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FORMER POWERGEN SITE, BULLS BRIDGE, HAYES DELIVERY & SERVICING PLAN

FM Conway Ltd

December 2012

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FM Conway Ltd

December 2012

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1 Introduction

1.1 Preamble

- 1.1.1 WSP has been commissioned by FM Conway Ltd to produce a Delivery and Servicing Management Plan (DSP) for the proposed development of the former Powergen site, Bulls Bridge, North Hyde Gardens, Hayes.
- 1.1.2 This DSP has been produced further to a request from Transport for London (TfL), and forms part of a suite of documentation supporting the proposals, which includes a Transport Assessment and a Travel Plan. The DSP has been prepared in order to set out the management strategy for deliveries and servicing, the implementation of which will be secured through its inclusion within the Section 106 agreement for the scheme.

1.2 Site Location

- 1.2.1 As shown on Figure 1, the site is located in Hayes, west London and falls under the administration of the London Borough of Hillingdon (LBH) and TfL. The site is approximately 3.1 hectares in area and was formerly used by Powergen. All buildings for the previous use on the site have now been demolished.
- 1.2.2 The site is bounded to the north by the Paddington to Bristol railway line, whilst the Grand Union Canal forms the site's southern border and the Grand Union Canal's Paddington branch forms the site's eastern boundary. The western boundary of the site is the Yeading Brook.

1.3 Development Proposals

- 1.3.1 The development proposal is for an aggregate recycling facility, asphalt storage and production plant, and wet waste plant, together with associated ancillary structures and facilities, car and HGV parking, and landscaping.

1.4 Report Purpose

- 1.4.1 The purpose of this DSP, produced as an outline document, is to inform the authorities of the intent of the applicant in managing service vehicle trips to and from the development in order to minimise their impact on the surrounding public highway. The DSP will be an evolving document and will be subject to discussion and agreement with LBH and TfL. It will complement the Travel Plan produced for the site through the implementation of sustainable delivery initiatives.

1.5 Relevant Planning Policies

The London Plan – July 2011

Policy 6.14: Freight

- 1.5.1 At the strategic level the Mayor will work with all relevant partners to improve freight distribution. The Mayor supports the development of corridors to bypass London, especially for rail freight, to relieve congestion within London.
- 1.5.2 In relation to planning decisions the Mayor will seek to ensure that:
- Development proposals that locate developments that generate high numbers of freight movements are close to major transport routes;
 - Promote the uptake of the Freight Operators Recognition Scheme, Construction Logistics Plans and Delivery & Servicing Plans. These should be secured in line with the London Freight Plan and should be coordinated with Travel Plans; and
 - Increase in the use of the Blue Ribbon Network for freight transport will be encouraged.

London Freight Plan – November 2007

- 1.5.3 The London Freight Plan sets out the steps that have to be taken over the period to 2017 to identify and begin to address the challenge of delivering freight sustainably in London.
- 1.5.4 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.
- 1.5.5 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.
- 1.5.6 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

- 1.5.7 This project is designed to encourage freight operators to take up green fleet management, 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.
- 1.5.8 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.

- 1.5.9 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.
- 1.5.10 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.
- 1.5.11 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.
- 1.5.12 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.
- 1.5.13 FM Conway is currently a silver FORS member and is striving to attain gold status.

Project Two: Delivery and Servicing Plans

- 1.5.14 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.
- 1.5.15 DSPs aim to reduce delivery trips (particularly during highway peak periods) and increase availability and use of safe and legal loading facilities. They should use 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.
- 1.5.16 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.
- 1.5.17 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.
- 1.5.18 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.
- 1.5.19 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.

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- 1.5.20 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.
- 1.5.21 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

- 1.5.22 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.
- 1.5.23 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.
- 1.5.24 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

- 1.5.25 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.
- 1.5.26 The project aims to reduce operators' administrative costs and improve access to freight journey planning in the Capital, to support operational efficiency, improve driver behaviour and the use of alternative fuels (including bio-fuel) and low-carbon vehicles.
- 1.5.27 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 HGVs and cyclists. Key partners will be all those with data or systems affecting freight operators and deliveries in London.

