

TROUT ROAD

FRAMEWORK DELIVERY AND SERVICING PLAN

PROJECT NO. 24/119 DOC NO. D003

DATE: SEPT 2025

VERSION: 2.0

CLIENT: TROUTBOURNE LLP

Velocity Transport Planning Ltd

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TABLE OF CONTENTS

1	INTRODUCTION	3
2	PLANNING POLICY	8
3	AIMS AND OBJECTIVES.....	11
4	SERVICING DEMAND	12
5	SERVICING ACCESS AND STRATEGY	13
6	SERVICING MANAGEMENT AND MEASURES	15
7	MANAGEMENT AND MONITORING	16

FIGURES

FIGURE 1-1: SITE LOCATION AND BOUNDARY	4
FIGURE 1-2: PROPOSED SITE LAYOUT	5
FIGURE 5-1: LOADING BAYS AND TURNING LOCATIONS	13

TABLES

TABLE 1-1: PROPOSED RESIDENTIAL ACCOMMODATION SCHEDULE	5
TABLE 4-1: TOTAL PROPOSED SERVICING TRIP GENERATION	12



1 INTRODUCTION

1.1 APPOINTMENT

1.1.1 Velocity Transport Planning (VTP) has been commissioned by Troutbourne LLP ('the Applicant') to prepare this Framework Delivery and Servicing Management Plan (DSP) in relation to the Proposed Development at the Rainbow and Kirby Industrial Estate, Trout Road ('the Site'), located within the London Borough of Hillingdon (LBH).

1.1.2 The development description is as follows:

"Demolition of existing structures and phased redevelopment of the site to provide nine plots ranging between 3 storeys and 11 storeys in height (including ground level) to include residential units (Use Class C3), flexible retail/café/restaurant floorspace (Class E (a,b,c)), light industrial floorspace (Class E (g)(iii)), associated hard and soft landscaping, car parking, cycle parking, servicing, refuse and plant areas, public realm improvements, highways works and other works associated with the development."

1.2 SITE LOCATION

1.2.1 The Site comprises the Rainbow and Kirby Industrial Estates, which accommodate an approximately 2.3 hectare plot within the LBH. Parts of the Site front the south side of Trout Road, the western side of Yiewsley High Street, and the northwest side of St Stephen's Road, with the entire southwest boundary bordered by the Grand Union Canal. The Site largely accommodates a range of single-storey and two-storey industrial buildings, many of which were in a poor state of repair, particularly those fronting Trout Road.

1.2.2 The surrounding area comprises a mix of industrial uses, commercial uses and residential properties, with building heights ranging from two storeys up to five storeys. Both the former church immediately opposite the Site's High Street frontage and the George & Dragon Public House to the north are locally listed buildings. The Site is not located within a conservation area and does not contain any statutory listed or locally listed buildings.

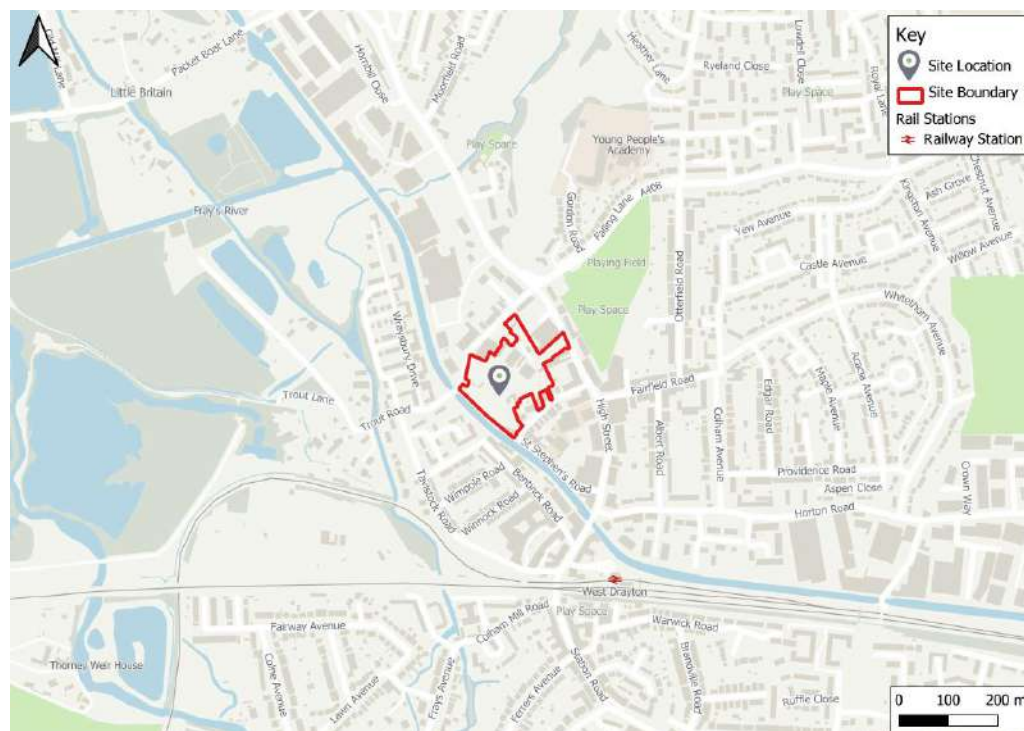
1.2.3 The Site is allocated in the LBH Local Plan, adopted in 2020, for a mixed-use development which is to be brought forward '*in accordance with the broad parameters of the approved scheme, subject to site-specific constraints (Ref: 38058/APP/2013/1756)*'.

