
Capital Place, 120 Bath Road, Harlington, Hayes, UB3 5AN: Framework Delivery and Servicing Plan

Ref: NM/HC/ITL210199-004b
Date: 18 December 2025

SECTION 1 Delivery and Servicing Plan

1.1 Introduction

1.1.1 This note has been prepared on behalf of the Applicant, Toyoko Inn Co. Ltd, to provide a delivery and servicing plan for use at Toyoko Inn; a proposed new 206-bed hotel at 120 Bath Road, Harlington (the site). This report is a Framework Delivery and Servicing Plan (FDSP), to be worked up by way of a Condition on occupation, once clarity on delivery requirements is further understood.

Transport for London Delivery and Servicing Plan Guidance (December 2020)

1.1.2 The TfL 'Delivery and Servicing Plan Guidance' document sets out advice and support for organisations of all sizes to produce a DSP to help better manage deliveries and reduce the negative impacts of delivery-related activities. The document contains best practice methods, including numerous techniques, to help develop DSPs.

SECTION 2 Aims, objectives and benefits

2.1 Aims

2.1.1 The principal aim of this FDSP is to ensure effective and efficient management of refuse collection and deliveries to the site and reduce emissions, congestion and road safety issues.

2.2 Objectives

2.2.1 The objectives are to:

- Where possible, consolidate deliveries, to minimise the levels of single delivery trips to the development;
- Co-ordinate and manage delivery and servicing activities effectively;
- Reduce CO2 emissions and congestion by improving relationships between building operators and their supply chain; and
- Employ sustainable freight practices.

2.3 Benefits

2.3.1 DSPs are expected to accrue the following benefits:

- Demonstrate that goods and services can be delivered, and that waste can be removed, in a safe, efficient and environmentally friendly way;
- Identify deliveries that could be reduced, re-timed or consolidated;
- Help cut congestion on the local highway network and lessen environment impacts;
- Improve the reliability of deliveries;
- Reduce the operating costs of building occupiers and freight companies; and
- Reduce the impact of freight activity on local residents.

SECTION 3 Proposed delivery and servicing strategy

3.1.1 This section of the FDSP sets out the proposed servicing strategy for the site.

3.1.2 A proposed site plan is included as Appendix A.

3.2 Access and Layout

3.2.1 Vehicular access to the site is retained from the restricted movements access to High Street Harlington. Movements are restricted such that left turn-in (from the direction of Bath Road) and right turn-out (towards Bath Road) are the only permissible movements.

3.2.2 The existing access arrangements will be retained to serve the hotel. However, minor alterations to the kerbs within the site in the vicinity of the access will be proposed to facilitate access by a large bus / coach.

3.3 Deliveries and Waste Collection

- 3.3.1 A servicing area is provided on the northern side of the building. Swept path analysis included on Drawing No. **ITL210199-GA-005** demonstrates that a 7.5tn box van (the largest vehicle regularly expected to access the site) can enter, manoeuvre, and exit the loading bays and service yard in a forward gear.
- 3.3.2 10m rigid HGVs are also capable of accessing the site. Due to nature of the site, the arrival of such vehicles will be infrequent, and subject to pre-booking. A management regime will be in place to ensure that when pre-booked 12m rigid vehicles arrive on site, the service yard is supervised to ensure that the swept path movements shown on Drawing No. **ITL210199-GA-005** can be safely undertaken.
- 3.3.3 The waste collection and servicing requirements for the hotel would be undertaken via a private waste-collection contractor, with waste collection and servicing conducted from within the service area.
- 3.3.4 On the day of refuse collection, a member of staff would move the bin from the bin store to within the service yard for the refuse operative. Once the refuse has been collected a member of staff would move the bin back to the bin store. Swept path analysis included on Drawing Number **ITL210199-GA-005** demonstrates that an 8.1m long refuse vehicle, used by private waste collection contractors can enter, manoeuvre and exit the site in a forward gear.

SECTION 4 Measures, management, monitoring and review

4.1 Management

- 4.1.1 The applicant (operator) is responsible for the implementation of the DSP. The applicant will nominate an individual to act for each element of the site, whose role would be to ensure that the measures identified in this document are in place (DSP Manager).
- 4.1.2 The DSP will be implemented upon first occupation.

4.2 Measures

- 4.2.1 Table 4.1 identifies the primary measures that would be implemented in respect of the proposed waste collection and servicing requirements.

