 2016

TPP
transport planning practice

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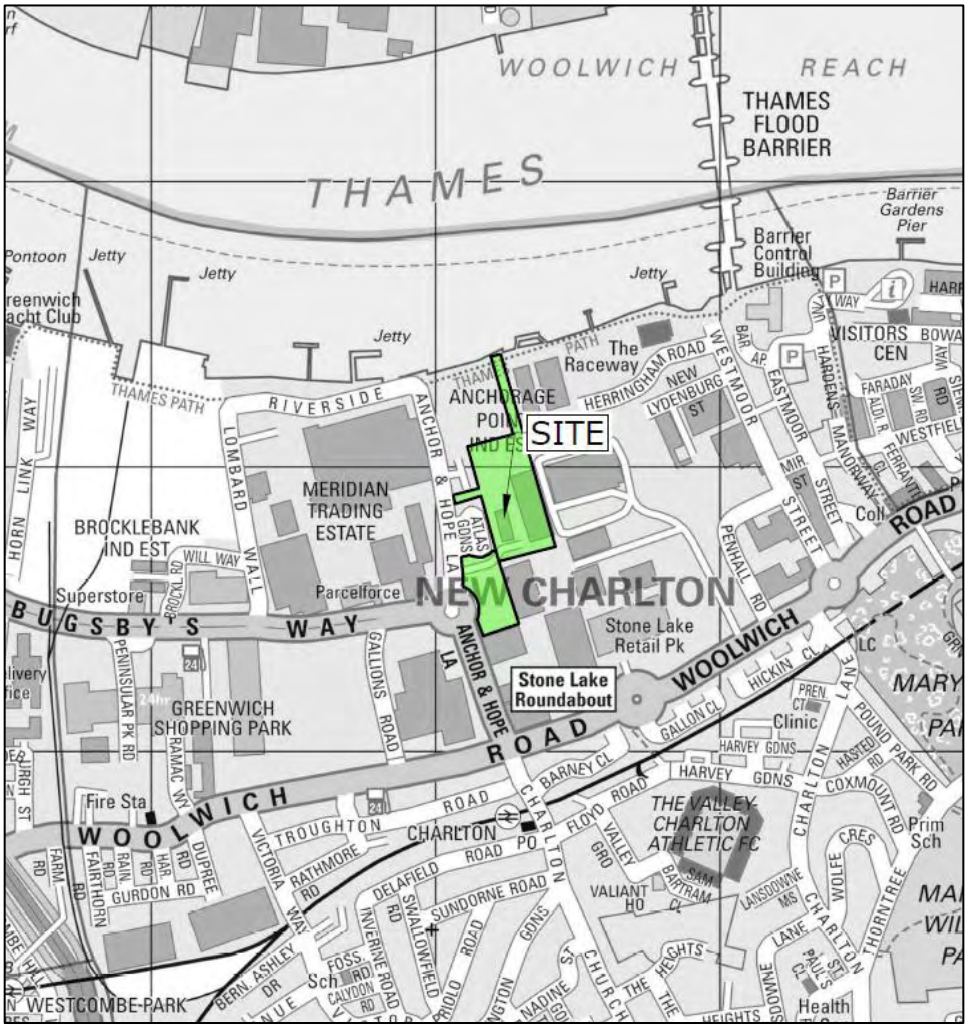
1 INTRODUCTION

1.1 Background context

1.1.1 Transport Planning Practice (TPP) has been appointed by Leopard Guernsey Anchor Propco Ltd to prepare a Delivery and Servicing Plan (DSP) for the redevelopment of the VIP Trading Estate and the VIP Industrial Estate, Anchor and Hope Lane, London SE7 7TE. The site located within the Charlton Riverside Opportunity Area in the Royal Borough of Greenwich (RBG).

1.1.2 The site is located to the east of Anchor and Hope Lane and comprises two plots of development, Plot A (Northern Plot) and Plot B (Southern Plot), with a strip connecting to Anchor and Hope Lane to the west and another to the north towards the Thames Path. The main access to the site is from Anchor and Hope Lane which runs between Woolwich Road and Bugsby's Way. The site location is shown in Figure 1.1.

Figure 1.1 – Site location



1.1.3 The proposed development will provide 975 units residential as well as commercial space (A1, A3, B1, D1 and D2 use classes). The opening year is expected to be 2023. The description of development is as follows:

> *"Demolition of existing buildings and erection of 9 buildings ranging from 2 to 28 storeys in height for Class C3 residential use, with Class B1 employment space and flexible uses comprising Class A1 (retail), Class A3 (Café / Restaurant), Class D1 (Community Use) and Class D2 (Leisure) at ground floor and first floor level, alterations to existing vehicular access and creation of new pedestrian access from Anchor and Hope Lane and the riverside, creation of new areas of open space and landscaping together with the provision of associated car parking, cycle space, refuse and recycling storage, plant and all other associated works".*

1.1.4 The scheme will provide the following:

- 975 residential units provided within 9 buildings ranging in height from 2 to 28 storeys, including extensive private gardens and roof terraces;
- 1,560 sqm (GIA) of office space;
- Ancillary residential facilities including gym, swimming pool, changing rooms totalling 864 sqm (GIA);
- 690 sqm (GIA) of flexible retail/restaurant/café/leisure use;
- 407 sqm (GIA) of community uses;
- Extensive external public realm improvements and landscaping; and
- Parking, services, plant and circulation.

1.2 Report Purpose

1.2.1 A DSP is used to inform the local and regional authorities of the intent of the applicant in managing delivery and servicing trips to and from the development in order to minimise the impact of these trips on the surrounding local highway network.

1.2.2 This report is structured as follows:

- **Chapter 2 – Policy Context** – summarises planning policies and guidance regarding deliveries and servicing.
- **Chapter 3 – Deliveries and Servicing Design Proposals** – outlines the design proposals for delivery and servicing activities within the development.
- **Chapter 4 – Delivery and Servicing Plan Objectives** – sets out the objectives of this DSP.
- **Chapter 5 – Delivery and Servicing Plan Measures** – outlines the overarching measures and initiatives to be implemented at the site.
- **Chapter 6 – Summary** – provides a summary of this report.

