



Shall Do Hayes Developments Limited

Hayes Park Central & South

Delivery and Servicing Plan

November 2025

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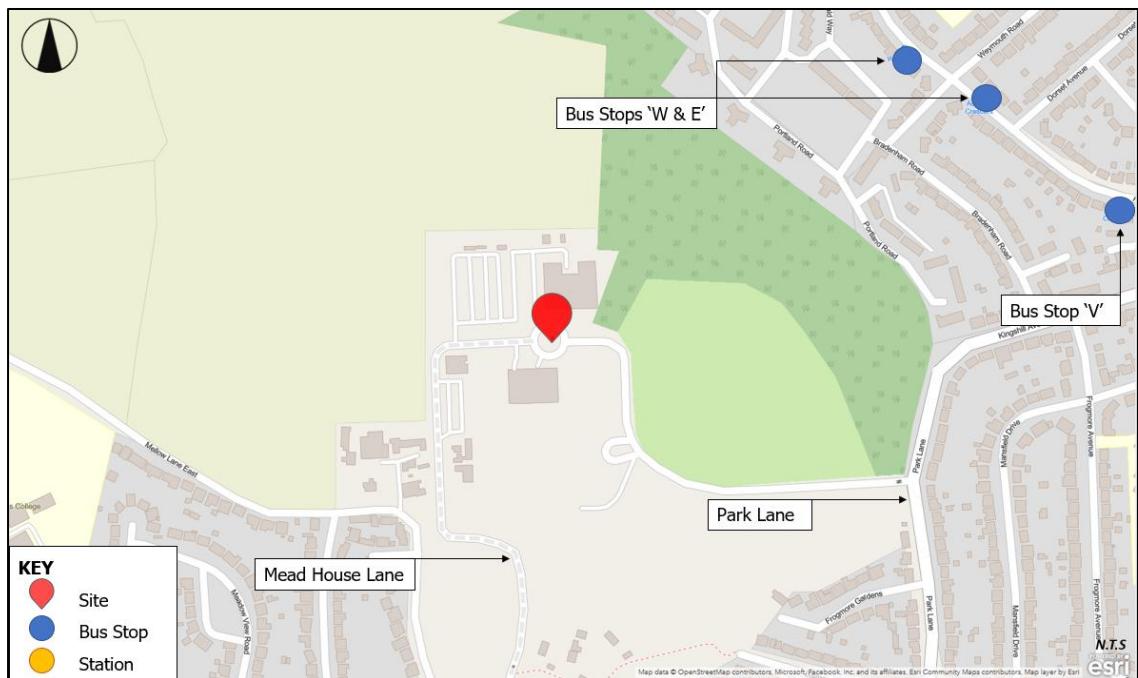
Appendices

Appendix A – Proposed Ground Floor Plans – Hayes Central and Hayes South Buildings

1 INTRODUCTION

1.1 This Delivery and Servicing Plan (DSP) has been prepared by TTP Consulting for the residential-led development at Hayes Park Central, located in the London Borough of Hillingdon (LBH). The site location is shown at Figure 1.1.

Figure 1.1 – Site Location Plan



Development Proposals

1.2 Planning approval was granted in June 2023, subject to conditions and legal agreement for the change of use of the existing buildings to provide new homes (Use Class C3), together with internal and external works to the buildings, landscaping, car and cycle parking, and other associated works.

1.3 The permission however is subject to a number of conditions, with Condition 23 referring to a Final Delivery and Servicing Plan, with the wording as follows:

"Prior to the first occupation of the development, details of a final Delivery and Servicing Plan shall be submitted to and approved in writing by the Local Planning Authority. This should accord with Transport for London's Delivery and Servicing Plan Guidance."

Benefits

1.4

Benefits to be gained through the implementation of a DSP include the following:

- Minimise the impact on the Public Highway: Active management of deliveries at the site, which will minimise the impact on the public highway;
- Improved Safety: Lower number of deliveries reduces the use of the roadside;
- Lower Carbon Footprint: Consolidated deliveries result in a lower carbon footprint at the site;
- Reduced Congestion on Surrounding Roads: Lower delivery numbers can reduce congestion on local roads, improve air quality, and reduce noise impact; and
- Support the Environmental Credentials of the Organisation: Highlight the Developer's commitment to reducing carbon emissions.

Objectives

1.5

The primary objectives of the DSP will be to manage deliveries and servicing to and from the premises in order to ensure that servicing activity is undertaken successfully, minimising conflict between vehicles and/or pedestrians.

