CANEPARO ASSOCIATES
Transport Planning & Highway Design

Infinite Partners

Infinite Hayes

Delivery & Servicing Plan

September 2022

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Contents

Appendices

1 INTRODUCTION

1.1 This Delivery and Servicing Plan ('DSP') has been prepared by Caneparo Associates on behalf of Infinite Partners ('the Applicant') in support of the proposed planning application at Hyatt Place, West London, located at 27 Uxbridge Road, UB4 0JN, ('the Site') situated in the London Borough of Hillingdon ('LBH').

1.2 The Site currently comprises an existing hotel building, formally known as Hyatt Place, accommodating 170 hotel-beds served by 70 on-site car parking spaces. The proposal seeks to create an extension to the hotel offering an additional 265 rooms, creating a total of 435 bedrooms, in addition to the construction of an employment incubator space of light industrial businesses (1,318sqm GIA); these will be comprised of 100% independent business, of which 75% are from the local area.

1.3 The proposed detailed development description is as follows:

> *"Demolition of ground floor entrance, parking structure and north-east and south-west wings of the existing building, and refurbishment and extension of existing hotel to include additional accommodation at roof level and full height extension on the north elevation, together with walkways connecting to new buildings of between 6 and 8 storeys, to create additional hotel floor space (Use Class C1) and light industrial floorspace (Use Class E(g)), along with ancillary facilities, parking and landscaping"*

1.4 The Architect's Layout Plans are included at **Appendix A** demonstrating the servicing arrangements.

1.5 This DSP sets out how deliveries and servicing associated with the Development will be managed and controlled. It has been prepared in consideration of national, regional and local planning policy. This document includes information on the hotel and light industrial land uses. It is anticipated that this DSP will be used as a basis to produce dedicated documents tailored to each land use, as part of the discharge of planning conditions.

Aims & Objectives

1.6 The principle aim of the DSP is to manage deliveries and servicing (including waste collection) to and from the Development, in order to ensure that servicing activity is undertaken successfully, efficiently, sustainably and without conflict between vehicles and / or vulnerable road users.

1.7 In addition, the DSP includes measures to ensure servicing and deliveries and recorded and monitored for the hotel and commercial tenants. This highlights any issues which may arise from the servicing of the Development. This enables future deliveries to be reduced, re-moded, re-times and re-routed. Deliveries by smaller vehicles will always be a priority, as well as delivering outside of weekday peak periods.

1.8 The DSP will manage deliveries and servicing at the Development with the following objectives:

- Deliveries and servicing for the hotel and light industrial elements must be undertaken from their respective servicing locations;
- Where possible, the hotel and commercial occupiers will use the same suppliers and waste collection companies to reduce the number of deliveries to the Site.
- Where possible, deliveries will be undertaken by small to medium sized vehicles (e.g. bicycles, motorbikes, and vans) and electric or hybrid vehicles.
- Vehicles will load / unload for the minimum time necessary, in order to ensure that the loading facilities are available for other incoming vehicles whenever possible.
- Reduce the number of deliveries, where possible, through consolidation, shared suppliers and using locally based suppliers.
- Increase the number of deliveries undertaken using cargo cycle and taking advantage of the cargo cycle spaces provided.

Targets

1.9 The following Targets will be set for this DSP:

- To ensure the waste storage area is provided at all times to ensure sufficient waste storage can be achieved;
- To ensure safe and suitable access is maintained at all times to the refuse store from the delivery bay to maintain safe and suitable access for waste collection operatives;
- To ensure that the access into the site and the delivery bay is kept clear at all times to accommodate the necessary turning manoeuvres of vehicles; and,
- To target all deliveries and servicing activity to be undertaken within the site, and off-street at all times.

Benefits

1.10 The DSP aims to bring about a continual improvement in the way deliveries and servicing is undertaken by reducing its effect on the environment and local highway. It also brings about a number of benefits to the organisations and users of the Development, including the following:

- Opportunities to consolidate deliveries, saving time and money.
- Improvements to safety by reducing the number of deliveries and overseeing activity on-site.
- Reducing harmful emissions through the use of greener and smaller vehicles.
- Improving the scheduling of deliveries to reduce non-attendances, unsuccessful deliveries or idling vehicles waiting to access the loading facilities.
- Reducing the potential for having to wait/load/unload illegally.
- Reducing congestion and environmental impacts, conversely resulting in improved air quality.
- Improving amenity for users of the Development and the local area through reduced noise, emissions and intrusion from vehicles.

Delivery & Servicing Plan Structure

1.11 The remainder of the DSP is set out as follows:

- Section 2 - sets out the delivery and servicing arrangements
- Section 3 - defines the waste storage and collection arrangements
- Section 4 - outlines the initiatives of the DSP
- Section 5 - details the monitoring and review of the DSP
- Section 6 - provides a conclusion.

2 SERVICING ARRANGEMENTS

2.1 The servicing strategy for the Development will be undertaken at separate locations for the hotel and light industrial land uses. **Figure 2.1** sets out the location of the loading, turning head and vehicle crossover arrangements.

- **Hotel** – a single loading bay will be located to the southern side of the building, as per the existing situation to serve the hotel element. The loading bay will be able to accommodate large vehicles including a 10m rigid lorry or a large waste collection vehicle.

- **Light Industrial** – A single large loading bay will be located to the south-western corner of the building and will be able to accommodate large vehicles including a 10m rigid lorry. This will principally accommodate all main deliveries for the units, including the collection of manufactured goods. The loading bay will also provide space for 3 cargo cycles to enable the delivery of goods by sustainable modes.

Figure 2.1: Servicing Arrangement

2.2 The proposed arrangement for servicing enables all activity to be undertaken within the site, clear of the public highway, and in a manner that accommodates all vehicles entering and leaving in forward gear. The provision of separate loading facilities for the hotel and the light industrial uses enables a harmonious co-location of the two uses which can be independently accessed to ensure smooth operation of both uses.

2.3 The on-site servicing solution has been designed to accommodate the anticipated number of servicing vehicles and the largest anticipated vehicles, up to and including LBH waste collection vehicles. Wayfinding signage and markings will be provided to clearly direct drivers to the loading bays.

2.4 All servicing associated with both elements of the proposal will be undertaken on-site utilising the respective loading areas.

2.5 Vehicle swept path analysis has been undertaken to demonstrate the suitability of the loading facilities and demonstrate that delivery and servicing vehicles can enter and exit the Development in forward gear. A copy of the analysis is included at **Appendix B**.

Servicing Movements

Hotel

2.6 The proposed hotel will not be expected to generate any more deliveries per day than the existing hotel. It is expected that the vehicles that currently serve the hotel will simply take more goods per vehicle as opposed to requiring additional deliveries to be made.

2.7 Notwithstanding the above, to understand and contextualise the number of servicing trips that would be made to the hotel each day, data collected of other hotels which Caneparo Associates possess has been utilised.

2.8 Caneparo Associates undertook surveys of the servicing demand for the Grange City Hotel in the City of London (5-star with 307 rooms) and the Novotel Tower Bridge Hotel in the City of London (4-star with 203 rooms). The surveys of the two sites were undertaken on Tuesday 25th September 2018 by an independent survey company. Each of the surveys recorded all servicing activity associated with the hotels between 7am and 7pm. A summary of the data is set out below, with a full copy of the survey data available upon request.

2.9 In addition, the Hampton by Hilton hotel within the TRICS database (used in part to inform the trip generation above) includes data for the number of servicing vehicles that serve the site each day – being the only London hotel within the database with such data. As set out above, the hotel has 297 rooms and is a 3-star level of accommodation.

2.10 A summary of hotel daily servicing vehicle data is provided in **Table 2.1** below.

Table 2.1: Number of Deliveries per day per Surveyed Hotel

Hotel	No of Rooms	Star Rating	Number of Daily Delivery Vehicles
Grange City Hotel	307 rooms	5	14
Novotel Tower Bridge	203 rooms	4	14
Hampton by Hilton	297 rooms	4	8

2.11 As can be seen above, regardless of the number of rooms or star offering, the number of deliveries is broadly similar with both the Grange City Hotel and the Novotel Tower Bridge generating 14 daily deliveries which both offer on-site dining and drinking choices which are open to the public. Whilst the proposed hotel is larger in size than the hotels outlined above, it is not expected to generate any greater number of deliveries on a daily basis with individual vehicles simply carrying more goods (such as linen or stationery) per vehicle. Indeed, as set out previously, this should not be a greater number of deliveries than the existing situation. On this basis, the proposed hotel will be served by 14 deliveries per day.

Light Industrial

2.12 With respect to the ground floor light industrial uses, consideration has been given to established vehicle trip generation data set out in support of other developments. The redevelopment of the Ferrier Street Industrial Estate in LB Wandsworth (LPA Ref: 2018/5669) achieved permission for the redevelopment of the existing industrial uses to provide a residential-led, mixed-use development comprised of c.6,000sqm light industrial use, c.5000sqm flexible business use, 106 residential dwellings and retail space. The application shares a number of parallels with the proposed development given the provision of ground floor light industrial units which would be centrally managed with development above.

2.13 It is estimated that the light industrial office floor space will generate approximately 0.45 deliveries per 100sqm per day. This reflects that light industrial uses will generate more deliveries than offices owing to the business practices undertaken - offices would be expected to generate c.0.20 deliveries per 100sqm per day and this therefore equates to more than double the number of deliveries expected. As such, 1,318sqm of floor space is likely to generate up to 5-6 deliveries per day.

2.14 Notwithstanding the above, detailed information has been procured by AND London who has advised the project team on potential occupants/end users for the light industrial space. Their data suggests that each individual business would generate only a limited quantum of servicing vehicles per day, which broadly averages at 1 vehicle per day per business, all of which would be undertaken by van-sized vehicles with the exception of waste collection. To adopt a robust, worst-case assumption it shall be assumed that each unit generates 1.5 deliveries per day (a 150% increase above the realistic scenario).