2 POLICY CONTEXT

2.1 Introduction

2.1.1 The regional planning policies and guidance on delivery and servicing are set out in detail below.

2.2 The London Plan, March 2015

2.2.1 Policy 6.14 Freight states that strategically:

> *"The Mayor will work with all relevant partners to improve freight distribution (including servicing and deliveries) and to promote movement of freight by rail and waterway. The Mayor supports the development of corridors to bypass London, especially for rail freight, to relieve congestion within London."*

2.2.2 It also states for planning decisions that development proposals will be encouraged which:

> *"Locate developments that generate high numbers of freight movements close to major transport routes."*
>
> *"Promote the uptake of the Freight Operators Recognition Scheme, construction logistics plans and delivery and servicing plans. These should be secured in line with the London Freight Plan and should be co-ordinated with travel plans and the development of approaches to consolidate freight."*
>
> *"Increase the use of the Blue Ribbon Network for freight transport."*

2.3 London Freight Plan, November 2007

2.3.1 The Transport for London (TfL) London Freight Plan (FTP) has been developed in partnership with the freight industry, specialists, regulators and local authorities. It takes the travelling needs of Londoners actively into account.

2.3.2 The London Freight Plan sets out the steps that have to be taken over the next five to ten years to identify and begin to address the challenge of delivering freight sustainably in London.

2.3.3 The Plan has no statutory force, but has been developed to implement the Mayor's Transport Strategy, and is a material consideration for planning. The same principles underpin the Mayor's Transport Strategy.

2.3.4 The specific policy aims are to:

- Ensure that London's transport networks allow for the efficient and reliable handling and distribution of freight and the provision of servicing in order to support London's economy;
- Minimise the adverse environmental impact of freight transport and servicing in London;
- Minimise the impact of congestion on the carriage of goods and provision of servicing; and
- Foster a progressive shift of freight from road to more sustainable modes such as rail and water, where this is economical and practicable.

2.3.5 Four main projects have been identified to achieve the above objectives, these are 1) Freight Operator Recognition Scheme; 2) Delivery and Servicing Plans; 3) Construction Logistics Plan; and 4) Freight Information Portal. The London Freight Plan provides further details of these projects as follows:

Project One: A Freight Operator Recognition Scheme

2.3.6 This project is designed to encourage freight operators to take up green fleet management and the use of best practice and to increase the sustainability of London's freight distribution. The project has already been developed with trade union involvement and with close collaborative partnership to engage effectively with freight operators and facilitate the sharing of information.

2.3.7 Operators will join the scheme as members, with tiers of membership reflecting freight operator achievements. It will offer members incentives to increase the sustainability of their operations and to develop their skills, including best practice development for:

- Training to improve safety and reduce CO2 and emissions;

- Maintenance, to improve safety and reduce fuel consumption, CO2 and emissions;
- Management of road risk to improve safety, particularly for pedestrians and cyclists;
- Fuel efficiency, to save costs and reduce CO2 and emissions; and
- The use of low-carbon engine technologies such as hybrid and electric vehicles, hydrogen fuel cells and biofuels to reduce CO2 and emissions.

2.3.8 It will recognise legal compliance as the base 'bronze' level and promote the uptake of best practice covering fuel efficiency, alternative fuels and low carbon vehicles, management of road risk, legal record keeping and reducing penalty charge notices through the higher 'silver' and 'gold' levels. It will also recognise operator achievements with rewards that encourage operators to raise standards to reduce, in particular, CO2 emissions and collisions between heavy goods vehicles (HGVs) and cyclists.

2.3.9 Benefits will be developed recognising operator needs. These will include a subsidised training programme called London Freight Booster which will include an NVQ Level 2 qualification that supports the ongoing competencies requirements for drivers.

2.3.10 Members will also benefit from advice about fuel efficiency, Penalty Charge Notice (PCN) reduction, legal record keeping and the management of occupational road risks. Tailored action plans to help reduce collisions, emissions and costs will also be developed.

2.3.11 The project will set Freight Operator Recognition Scheme Standards, a quality benchmark for use by clients when awarding servicing, maintenance and supply contracts. This provides a simple way for clients to ensure the sustainable credentials of freight operators.

Project Two: Delivery and Servicing Plans

2.3.12 Delivery and Servicing Plans (DSPs) will be used to increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically

CO2 emissions, congestion and collisions. They also provide a tool for use by Traffic Authorities and Planning Authorities to improve reliability.

2.3.13 DSPs aim to reduce delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including the consideration of consolidation and collaborative delivery arrangements to help reduce the impact of commercial goods and servicing vehicle activity in and out of premises/developments.

2.3.14 Specific consideration will be given to increasing the numbers of freight operators using best practice, and promoting Freight Operator Recognition Scheme membership through appropriate contract award criteria for servicing, maintenance and supply contracts. Organisations using this approach will be able to demonstrate best value and environmental credibility. DSPs will therefore comprise of three main elements:

- A plan to reduce the number of trips, particularly in the peak period, justified by a transport assessment that considers the benefits of using consolidation;
- A plan showing when and where deliveries and servicing can take place safely and legally; and
- Details of contractual changes requiring suppliers and servicing companies to reduce the number of trips and to use legal loading facilities. The selection process for supply and servicing contracts will specify Freight Operator Recognition Scheme membership.

2.3.15 These plans will be the freight equivalent of employee travel plans and will ultimately be integrated into the travel planning process and monitored in the same way.

2.3.16 TfL and the GLA Group will take a lead in implementing DSPs for their own premises, with the boroughs following in due course. In parallel, DSPs will be linked to planning conditions for major new developments.

2.3.17 In time, borough and GLA planners will require all large planning applications for developments and all smaller developments over an agreed threshold to develop

and implement DSPs. Plans will be tracked through the Travel Plan iTrace system and will feed the TRAVL database to provide valuable freight data.

2.3.18 To help prioritise where attention should be focused in line with the Traffic Management Act 2004, London's traffic authorities will be encouraged to monitor the location and density of penalty charge notices for commercial vehicles.

