Pell Frischmann

Senior Living Urban (Uxbridge) Limited (Guild Living)

Land off Harefield Road (Units 1 and 2), Uxbridge, UB8 1JS

Delivery and Servicing Plan

104182

10/03/2021

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Delivery and Servicing Plan

All staff MUST comply with the following:

- Ensure that servicing activity takes place within the off-street servicing bays;
- Ensure that no goods/refuse or any other items are stored on the public highway at any time;
- Ensure that vehicles switch their engines off whilst stationary; and
- Ensure that delivery time is minimised.

Goods

- The commercial tenants have the following responsibilities:
- Ensuring all goods are transferred directly between waiting vehicles and their destinations through the appropriate site accesses.
- Ensuring no goods obstruct the public highway at any time.
- Select delivery companies who can demonstrate their commitment to following best practice for example, the Freight Operator Recognition Scheme (FORS).
- Active liaison with suppliers to encourage them to use small, fuel efficient vehicles.

Refuse

- Staff must ensure that waste is sorted into the correct bins located in the bin store.
- Refuse will be held in the waste store and stored off the public highway until the point of collection.
- Bins must be returned to the refuse store directly on emptying. No bins to be left on the public highway.

Monitoring and Review

- Goods in staff must maintain a record of servicing activity, monitoring the effectiveness of the scheduling strategy and revising the strategy if found insufficient. This shall include:
  i) Day and date of delivery;
  ii) Type of vehicle and goods carried; and
  iii) Time of arrival and time of departure.

Contact Details

- Each tenant must provide contact details to development management company for the following personnel. Notification must be provided of any changes to the personnel.
  i) General Enquiries – 01707 294250 (Tom Martin, Morgan Sindall) (Provisional contact)
  ii) Goods In Manager – [TBC]
  iii) Security Manager – [TBC]

Document Information

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Document Control

Version	Date	Prepared by	Reviewed by	Approved by
F1	10/03/2020	Pearl Ahrens	David Watson	Victoria Balboa
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Appendix A Proposed Layout and Swept Path Assessments

1 Introduction

Overview

1.1 This Delivery and Servicing Plan has been prepared by Pell Frischmann to accompany an application for full planning permission being submitted by the Applicant, Senior Living Urban (Uxbridge) Limited (Guild Living), to the London Borough of Hillingdon (LBH). The proposal is for a comprehensive redevelopment of the site comprising demolition of existing buildings to provide residential care accommodation (C2), and nursery (E), car parking, landscaping and associated works.

1.2 LBH act as the local planning and highways authority. The application is referable to the Mayor of London and therefore TfL have been consulted as regional highways authority.

1.3 DSPs are intended to ensure that the operational efficiency of buildings and/ or sites is increased by reducing delivery and servicing impacts to premises, specifically in relation to ensuring that goods and delivery vehicles spend the least amount of time on the highway as possible and do not cause an obstruction to other highway users.

1.4 This DSP should be read in conjunction with the Transport Assessment written to support the planning application. This is a draft document; a final version of this document will be prepared if deemed necessary, prior to occupation of the proposed development.