Delivery and Servicing Plans: Making Freight Work for You

- 1.5.28 TfL provide additional guidance on the production of DSP within this document. The document promotes DSPs as a way of:
- Saving time and money;
 - Improving safety and reliability; and
 - Reducing environmental impact.
- 1.5.29 In addition to the above, benefits to the local authorities and residents are promoted in the form of reduced congestion, improved air quality and reduced accident risk.
- 1.5.30 The importance of organisations adopting measures which are suited to their individual circumstances is promoted. Example measures highlighted by the guidance fall within three categories:
- Delivery Management;

- Supply Chain Operations; and
- Working with suppliers.

The London Low Emissions Zone - 2008

- 1.5.31 The Low Emissions Zone (LEZ) is a scheme that aims to improve air quality in the city by setting and enforcing new emissions standards for HGVs, Large Vans and minibuses, and deterring the use of the most polluting vehicles by freight operators. The London LEZ is a “first” for the UK and is one of the largest schemes of its type in the world.
- 1.5.32 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. Cars and motorcycles are not affected.
- 1.5.33 The LEZ operates 24 hours a day, 7 days a week, every day of the year including weekends and public holidays, with a daily charge of £200 being applicable for lorries, buses and coaches; and £100 for heavy vans and minibuses which do not meet the required standards.
- 1.5.34 The LEZ is enforced through fixed and mobile cameras which read your vehicle registration number plate as you drive within the LEZ and check it against a database of vehicles which meet the LEZ emissions standards, or are either exempt or registered for a 100% discount, or if the LEZ daily charge has been paid.
- 1.5.35 The introduction of the new emissions standards for HGVs, Large Vans and minibuses sets a model for improving air quality in London.

Policy Summary

- 1.5.36 The policy and guidance reviewed in this section has informed the preparation of this DSP and the measures that will be employed at the proposed development. FM Conway is committed to ensuring that the impact on the local highway network of delivery and servicing trips to the proposed development is minimised, in accordance with the policy set out in this section.

1.6 Delivery & Servicing Plan Structure

- 1.6.1 The remainder of this document is set out as follows:
- Section 2 presents the proposed servicing provision on the site including details of site management and forecasts of servicing vehicle and refuse generation;
 - Section 3 identifies the objectives of this Delivery and Servicing Management Plan;
 - Section 4 presents the measures and initiatives to be employed to increase servicing efficiency for the site; and
 - Section 5 presents the proposed methodology for monitoring and review.

2 Servicing and Refuse Collection Proposals

2.1 Servicing Strategy

- 2.1.1 Drawing CWY14-010-P1 attached at Appendix A details the various servicing bays within the site. A parking bay for deliveries will be provided immediately north of the administration office. The location ensures the impact of delivery vehicle trips is minimised, as deliveries will be made without the need for delivery vehicles to enter the main operational area of the site.
- 2.1.2 An accessibility ramp immediately next to the servicing parking space also means that heavier deliveries can be easily wheeled into the administration office, eliminating the need to carry large or heavy items.
- 2.1.3 During the first phase of operation of the proposed development, the administration office and nearby parking will not be constructed. As an interim arrangement, a service bay will be located within the main compound immediately north of the entrance road. This location is marked as Admin Services Bay 2 on Drawing CWY14-010-P1. During the period prior to completion of the administration office, the nearby weighbridge office will serve as the delivery drop-off point and this will be communicated beforehand to regular suppliers. On-site signage will also direct deliveries to the correct location.

2.2 Refuse Collection Strategy

- 2.2.1 The refuse produced by the proposed development would be general commercial waste. As such, the waste is subject to the “Duty of Care” and “Controlled Waste” guidelines as set out in the 1990 Environmental Protection Act – Waste Management – The Duty of Care Code of Practice.
- 2.2.2 Prior to regular refuse collection, waste will be collected from the individual storage locations on site and will be moved to skips located in two storage areas, shown as ‘Skip and Refuse Collection’ Points 1 and 2 on Drawing CWY14-010-P1 contained at Appendix A.
- 2.2.3 The skips will be collected by a contractor, whose vehicles will follow the internal road layout to access the two refuse collection points. During the preparation of the Transport Assessment, a vehicle swept path analysis was undertaken for a 10.2m tipper vehicle, shown on Drawing 2840/ATR/001/B contained at Appendix B. This demonstrates the manoeuvrability of this vehicle in all parts of the site layout.
- 2.2.4 The site is in the London Borough of Hillingdon, which is one of the six London boroughs which form the West London Waste Authority (WLWA). The WLWA is currently preparing the latest iteration of the West London Waste Plan (WLWP), which states in the draft document at Paragraph 1.83:
“The WLWA has a vision of achieving a 70% reuse/recycling recovery rate and zero waste to landfill, although there is no timescale for these targets.”
- 2.2.5 FM Conway is committed to playing its part in assisting the WLWA in achieving its target. To this end, recycling points will be located at predetermined points on the site, with details provided of materials which can be recycled. Recyclable materials will be removed from the site by the refuse contractor.