Project Three: Construction Logistics Plans

2.3.19 These plans are very similar to the DSPs described above and will also be integrated into the travel planning process. They cover:

- The design of buildings to maximise benefits of implementation; and
- Delivery operations during the construction phase.

2.3.20 The plans will consider consolidation and other techniques to help minimise trips (particularly in peak times), lane closures and illegal waiting/loading activities. This will in turn reduce congestion and emissions.

2.3.21 The plans also link supply and site servicing contracts to Freight Operator Recognition Scheme membership with the associated benefits of reduced emissions, collisions, congestion and costs this brings.

Project Four: Freight Information Portal

2.3.22 The Freight Information Portal will offer London, for the first time, a single interface for information on freight between London's public authorities and freight operators. It will enable the integration of systems and act as a single point of registration for deliveries in London.

2.3.23 The project aims to reduce operators' administrative costs and improve access to freight journey planning in the Capital, to support improved operational efficiency, better driver behaviour and the use of alternative fuels (including bio-fuel) and low-carbon vehicles.

2.3.24 A range of systems and services will be made available to all, with opportunities for Freight Operator Recognition Scheme members to promote fleet and freight vehicle operational efficiency and the uptake of best practice to reduce CO2 emissions and improve safety, particularly by highlighting what can be done to

reduce collisions between HGV's and cyclists. Key partners will be all those with data or systems affecting freight operators and deliveries in London.

2.4 Delivery and Servicing Plans: Making freight work for you

2.4.1 This TfL document provides guidance on how to develop a DSP, including the benefits of a DSP, the importance of data gathering, and the range of tools and techniques which could be implemented. This DSP has been prepared in accordance to this guidance.

2.5 The London Low Emissions Zone, February 2008

2.5.1 The Low Emission Zone (LEZ) was introduced in 2008 to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner. The LEZ covers most of Greater London. To drive within it without paying a daily charge these vehicles must meet certain emissions standards that limit the amount of particulate matter coming from their exhausts.

2.5.2 The LEZ aims to improve air quality in the city by setting and enforcing new emissions standards for HGV's, large vans, pickups, coaches, buses, minibuses and various other specialist vehicles and deterring the use of the most polluting vehicles by freight operators. Cars and motorcycles are not affected.

2.5.3 The LEZ came into force on 4 February 2008 for lorries over 12 tonnes with different vehicles affected over time and tougher emissions standards introduced in 2012.

2.5.4 The LEZ operates 24 hours a day, seven days a week, every day of the year including weekends and public holidays, with a daily charge of £200 being applicable for HGV's, coaches and buses; and £100 for large vans, pickups and minibuses which do not meet the required standards.

2.5.5 The LEZ is enforced through fixed and mobile cameras which read vehicle registration number plates as vehicles are driven past within the LEZ and check it against a database of vehicles. The database contains vehicles which meet the LEZ emissions standards and are therefore exempt from charges, are registered for a 100% discount or have paid the LEZ daily charge. Vehicles not within the database are will be issued a penalty charge notice which will need to be paid by midnight the next working.

3 DELIVERIES AND SERVICING DESIGN PROPOSALS

3.1 Introduction

3.1.1 This chapter sets out the design of the scheme and how deliveries and servicing will be managed within the site.

3.2 Access Routes and Servicing Zones

3.2.1 Vehicular access to the site will be from Anchor and Hope Lane via a private access road. The roads within the development will remain as private roads and surface texture and paving materials will differentiate routes, parking areas and servicing zones.

3.2.2 Swept path analysis has been undertaken and the drawings are included in Appendix A. The access routes and serving zones are considered in relation to the two plots of development land.