1.6

The DSP will manage deliveries and servicing to the premises in order to ensure the following:

- Residents are aware of the closest Amazon locker (or similar) facilities in order to reduce the number of goods vehicles attending the building;
- Dwell times of vehicles are reduced, by increasing the efficiency of the delivery, such as encouraging the resident to meet the driver at the entrance;
- Residents are advised of the importance of arranging a delivery for a time when they know they will be home to receive it i.e., reducing the risk of a missed collection and hence reducing the impact on the highway network;
- Deliveries are undertaken by small to medium-sized vehicles; and
- Residents are aware of the benefits of zero-emission vehicles such as electric vans.

Scope of Report

1.7

This DSP outlines the measures that will be implemented at the development with regard to delivery and servicing. This report is structured as follows:

- Section 2 sets out the deliveries and servicing arrangements;
- Section 3 sets out the initiatives of the plan; and
- Section 4 provides the monitoring and review process.

2

DELIVERY AND SERVICING ARRANGEMENTS

Vehicle access

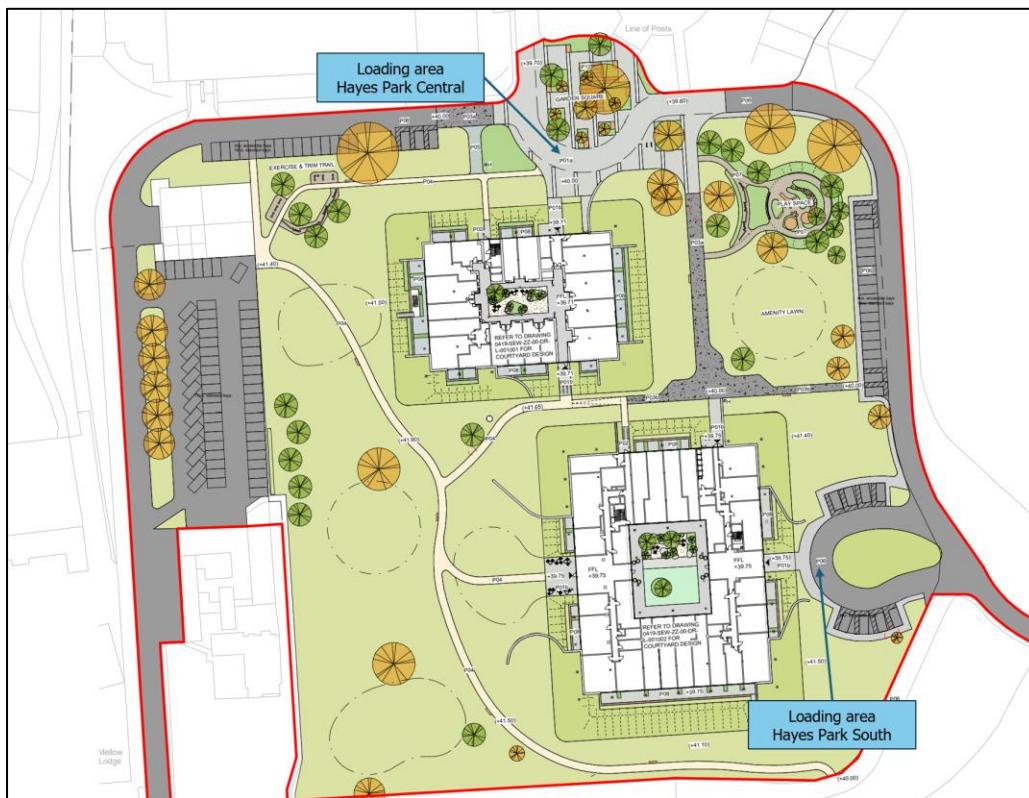
2.1 Servicing and delivery will be undertaken from within the site via the existing access points, in line with existing arrangements, utilising the internal access roads to serve the proposed development. Site access is to be retained from the existing access points on Park Lane (eastern boundary) and Mead House Lane/Hayes End Road (southern boundary).

2.2 Internal alignments are configured for low traffic, low speed environments, with segregated internal routes to site boundaries to be provided to encourage cyclists and pedestrians throughout the site.

2.3 Onward highway connections provide ready access to the principal road network to facilitate movement of goods and services.

Location to stop

2.4 Loading areas are provided in front of Hayes Park South and Hayes Park Central. Use of the loading areas will be reviewed and monitored by site management. Whilst not necessary for a residential development of this nature, there is potential for a site-wide management regime if required through regular monitoring of activity. The use of the loading area will be monitored and managed by Facilities Management.