1.2.4 The Site is located on Trout Road in West Drayton, which runs along the northern boundary of the Site. It is bordered by A408 High Street to the east, St Stephen's Road to the south and the Gran Union Canal to the west.

1.2.5 **Figure 1-1** shows the location of the Site and Site boundary in the context of the surrounding area.



Figure 1-1: Site location and boundary



1.3 EXISTING SITE USE

- 1.3.1 The Site is currently occupied by the Rainbow and Kirby Industrial Estate which accommodate an approximately 2.3 hectare plot and current accommodation 1,321 sqm of B2 General Industrial land use.
- 1.3.2 Vehicular access to the site is available at four locations, two of which are located on Trout Road, one of which from A408 High Street and the final location on St Stephen's Road.

1.4 WHAT IS BEING BUILT?

- 1.4.1 A detailed planning application is being submitted for the following development description:
- Phased redevelopment of the site to provide nine plots ranging between 3 storeys and 11 storeys in height (including ground level) to include residential units (Use Class C3), flexible retail/café/restaurant floorspace (Class E (a,b,c)), light industrial floorspace (Class E (g)(iii)), associated hard and soft landscaping, car parking, cycle parking, servicing, refuse and plant areas, public realm improvements, highways works and other works associated with the development."*
- 1.4.2 The proposal comprises a mixed-used residential-led development, consisting of 433 dwellings. The proposal also includes 2,257 sqm (GEA) of workspace or 'makerspace' (Class E (g)(iii)) and 324sqm (GEA) of flexible retail/café/restaurant use (Class E (a,b,c)).
- 1.4.3 A proposed site-wide layout is illustrated in **Figure 1-2**, illustrating how the different land uses are distributed across the Site.



Figure 1-2: Proposed Site Layout



1.4.4 The accommodation schedule for the proposed residential units is shown in **Table 1-1**.

Table 1-1: Proposed Residential Accommodation Schedule

UNIT TYPE	NUMBER OF UNITS			
	Private	Intermediate	Social Rent	Total
1 Bed (1 Person)	41	0	0	41
1 Bed (2 Person)	145	12	26	183
2+ Bed	119	28	62	209
Total	305	40	88	433

1.4.5 The Proposed Development will also provide:

- 57 residential car parking spaces (0.13 ratio) including 43 accessible parking spaces (in accordance with the 2021 London Plan);
- 2 accessible car parking spaces for the non-residential use (in accordance with the 2021 London Plan);
- 3 short stay visitor accessible car parking spaces;



- Long-stay and short-stay cycle parking spaces in accordance with London Plan guidance;
- New and improved public realm and landscaping to create an attractive space for both residents and those travelling through the Site, including along the Grand Union Canal which forms the western boundary of the Site.

1.4.6 The transport strategy and design of the Proposed Development has been developed following the TfL Healthy Streets approach by prioritising walking and cycling and minimising trips by motorised vehicles.

1.4.7 The Proposed Development follows the TfL Healthy Streets transport principles of Good Growth (set out in the Mayor's Transport Strategy), namely the key areas are as follows:

- Provides good access to public transport and amenities given its proximity West Drayton Station and the A408 High Street bus stops and retail units.
- Encourages people to choose to walk and cycle with the provision of new public realm, wider footways and cycle parking in line with London Plan (2021) standards.
- Provides limited car parking spaces, therefore encouraging car-free travel.
- Is inclusive and accessible.

1.5 SCOPE OF DOCUMENT

1.5.1 This DSP has been prepared to outline the principles associated with servicing of the Proposed Development and establish management measures that will be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not adversely impact the operation of the local highway network or inconvenience of local residents.

1.5.2 The DSP aims to ensure that servicing at the development can be carried out sustainably and efficiently. The aspiration of this is to achieve wider benefits for the local highway network, including contributing towards a reduction in congestion and environmental and improved road safety conditions.

1.5.3 This DSP is submitted with the planning application and should be read in conjunction with the supporting Transport Assessment (TA).

1.6 DOCUMENT STRUCTURE

1.6.1 The remainder of this DSP is structured as follows:

- **Section 2:** Planning Policy;
- **Section 3:** Aims and Objectives;
- **Section 4:** Servicing Demands;
- **Section 5:** Servicing Access and Strategy;
- **Section 6:** Servicing Management and Measures; and,
- **Section 6:** Management and Monitoring.





2 PLANNING POLICY

2.1 INTRODUCTION

- 2.1.1 Relevant national, regional and local planning policy and guidance have been reviewed to provide context for deliveries and servicing in relation to the Proposed Development.