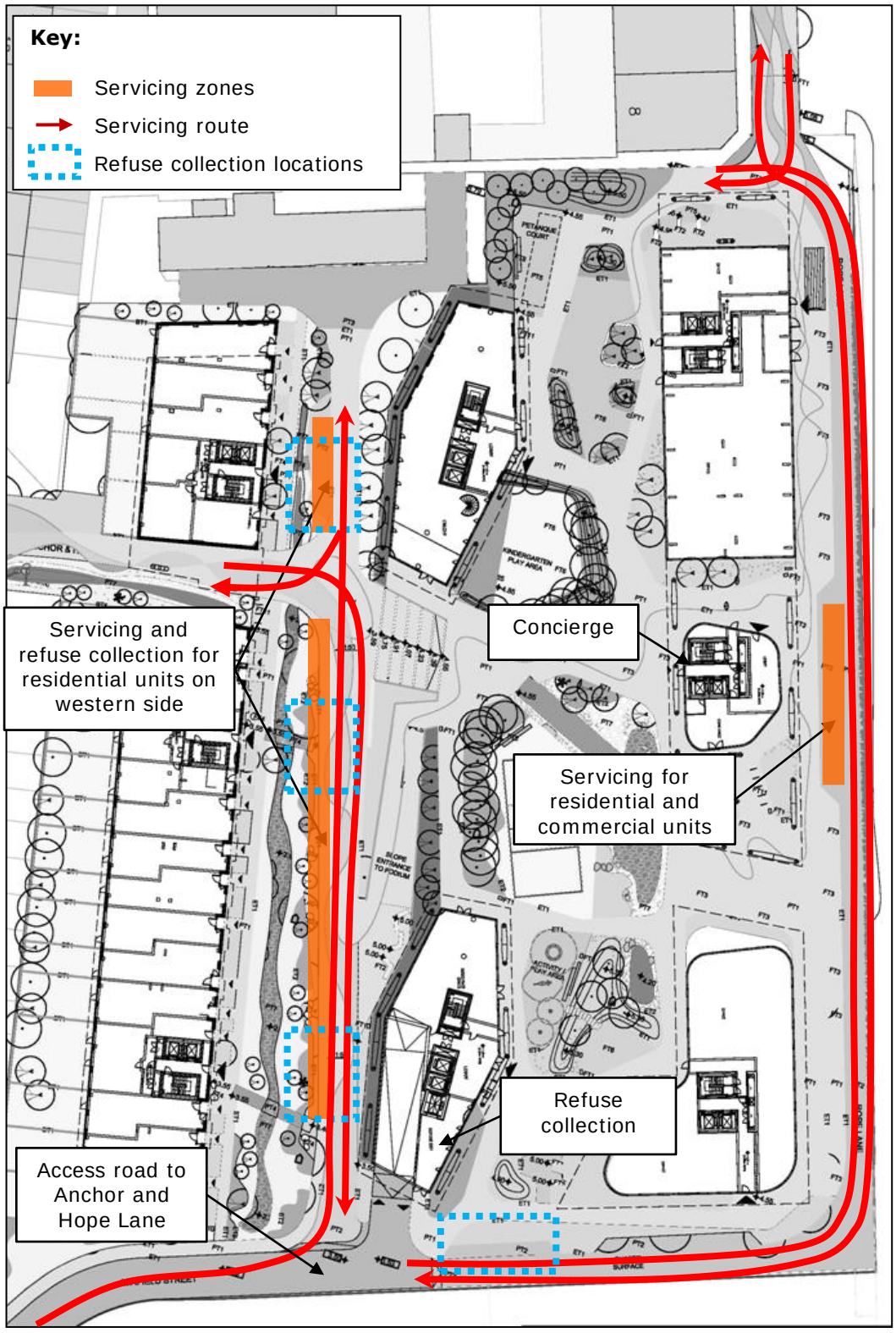
Plot A – Northern Plot

3.2.3 There are two servicing routes provided within Plot A. Most delivery and servicing vehicles will use the eastern servicing route where the concierge is located and the commercial servicing can take place. The western route is used for the residential units along the western side of Plot A only for both servicing and refuse collection.

3.2.4 Dedicated loading areas and turning areas are provided. For refuse collection, for the eastern buildings, refuse bins are moved from the basement to the ground level collection room by on site management. A bay within the shared route on the south side of Plot A, adjacent to the basement ramp is provided for collection vehicles.

3.2.5 The access routes and servicing zones are shown in Figure 3.1.

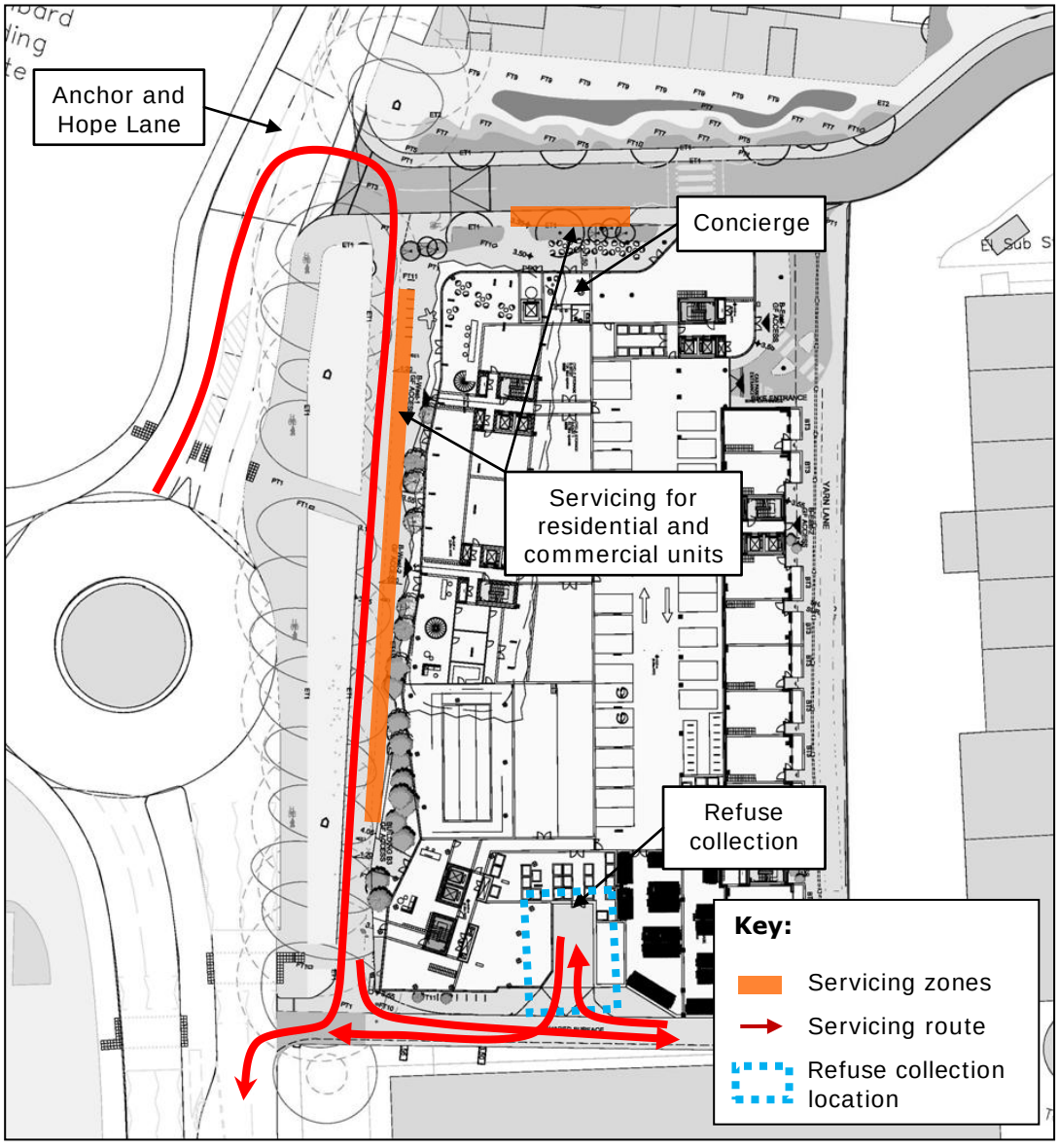
Figure 3.1 – Access Routes and Servicing Zones Locations for Plot A



Plot B – Southern Plot

3.2.6 The servicing route for Plot B is along the western edge within a shared space. The concierge is located at the northern end and a bay is provided adjacent to this on the site access road. Refuse storage is located at the southern end and a turning area for refuse collection vehicles is provided. This is shown in Figure 3.2.