Type of Vehicles

2.5 The majority of deliveries are expected to be undertaken by small to medium-sized vehicles e.g., Transit-sized vans and cargo bikes. Many deliveries, such as 'take-away' food, will also be made by bicycle or motorcycle. Deliveries to the commercial units will mainly consist of Light Goods Vehicles (LGVs), whilst larger deliveries by HGVs such as 10m rigid vehicles are expected to be infrequent and limited to moving in/out activity.

2.6 Visitor cycle stands will be provided in the public realm at the side of the building which could be used by those undertaking deliveries using cargo bikes.

2.7 Purchase of larger items including white goods will require the resident to meet the driver to take the goods straight to their unit.

2.8 Refuse and recycling collections will be arranged with the Council. These will typically take place at a specific time each week.

Delivery Numbers

2.9 It is predicted that there will be 12 deliveries per day to the buildings. The proposed development is expected to generate a requirement for the following:

- Residents moving in and out.
- Postal deliveries to residential units.
- Delivery of day-to-day goods and products for the residential units.
- Supermarket deliveries.
- Trade and maintenance vehicles.
- Refuse and recycling collections.

Types of vehicles

2.10 The majority of day-to-day deliveries associated with the residential units are expected to be undertaken by small to medium-sized vehicles, with the deliveries comprising small household items. Deliveries by Heavy Goods Vehicles (HGVs) would be infrequent and would mainly be limited to residents moving in/out, or large furniture deliveries. Any associated vehicle activity would be accommodated on-site.

Duration of stay

2.11 It is expected that most of the deliveries will be of short duration with dwell times generally less than 10 minutes due to the domestic nature of the Proposed Development.

Refuse and Recycling

Waste Storage Provision

2.12 Sufficient waste storage facilities and accessible collection points for the residential units are provided on-site. There will be separate waste stores at ground level in both buildings. Details of the waste storage and collection locations, bulky waste storage provision and bin collection schedules for the residential units will be provided to residents within their Travel Information Packs upon occupation.

Collection Vehicle Access

2.13 Refuse vehicles will access the Site through the main Mead House Lane access, via the internal routes. The Mead House Lane access has previously been designed to accommodate large articulated vehicles.

2.14 The refuse collection points will be all at ground level and within 10m of the nearest stopping point for refuse collection vehicles.

3 INTIATIVES OF THE PLAN

3.1

The following initiatives form part of the plan. The Facilities Management team will:

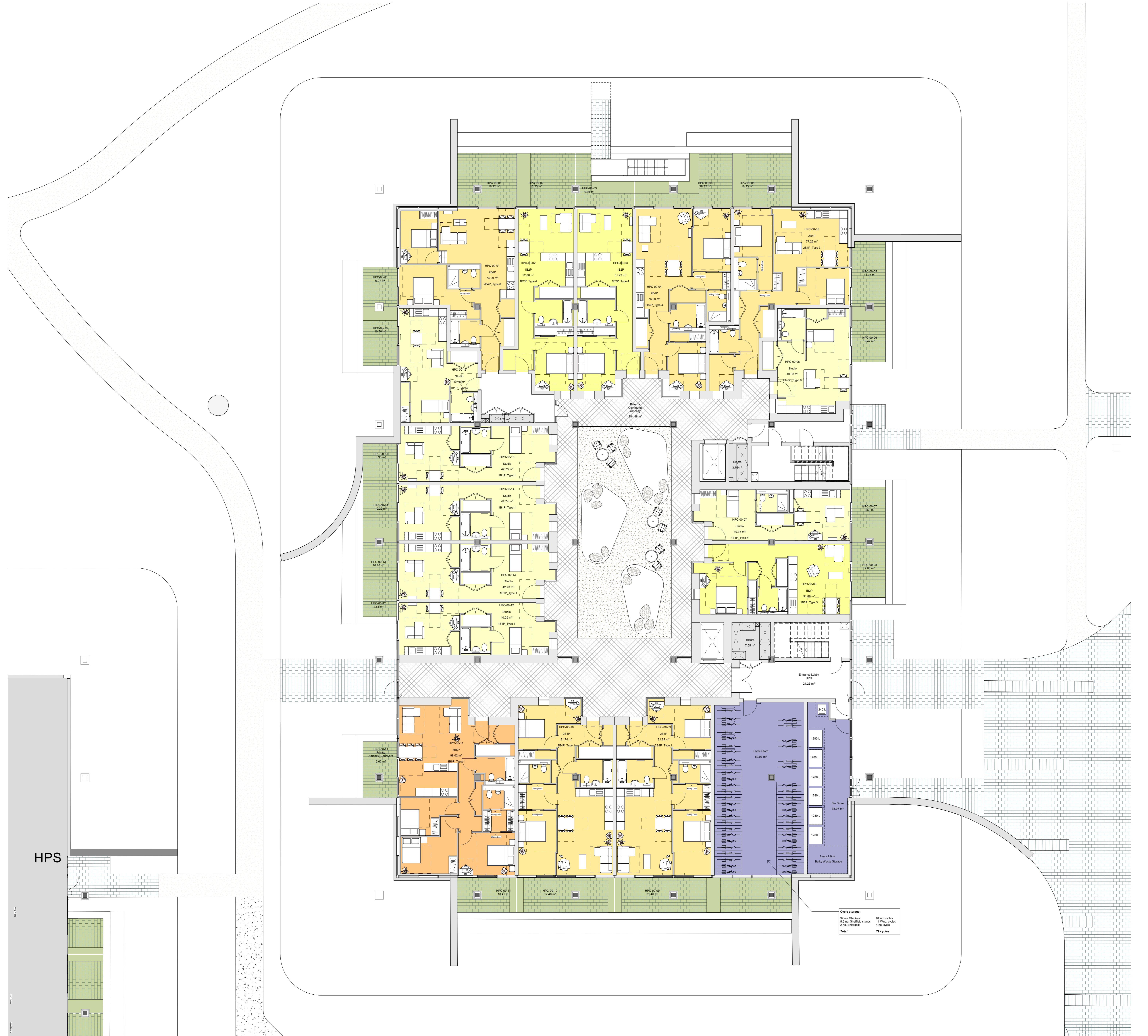
- Encourage residents to use suppliers which use greener vehicles to help reduce the carbon footprint of the development.
- Promote the use of low or no emission vehicles/modes to residents such as electric vans.
- Encourage residents to use delivery companies who can demonstrate their commitment to following best practice – for example, the Freight Operator Recognition Scheme (FORS) will be selected.
- Residents are advised of the importance of arranging a delivery for a time when they know they will be home to receive it i.e., reducing the chance of a missed collection and hence reducing the impact on the highway network.
- Residents will be encouraged to collect their deliveries from a local collection hub or system of lockers. There is an Amazon locker located within walking distance on Kingshill Avenue (east of the site). Further information can be found at: <https://www.amazon.co.uk/ulp>