2.15 Based on the provision of 15 individual light industrial units, the data above would suggest that they could generate 22-23 deliveries per day. To contextualise this number of deliveries, this equates to 666% more deliveries per day than the same sized space would generate if it was office use. Therefore, the proposed quantum of deliveries and servicing activity is robust.

Types of Vehicles

2.16 It is anticipated that the vast majority of deliveries will be undertaken by small to medium sized vehicles e.g. transit vans, with an infrequent demand for larger vehicles. The dimensions of the vehicles expected to service the development are included below:

- 3.5t Panel Van, 5.3m length x 2m width;
- 4.6t Light Van, 5.9m length x 2m width (transit van);

2.17 Whilst the majority of activity will be undertaken by smaller vehicles, the proposed loading spaces for the light industrial and hotel elements has been designed to accommodate 10m lorries and large refuse vehicles.

2.18 To serve the light industrial element of the proposed development, 3 cargo bike spaces have been provided within the loading bay to provide an alternative to vehicular deliveries and to reflect the local nature of the businesses that are expected to be accommodated.

2.19 The Site Management Team (SMT), likely to comprise concierge staff, will encourage delivery companies to make use of smaller vehicles during the daytime period wherever possible in order to limit the impact of servicing on the local highway network. The most likely delivery vehicle type are included within **Figure 2.2 and 2.3** below.

Figure 2.2: Typical 3.5t sprinter van

Figure 2.3: Typical 3.5t box van

2.20 The nature of some deliveries (e.g. white goods / removals) may require a large vehicle up to a 7.5T box van due to the goods capacity required, as shown in **Figure 2.4** below.

Figure 2.4: Typical 7.5T Box Van

3 WASTE STRATEGY

Development Waste Storage and Collection

3.1 The waste collection regime will be subject to a private waste collection arrangement. The servicing locations for the hotel and light industrial units have been designed to be able to accommodate a large refuse vehicle, and is able to flexibly accommodate the necessary access arrangements. Both the hotel and light industrial loading bays can be independently accessed and accommodate a large waste collection vehicle.

3.2 The following measures shall be implemented.

- Waste stores will be secure and separated from members of the public on site with refuse and recycling requirements calculated using BS5906:2005 standards.
- Bins will not be left outside of the waste stores (including the satellite stores) and will be kept in the appropriate storage locations at all times, the exception being when waste is transferred for collection.
- Hotel and light industrial employees will be made aware of the waste and recycling regime for the Development, including where waste is stored and how it is segregated between general and recyclable waste.
- The waste stores will be kept clear from obstruction and in good order as far as is reasonably practicable. The storage areas will be inspected on a regular basis and cleaned when necessary.

Waste Management Initiatives

3.3 The following initiatives and measures will be in place for waste and recycling.

- Suitable refuse storage bins will be provided for general waste, organic waste and recyclable material. The SMT will be responsible for ensuring that waste is stored appropriately and subsequently, made available in good time prior to collection.

- Hotel employees will be made aware of the waste and recycling regime for the hotel including where refuse is stored, how it is segregated between general, organic and recyclable waste and refuse is stored, how it is segregated between general, organic and recyclable waste and when the collections occur.

- Refuse will be collected by private contractor waste collection operatives. The SMT will ensure that waste is available for collection prior to collection times.

- Suppliers will be encouraged to take away their packaging to minimise the accumulation of waste.

- The waste stores will be kept clear from obstruction and in good order as far as it is reasonably practicable. The storage area will be inspected on a regular basis and cleaned when necessary.

4 INITIAIVES OF THE PLAN

4.1 As the Development is not currently occupied the mandatory measures listed by the WestTrans Delivery and Servicing Guidance 2017 are listed below. Once the site is occupied this will be updated to the relevant measures and these will be expanded in more detail to align with the occupier.

4.2 The Action Plan Measures are set out below:

- Introduce work related road risk requirements in contracts (commercial only);
- Procurement and contract management;
- Reduce or consolidate the number of suppliers;
- Delivery and booking system;
- Retiming deliveries;
- Demonstrating Best Practice; and,
- Awareness of Planned Events.

5 MONITORING AND REVIEW OF THE PLAN

5.1 The SMT will maintain a record of servicing, which will include the following information:

- Day
- Date
- Delivery slot(s) booked
- Type of vehicle
- Goods carried
- Time of arrival
- Time of departure
- Any other comments

5.2 The SMT will regularly monitor/review the success of the DSP and, if considered necessary/appropriate, will propose changes to the DSP to be approved by LBH.

5.3 The DSP will be the subject of an annual review with LBH, unless LBH confirms (in writing) that a formal review is not necessary.

5.4 The SMT will review comments received from occupants of the Development and/or third parties (as appropriate) regarding servicing activity and notify LBH if necessary/appropriate during the next annual review of the DSP (or before in the case of any time-sensitive issues).

5.5 In the unlikely event that the delivery and servicing of the Development has any issues with managing the number of deliveries each day, further measures will be adopted to ease delivery numbers. This could include measures such as:

- Re-moding deliveries – deliveries would be undertaken by smaller vehicles where appropriate such as by bicycle and motorcycle.
- Re-timing deliveries – deliveries would be undertaken before 7am and after 7pm to ease the number of deliveries during the peak daytime hours.
- Re-routing deliveries – delivery vehicles which serve the Development also serving nearby properties, reducing the number of vehicles on the local highway network during the day.

6 CONCLUSION

6.1 This DSP has been prepared to ensure the successful operation of servicing activity and waste collection at the Development on a day-to-day basis.

6.2 The DSP ensures that conflicts with pedestrians and other vehicles would be minimised and that the servicing of the Development would not affect the free flow or environmental condition of the highway.

Appendix A

HAPTIC

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General Notes:

- Do not scale off this drawing.
- Use figured dimensions only.
- All dimensions to be verified prior to the commencement of any work or the production of any shop drawing.
- All omissions and discrepancies to be reported to the Architect immediately.
- This drawing is to be read in conjunction with all related Architect's and Engineer's drawings and any other relevant information.
- All proposed landscaping is indicative
- All internal floorplate drawings are indicative only
- **EXISTING BUILDING DISCLAIMER:** This is a project with an existing building, hence all Designs are based on available surveys. All proposals to be reviewed on site prior to construction to ensure suitability of design in relation to existing conditions.

Key:

- Incubator
- Amenity
- Circulation
- External Amenity
- Walkway
- Services/Plant
- Room - Accessible
- Room - Medium
- Room - Standard
- Room - Small
- Room - Existing Medium
- Room - Existing Large
- Room - Central Small
- Public Realm Extent
- Existing accommodation to be refurbished

revision	date	by	appr	description

Key Plan

1:200 graphical scale 0.00m 1.00m 2.00m 4.00m 6.00m 8.00m

NORTH

Client
Infinite

Project Name
Infinite Hayes

Project Address
27 Uxbridge Rd
Hayes, UB4 0JN

Design Stage
Planning

Drawing Title
Proposed Ground Floor Plan

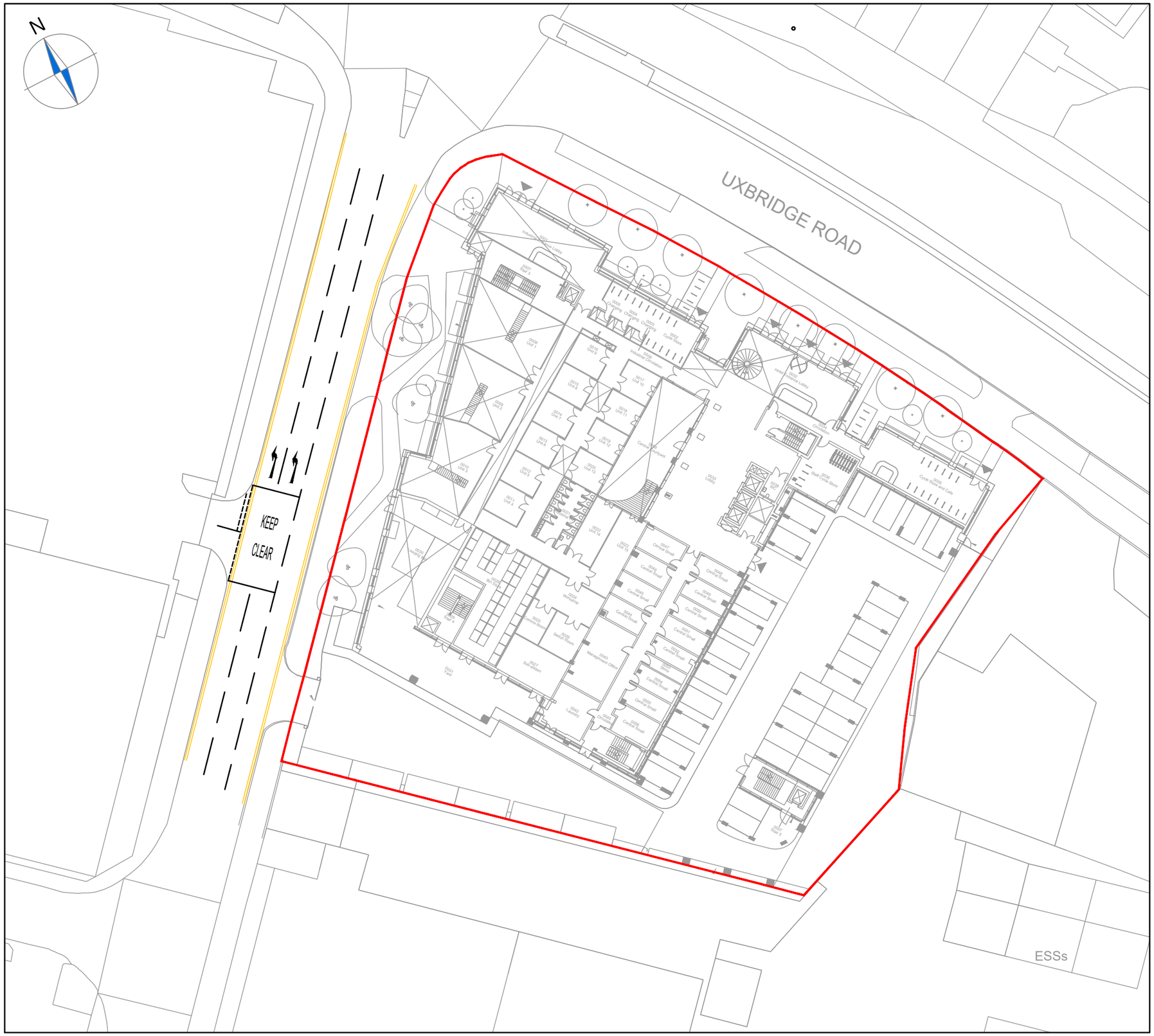
Scale	Sheet Size	Date
1 : 200	A1	13/09/22
1 : 400	A3	

Drawn	Checked	Approved
JPB	CW	SG

Revision Suitability Code

Drawing No.
INF - HAP - ZZZ - L00 - DR - A - 10002

Appendix B



NOTES

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3. This drawing is for illustrative purposes only.