Figure 3.2 – Access Routes and Servicing Zones Locations for Plot B



3.3 On-Site Management

3.3.1 Access to the site and the use of the servicing zones will be managed and controlled by the on-site management team. Servicing activities will also be monitored by CCTV surveillance and reviewed by site management.

3.3.2 A maximum dwell time of 20 minutes will apply to each of the servicing zones unless specifically arranged with on-site management. Where pre-booking will be required, this will be arranged with the on-site management company. Residents and workplace occupants will arrange this directly with the management team or concierge. For ad-hoc deliveries, these are expected to be minimal but an allocation of spaces will be made at the point of entry to the site at the main security office.

3.3.3 Outside of the site boundary, any parking and loading restrictions apply on the public highway will be enforced by RBG

3.4 Refuse Collection

3.4.1 The refuse produced by the development would be residential and commercial waste. As such the commercial waste is subject to the "Duty of Care" and "Controlled Waste" as set out in the 1990 Environmental Protection Act – Waste Management, The Duty of Care Code of Practice.

3.4.2 For both the residential and commercial land uses within the development, Eurobins will be the most suitable container for the storage of waste. Residential refuse collection rooms are located within 15m of the refuse vehicle collection points with suitable doors, corridors and level / ramped access. Residential refuse will be segregated into Residual Waste and Dry Recyclable Waste in accordance with RBG current waste collection policies, along with Organic Waste being accommodated.

3.4.3 Commercial waste will be provided within each of the commercial tenant's leased area. This enables different tenant's specific operations to be catered for Commercial waste collection will be arranged through waste contractors by the commercial tenants or coordinated through the site management office.

3.5 Goods Vehicle Trip Generation

Residential Deliveries

3.5.1 The maximum size vehicle which can reasonably be expected to deliver to any residential apartment is a 10.0m rigid heavy goods vehicle (HGV). It is, however, more likely that deliveries to the residential element of the development would be undertaken by an 8.0m rigid HGV or smaller.

3.5.2 The number of daily delivery and servicing vehicle trips and their arrival profile for the development has been derived using detailed delivery and servicing vehicle surveys undertaken at the following residential developments:

- Kempton Court – 80 residential units.
- City Walk – 110 residential units.
- Bow Quarter – 714 residential units.

3.5.3 The delivery and servicing vehicle trip rates derived from the above surveys have then been applied to the 975 residential units at the development.

3.5.4 Table 3.1 below shows the number of delivery and servicing vehicles predicted for the residential element of the overall development.

Table 3.1: Residential delivery and servicing vehicles

Time Period	LGV	HGV	Total
07:00-08:00	1	0	1
08:00-09:00	2	1	3
09:00-10:00	1	1	2
10:00-11:00	4	1	5
11:00-12:00	3	0	3
12:00-13:00	3	1	4
13:00-14:00	4	0	4
14:00-15:00	5	1	6
15:00-16:00	2	0	2
16:00-17:00	2	0	2
17:00-18:00	0	0	0
18:00-19:00	1	0	1
Total	**28**	**5**	**33**

3.5.5 The above table shows that the residential element of the scheme is expected to generate 33 delivery and servicing vehicles a day (66 two-way trips), of which

the majority will be LGVs. The peak hour for delivery and servicing trips is expected to be between 14:00 and 15:00 when 6 vehicles would enter and leave the site.

Commercial Deliveries (B1 use)

3.5.6 The proposed development is assumed to provide 1,544m^2 sqm of office us (B1). The largest delivery and servicing vehicle is expected to be a 10.0m rigid HGV, with the most frequent being Transit sized light good vehicles (LGVs), particularly given the scale of the B1 commercial space.

3.5.7 The number of daily delivery and servicing vehicle trips and their arrival profile have been derived the CR Eastman paper on servicing for commercial office development within London. The results are summarised in Table 3.2.

Table 3.2: Office delivery and servicing vehicles

Time Period	LGV	HGV	Total
07:00-08:00	0	0	0
08:00-09:00	0	0	0
09:00-10:00	1	0	1
10:00-11:00	1	0	1
11:00-12:00	1	0	1
12:00-13:00	0	0	0
13:00-14:00	0	0	0
14:00-15:00	1	0	1
15:00-16:00	0	0	0
16:00-17:00	0	0	0
17:00-18:00	0	0	0
18:00-19:00	0	0	0
Total	**4**	**0**	**4**

3.5.8 The above table shows that the office element of the scheme would be expected to generate only 4 deliveries a day (8 two-way movements) which are all expected to be made by LGV. Most deliveries are expected to take place in the morning, with one delivery an hour between 9am and 12 noon.

Retail Deliveries (A1 use)

3.5.9 The proposed development will provide flexible use and it is expected that some 662m^2 sqm would be retail use (A1-A5 use). The exact split of these uses is not known at this stage.

3.5.10 To provide an indication of the likely level of delivery and servicing trips, the retail servicing vehicle trips are based on surveys undertaken at Broadgate near Liverpool Street station which provides a broad range of types of retail units. The results are summarised in Table 3.3.

Table 3.3: Retail delivery and servicing vehicle trip generation (two-way)

Time Period	LGV	HGV	Total
07:00-08:00	0	0	0
08:00-09:00	1	0	1
09:00-10:00	1	0	1
10:00-11:00	1	0	1
11:00-12:00	1	0	1
12:00-13:00	0	0	0
13:00-14:00	0	0	0
14:00-15:00	0	0	0
15:00-16:00	1	0	1
16:00-17:00	0	0	0
17:00-18:00	0	0	0
18:00-19:00	0	0	0
Total	**5**	**0**	**5**

3.5.11 The above table shows that the retail element of the scheme would generate 5 LGVs a day, most of which arrive and leave in the morning.

D1/D2 uses

3.5.12 For the other non-residential uses, each of the dentist surgery, nursery and health club could be expected to generate up to one delivery a day. These are likely to take place throughout the day and have a negligible impact on the peak hours.