2.2 NATIONAL PLANNING POLICY FRAMEWORK (2024)

- 2.2.1 The National Planning Policy Framework (NPPF) was revised in December 2024 and sets out the Government's planning policies for England and how these should be applied and provides a framework within which locally prepared plans for housing and other development can be produced. At its heart the NPPF sets out a presumption in favour of sustainable development (Paragraph 11).
- 2.2.2 The NPPF promotes sustainable transport. It notes that transport issues should be considered at the earliest stages of development proposals.
- 2.2.3 Chapter 9 sets out the requirements for promoting sustainable transport advising that significant development should be focused on locations which are or can be made sustainable, through limiting the need to travel and offer a genuine choice of transport modes.
- 2.2.4 Paragraph 116 states that "Development should only be prevented or refused on highway ground if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network would be severe" and in this context that planning applications should "allow for the efficient delivery of goods, and access by service and emergency vehicles". (Paragraph 117).

2.3 LONDON PLAN (2021)

- 2.3.1 The London Plan is the spatial development strategy for Greater London. It sets out a framework for how London will develop over the next 20 – 25 years and the Mayor's vision for Good Growth.
- 2.3.2 Policy T7 'Deliveries, servicing and construction' sets out:
- E. Development proposals should facilitate safe, clean, and efficient deliveries and servicing. Provision of adequate space for servicing, storage and deliveries should be made off-street, with on-street loading bays only used where this is not possible. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.*
 - F. Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night-time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.*
 - G. At large developments, facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans."*

2.4 TFL DELIVERY AND SERVICING PLANS GUIDANCE

- 2.4.1 The London Plan is the spatial development strategy for Greater London. It sets out a framework for how London will develop over the next 20 – 25 years and the Mayor's vision for Good Growth.



2.4.2 Policy T7 'Deliveries, servicing and construction' sets out:

- H. Development proposals should facilitate safe, clean, and efficient deliveries and servicing. Provision of adequate space for servicing, storage and deliveries should be made off-street, with on-street loading bays only used where this is not possible. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.*
- I. Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night-time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.*
- J. At large developments, facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans."*

2.5 TFL DELIVERY AND SERVICING PLANS GUIDANCE

2.5.1 To minimise the impact of freight movements on the transport network, TfL requires DSPs to be submitted as part of all referable planning applications.

2.5.2 TfL provides online guidance on its freight portal including the guidance document "Delivery and Servicing Plans: Making freight work for you". The guidance notes that:

"A DSP provides a framework for ensuring servicing freight activity is as effective and efficient as possible... DSPs consist of a range of tools, actions and interventions aimed at reducing and re-timing deliveries, redefining building operations and ensuring procurement activities account for vehicle movement and emissions."

2.5.3 The TfL guidance identifies the following strategies which could be employed to effectively manage delivery and servicing:

Managing Deliveries

- ⦿ Inform suppliers of the delivery location, and where loading and unloading should take place.
- ⦿ Implement a delivery booking system to manage the timing of arrivals and minimise peak demands and congestion on site. Suppliers should be made aware of the system. Each delivery should have a specific time slot; however, the regular time slots should have some spare capacity to accommodate unexpected deliveries.
- ⦿ Move deliveries outside of peak, or normal working hours. In some circumstances, it may be possible to work with suppliers to undertake deliveries at quieter times.
- ⦿ Reduce the time spent on site by suppliers by giving defined delivery times to manage loading and unloading durations and locating delivery areas.

Viewing Supply Chain Operations

- ⦿ Reduce delivery, servicing, and collection frequencies by consulting with suppliers and consolidating delivery streams.
- ⦿ Establish a centralised ordering system to reduce the likelihood of different suppliers being used for the same products, or of numerous orders being made to the same company.
- ⦿ Use the procurement process to ensure freight vehicles are safe and lawful and operated efficiently.
- ⦿ Reduce or consolidate the number of suppliers, such as suppliers delivering similar products.



- ④ Minimise the number of courier/specialist delivery times on same-day orders so that deliveries can be consolidated onto fewer vehicles.
- ④ Review waste management processes to minimise the number of collections.

Working with Suppliers

- ④ Promote the use of low or no-emission vehicles/modes. Bicycles and motorcycles can be suitable for smaller items. The use of electric and hybrid freight vehicles will reduce carbon emissions.
- ④ Promote the use of legal loading locations.
- ④ Encourage best practice scheme membership amongst suppliers, such as TfL's Freight Operator Recognition Scheme (FORS) which helps suppliers become safer, greener, and more efficient.



3 AIMS AND OBJECTIVES

- 3.1.1 The DSP outlines a wider management strategy involving a series of measures and monitoring mechanisms to help manage servicing and deliveries associated with the Proposed Development.
- 3.1.2 The DSP will manage delivery and servicing activity by:
- ⦿ Ensuring deliveries are undertaken with the most appropriately sized vehicle, with an emphasis on sustainable freight, last-mile deliveries and coordination with other schemes in the local area to consolidate deliveries, where possible;
 - ⦿ Ensuring deliveries are appropriately timed and managed so that there are no missed deliveries or that servicing vehicles are waiting unnecessarily; and,
 - ⦿ Allowing all servicing activity to be undertaken efficiently and safely, meaning the dwell time of deliveries is as low as possible and that there are no accidents to reduce obstruction and congestion on the local network.
- 3.1.3 This Framework DSP is submitted with the planning application and should be read in conjunction with the supporting TA. It is envisaged that a Final DSP will be secured by way of the Planning Condition and will be developed prior to the occupation of the Site.
- 3.1.4 The DSP will form a 'live' document for the lifecycle of the Site being updated as necessary in coordination with LBH if the needs of the Site change.