Rev	Details	Drawn	Checked	Date
C	Updated Layout.	KB	CC	14.09.2022
B	Updated Layout.	COS	CC	15.08.2022
A	Updated Layout.	COS	SW	16.06.2022

REVISION HISTORY

Status:
- [ ] Preliminary
- [ ] For Approval
- [ ] For Construction
- [x] For Information
- [ ] For Tender
- [ ] As Built

Client:

Infinite Partners

Project:

Hyatt
Uxbridge Road

Drawing Title:

Architects Indicative Layout
General Layout

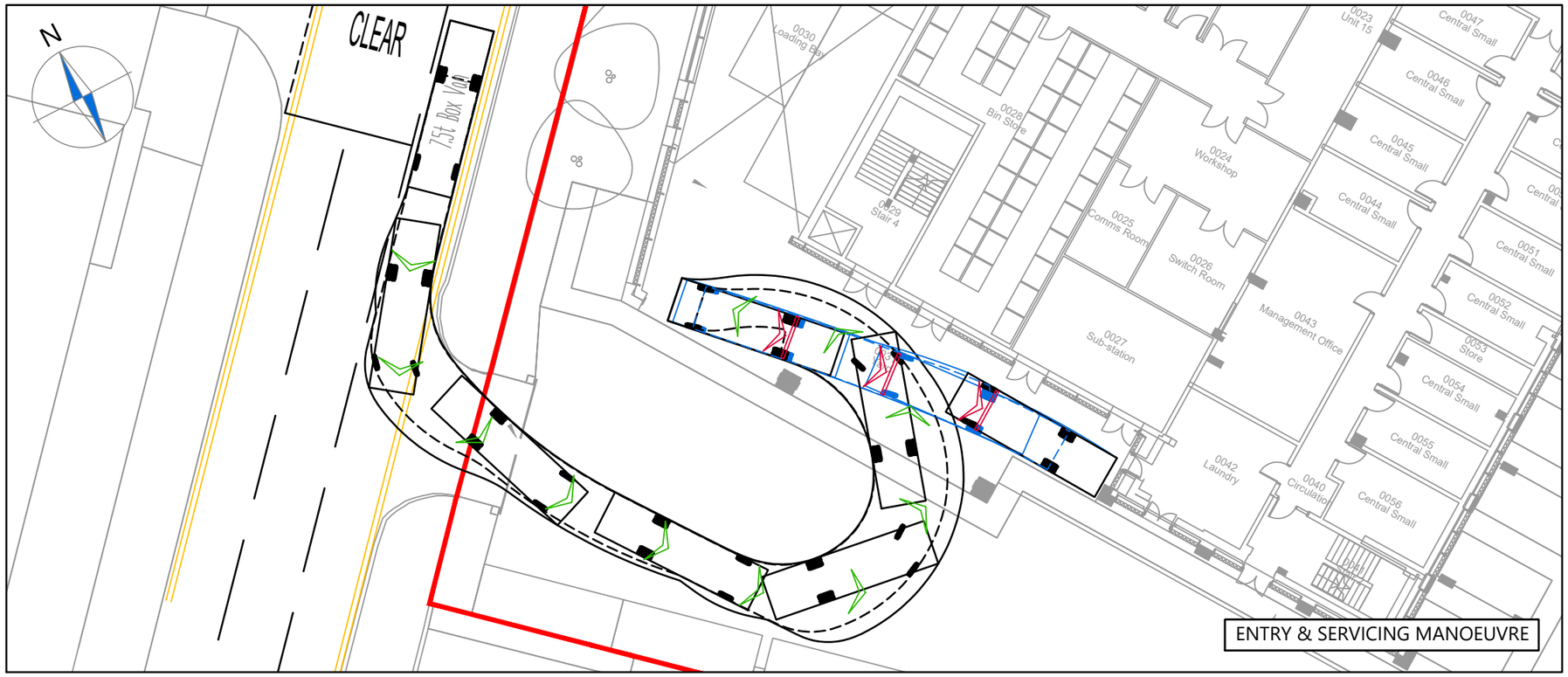
Scale:	Size:
1:500	A3

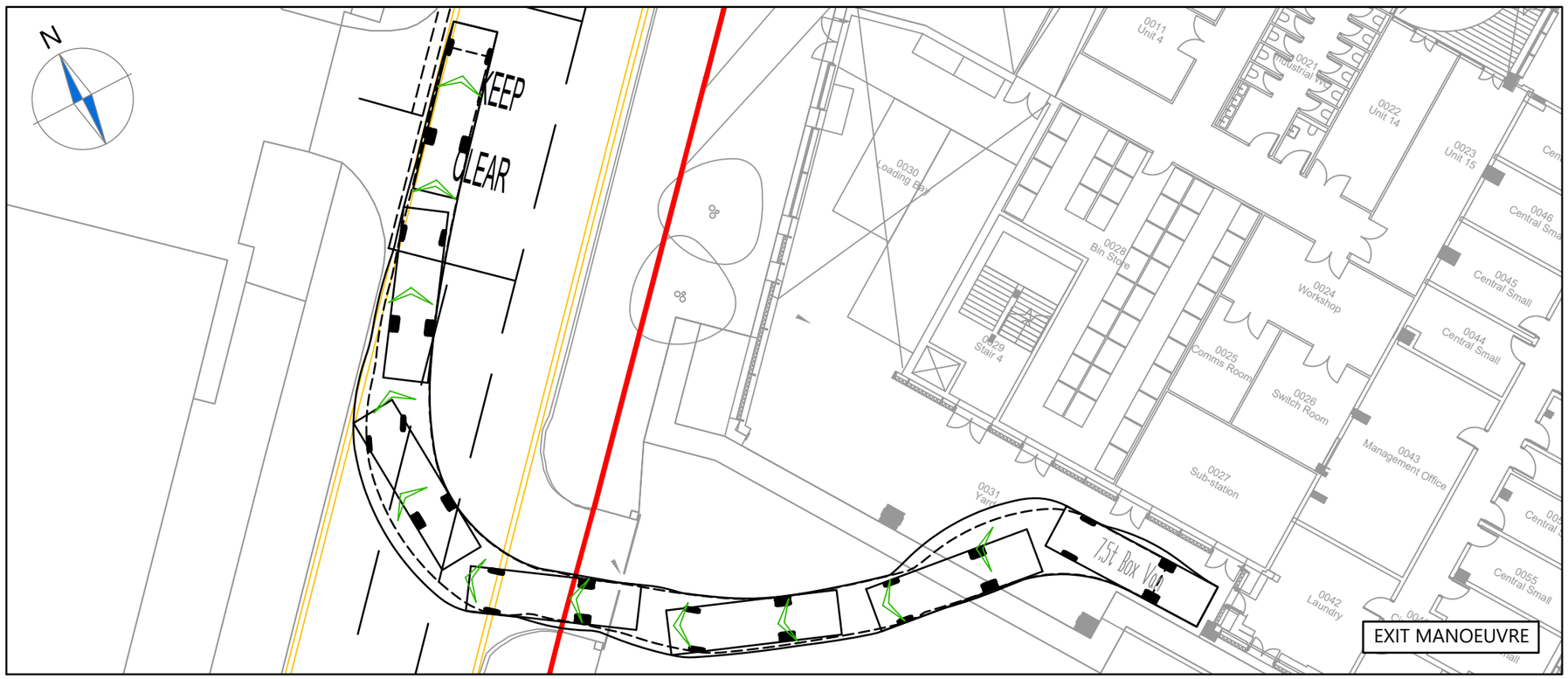
Drawn by:	Checked by:	Date:
HE	CC	03.02.2022

CANEPARO ASSOCIATES
Transport Planning & Highway Design
21 Little Portland Street • London • W1W 8BT • Tel. 020 3617 8200

Scheme Ref:	Drawing No:	Sheet :	Rev:
CA4801	TR001	1 of 8	C

CA4801_TR001_C - SWEPT PATH ANALYSIS.DWG





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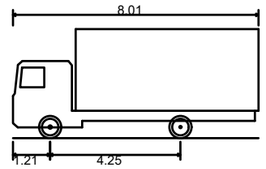
7.5T BOX VAN



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Kerb to Kerb Turning Radius	7.400m

FORWARD MOVEMENTS ARE SHOWN IN BLACK *(design speed - 5kph)*

REVERSE MOVEMENTS ARE SHOWN IN BLUE *(design speed - 2.5kph)*

Rev	Details	Drawn	Checked	Date
C	Layout & tracking udpated.	KB	CC	14.09.2022
B	Updated Layout.	COS	CC	15.08.2022
A	Updated Layout.	COS	SW	16.06.2022

REVISION HISTORY

Status: ☐ Preliminary ☐ For Approval ☐ For Construction ☑ For Information ☐ For Tender ☐ As Built