Table 4.1: Measures

Measure	Description	Benefit	Timescale	Responsibility
Adoption and production of a full DSP	'Buy in' from the developer is essential to ensure the DSP remains an active document	The involvement of the developer would ensure that policies are fully developed and that the best possible results are achieved	Prior to first occupation	Applicant
Assign responsibility for the DSP	Assign or appoint someone to be responsible for the management and on-going development, delivery and promotion of the DSP (DSP Manager).	Ensures the DSP is delivered on a 'day to day' basis.	Prior to first occupation	Applicant
Raise awareness and promotion of initiatives	Site information, development management meetings	To encourage sustainable freight movement to and from the site	Prior to first occupation and on-going	Applicant
Access routes for servicing and deliveries	Ensure clear routes are maintained for service and delivery vehicle access and for waste removal services.	Reduce delays and limit access issues	From first occupation	Applicant

Source: Consultant

4.3 Safety

4.3.1 The DSP Manager will need to be aware of the appropriate health and safety risks involved in delivery and servicing activities and should be familiar with the Health and Safety Executive's (HSE) guide to 'Workplace Transport Safety'.

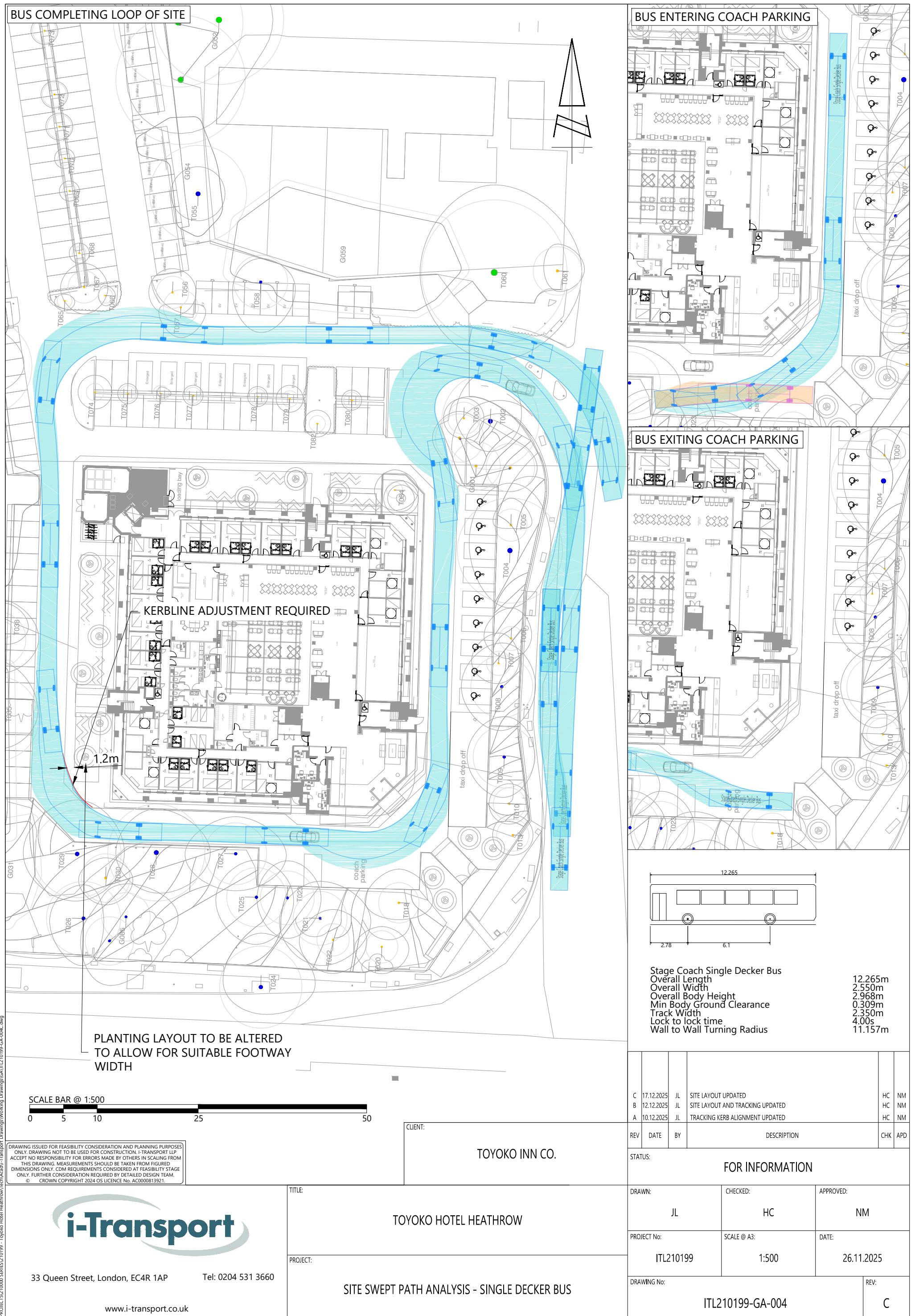
4.4 Monitoring and Review

4.4.1 The DSP will have a five-year timescale from first occupation of the site but is a 'live' document which will be kept under review by the nominated DSP Manager. The document will be regularly monitored to ensure that it reflects the changing requirements of the development and that it is kept up to date. Revised measures should be proposed if necessary.