4 SERVICING DEMAND

4.1 INTRODUCTION

4.1.1 The servicing trip generation for the Site has been extracted from the travel demand section of the supporting Transport Assessment. Further information on the servicing trip generation methodology can be found in the accompanying Transport Assessment.

4.2 SERVICING TRIPS

4.2.1 The Transport Assessment supporting the planning application includes an assessment of the servicing and delivery trips associated with the Proposed Development, with reference to the industry standard TRICS database. **TABLE 4.1** below summarises the expected and delivery trips associated with the Proposed Development by land use.

Table 4-1: Total Proposed Servicing Trip Generation

LAND USE	SERVICING TRIPS
Residential (433 dwellings)	26
Industrial (2,257 sqm GEA)	33
Commercial (324sqm GEA)	3
Total	62

4.2.2 The analysis presented within the Transport Assessment demonstrates that the Proposed Development is attract 62 servicing and delivery vehicles across a typical day.

4.2.3 Servicing and delivery trips would be distributed throughout a typical day and so across a day, the Proposed Development would be expected to attract 5 to 6 servicing vehicles per hour. This level of servicing and delivery vehicles is not considered to be significant and can be accommodated within the servicing and loading opportunities proposed within the Site.

5 SERVICING ACCESS AND STRATEGY

5.1 SERVICING STRATEGY

DELIVERIES

- 5.1.1 Deliveries, servicing and refuse collection for both residential and non-residential uses will be undertaken within the Site on the internal streets, which are to be accessed from the north (Trout Road) and south (St Stephen's Road) of the Site.
- 5.1.2 Loading opportunities and turning facilities are provided within the Site to allow expected servicing and delivery vehicles to stop on-site and manoeuvre. The design of the internal street network also provides opportunities for refuse collection vehicles and other servicing vehicles to stop on the carriageway of the internal access. As illustrated in **Figure 5-1**, loading bays and turning facilities are provided internally with the site.

Figure 5-1: Loading Bays and Turning Locations



- 5.1.3 Swept path analysis has been undertaken and is attached at is attached at **APPENDIX A** assessing typical servicing and delivery vehicles, including waste collections vehicles. The swept path analysis demonstrates that vehicles can access the site in a forward gear, manoeuvre on site and exit the site in a forward gear.



REFUSE

- 5.1.4 Refuse collection vehicles will stop on site using the internal street network, on-site loading bays and turning facilities to access and manoeuvre through the site.
- 5.1.5 An Operational Waste Management Strategy (OWMS) has been produced and submitted under separate cover which considers the need to lessen the overall impact of waste generation through the recycling of materials from the operational phase of the Proposed Development. The proposals set out in the OWMS meet the requirements of relevant waste policy and follow applicable guidance.



6 SERVICING MANAGEMENT AND MEASURES

6.1 INTRODUCTION

- 6.1.1 This DSP has been developed to provide an effective and efficient servicing strategy that minimised the impact of servicing on the surrounding road network.

6.2 DELIVERY MANAGEMENT MEASURES

- 6.2.1 In order to improve the efficiency, safe and sustainability of servicing activity that is required, the DSP will seek to:
- ⦿ Encourage servicing activity is undertaken in accordance with the DSP;
 - ⦿ Encourage the use of new, 'greener' or electric, quieter delivery vehicles and equipment, where possible, and promote sustainable freight.
 - ⦿ Encourage all servicing vehicles to switch off vehicle engines immediately when stationary and unloading to reduce the impact of engine noise and emissions; and
 - ⦿ Stay relevant as a 'live document' and keep in line with current guidance at the time of that interaction, in coordination with LBH.

6.3 DELIVERY TIMES

- 6.3.1 A delivery booking system will be encouraged amongst the non-residential aspects of the Proposed Development to manage the timings of arrivals of deliveries and servicing trips and to reduce the likelihood of multiple vehicles seeking to utilise on-site loading opportunities at the same time. Where possible this will be managed to avoid the typical network peak periods.



7 MANAGEMENT AND MONITORING

7.1 MANAGING SERVICING TRIPS

7.1.1 Clear protocol for deliveries will be set out and suppliers will be informed of the requirements:

- ⦿ Provided with details in advance of the delivery destination address;
- ⦿ Required to adhere to traffic regulations and loading restrictions;
- ⦿ Required to switch off engines when loading / unloading; and
- ⦿ Unloading is to take place as quickly as feasibly possible to ensure dwell times are minimised.