Total Goods Vehicle Trip Generation

3.5.13 Based on the above assessment, the residential, office and retail elements of the scheme are expected to receive regular and frequent deliveries. Based on Tables 3.1 to 3.3, the total numbers of good vehicles generated on a typical day are set out below.

Table 3.4: Total delivery and servicing vehicles

Time Period	LGV	HGV	Total
07:00-08:00	1	0	1
08:00-09:00	3	1	4
09:00-10:00	3	1	4
10:00-11:00	6	1	7
11:00-12:00	5	0	5
12:00-13:00	3	1	4
13:00-14:00	4	0	4
14:00-15:00	6	1	7
15:00-16:00	3	0	3
16:00-17:00	2	0	2
17:00-18:00	0	0	0
18:00-19:00	1	0	1
Total	**37**	**5**	**42**

3.5.14 Table 3.4 shows that the site would expect to around 42 delivery and servicing vehicles a day, of which 37 would be LGVs. The peak servicing hours are expected to be from 10.00 to 11.00 and from 14.00 to 15.00 when a total of 7 vehicles are expected to arrive and depart. In addition to the above, up to 3 vehicles a day could be expected for the dentist surgery, nursery and health club. Therefore up to 45 per day deliveries could be expected across the two plots of development.

3.5.15 With this number of vehicles per hour and a 20 minute dwell time, a total of 3 bays would be required. Therefore there is ample spare capacity within the site to accommodate these vehicle numbers.

4 DELIVERY AND SERVICING PLAN OBJECTIVES

4.1 Introduction

4.1.1 This chapter sets out the overarching objectives of this DSP for the proposed development.

4.2 Objectives

4.2.1 The objective of this DSP is to seek to support a sustainable and well managed development with regards to deliveries and servicing. This DSP has been prepared within the context of the guidance provided within the London Freight Plan and TfL's best practice guidance.

4.2.2 This DSP will therefore seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste 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;
- Reduce the operating costs of building occupants and freight companies; and
- Reduce the impact of freight activity on local residents and the environment.

5 DELIVERY AND SERVICING PLAN MEASURES

5.1 Introduction

5.1.1 This chapter outlines the overarching measures and initiatives which are applicable to all the land-uses provided within the development site.

5.1.2 This DSP will specifically aim to ensure that servicing of the development can be carried out efficiently, without creating any negative impacts upon the local highway network, residents and ancillary land use occupiers within and surrounding the site, and the environment.

5.1.3 In accordance with TfL's best practice guidance contained within their document entitled 'Managing Freight Effectively: Delivery and Servicing Plans' the management measures and initiatives have been grouped into the following areas:

- Design;
- Procurement Strategy;
- Operational Efficiency;
- Waste Management; and
- Road Trip Reduction.

5.2 Design

5.2.1 The London Freight Plan recognises that good design can minimise disturbance for residents at, or on-route to, the site, and the impact of servicing upon the surrounding highway network, the specific design related measures implemented as part of the development are set out in turn below:

Servicing Facilities

5.2.2 The development's servicing zones has been designed to ensure that delivery and servicing activities will be undertaken within the development site without impacting on the operation of the public highway. Details of the servicing proposals are provided within Chapter 3 of this report.

Risk assessment of servicing area

5.2.3 A risk assessment would be normally undertaken by suitably trained site management staff prior to use. This assessment will examine the following issues.

- Adequate manoeuvring space for the vehicles;
- Interaction with pedestrians;
- Adequate unloading area;
- Level route from vehicle to destination;
- Interaction with vehicles; and
- Visibility of management staff.

Servicing Restrictions

5.2.4 The manoeuvring within the site and access to and from the public highway has been designed to accommodate the largest vehicle types that can reasonably be expected to deliver to and service each occupier within the development. These vehicles are as follows:

- 10m Rigid HGV (Width 2.5m; Length 10m; Height: 3.7m);
- Refuse Vehicle (Width 2.5m; Length 10.1m; Height: 3.5m);
- Transit Van (Width 2.2m; Length 5.5m; Height: 2.4m).

5.2.5 Vehicle swept path analysis for the on-site routes are included in Appendix A.

5.2.6 Any vehicles exceeding the maximum vehicle size set out above would not be permitted onto the site, unless specific delivery arrangements were made with the site management in advance. Any abnormal / overweight vehicles would need to be specifically assessed for appropriate means of accessing the site and any essential temporary mitigation that may be required to cater for the weight or size of the vehicle / load. These would be treated as exceptional circumstances.

Traffic Management Regulation Audit

5.2.7 An audit of the local traffic management regulations on the road network surrounding the site has been undertaken based upon site observations and Traffic Management Regulations. The routes to and from the site do not place any particular restrictions on access due to its good connections to the strategic road network. Further information can be obtained across the road network, including more minor routes using the London Lorry Control network website (www.londonlorrycontrol.com). The main restrictions that may affect goods vehicle movements that are in place surrounding the site are summarised below:

Height Restrictions

- 4m (northbound) and 4.7m (southbound) through the Blackwall Tunnel;
- 6m through Rotherhithe Tunnel; and
- 4.6m through Limehouse Link Tunnel.

Weight Restrictions

- Max 16.5 tonnes limit at Preston Road Bridge across West India Dock.

Width Restrictions

- 2.2m through Rotherhithe Tunnel.

5.2.8 Servicing for the development will all be undertaken within the site and entry and exit movements onto the public highway of Anchor and Hope Lane will be in forward gear.

5.2.9 The London Low Emission Zone will also require suppliers operating delivery vehicles which do not meet emission standards, to pay a daily charge for journeys within London.

Security Measures

5.2.10 The main site security office will be manned 24 hours a day, 7 days a week. All vehicle movements to, from and within all servicing areas within the site will be monitored by CCTV surveillance to ensure that deliveries and servicing are being undertaken in a safe and secure manner, and within the agreed times.

Secure Delivery Facilities

5.2.11 The London Freight Plan identifies that first-time delivery efficiency to premises, including for home delivery, should be encouraged through the use of locker banks or agreed delivery points and concierge services.