2.3 Access Routes

- 2.3.1 The vehicular access to the site is via North Hyde Gardens. Upon reaching the site, vehicles will utilise the delivery and servicing areas identified on Drawing CWY-010-P1 included at Appendix A. No vehicles will park or wait on North Hyde Gardens.

2.4 On-Site Management

- 2.4.1 In order to ensure that safety and traffic conditions on North Hyde Gardens are not impacted, the following measures will be adhered to by staff:
- As part of the appointment of all contracts at the proposed development that would involve deliveries or collections, the contracted service provider will be made aware of the delivery access restrictions and asked to accept these restrictions in writing. It is envisaged that all delivery vehicles, as far as reasonably practicable, will be approved and contracted suppliers, ideally with vehicle registrations of suppliers held by FM Conway;
 - Where there are deliveries from regular sources, FM Conway will agree delivery arrangements, offering directions on delivery / collection restrictions, access and egress arrangements and the identification of appropriate service bays / areas. FM Conway will also agree standard delivery slots with regular suppliers which avoid the peak hours on the local highway network; and,
 - If a driver does not comply with the delivery access restrictions, the supplier will be informed of the vehicle registration / driver not complying with the contracted conditions. Non-compliance with the delivery restrictions will then be used as a deciding factor in the appointment of contracts at the proposed development.

2.5 Servicing Vehicle Generation

- 2.5.1 Based on similar operations at FM Conway's site at Erith, it has been estimated that on a typical day, there will be 10 vehicular two-way delivery and servicing trips (five arrivals and five departures) generated by the proposed development.

3 Delivery and Servicing Plan Objectives

3.1 Objectives

- 3.1.1 Delivery and Servicing Plans developed through the planning process seek to support sustainable development. They are drafted within the context of the guidance provided within the London Freight Plan and TfL's best practice guidance.
- 3.1.2 This Outline Delivery and Servicing Plan therefore sets the following objectives:
- Demonstrates 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.

4 Delivery and Servicing Management Measures

4.1 Introduction

- 4.1.1 This Section outlines the overarching measures and initiatives included which are applicable to the proposed development. This DSP will specifically aim to ensure that servicing of the development can be carried out efficiently, whilst minimising any effects on the local highway network, residents and commercial occupiers within and surrounding the site, and the environment.
- 4.1.2 The measures to be employed at the proposed development are outline in Table 4.1 below, which also shows how they align to the tools and techniques defined by TfL in their guidance 'Delivery and Servicing Plans: Making Freight Work for You'. Each measure is then subsequently detailed.

Table 4.1: Adherence of Measures to TfL Guidance

Measure	TfL Tool / Technique		
	Managing Deliveries	Supply Chain Operation	Working with Suppliers
Accommodating Special Deliveries	✓		✓
Consolidation of Suppliers		✓	✓
Communication of Delivery Procedures	✓		✓
Delivery Booking System	✓	✓	✓
Delivery Restriction and Enforcement	✓		✓
Freight Operator Recognition Scheme		✓	✓
Heavy Load Carry Distances	✓		
Off Street Servicing Facilities	✓		
Promotion of Freight Information Portal	✓		✓
Risk Assessment of Servicing Areas	✓		
Traffic Management Regulation Audit	✓		✓
Refuse Collection Measures		✓	✓
Security Measures	✓		
Servicing Restrictions	✓		
Staff Training Requirements and Responsibilities	✓		✓
Waste Reduction, Storage and Removal Measures		✓	✓

-
- 4.1.3 Table 4.1 shows adherence of the proposed measures to the guidance set out by TfL. Section 4.2 provides detail on each of the measures that could be used at the proposed development.