Client: Infinite Partners

Project: Hyatt Uxbridge Road

Drawing Title: Swept Path Analysis using an 8m 7.5t Box Van

Scale:	Size:	Drawn by:	Checked by:	Date:
1:250	A3	HE	CC	03.02.2022

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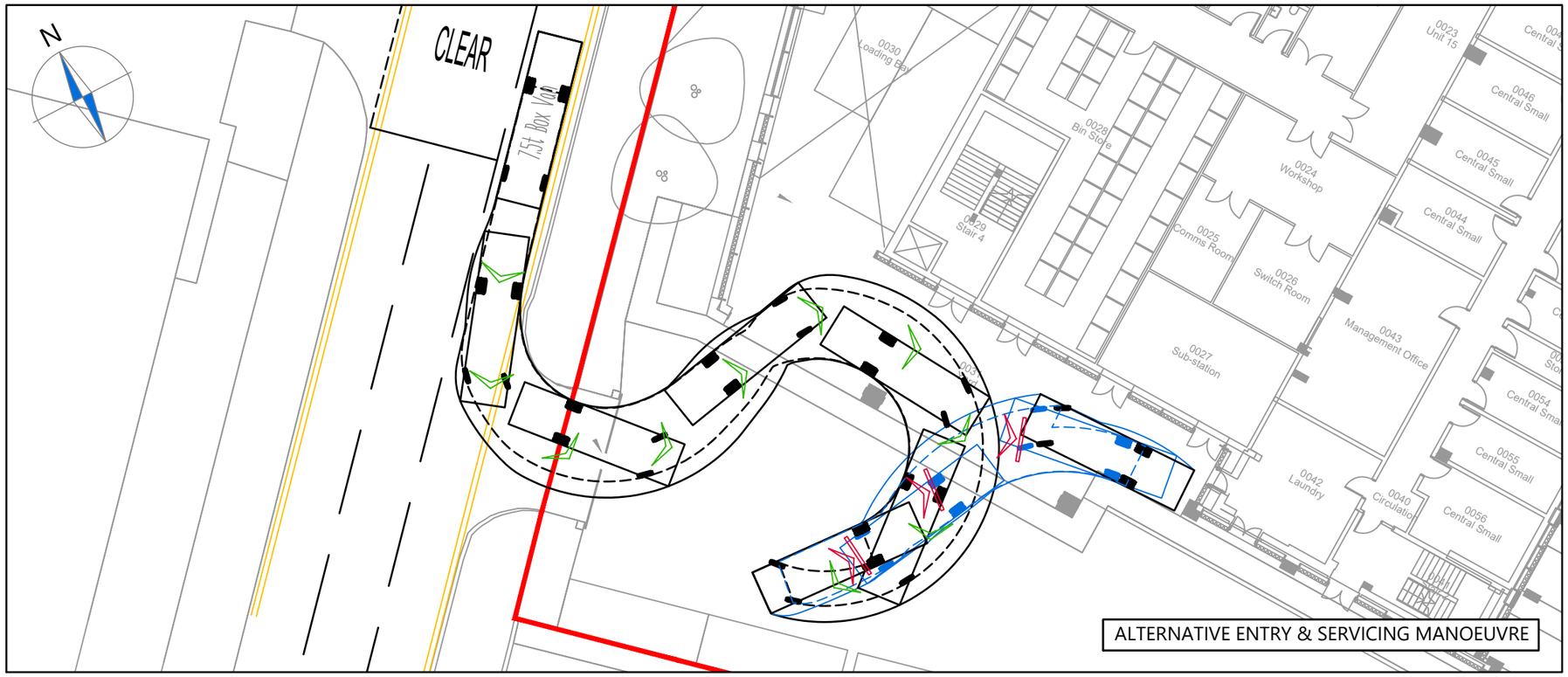
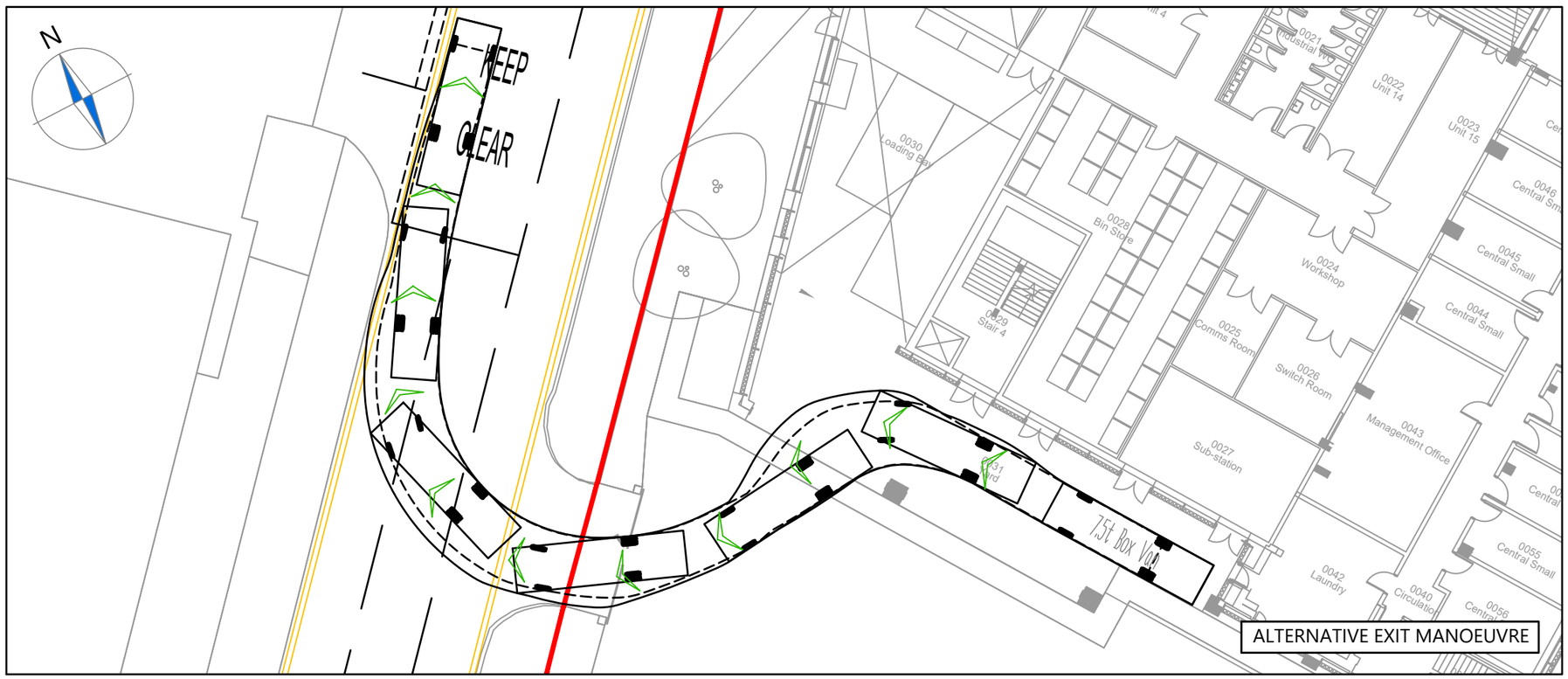


ALTERNATIVE ENTRY & SERVICING MANOEUVRE



ALTERNATIVE EXIT MANOEUVRE

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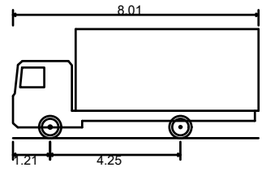