5.2.12 To ensure that the turnaround of delivery and servicing vehicles is maximised and ensure that duplication of journey's to the site is minimised, the site management concierge will seek authority by residents to receive small / medium sized goods (with the exception of food deliveries and other perishable items) for residents.

5.2.13 Residents will be provided with the opportunity to opt in or out of this scheme to minimise risks of liabilities for valuable items. To aid this process, residents opting into this scheme will be encouraged to inform the on-site management office or concierge of any expected parcels which may be delivered whilst their dwelling is unoccupied.

5.2.14 Acceptance of deliveries to the commercial units are not considered to be required since these will be normally received during business operating hours where a member of staff will be available to accept the delivery.

Accommodating Special Deliveries

5.2.15 Any special deliveries to the site, such as plant maintenance vehicles will need to be pre-arranged. The delivery time and duration will be negotiated with the development management to minimise the impact upon the routine daily servicing requirements of the development. Out of peak deliveries will be encouraged for such deliveries wherever possible.

5.3 Procurement strategy

5.3.1 Procurement process should demonstrate an awareness of all vehicle activity associated with the site, its impacts and appropriate measures to reduce it. This will be undertaken by the site management company.

Freight Operator Recognition Scheme

5.3.2 The site management will be encouraged to contract suppliers registered with a best practice scheme, such as the Freight Operator Recognition Scheme (FORS). Full details of the benefits associated with FORS can be found at www.tfl.gov.uk/fors.

Consolidation of Suppliers

5.3.3 Residents will be encouraged to source everyday items from local shops in order to contribute towards reducing the number of deliveries to the site. The location of local shops and services, including supermarkets, will be promoted through the residential travel pack that will be issued to residents as part of the Travel Plan.

5.3.4 Commercial occupiers will also be encouraged to co-ordinate deliveries wherever possible in instances where common suppliers are used through the site management company. This will be achieved through an arrangement of an informal businesses forum.

5.4 Operational efficiency

Delivery restrictions and enforcement

5.4.1 The restriction of peak hour deliveries will be largely self-regulating due to the busy peak hour conditions on the local road network in and surrounding the Royal Docks, resulting in most suppliers seeking to avoid non-essential deliveries during the peak hours.

5.4.2 Analysis undertaken within this document identifies that 4 deliveries to the development will occur during the AM Peak Hour (08:00-09:00) with zero deliveries predicted during the PM peak hour (17:00-18:00).

5.4.3 Other than the promotion of out-of-hours deliveries, it is not considered necessary to implement any other measures to reduce peak hour deliveries further.

Communication of delivery procedures

5.4.4 The delivery procedures in operation on the site will be communicated to residents and commercial tenants upon occupation. Freight operators will be able to contact the site management or concierge prior to arriving at the site so that they can be informed of the site arrangements for deliveries and any procedures they should undertake to deliver goods and services the site safely and efficiently.

Out of hours deliveries

5.4.5 The design of the site is such that care will need to be taken for managing and permitting out of hours deliveries, taking cognisance of the residential nature of the site. It is noted that daytime deliveries will not present a significant impact on residents and tenants with suitable and appropriate management.

5.4.6 A noise abatement strategy will also be in place for any permitted out of hours deliveries, whereby services vehicles would be instructed by the management office to turn off their engines once parked within the site, for the duration of servicing activity.

5.5 Training Requirements and Responsibilities

5.5.1 The site management company will be responsible for all of their site-based staff to receive appropriate training related to the processes and procedures in operation on the site.

5.6 Waste management

Waste reduction, storage and removal measures

5.6.1 Guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste.

5.6.2 The development will provide segregated waste storage for the residential and the commercial uses. Waste will be segregated into residual waste recyclable waste. Provision for recyclables is provided within the site in accordance with the

London Borough of Newham guidance. All residential waste will be stored in suitable refuse storage and collection rooms, with commercial retail waste stored within their demise.

Refuse Collection Procedures

5.6.3 On refuse collection days, residential refuse collection will be undertaken as set out in Chapter 3 of this document.

5.6.4 Refuse collection will be undertaken outside of the peak hours where possible, with the specific collection times being arranged with the local authority or private waste contractor to minimise impacts upon the uses within the site. All waste will be collected directly from the refuse rooms with no secondary management.

5.7 Road trip reduction

Delivery and servicing vehicle frequencies

5.7.1 The number of delivery and servicing trips has been considered earlier on in this document in Chapter 3. It is predicted that there will be a total of 41 individual delivery and servicing trips generated by the site on a daily basis for the overall development.

Encouraging Deliveries by Sustainable Modes

5.7.2 Occupiers of the site will be encouraged to use suppliers who are affiliated to the Freight Operator Recognition Scheme (FORS) and operating green fleets complying with the emission standards set out by the London Emission Zones. In so doing this measure will contribute towards encouraging more maintenance contractors to use electric vehicles.

5.8 Targets and monitoring

Monitoring

5.8.1 A programme of monitoring and review will be carried out in accordance with TfL's guidance for undertaking surveys as set out in Delivery and Servicing Plans, Making freight work for you. These surveys will be undertaken on a periodic basis.

5.8.2 Monitoring and review of deliveries to the site will be the responsibility of the site management. A delivery survey audit will be undertaken a maximum of 6 months after 75% of residential units and 75% of commercial floor area are occupied.

5.8.3 The site management team (or appointed consultant) will undertake delivery monitoring surveys on the third and fifth year after the initial survey.

Review

5.8.4 The site management will use the results of the surveys to identify particular trends such as a particular supplier visits the site more than once a day or that a number of different companies deliver similar products. The results will then help the development management to look for 'quick wins'.

5.8.5 These could include for example, that four suppliers deliver delivering the same types of products to the site four times a week, which could potentially be reduced to twice, or even once, a week.

5.8.6 This process will provide the opportunity for current delivery operations and procedures on the site at the time to be reviewed and new management measures to be implemented (if necessary) to achieve the objectives set out within Chapter 4.

6 SUMMARY

6.1.1 The proposed development is located off Anchor and Hope Lane, to the north of Charlton Station. The development comprises 975 residential units as well as mixed commercial space.

