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transport planning specialists

Hillingdon Council

Lobster Pot Car Park,
Cricket Field Road, Uxbridge

Delivery & Servicing Plan

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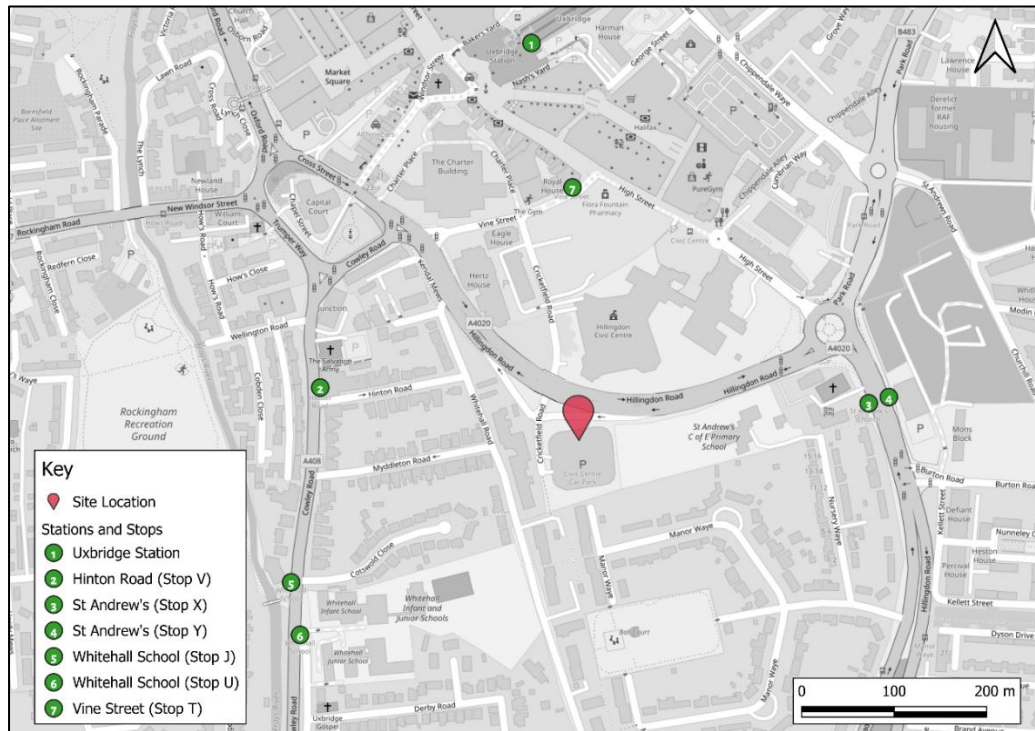
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1 INTRODUCTION

- 1.1 This Delivery & Servicing Plan has been prepared by TTP Consulting on behalf of the applicant, Hillingdon Council, to accompany a planning application for a new 160-bed residential care home on the Hillingdon Civic Centre Car Park site, on Cricket Field Road, locally known as the 'Lobster Pot', located in Uxbridge UB8. The site location is shown on the plan in Figure 1.1.

Figure 1.1 – Site Location Plan



- 1.2 The site is currently occupied by a three-storey multi-level car park providing 373 spaces, primarily for Civic Centre staff and visitors during weekdays, and open to the public on Saturdays. The proposed development comprises a specialist residential care home providing accommodation for up to 160 residents requiring 24 hour nursing, dementia and complex care support (Use Class C2). Car parking will be provided in accordance with local standards, as well as cycle parking and refuse storage facilities.

Objectives

- 1.3 The primary objective of the DSP will be to manage delivery and servicing activity to enable it to take place in a safe and efficient manner. The DSP will manage deliveries and servicing to the site in order to ensure that where possible:
- Deliveries are planned so as to minimise the potential for deliveries coinciding, therefore minimising the number of vehicles attending the site at any one time.
 - That drivers comply with restrictions when making deliveries.
 - Vehicles are loaded/ unloaded for the minimum time necessary, in order to ensure that vehicles make efficient use of facilities.
 - Deliveries are undertaken by small to medium sized vehicles as is commonplace in town centre locations within London.
 - The use of zero-emission vehicles such as e-cargo bikes, electric vehicle fleets, etc is promoted where possible.