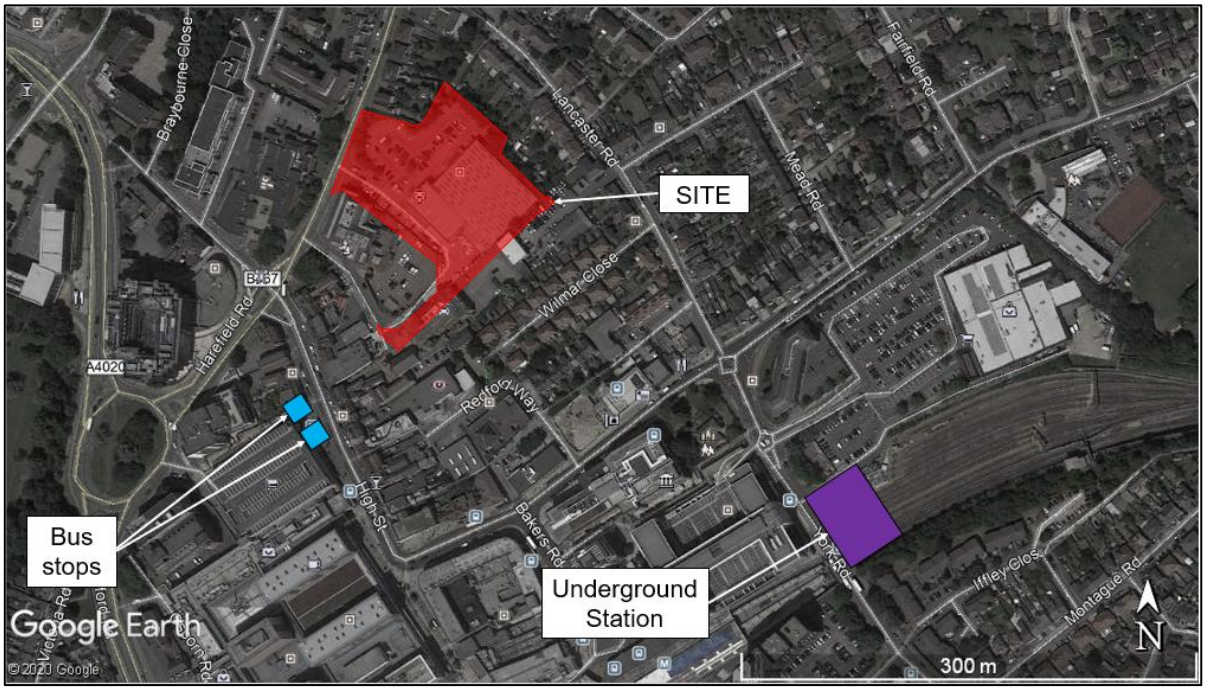
Site Location and Description

1.5 The site comprises two low density attached retail warehouse buildings (Use Class A1), currently occupied by Wickes (Unit 1) and Halfords (Unit 2). The buildings are set back within the site which includes a large car park situated in front of the buildings. The site benefits from existing landscaping which is generally limited to eastern and northern boundaries. The site is currently raised above Harefield Road which is fronted by a retaining wall to the car park. The site benefits from existing vehicular and pedestrian access from Harefield Road, with a separate access to a loading bay off Warwick Place.

1.6 The site is located to the east of Harefield Road and north of Warwick Place within Uxbridge Town Centre. It is bound by the rear gardens of the residential properties of Harefield Road and Lancaster Road to the north; Warwick Place and Beasley Court to the south; Penfield Estate to the east; and Harefield Road to the west.

1.7 A strategic site location plan, showing the location of the site in relation to the wider area and key public transport interchanges, is provided in **Figure 1.1**Error! Reference source not found..