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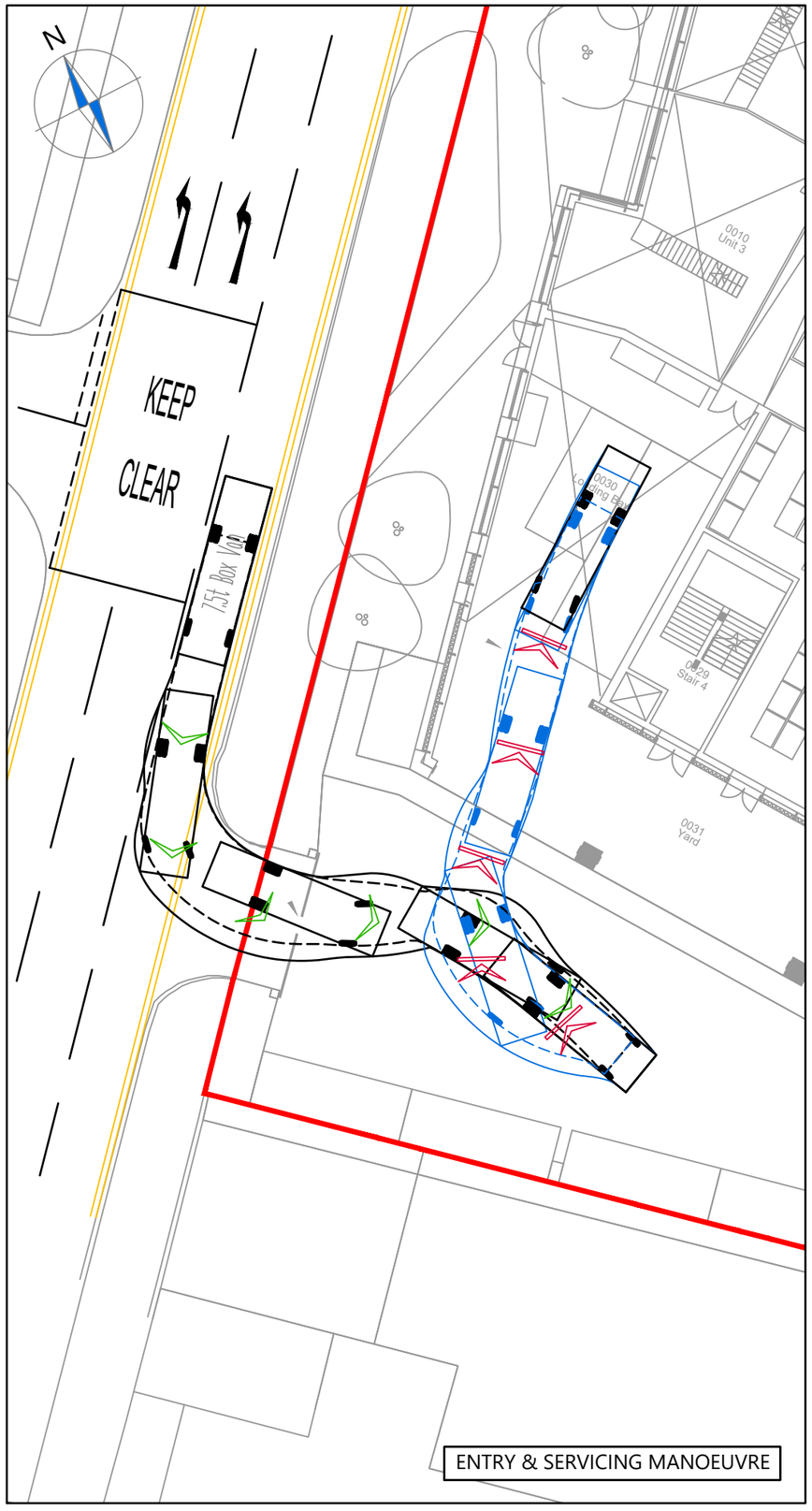
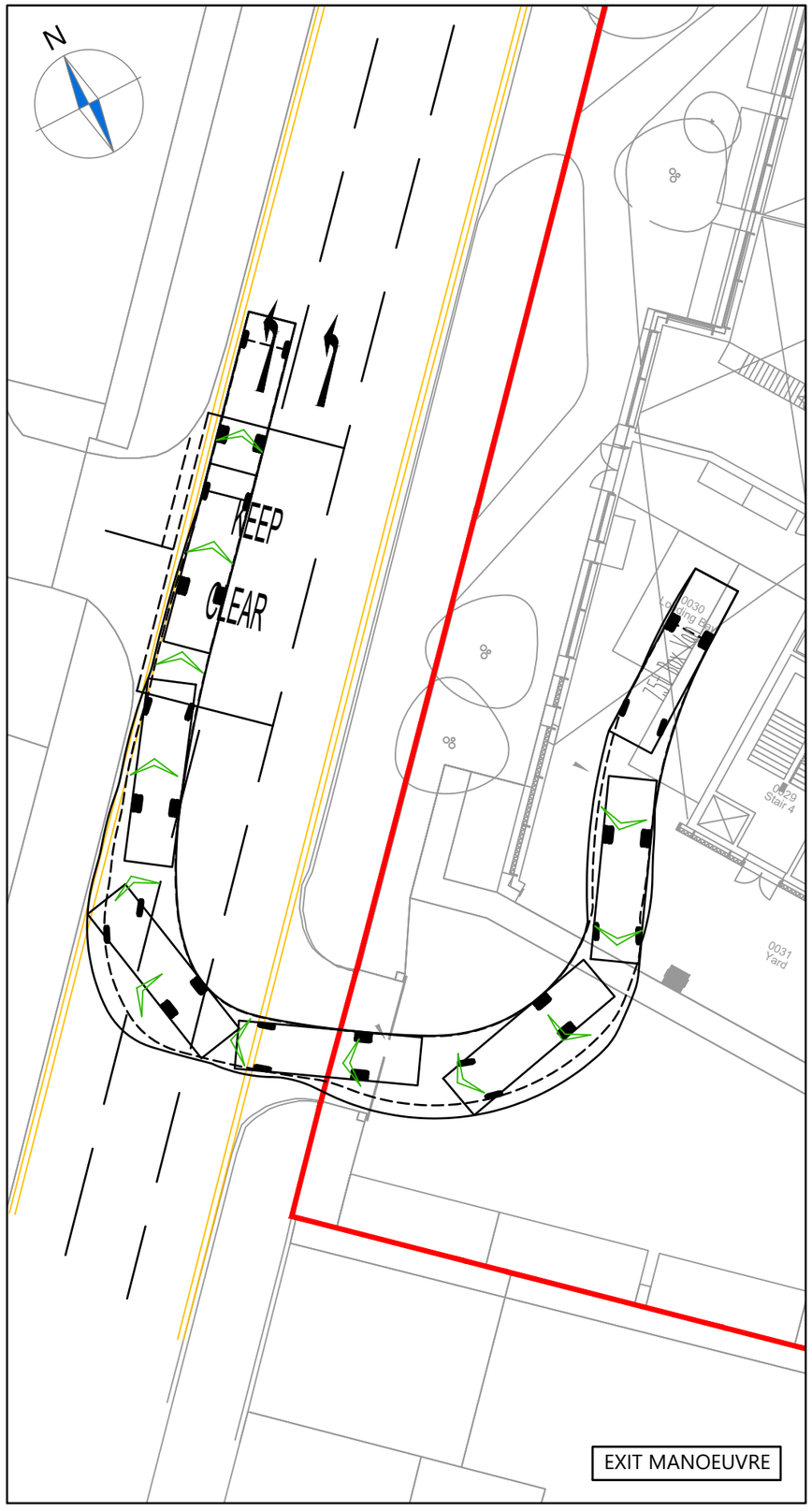


ENTRY & SERVICING MANOEUVRE



EXIT MANOEUVRE

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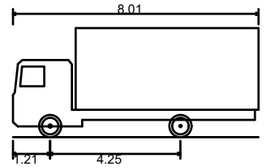

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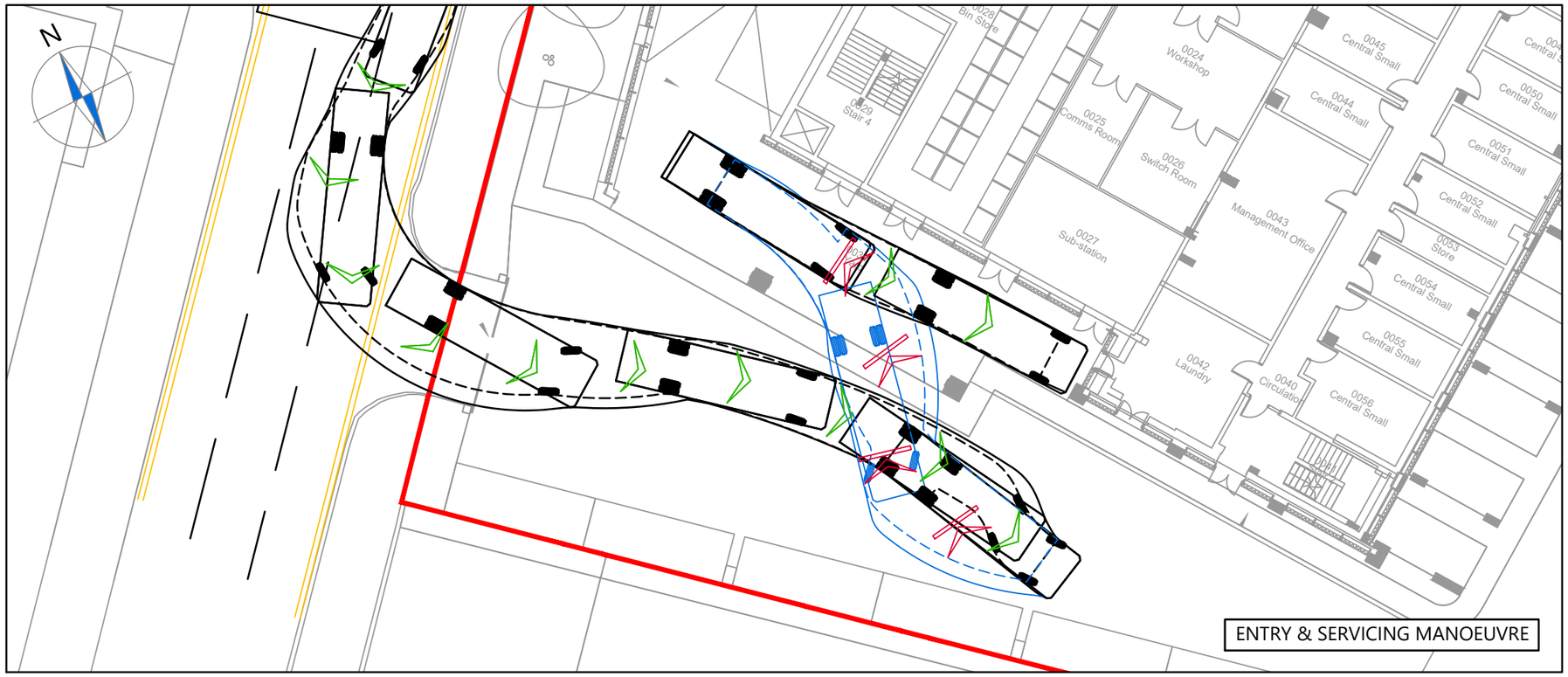

