
Technical Note

Project No: ITL14154
Project Title: 9 Nestles Avenue, Hayes
Title: Framework Delivery and Servicing Plan
Ref: ITL14154-019a TN DSP
Date: 30 July 2020

SECTION 1 INTRODUCTION

1.1 Overview

- 1.1.1 Healey Development Solutions (Hayes) Limited has appointed i-Transport LLP to provide transport and highway advice with regard to a planning application for a residential redevelopment at 9 Nestles Avenue, Hayes, within the London Borough of Hillingdon (LBH).
- 1.1.2 As such, this Framework Delivery and Servicing Plan (DSP) has been prepared by i-Transport LLP as part of a planning submission for redevelopment of the site. It should be read in conjunction with the Transport Assessment (TA) and Travel Plan (TP), which accompany the application, also prepared by i-Transport LLP and dated July 2020.
- 1.1.3 The application site currently comprises a single building, totalling some 1,718sqm of B1c/B2 commercial floorspace. The remainder of the site is taken up by open space for use as forecourt parking. Access is taken directly from Nestles Avenue.
- 1.1.4 The proposed development is a residential scheme comprising 103 residential units over 11 floors. The development is proposed to be car-lite, with the provision of 13 car parking spaces.
- 1.1.5 This DSP has been prepared to provide detail on the location for deliveries and servicing of the development, the number of anticipated deliveries as a result of the development and the likely dwell time for vehicles to be located outside of the site.

1.2 Purpose of Delivery and Servicing Plans

- 1.2.1 The purpose of a DSP is to provide a framework to better manage all types of freight vehicle movements to and from a site.

1.2.2 The London Freight Plan identifies DSPs as one of four key projects for delivering freight in London more sustainably. The other three measures are the Fleet Operator Recognition Scheme (FORS), Construction Logistics Plans (CLPs) and the Freight Information Portal (FIP).

1.2.3 DSPs are intended to ensure that operational efficiency of buildings and/or sites is increased by reducing delivery and servicing impacts to premises, specifically in relation to CO2 emissions, congestion and collisions. DSPs aim to reduce delivery trips, particularly during network peak periods.

1.3 **Benefits**

1.3.1 TfL's 'Managing Freight Effectively: Delivery and Servicing Plans' document identifies the benefits of DSPs to Local Authorities and residents, developers, businesses and freight operators.

1.3.2 DSPs are intended to help developers and Local Authorities comply with:

- National planning policy, which requires the promotion of sustainable transport choices for moving freight; and
- The Traffic Management Act, the London Plan and any borough specific policies such as road safety and Air Quality Action Plans.

1.3.3 DSPs are expected to produce the following benefits:

- Reduce environmental impact of organisations and developments;
- Improve safety of delivery and servicing at sites;
- 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 London's road network and lessen environment impacts;
- Improve reliability of deliveries;
- Reduce operating costs of building occupiers and freight companies; and
- Reduce impact of freight activity on local residents.

1.4 **Aims and Objectives**

1.4.1 The primary aim of this Framework DSP is to:

'Reduce the impacts of delivery and servicing movements and facilitate sustainable freight travel to / from the development.'

1.4.2 The objectives are to:

- Where possible, consolidate deliveries, to minimise volume 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.

1.5 **Structure**

1.5.1 The remainder of this DSP is structured as follows:

- Section 2 – Policy Context;
- Section 3 – Servicing Strategy;
- Section 4 – Measures;
- Section 5 – Targets;
- Section 6 – Management; and
- Section 7 – Monitoring and Review.

SECTION 2 POLICY CONTEXT

2.1 The London Freight Plan

2.1.1 The London Freight Plan identifies four key projects for delivering freight in London more sustainably. These are:

- The Fleet Operators Recognition Scheme which provides a quality and performance benchmark for the industry. It is an industry-led membership scheme that aims to transform freight delivery in London by recognising and rewarding excellence, raising standards and promoting sustainability. Members of the FORS scheme are required to demonstrate commitment to health and safety, effective management of work-related road risk and improved efficiency against pre-determined standards;
- The introduction of DSPs, which are intended to ensure that the operational efficiency of buildings/sites is increased by reducing delivery and servicing impacts to premises, specifically in relation to CO2 emissions, congestion and collisions. DSPs aim to reduce delivery trips (particularly during peak periods);
- The introduction of Construction Logistics Plans, which apply to the design and construction phases of developments and seek to improve construction freight efficiency by reducing CO2 emissions, congestion and collisions; and
- A FIP which provides a single interface for information on freight between London's public authorities and freight operators.