7.1.2 Deliveries by bicycle, and on foot, will be encouraged to promote use of active and sustainable modes.

7.2 MONITORING

7.2.1 Monitoring will be put in place to ensure the DSP is being implemented and if requested by Officers the data provided to LBH to demonstrate compliance with the restrictions identified above. The data would be sourced from any delivery booking system or the on-site management team responsible for the post room and include:

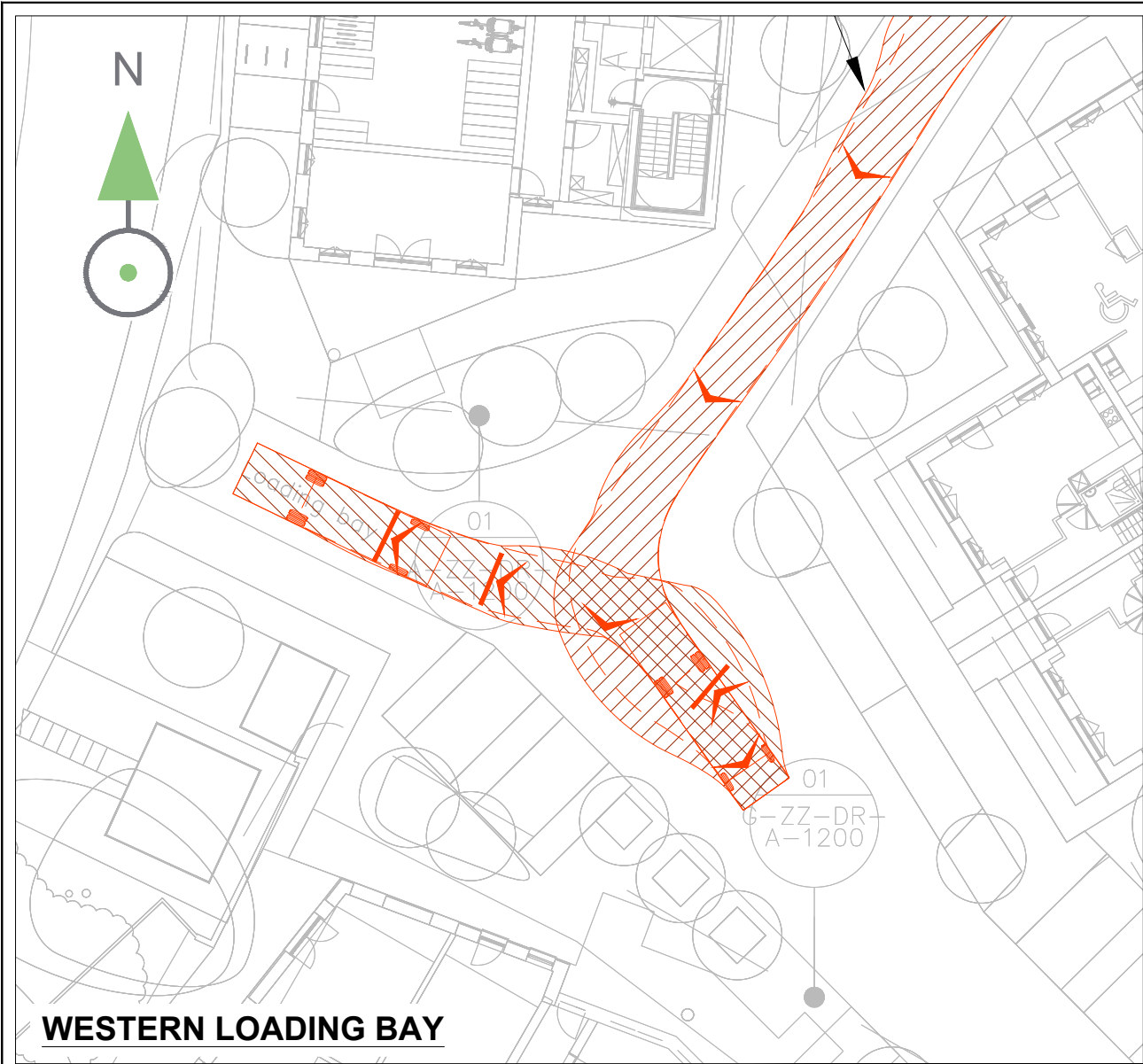
- ⦿ Number of daily servicing trips;
- ⦿ Number of vehicle arrivals per hour;
- ⦿ Delivery type i.e. classifying deliveries by land use;
- ⦿ Waste collection and maintenance; and,
- ⦿ Type of vehicle (pedestrian, cargo bike, or van).