Figure 1.1: Site Location Plan



Source: Google Earth (2020) with Pell Frischmann annotations

Development Proposals

1.8 The schedule of accommodation and GIA of development use classes is shown in **Table 1-1**.

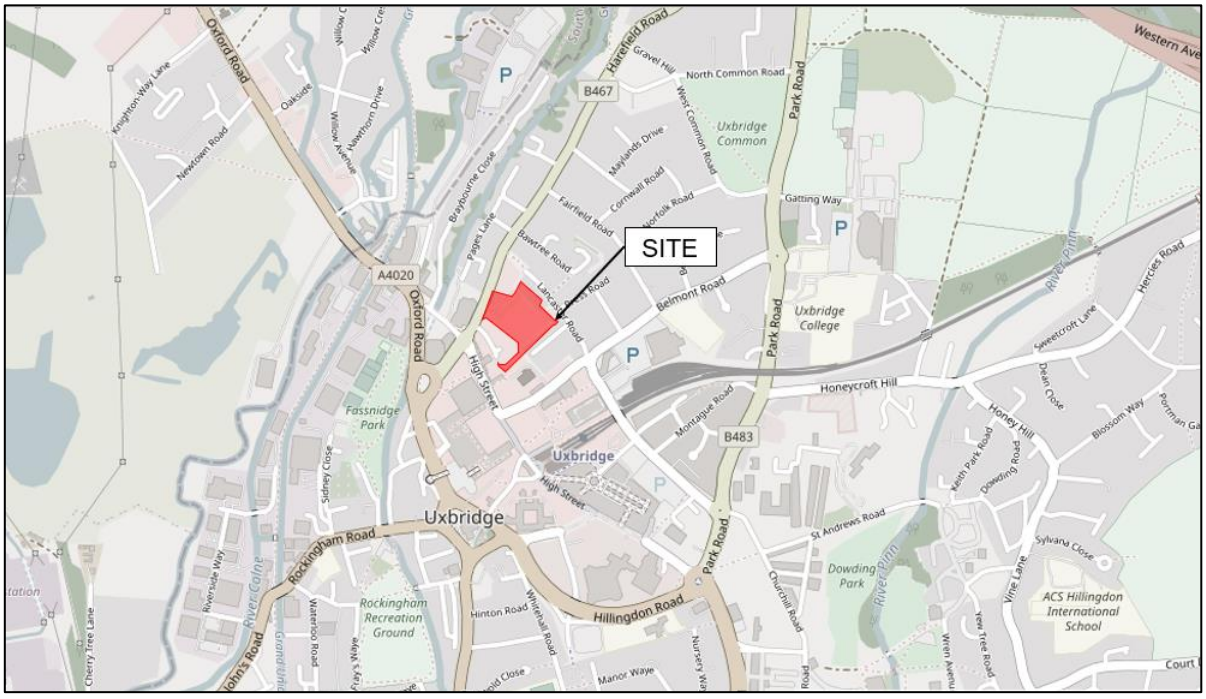
Table 1-1: Schedule of Accommodation

Use Class	GIA (sqm)	Units
Guild Living Residences (C2) Guild Care Suites (C2) Guild Care Residences (C2)	10,717 604 233	153 24 5
Nursery (E)	281	-
Food and Beverage (E)	350	-
Wellness Centre (D2)	259	-

Source: Marchese & Partners

1.9 An indicative map showing the site location is shown below in **Figure 1.2**.

Figure 1.2: Indicative Site Location



Source: Google Earth (2020) with Pell Frischmann annotations

2 Proposed Delivery Strategy

General arrangements

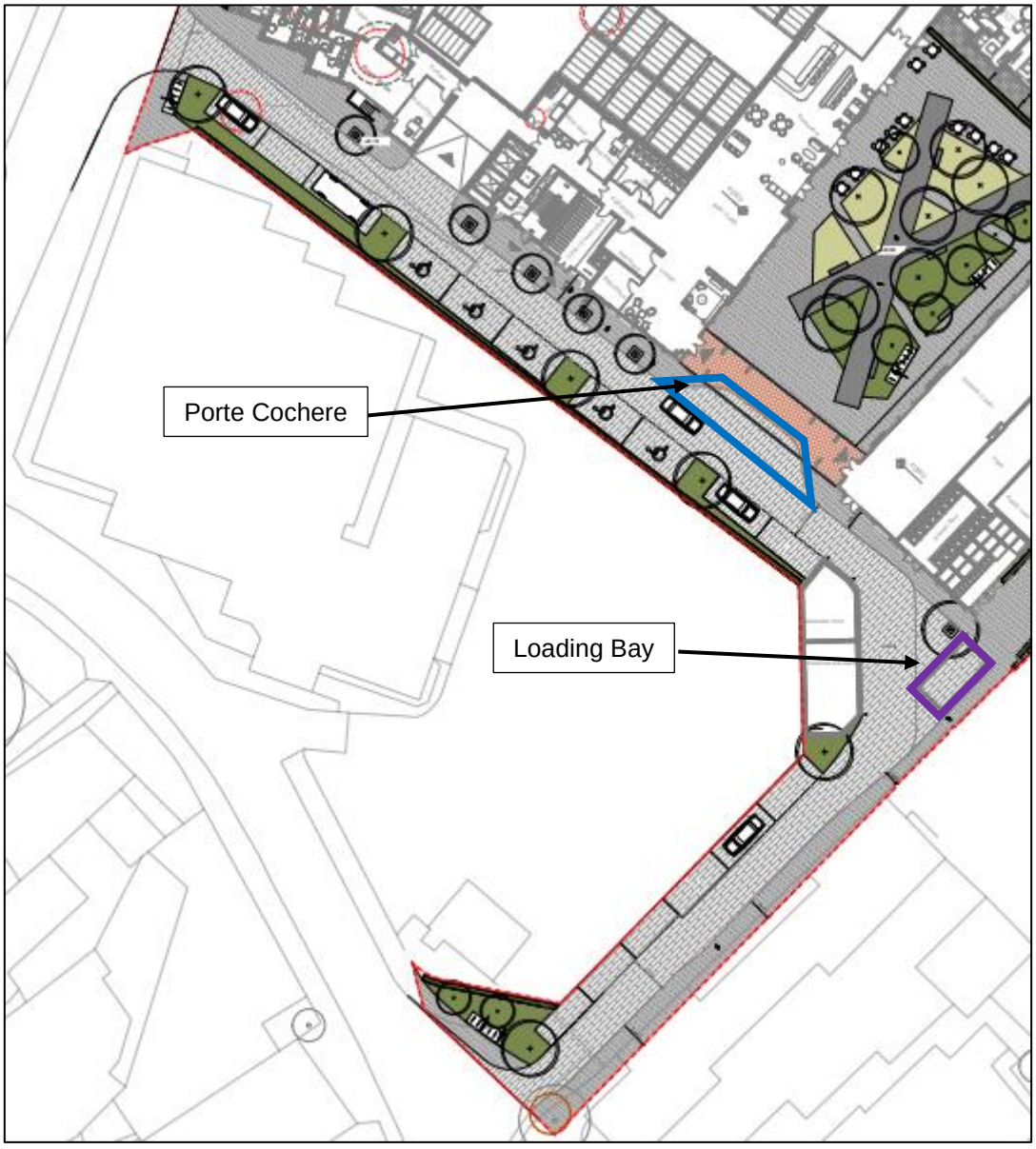
2.1 All deliveries, servicing and refuse collection will take place on-site, minimising the impact on local residents, businesses and neighbouring sites. No servicing will be allowed on street and for this purpose servicing bays have been incorporated to the internal road layout.