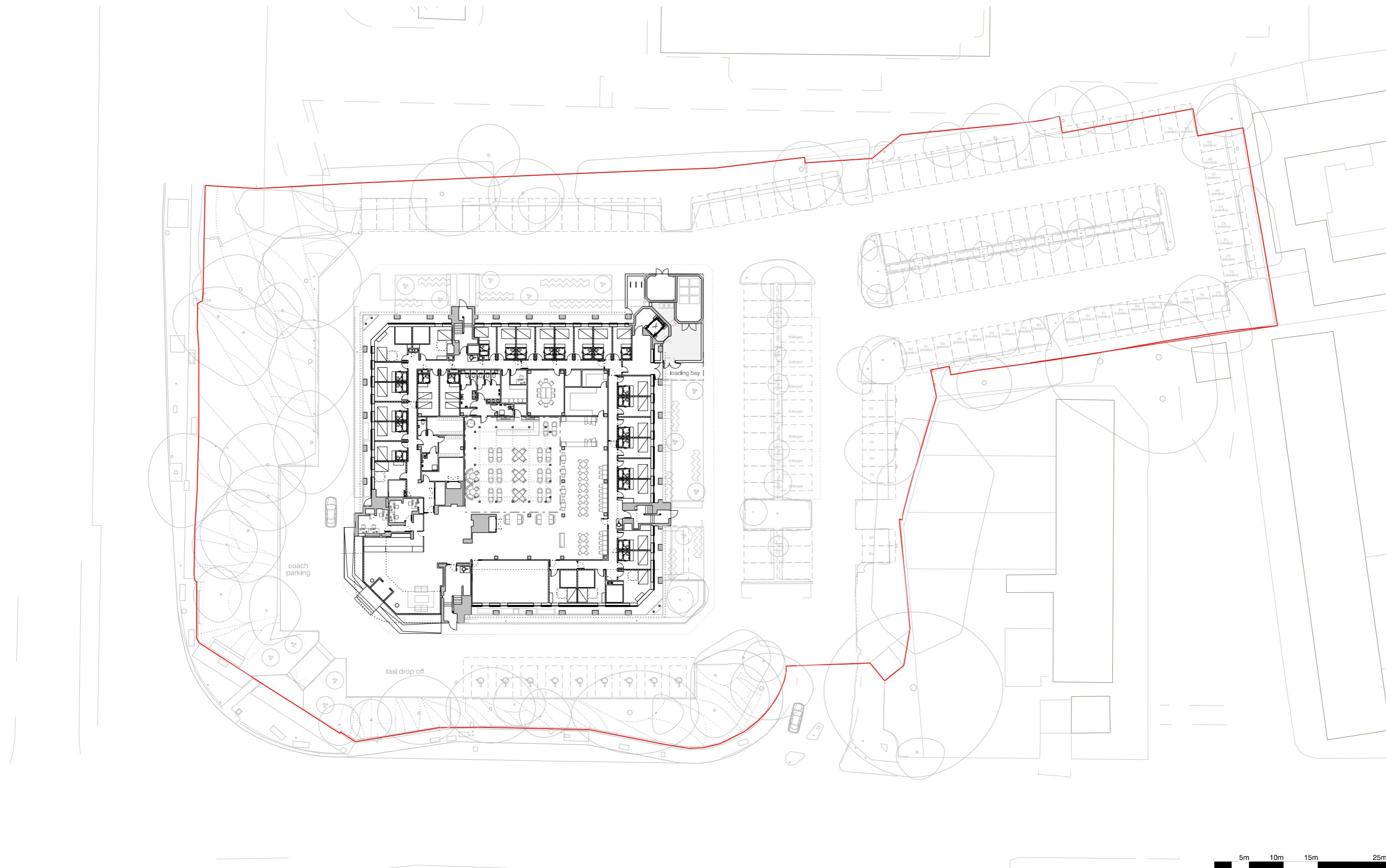
4.4.2 Delivery and service vehicle movement frequencies will be reviewed and coordinated on a regular and on-going basis. The DSP Manager will log and review any servicing/delivery incidents that occur (particularly incidents that are detrimental to health and safety) and make suitable revisions to the servicing strategy if required.

4.4.3 Funds will be made available by the development to ensure the continuing review of the DSP.

DRAWINGS

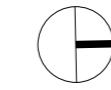


APPENDIX A. SITE LAYOUT



revision: P01 date: 20251217 note: initial planning issue

key:
site boundary (red line)
152 car spaces
9 blue badge spaces
8 EV charging car spaces
1 coach parking



project
Toyoko Inn, Heathrow
Job no.
7697
title
Proposed site plan
scale
1:500 @ A3
drawing no.
7697-a1(05)0005

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