4 MONITORING AND REVIEW

- 4.1 The Facilities Management Team will be responsible for implementing this plan. The team will monitor servicing operations to allow servicing activity to be undertaken safely and efficiently. They will be responsible for the smooth and efficient operation of the plan.
- 4.2 The team will regularly review delivery and servicing procedures at the site to understand how well the DSP is being implemented, i.e. are the policies being followed, and how well it is achieving its objectives, i.e. is the number of trips reducing.
- 4.3 Any comments received from occupants of the development and/or third parties regarding servicing activity will be considered and addressed where necessary.
- 4.4 Data and information will be collected on a regular basis with surveys undertaken where necessary. Additional measures will be introduced where appropriate and monitored.

Appendix A – Proposed Ground Floor Plans

Hayes Central and Hayes South buildings



General Notes

No implied licence exists. This drawing should not be used to calculate areas for the purposes of planning or building regulations.

Do not scale this drawing for construction. The dimensions given are for the use of the contractor and such dimensions to be checked on site.

All work must comply with relevant British Standards and Building Regulations.

Requirements. Drawing errors and omissions to be referred to the architect.

Notes

For the purposes of this application, the existing survey information provided by C. Surveyors Ltd has been modelled to 1:10. This drawing is a 2D model only and is not to be used for construction. It is designed by Whity Wood. Due to the nature of the 2D model, the 3D model has been simplified to suit the scale of this drawing. It is not to be used for construction and design work stage. Please refer to the 3D model for the most accurate information.

Residential Typologies

- 1B1P
- 1B2P
- 2B3P
- 2B4P
- 3B5P
- 3B6P
- 4B
- 5B
- 6B

Other residential uses

- Plant / cycle store / bin store
- Communal room
- Proposed amenity - garden
- Proposed balcony
- Proposed indicative sloped/stepped ground floor light wells
- Existing basement/tunnel location
- Existing HPC lower ground location
- Proposed amenity - garden
- Paving for roof maintenance access
- PV panels

Key Plan

3 Brewster House
London, EC1V 4D
020 725 54970

For Planning

Project No. 0419

Project Name Hayes Park

Drawing Title

Proposed Level 00 -HPC

Client Shall Do Hayes Developments Limited

Scale @AO 1:100

Date 12/05/2023

Drawn by PJ

Checked by CS

P3 22/05/23 Planning Update SEW

P2 05/05/23 REV SEW

P1 12/05/23 For Planning SEW

Rev Date Reason

Drawing Number Rev

0419-SEW-HC-00-DR-A-00111 P3