2.2 All deliveries and refuse collection will be accommodated in two servicing locations within the site, as shown within **Figure 2.1.** The porte cochere will accommodate smaller deliveries, whilst the larger loading bay to the east will accommodate both larger deliveries and refuse vehicles.

2.3 During collection days, refuse will be taken from the waste storage room to the loading bay, with no refuse to be left on the public highway.

2.4 The swept path analysis of delivery vehicles is shown in **Appendix A**.

Figure 2.1: Proposed loading bay locations



Source: Marchese & Partners with Pell Frischmann annotations

Servicing Movements

2.5 The proposed development is largely residential (later living), with a nursery, wellbeing centre, bar and restaurant. The Goods In Manager will be required to maintain a record of the servicing activity. This logbook should be made available for inspection by the management company on request. **Table 2-1** shows an example of how the logbook will be set out.

Table 2-1: Example Logbook

Time Slot (30 Minutes)	Delivery Company	Receiving Company	Contents of Delivery

2.6 The Goods In Managers will ensure no goods are loaded left/stored on the public highway, waiting for someone to pick them up. The scheduling of deliveries and coordinating with suppliers will reduce the duration of servicing movements.

2.7 Swept path analysis appended to this DSP demonstrate how there will be adequate capacity within the development to accommodate the expected number of scheduled delivery and servicing vehicles within the loading bays areas.

Commercial Management of Servicing Strategy

2.8 Prior to occupation, the Applicant will instruct tenants on the servicing strategy for the site. Tenants for commercial land uses will be instructed to appoint their representative for managing deliveries, who will be responsible for liaising with the site wide Goods In Manager.

2.9 The Applicant will instruct the Goods In Manager on the servicing strategy. The Goods In Manager will then inform suppliers prior to occupation of the servicing strategy.

2.10 Upon occupation, tenants will be required to provide contact details of their Delivery Manager to the Goods In Manager. Any changes to these personnel will need to be sent through to the Goods In Manager immediately.

2.11 The Goods In Managers will ensure servicing is carried out according to the servicing strategy and that tenants are complying with the requirements.

2.12 The Applicant will check that servicing at the site follows the strategy. If the Applicant has any concerns on the execution of the servicing strategy by the tenants, they will directly contact the designated Goods In Manager to discuss how execution can be improved.

2.13 If a tenant decides to vacate the site, the tenant and the Goods In Manager will evaluate the servicing strategy to potentially improve the servicing strategy for any new tenants.

Management of Commercial Loading/Unloading Activity

Goods In Managers

2.14 Designated ‘Goods In’ Managers will be appointed prior to occupation to take responsibility of deliveries and servicing for the proposed development. At least one ‘Goods In’ Manager will be required to be present at the site during operational hours.

Types of Vehicles

2.15 The majority of deliveries will be undertaken by box vans and light goods vehicles.

Delivery Procedure

2.16 The following procedure will be used to service the site;

- The Distribution Centre from where the delivery to the site originates will contact the Goods In Manager on-site to notify them of a delivery and the driver's Estimated Time of Arrival (ETA).
- The Goods In Manager will ensure they or a representative is available to meet the delivery and provide access into the site.
- Prior to arrival at the site, the driver will confirm their ETA to the Goods In Manager, notifying them of the impending arrival of the delivery. This will allow the Goods In Manager to prepare for the arrival of the delivery.
- Upon arrival, the Goods In Manager or their representative will meet the delivery and supervise unloading to ensure good management of the servicing area and to ensure that no goods are left/stored on the public highway.
- As soon as unloading is concluded, drivers will drive off to their next delivery or back to the distribution centre.