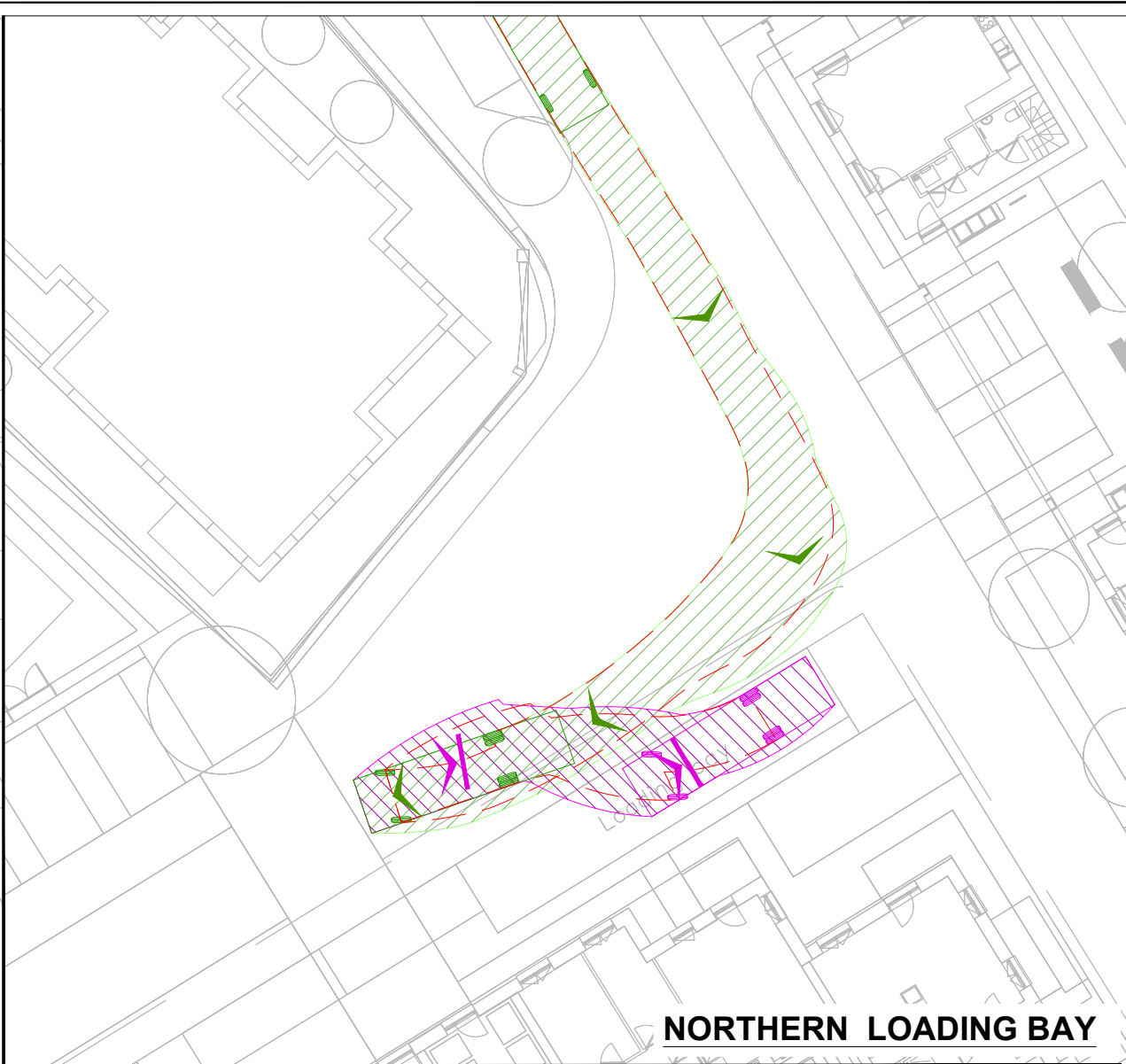
APPENDIX A

SWEPT PATH ANALYSIS

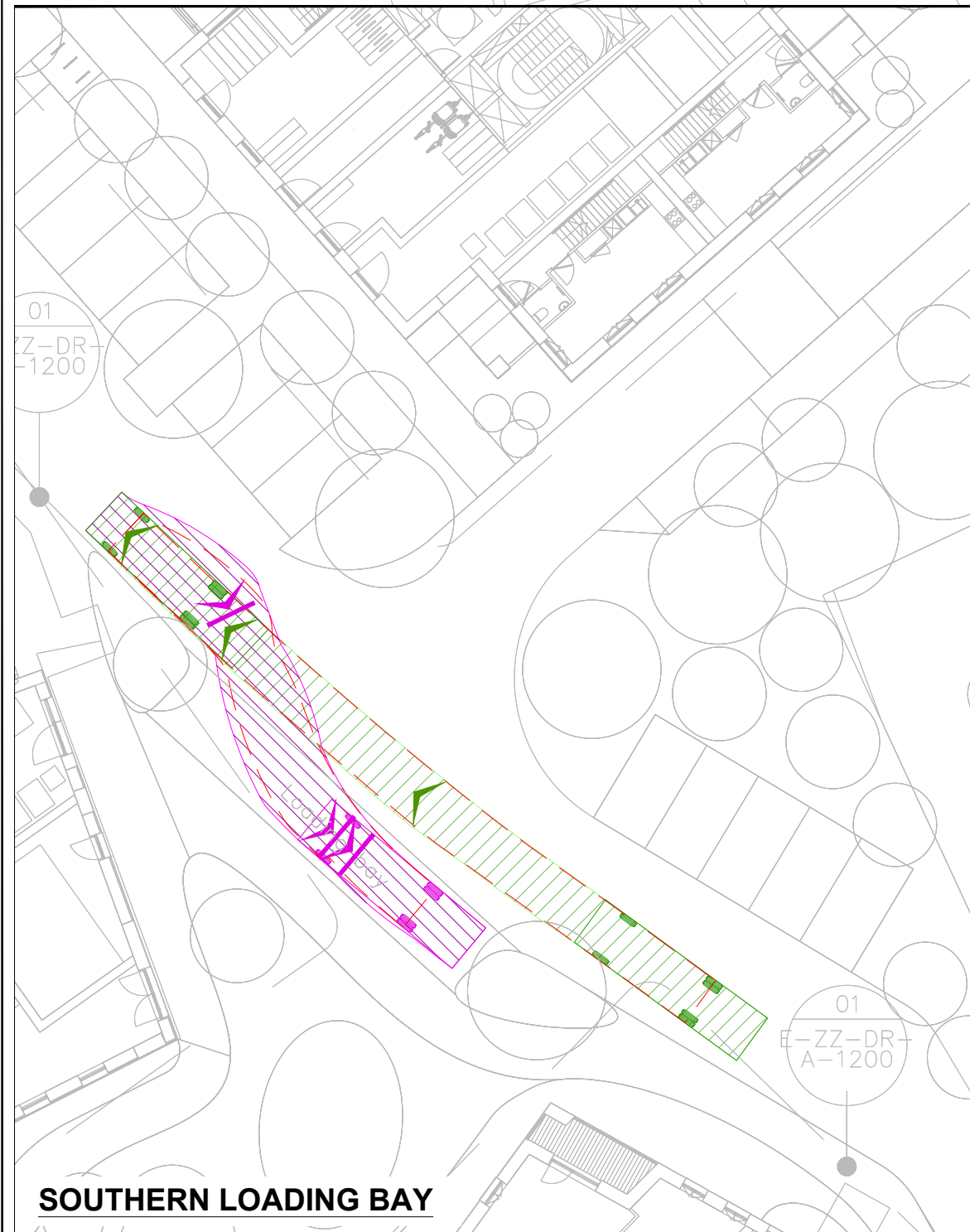




WESTERN LOADING BAY



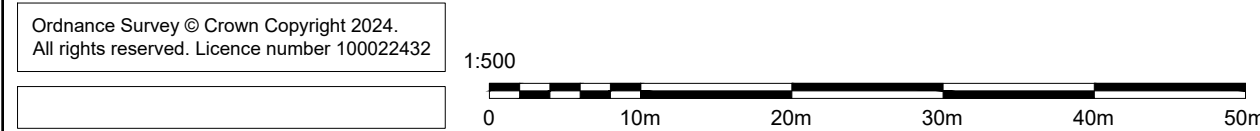
NORTHERN LOADING BAY



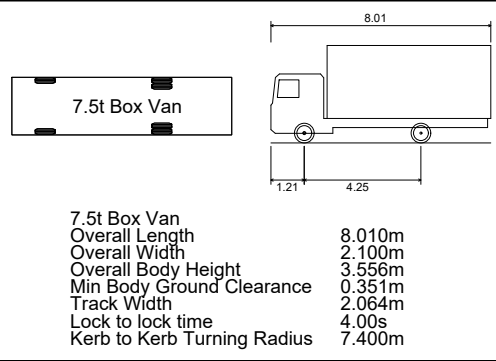
SOUTHERN LOADING BAY



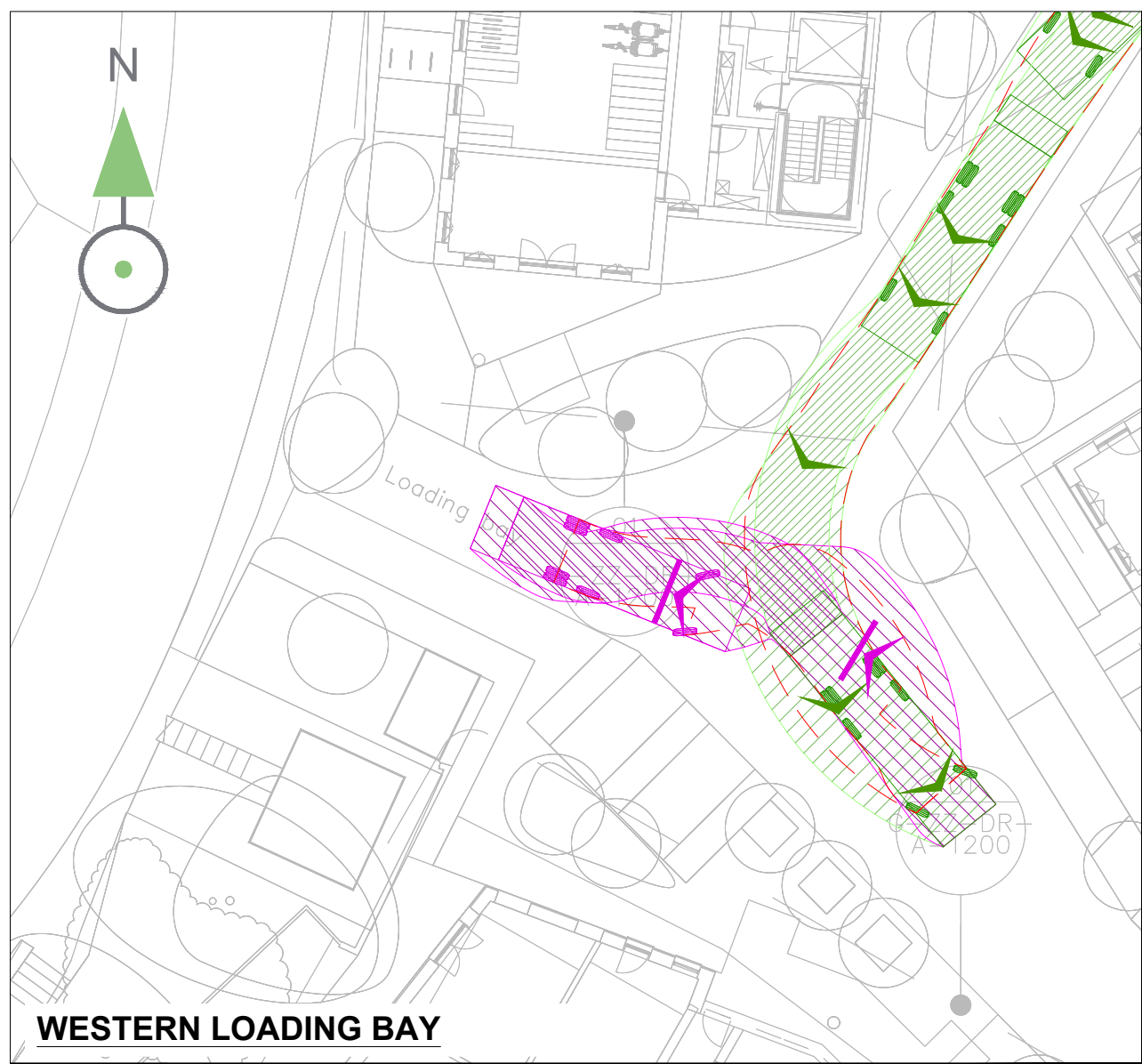
EASTERN LOADING BAY



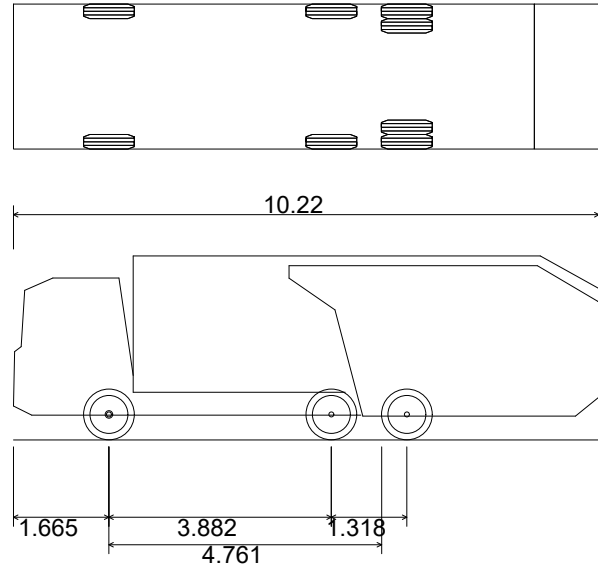
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E	06/01/25	UPDATED BASE PLAN.	GSF	LB	LB						
D	11/11/24	UPDATED BASE PLAN.	GSF	LB	LB	J	10/09/25	UPDATED BASE PLAN.	HMC	DL	LB
C	30/09/24	UPDATED BASE PLAN. LOADING BAY HIGHWAY IMPROVEMENTS SHOWN.	AMG	LB	LB	I	19/06/25	UPDATED BASE PLAN.	IZ	DL	LB