6.1.2 This DSP has been prepared to minimise the impact of delivery and servicing trips on the surrounding public highway network. Chapter 3 sets out the provision within the site to accommodate all delivery and servicing activities. Vehicular access to the site is from Anchor and Hope Lane and there will be dedicated servicing zones for each Plot. All delivery and servicing operation on the site will be managed and controlled by the site management team.

6.1.3 A servicing trip generation assessment has been undertaken for all land uses. It is expected that up to 45 vehicles a day would be generated for deliveries and to servicing the overall development. The peak servicing hour will have up to 7 goods vehicles. With a maximum dwell time of 20 minutes, a total of 3 bays would adequately accommodate this number of vehicles across the site. Therefore, the number of loading locations incorporated into the scheme provides ample space for servicing activities.

6.1.4 Chapter 4 and 5 sets out the objectives and measures of this DSP respectively. The range of measures is in accordance to TfL's best practice guidance and includes servicing restrictions, security measures, consolidation of suppliers and monitoring and review.

6.1.5 This report has therefore set out how delivery and servicing will take place and be accommodated within the site, and the range of measures which will be implemented to further minimise the impact.

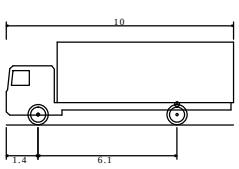
Appendix A

Vehicle Swept Path Analysis

Based on layout, drawing number c034 L100 [Rev p0]. TPP REF - IN_73.

This drawing has been prepared for planning purposes and should not be used for construction.

Vehicle used



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

CHARLTON RIVERSIDE, GREENWHICH

Plot A

Swept path analysis of 10.0m Rigid HGV

TRANSPORT PLANNING PRACTICE

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SCALE @ A3	DATE	DRAWN BY	CHECKED	DRAWING NUMBER	REV
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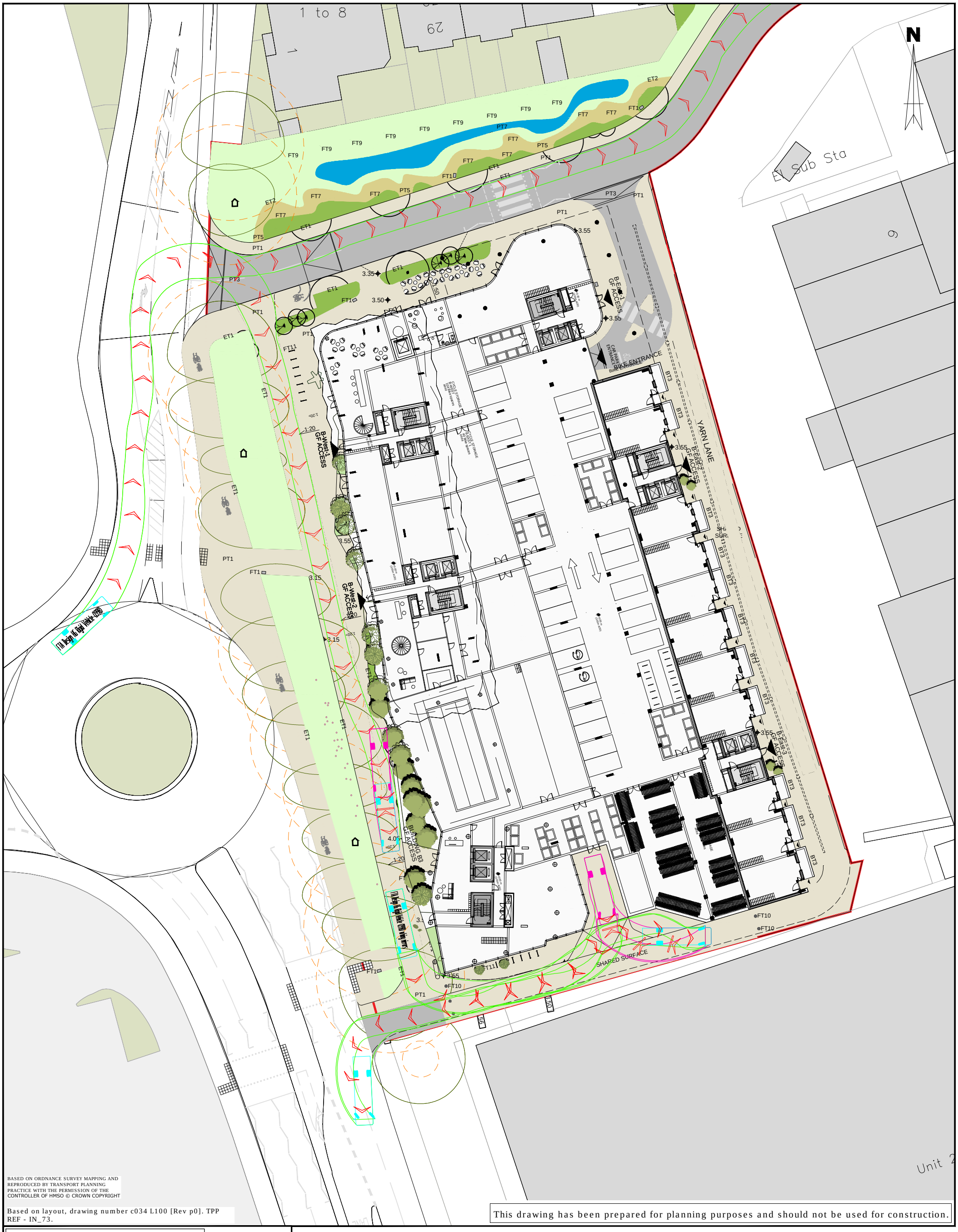
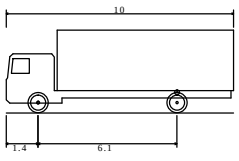


Based on layout, drawing number c034 L100 [Rev p0]. TPP REF - IN_73.

Vehicle used



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

CHARLTON RIVERSIDE, GREENWHICH

Plot B

Swept path analysis of 10.0m Rigid HGV

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