4.2 Design Based Measures

Off Street Servicing Facilities

- 4.2.1 All servicing activities at the proposed development will take place away from the public highway. The proposed development will be located at the end of North Hyde Gardens, so whilst on-street activities would not impede through flow on the road, it could restrict access to the site for operational vehicles. The implementation of off-street servicing ensures that this will not occur. Details of the servicing proposals are provided within Section 3 of this report.

Risk Assessment of Servicing Areas

- 4.2.2 A risk assessment will be undertaken by a suitably trained member of staff prior to operations beginning. 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.

Heavy Load Carry Distances

- 4.2.3 The Health and Safety Executive (HSE) has published assessment guidelines in the document Manual Handling Assessment Charts which can be used in order to ascertain the safety of completing manual handling activities. A number of categories are specified in order to ensure that all vital aspects of a manual handling activity are considered. One aspect of this is the distance which an object may be carried.
- 4.2.4 Carry distances are split into three categories which represent different levels of risk. These are:
- 2 – 4m: Classified as a low level of risk;
 - 4 – 10m: A medium level of risk where consideration should be given to the task; and
 - 10m+: A high level of risk which may risk injury.
- 4.2.5 A score is assigned to the carry distance in addition to the other categories associated with a manual handling operation. These then dictate the overall level of risk of a handling activity.
- 4.2.6 The proposed development has been designed so as to minimise the distances which loads will need to be carried. Heavy loads in particular will be subject to a requirement to use specialist equipment if they are to be moved significant distances. All visiting vehicles will be required to ensure that this requirement is adhered to. Therefore it is considered that the proposed development will have a low risk level based on the HSE's guidance.

Servicing Restrictions

- 4.2.7 The servicing vehicle areas have been designed to accommodate the largest vehicle types that can reasonably be expected to service the proposed development. Any vehicles exceeding the maximum

vehicle size would not be permitted into the servicing areas of each parcel, unless specific delivery arrangements were made through the servicing booking system, in advance.

Traffic Management Regulation Audit

- 4.2.8 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. Primary routes to and from the site do not place any particular restrictions on access to and from the site due to its good connections to the strategic road network.
- 4.2.9 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

- 4.2.10 Security measures would be provided within the proposed development.
- All servicing vehicles would be required to report to site reception / security; and
 - Vehicle movements within all servicing areas will be monitored by CCTV surveillance and reviewed by the security office, or by personnel to ensure that the servicing areas are being used safely and at appropriate times.

4.3 Procurement Strategy

Freight Operator Recognition Scheme

- 4.3.1 FM Conway is currently a silver member of the Freight Operator Recognition Scheme (FORS) and is striving to attain Gold membership. Therefore an emphasis will be placed on contracting suppliers who are registered with the scheme. The benefits of FORS are outline in Section 1 of this DSP.

Consolidation of Suppliers

- 4.3.2 Where it is achievable, FM Conway will seek to use as few suppliers as possible to cover the requirements of the proposed development. This will enable deliveries to be consolidated. In order to attain further efficiencies across the transport network, FM Conway will approach companies in the industrial estates neighbouring the site, to determine if there is scope for a wider consolidation of deliveries.

4.4 Operational Efficiency

Delivery Booking System

- 4.4.1 Non-postal deliveries to the proposed development will be required to be booked in advance so that arrival and departure times can be managed, avoiding the potential for conflict between delivery vehicles. Any deliveries will be required to be scheduled with the on-site management who will be responsible for ensuring the supplier is aware of their allocated delivery slot, and conforms.
- 4.4.2 The booking system will be managed on-site by the office based team. Delivery slots will be allocated based on the team's understanding of the requirements, typically the day would be broken into 15 minute slots, with a vehicle allocated a slot time, with a maximum dwell time of 30 minutes, unless a longer slot is deemed necessary during the booking process.
- 4.4.3 It is anticipated that a number of the deliveries will be regular and can therefore be allocated a consistent delivery slot, with 'new' deliveries utilising the booking system as necessary.