Benefits

- 1.4 Benefits to be gained by organisations through the implementation of a DSP include the following:
- Minimise Impact on the Public Highway: Active management of deliveries at the site.
 - Save Time and Money: Lower operating costs resulting from consolidation of deliveries and less time spent receiving goods.
 - Improved Safety: a lower number of deliveries reduces the potential for road collisions.
 - 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.
 - Support the Environmental Credentials of the Organisation: Highlight the Developer's commitment to reducing carbon emissions.

Scope

- 1.5 This DSP outlines the measures that will be implemented with regards to servicing activity associated with the development. In addition, it sets out the way in which goods delivered to the development will be managed. This DSP has been written with reference to Transport for London's online DSP guidance. The remainder of the DSP is set out as follows:
- Section 2 sets out the development's delivery and servicing arrangements.
 - Section 3 sets out the monitoring and review process.

2 DELIVERY AND SERVICING ARRANGEMENTS

Loading Opportunities

- 2.1 All delivery and servicing would take place on-site. The car park provides a dedicated loading bay that will measure 3m x 7.5m which is located adjacent to the back of house/servicing access.

Number of Deliveries

- 2.2 Deliveries to the care home would vary in nature and a TRICS assessment suggests there could be 20 vehicles per day. This is likely to comprise food and catering supplies, clinical and medical supplies, healthcare supplies, linen deliveries, other miscellaneous items and daily refuse collection.

Timing of Deliveries

- 2.3 Deliveries would be scheduled where possible, and the process will be overseen and managed by the on-site manager.
- 2.4 Staff will be available to meet drivers where necessary to reduce the time they are at the site.
- 2.5 The majority of deliveries and would take place during daytime hours, but there is the possibility of late-night deliveries given that the care home will be staffed 24-hours a day.
- 2.6 Where possible, deliveries would be scheduled to avoid the morning and evening peak hours.
- 2.7 Deliveries would typically take between 5 – 20 minutes, with Types of Vehicles
- 2.8 The majority of deliveries would be undertaken by transit-style or similar sized vehicle. Deliveries by larger vehicles would be infrequent and mainly associated with refuse collections.

Refuse & Recycling Storage Strategy

- 2.9 A dedicated refuse and recycling store is provided at basement level. Waste storage has been appropriately allocated having regard to the different waste streams generated by the development. Provision is made for the segregation of general waste, dry recycling, clinical waste and food waste as follows:
- 5 x 1,100L (5,550L) storage for general waste.
 - 4 x 1,100L (4,440L) storage for dry recycling.
 - 3 x 1,100L (3,330L) storage for clinical waste.
 - 8 x 240L (1,920L) storage for food waste.

- 2.10 Bins will be transported from the basement refuse store to the car park via the servicing lift and presented for collection by the on-site management team. Collections will be scheduled to ensure waste is only moved in advance of agreed collection times, thereby minimising the duration for which bins are held within external areas.
- 2.11 Waste collections would be arranged via a private contractor and would be undertaken within the car park. Clinical waste will be removed by a licensed contractor in accordance with the relevant requirements.

Initiatives of the Plan

- 2.12 A series of measures will be implemented at the site so that deliveries and servicing are appropriately managed. This will also help to reduce the impact of delivery and servicing, reduce dwell times and avoid missed deliveries. The proposed measures include:
- Staff are aware of the closest Amazon locker, 'Click and Collect', or similar facilities in order to reduce the number of goods vehicles attending the building.
 - Implement a booking system to help manage deliveries away from peak hours. Out-of-hours deliveries may be available from certain suppliers.
 - Record a delivery log to determine whether any suppliers can be consolidated to reduce the number of vehicles attending the site.
 - The on-site management team will provide all suppliers with the location of the loading facilities from which to undertake deliveries from.
 - The dwell time of vehicles is reduced, by increasing the efficiency of the delivery, such as encouraging staff to meet the driver at the entrance.
 - Deliveries are undertaken by small to medium-sized vehicles.
 - Sufficient waste collection and storage facilities for the building.
 - Encourage staff to use delivery companies that can demonstrate their commitment to the following best practice – for example, the Freight Operator Recognition Scheme (FORS) will be selected.
 - Drivers will be advised that the vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e., when their vehicle is stationary).

3 MONITORING AND REVIEW

- 3.1 The management 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.
- 3.2 The management 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.
- 3.3 Any comments received from staff of the development and/or third parties regarding servicing activity will be considered and addressed where necessary.
- 3.4 Additional measures will be introduced where appropriate and monitored.