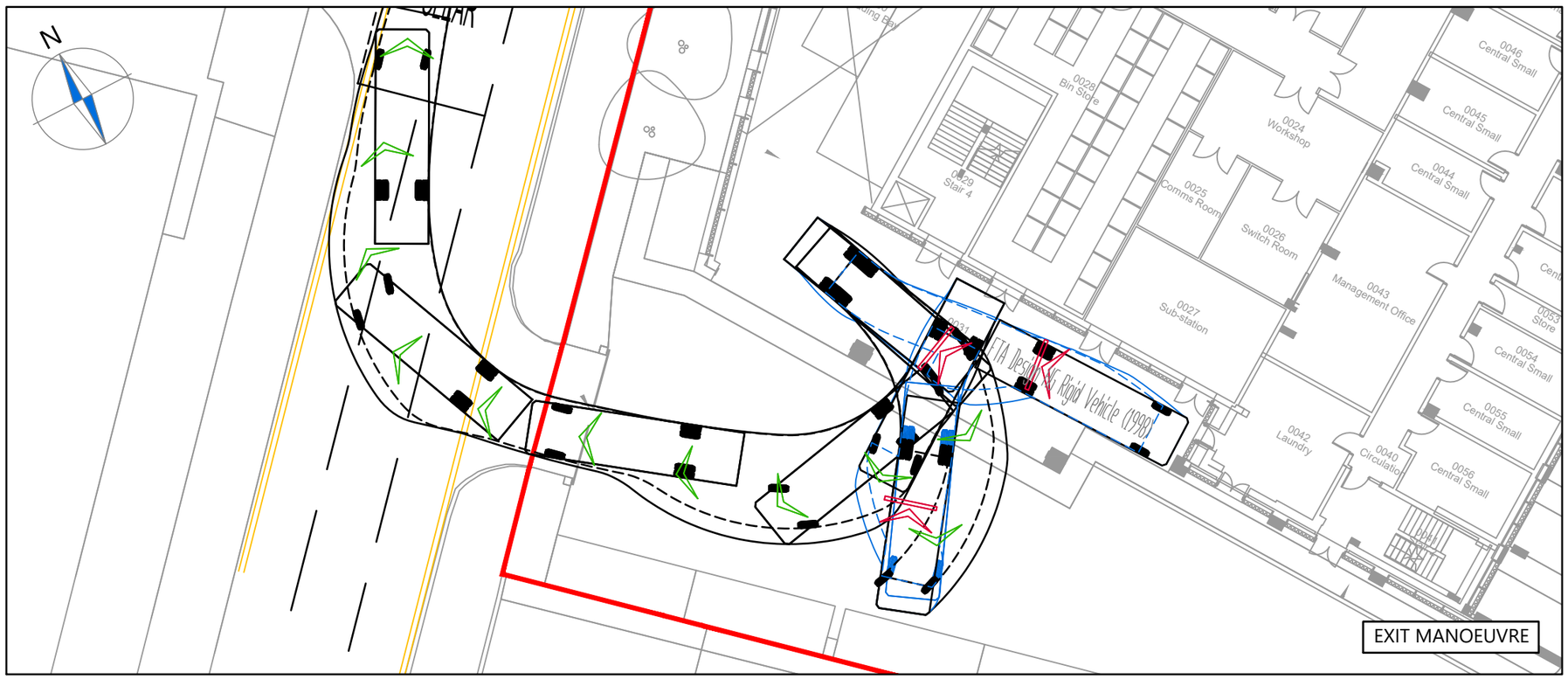

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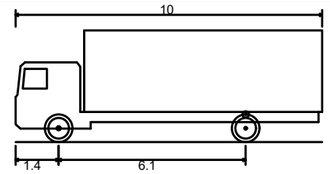
FTA DESIGN HG RIGID VEHICLE (1998)



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Lock to Lock Time	3.00s
Kerb to Kerb Turning Radius	11.000m

FORWARD MOVEMENTS ARE SHOWN IN BLACK *(design speed - 5kph)*

REVERSE MOVEMENTS ARE SHOWN IN BLUE *(design speed - 2.5kph)*

Rev	Details	Drawn	Checked	Date
C	Layout & tracking udpated.	KB	CC	14.09.2022
B	Updated Layout.	COS	CC	15.08.2022
A	Updated Layout.	COS	SW	16.06.2022

REVISION HISTORY

Status: ☐ Preliminary ☐ For Approval ☐ For Construction ☑ For Information ☐ For Tender ☐ As Built

Client: Infinite Partners

Project: Hyatt Uxbridge Road

Drawing Title: Swept Path Analysis using a 10m FTA Design Rigid Vehicle

Scale:	Size:	Drawn by:	Checked by:	Date:
1:250	A3	HE	CC	03.02.2022

CANEPARO ASSOCIATES
Transport Planning & Highway Design
21 Little Portland Street • London • W1W 8BT • Tel. 020 3617 8200

Scheme Ref:	Drawing No:	Sheet :	Rev:
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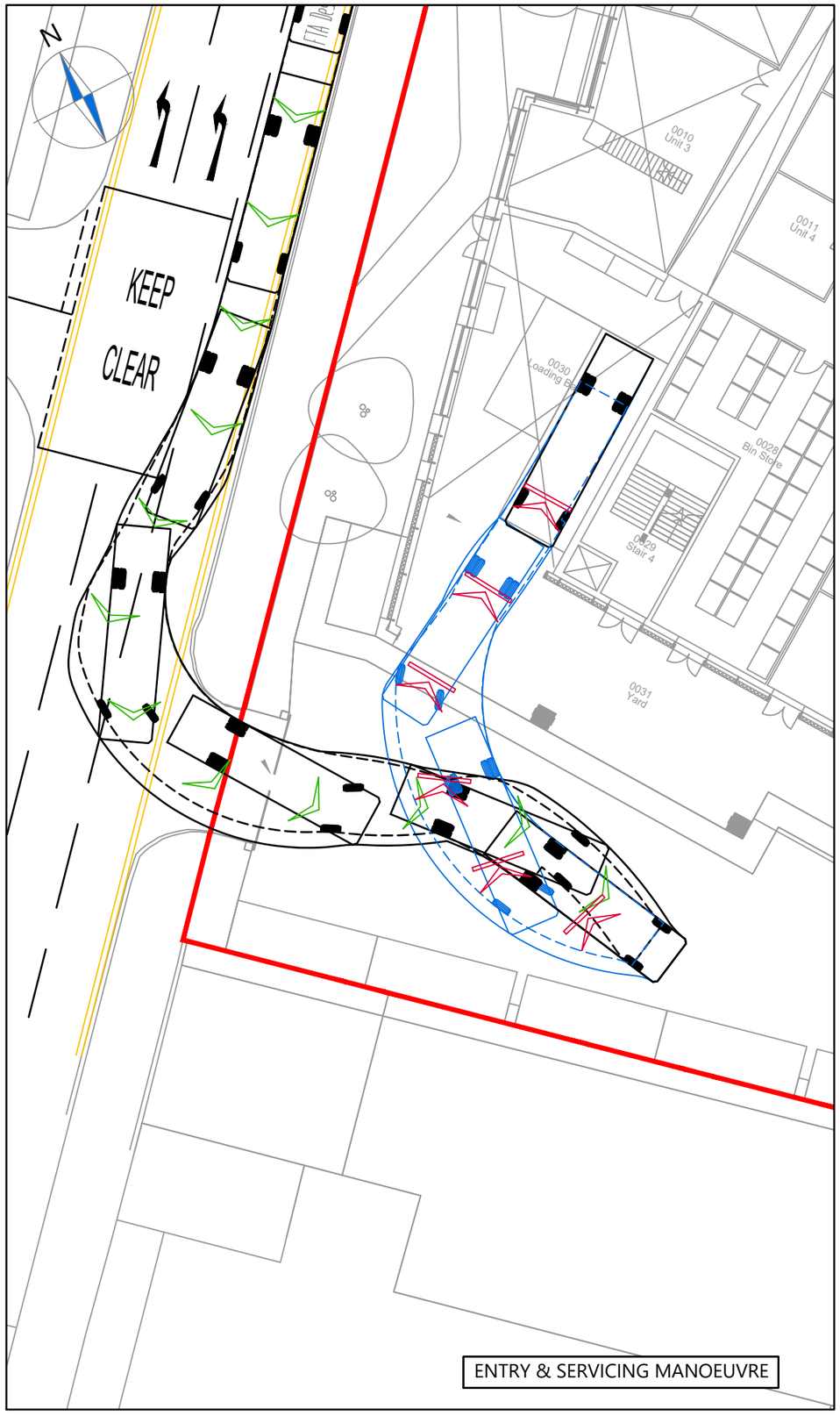
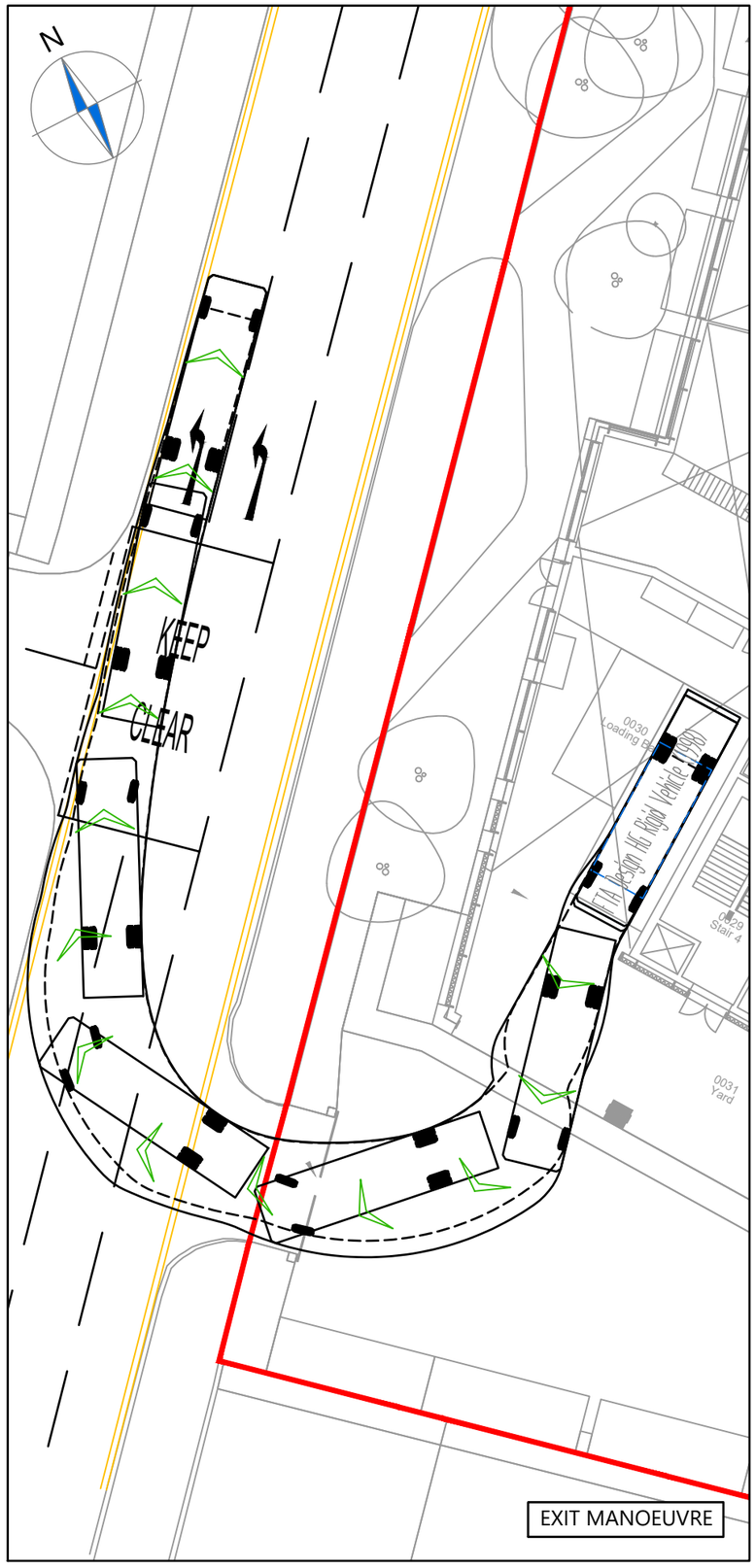
CA4801_TR001_C - SWEPT PATH ANALYSIS.DWG