Delivery Restriction and Enforcement

- 4.4.4 The restriction of peak hour deliveries will in part effectively be self-regulating due to many suppliers choosing to avoid making non-essential deliveries at those times.
- 4.4.5 There will potentially be one postal delivery to the proposed development during the AM peak. All other servicing trips will be managed through the booking system so that they fall outside of peak hours. It is not considered necessary to implement any other measures to limit peak hour deliveries.
- 4.4.6 All scheduled deliveries will be regularly reviewed against the slots which were booked for them. Should it be found that a supplier is regularly arriving outside their slot, especially in a peak hour, FM Conway will bring this to the supplier's attention to rectify. Should the practice continue, it may be a material consideration in the awarding of future contracts.

Communication of Delivery Procedures

- 4.4.7 The delivery procedures in operation at the proposed development will be communicated amongst staff upon occupation. FM Conway will also be responsible for informing their suppliers of any delivery restrictions and communication of the booking / management strategy to them.

Accommodating Special Deliveries

- 4.4.8 Any special deliveries (such as large equipment) to the proposed development will need to be pre-arranged through the booking system. The delivery time and duration will be determined in order to minimise the impact upon daily operations and the typical servicing requirements of the development. Off peak arrangements will be encouraged for such deliveries where possible.

Promotion of Freight Information Portal

- 4.4.9 The TfL London Freight Matters Portal will be promoted by FM Conway to raise awareness of this resource at the proposed development and encourage the adoption of good practice servicing and delivery strategies. The Corporate and Social Responsibility benefits associated with using suppliers adopting sustainable freight and servicing practices will also be promoted to workplace occupiers.

Staff Training Requirements and Responsibilities

- 4.4.10 FM Conway will provide funding and time resources to ensure that the necessary staff receive appropriate training related to the processes and procedures in operation on the development site. On-going training requirements will be identified through annual Personal Development Reviews.

4.5 Waste Management

Waste Reduction, Storage and Removal Measures

- 4.5.1 Section 3 of this DSP sets out the waste management proposals, which adhere to guidance in the London Freight Plan which states that developments should provide sufficient facilities for storage and collection of segregated waste.

Refuse Collection Procedures

- 4.5.2 Refuse collection from the proposed development will be undertaken from the centralised waste storage area in order to minimise the requirement for refuse vehicle movement around the site.
- 4.5.3 Refuse collection will be undertaken outside of the peak hours where possible, with the specific collection times being arranged with a private waste contractor to minimise impacts upon the operation of the site.

4.6 Enforcement

- 4.6.1 The contents of this Delivery and Servicing Management Plan have been prepared in order to inform the planning authority of the developer's intent for the planning application for this site. Once agreement is reached any future amendments of the content must be complied with unless agreed with the planning and highways authorities.

5 Monitoring and Review

5.1 Monitoring

- 5.1.1 A programme of monitoring and review will be implemented to generate information by which the success of the Delivery and Servicing Plan can be evaluated against the objectives set out within Section 3. Where possible this will be co-ordinated with the Travel Plan monitoring process.
- 5.1.2 Monitoring and review of deliveries to the site will be the responsibility of the Site Manager (or appointed consultant) and will be funded by the developer, or an appropriate service charge.
- 5.1.3 A delivery survey will be undertaken within a maximum of six months of occupation of the proposed development. The delivery surveys will be undertaken in accordance with the standard TRAVL Delivery Survey Methodology or similar. The delivery surveys will be undertaken simultaneously with the travel surveys associated with the implementation of the Travel Plan, where timescales permit.
- 5.1.4 The site manager (or appointed consultant) will arrange further delivery surveys to be undertaken the third and fifth year after the initial survey. Monitoring reports will be prepared to summarise the result of each survey for submission to the local planning authority, as set out below.

5.2 Review

- 5.2.1 The Site Manager (or appointed consultant) will report the survey results to local planning authority within one month of the survey being undertaken. The results of the delivery survey will then be reviewed in consultation with the local planning authority.
- 5.2.2 This process will provide the opportunity for current delivery operations and procedures on the site to be reviewed and new management measures to be implemented (if necessary) to achieve the objectives set out within Section 3.

APPENDICES

APPENDIX A

Delivery and Service Plan Drawing CWY14-010-P1

APPENDIX B

Drawing 2840/ATR/001/B

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