2.17 This arrangement will be the same for each land use at the Proposed Development.

Residential Deliveries

2.18 Residential / personal deliveries will be managed through the reception desk of the later living community.

3 Waste Management Strategy

General Arrangement

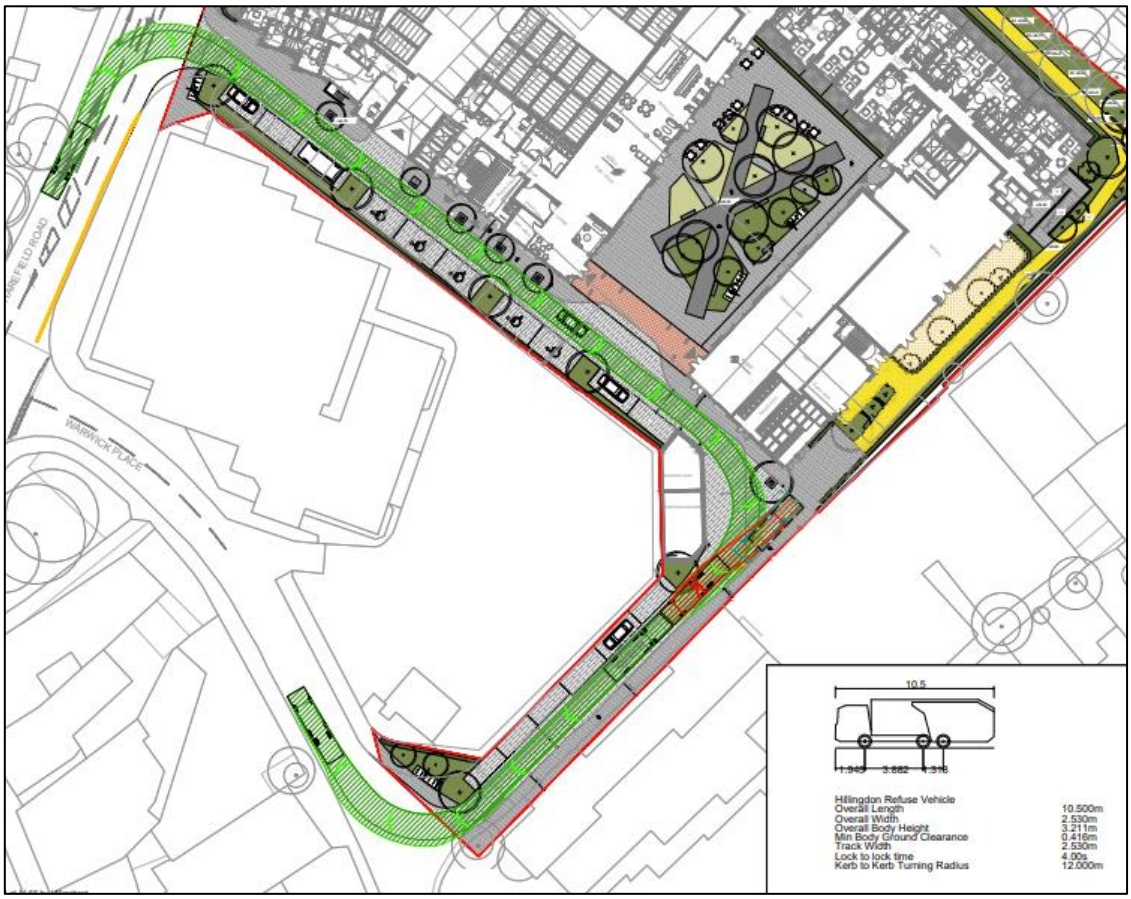
3.1 Tenants will be instructed by the Applicant to:

- Store all waste within the development, in the designated refuse stores, away from the public highway and in the correct bins.
- Ensure general waste and recycling waste will be ready for collection on their respective collection days.
- Ensure that once bins have been emptied, they are immediately returned to the refuse store and not left on the public highway.

3.2 On site management will be responsible for ensuring the communal waste storage areas are kept tidy.

3.3 Swept path analysis has been undertaken to confirm that a refuse vehicle can service within the proposed development from the three proposed loading bays. This is shown in **Figure 3.1** and full swept path analysis is provided in **Appendix A**.