ENTRY & SERVICING MANOEUVRE

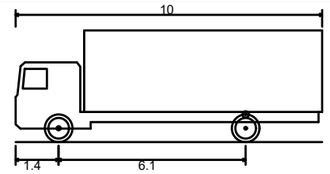


EXIT MANOEUVRE

NOTES

1. Do not scale from this drawing.
2. This drawing to be read & printed in colour.
3. This drawing is for illustrative purposes only.

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

FORWARD MOVEMENTS ARE SHOWN IN BLACK *(design speed - 5kph)*

REVERSE MOVEMENTS ARE SHOWN IN BLUE *(design speed - 2.5kph)*

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Drawing Title: Swept Path Analysis using a 10m FTA Design Rigid Vehicle

Scale:	Size:	Drawn by:	Checked by:	Date:
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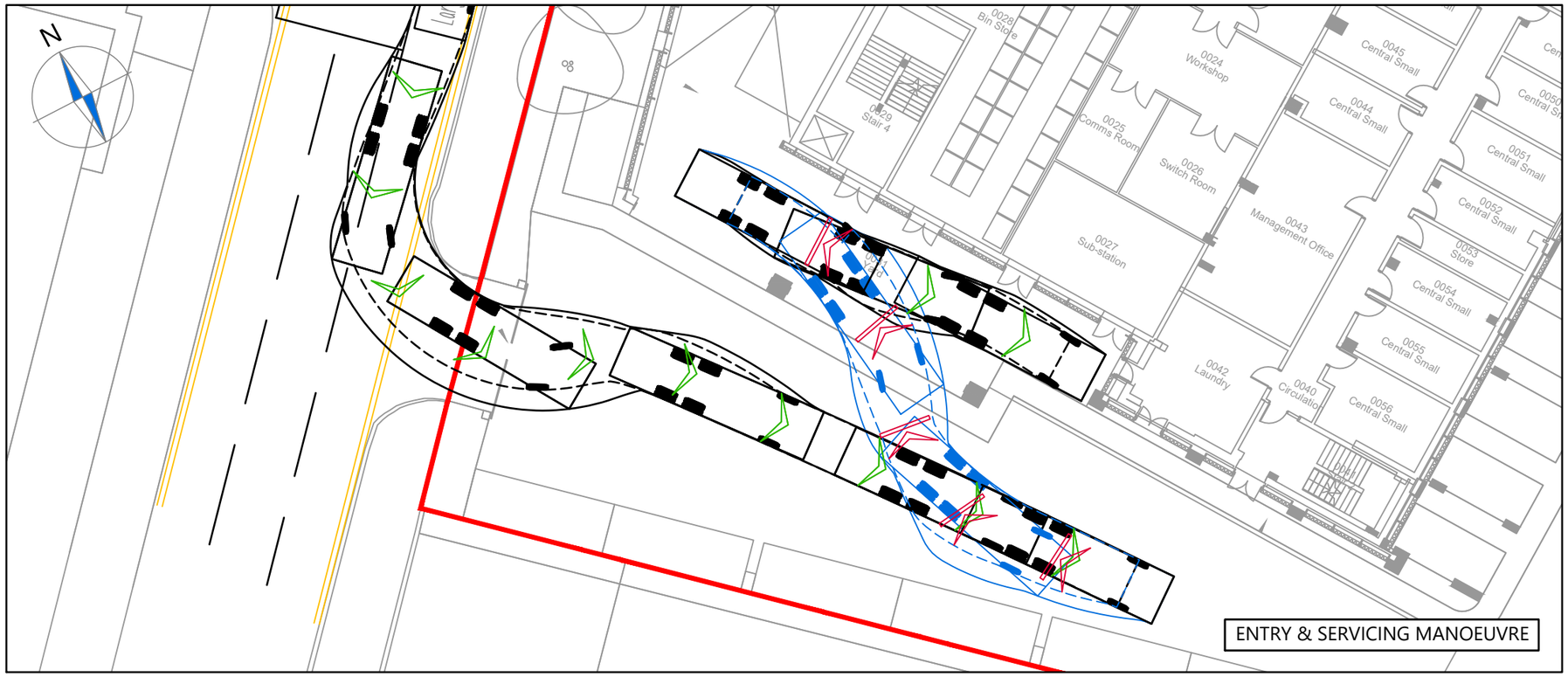
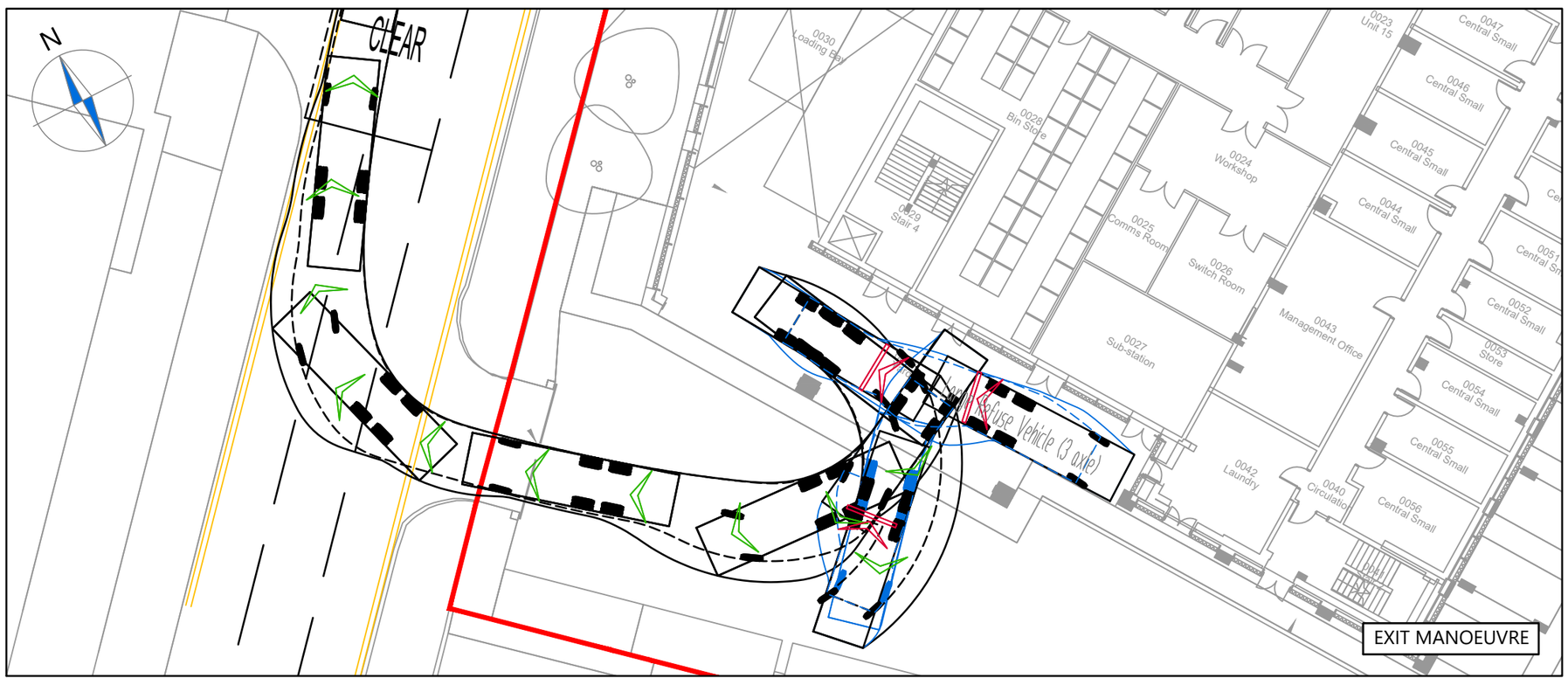
Scheme Ref:	Drawing No:	Sheet :	Rev:
CA4801	TR001	6 of 8	C

CA4801_TR001_C - SWEPT PATH ANALYSIS.DWG





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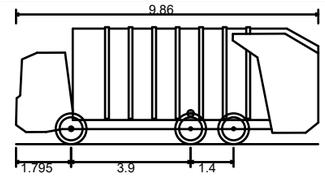
LARGE REFUSE VEHICLE (3 AXLE)



Overall Length	9.860m
Overall Width	2.450m
Overall Body Height	3.814m
Min Body Ground Clearance	0.366m
Track Width	2.450m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	9.500m

FORWARD MOVEMENTS ARE SHOWN IN BLACK *(design speed - 5kph)*

REVERSE MOVEMENTS ARE SHOWN IN BLUE *(design speed - 2.5kph)*

Rev	Details	Drawn	Checked	Date
C	Layout & tracking updated.	KB	CC	14.09.2022
B	Updated Layout.	COS	CC	15.08.2022
A	Updated Layout.	COS	SW	16.06.2022