B	04/06/24	UPDATED BASE PLAN.	GSF	LB	LB	H	27/03/25	UPDATED BASE PLAN.	GSF	DL	LB
A	14/05/24	FIRST ISSUE	GSF	LB	LB	G	24/03/25	UPDATED BASE PLAN.	HMC	DL	LB
Rev	Date	Description	Dm	Chk	App	Rev	Date	Description	Dm	Chk	App



Drawing Status S2 - FOR INFORMATION		Project Title TROUT ROAD				
Client	Drawing Title SWEPT PATH ANALYSIS OF 7.5T BOX VAN					
	Scale @ A1 1:500	Date 14/05/24	Designed/Drawn GSF	Checked LB	Approved LB	
Architect	Project Ref 24-119	Drawing Number 24-119-T-001			Rev J	



WESTERN LOADING BAY



Phoenix 2-20W (with Elite 2 6x2ML chassis)
Overall Length 10.220m
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 9.450m



EASTERN LOADING BAY

Ordnance Survey © Crown Copyright 2024. All rights reserved. Licence number 100022432									
1:500									
0 10m 20m 30m 40m 50m									
F	18/03/25	UPDATED BASE PLAN			HMC	DL	LB		
E	06/01/25	UPDATED BASE PLAN			GSF	LB	LB		
D	11/11/24	UPDATED BASE PLAN			GSF	LB	LB	J	10/09/25
C	30/09/24	UPDATED BASE PLAN, LOADING BAY HIGHWAY IMPROVEMENTS SHOWN			AMG	LB	LB	I	20/06/25
B	04/06/24	UPDATED BASE PLAN			GSF	LB	LB	H	27/03/25
A	14/05/24	FIRST ISSUE			GSF	LB	LB	G	24/03/25
Rev	Date	Description	Dm	Chk	App	Rev	Date	Description	Dm
			Chk		App				Chk



Drawing Status	S2 - FOR INFORMATION				
Client	TROUT ROAD				
Architect	Drawing Title				
	SWEPT PATH ANALYSIS OF RCV				
	Scale @ A1	Date	Designed/Drawn	Checked	Approved
	1:500	14/05/24	GSF	LB	LB
Project Ref		Drawing Number			Rev
24-119		24-119-T-004			J