Figure 3.1: Swept path refuse vehicle



3.4 The on-site management team will ensure that the refuse bay is free from other vehicles during refuse collection.

Waste Storage Calculations

3.5 The waste storage requirements for the residential and commercial waste are based on BS 5906:2005 and the Guild Living Refuse Standards.

3.6 Note that certain use classes are designated E from September 2020. The waste standards have not been updated and therefore reference to the previous use class has been used to derive the waste calculations.

3.7 The split is five general waste, six recycling and nine for organise waste. The bins will be shared between all land uses, and the exact requirements are shown in **Table 3-1.**

Table 3-1: Waste storage provision

Use Class	General 1,100 litre bins	Recyclable 1,100 litres bins	Food 140 litre bins
Later living community (Class C2)	3	4	6
Nursery (Class D1)	1	2	1
Café/restaurant/bar (Class A3) and wellness centre (Class D2)	1		2
Total	**5**	**6**	**9**

3.8 Additional storage capacity has been built into the scheme, with 13 x 1,100 litre bins and 9 x 140l food bins in the main store.

Residential

3.9 Residential waste stores will be located within each of the cores for residents to dispose of their waste. These smaller stores will then be collected by the management team and taken down into the communal waste storage room for collection.

Commercial Waste Storage and Collection

3.10 Each of the other land uses will be required to store their bins within small internal bin stores throughout the week, away from the public highway and off the access road. Waste will then be moved by staff at (likely at the end of each day) into the communal waste storage room. **Figure 3.2** shows the location of the proposed communal waste storage room in the masterplan.

Communal Waste Store

3.11 It is proposed to empty the bins from the communal waste storage room twice a week, as per the Guild Living Waste Standards (see Appendix B). However, it is noted that the storage calculations allow the bins to be emptied every four days to provide resilience to the strategy if waste collection is delayed. Given the expected levels of waste produced by each individual land use, it has not been considered necessary to provide a compaction strategy for the site.

Bulk Waste Store

3.12 It is proposed to provide a bulky waste store for larger goods that need collecting (e.g. old furniture etc.)

Figure 3.2: Bin store location



Source: Marchese & Partners with Pell Frischmann annotations

Clinical Waste

3.13 Social care organisations, such as care homes and domiciliary agencies, have a legal as well as moral duty to dispose of waste properly in accordance with the "duty of care" requirements imposed under the Environmental Protection Act 1990 and the Environmental Protection (Duty of Care) Regulations 1991.

3.14 Typically care homes and nursing homes will have a range of different types of waste to dispose of, including clinical waste that may be hazardous in nature. In a resident's home, small amounts of clinical or offensive/hygiene waste may be generated during the normal course of a care workers duties. In all cases, local collection arrangements should be followed.

Employers' Duties

3.15 Health and social care managers should ensure that:

- waste is effectively segregated into streams, such as hazardous clinical waste, offensive waste, general waste and recyclables
- staff who are responsible for segregating waste have appropriate health and safety guidance and personal protective equipment (i.e. disposable gloves and aprons)
- adequate supplies of appropriately coloured waste bags are available for each type of waste
- employees do not put hazardous waste into black bags intended for general waste
- bags containing hazardous waste are stored safely, in clearly identifiable containers, and out of reach of pests or of any member of the public, at all times throughout the disposal chain
- hazardous waste is removed from the premises by a licensed waste handler at regular intervals
- general waste containers are emptied by appropriate refuse collectors at frequent intervals
- security precautions to prevent theft, vandalism, arson and scavenging of waste are in place.

Employees' Duties

3.16 Staff should:

- always handle waste carefully and safely, especially hazardous clinical waste
- never fill clinical waste bags any more than three-quarters full
- always use appropriate personal protective equipment when segregating or handling clinical waste
- always secure filled clinical waste bags and sharps containers, label them correctly and then place them in an appropriate place of safety while they await collection.

Appendix A
PROPOSED LAYOUT AND SWEPT PATH ASSESSMENTS



Hillingdon Refuse Vehicle	
Overall Length	10.500m
Overall Width	2.530m
Overall Body Height	3.211m
Min Body Ground Clearance	0.416m
Track Width	2.530m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	12.000m

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Project: Guild Living Uxbridge

Drawing Title: Swept Path Analysis
Refuse Vehicle

	Name	Date
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Checked	DW	04/03/2021
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