REVISION HISTORY

Status: ☐ Preliminary ☐ For Approval ☐ For Construction ☑ For Information ☐ For Tender ☐ As Built

Client: Infinite Partners

Project: Hyatt Uxbridge Road

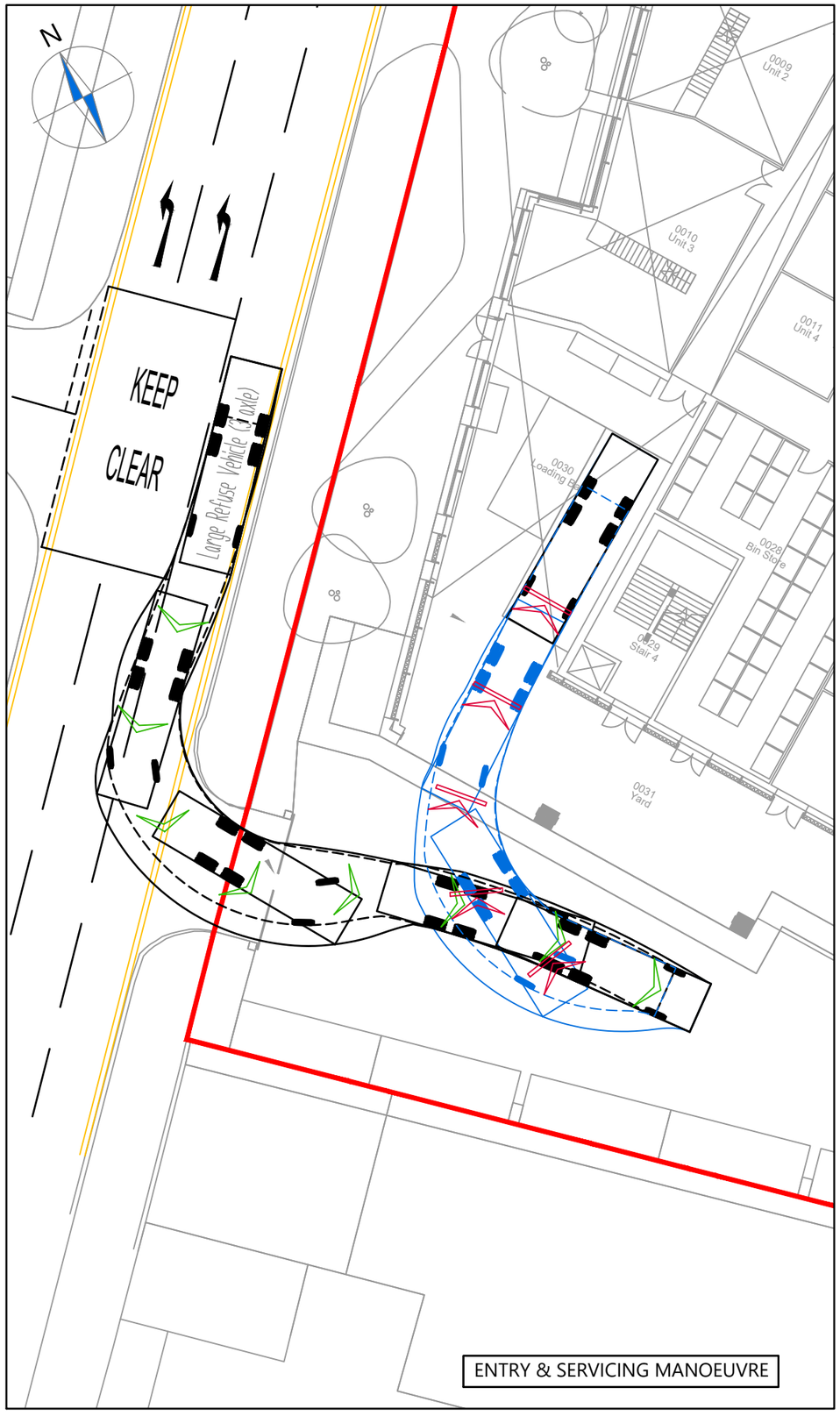
Drawing Title: Swept Path Analysis using a 9.86m Large 3 Axle Refuse Vehicle

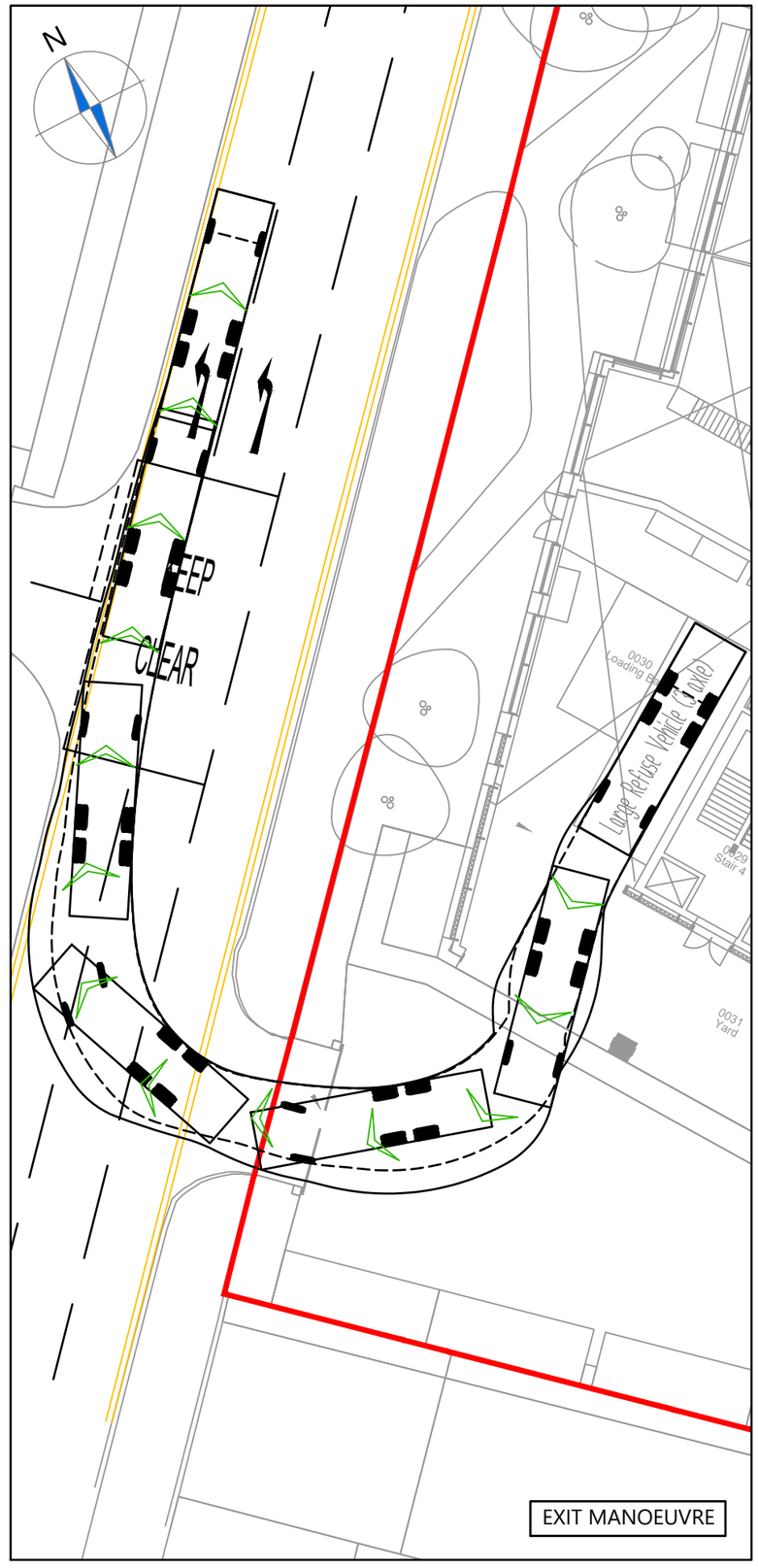
Scale:	Size:	Drawn by:	Checked by:	Date:
1:250	A3	HE	CC	03.02.2022

CANEPARO ASSOCIATES
Transport Planning & Highway Design
21 Little Portland Street • London • W1W 8BT • Tel. 020 3617 8200

Scheme Ref:	Drawing No:	Sheet :	Rev:
CA4801	TR001	7 of 8	C

CA4801_TR001_C - SWEPT PATH ANALYSIS.DWG





NOTES

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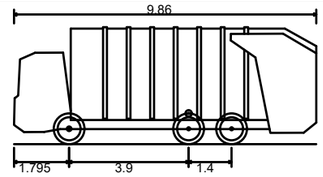
LARGE REFUSE VEHICLE (3 AXLE)



Overall Length	9.860m
Overall Width	2.450m
Overall Body Height	3.814m
Min Body Ground Clearance	0.366m
Track Width	2.450m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	9.500m

FORWARD MOVEMENTS ARE SHOWN IN BLACK *(design speed - 5kph)*

REVERSE MOVEMENTS ARE SHOWN IN BLUE *(design speed - 2.5kph)*

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REVISION HISTORY

Status: ☐ Preliminary ☐ For Approval ☐ For Construction ☑ For Information ☐ For Tender ☐ As Built

Client:

Infinite Partners

Project:

Hyatt
Uxbridge Road

Drawing Title:

Swept Path Analysis using a
9.86m Large 3 Axle Refuse Vehicle

Scale:	Size:
1:250	A3

Drawn by:	Checked by:	Date:
HE	CC	03.02.2022

CANEPARO ASSOCIATES
Transport Planning & Highway Design
21 Little Portland Street • London • W1W 8BT • Tel. 020 3617 8200

Scheme Ref:	Drawing No:	Sheet :	Rev:
CA4801	TR001	8 of 8	C

CA4801_TR001_C - SWEPT PATH ANALYSIS.DWG