2.1.2 With respect to DSPs, the London Freight Plan (2007) states, on Page 5, that:

'Delivery and Servicing Plans (DSPs) will be used to increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions. Contractual relationships between building operators and their supply chain will be used to specify companies committed to sustainable freight distribution, such as Freight Operator Recognition Scheme members, and ensure that they use legal loading locations. DSPs aim to reduce delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including consolidation and out-of-hours deliveries. They will eventually be integrated into the travel plan process, and monitored in the same way. Specific consideration will be given to increasing the numbers of freight operators using best practice, and promoting Freight Operator Recognition Scheme membership through appropriate contract award criteria for servicing, maintenance and supply contracts.'

2.1.3 Paragraph D27 goes on to state that:

'.....DSPs will have three main elements:

A plan to reduce the number of trips, particularly in the peak period, justified by a transport assessment that considers the benefits of using consolidation;

A plan showing when and where deliveries and servicing can take place safely and legally; and

Details of contractual changes requiring suppliers and servicing companies to reduce the number of trips and to use legal loading facilities. The selection process for supply and servicing contracts will specify Freight Operator Recognition Scheme membership'.

SECTION 3 SERVICING STRATEGY

3.1 Introduction

- 3.1.1 This section details the principles that have been applied through the design process to provide solutions to anticipated delivery and servicing requirements. A quantification of anticipated servicing and delivery movements is provided and the location for conducting deliveries and servicing is discussed.

3.2 Proposed Development

- 3.2.1 The proposed development is a residential scheme comprising 103 residential units over 11 floors. In more detail, the development comprises:

- 1-bed – 59 units;
- 2-bed – 32 units; and
- 3-bed – 12 units.

3.3 Location for Servicing and Delivery Trips

- 3.3.1 As per the previous scheme, the development proposes the introduction of an inset loading bay directly outside of the site on Nestles Avenue to accommodate delivery and servicing vehicles associated with the development.

3.4 Frequency of Servicing and Delivery Trips

- 3.4.1 Regular servicing of the Proposed Development is likely to include:

- Postal deliveries;
- On-line grocery deliveries to residential units;
- Up to twice weekly refuse collection by LBH;
- Up to twice weekly recycling collection by LBH;
- Occasional courier deliveries / collections; and
- Facilities Management (e.g. window cleaning etc.).

3.4.2 In addition, there will be occasional deliveries of bulky goods such as furniture, and occasional visits by engineers providing services and repairs (e.g. telecommunications, central heating, plumbing and so forth).

3.4.3 Table 3.1 below summarises the anticipated daily delivery requirements and vehicle types. Further detail is provided in the TA.

Table 3.1: Daily Anticipated Servicing / Delivery Baseline

Proposed Land Use	Factor	Anticipated Number of Delivery and Servicing Trips 12-Hours
Residential (103 Units)	0.12 per unit	12, predominantly LGV or Motorcycle/Scooter

Source: TA Table 5.5

3.4.4 A worst-case scenario could see some 12-daily delivery/servicing vehicles accessing the site, of which all are anticipated to be light goods vehicles.

SECTION 4 MEASURES

4.1 **Introduction**

- 4.1.1 This section identifies measures that will be implemented to manage delivery and service vehicle demand.

4.2 **Measures**

- 4.2.1 Table 4.1 overleaf, identifies primary measures that will be implemented in respect of the proposed development.

New Residents

- 4.2.2 Removal lorries can be accommodated within the loading bay to the front of the development.

Table 4.1: Measures

Measure	Description	Benefit	Timescale	Responsibility
Adoption of DSP	'Buy in' from developer is essential to ensure DSP remains an active document.	Involvement of the developer will ensure policies are fully developed and best possible results are achieved.	Prior to first occupation	Applicant
Assign responsibility for the DSP to Site Management Company	Site Management Company to be responsible for management and on-going development, delivery and promotion of DSP.	Ensures DSP is delivered on a 'day to day' basis.	Prior to first occupation	Applicant
Travel Surveys	Delivery and Servicing surveys.	Informs an assessment of DSP's performance and development of future strategies.	Within 6 months of occupation (assuming a minimum of 50% occupation) or at 75% occupation (whichever is sooner), and thereafter on 1 st , 3 rd and 5 th anniversaries.	Site Management Company with Travel Plan Co-ordinator.
Raise awareness and promotion of initiatives	Site information, development management meetings.	To encourage sustainable freight movement to/from site.	Prior to first occupation and on-going.	Site Management Company with Travel Plan Co-ordinator.
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.	Site Management Company.
Promotion of local suppliers	Encourage residents to source items locally.	Reduce number and duration of delivery movements.	On-going	Travel Plan Co-ordinator.

SECTION 5 TARGETS

- 5.1.1 Servicing and delivery movements will be captured (and separately identified) as part of the TRICS SAM compliant monitoring surveys required under the Travel Plan, with a baseline survey occurring within six months of first occupation (assuming 75% occupation) or at 75% occupation, whichever is sooner.
- 5.1.2 These surveys will be used by the Site Management Company to set targets for the DSP. This is considered a robust approach as it will enable a more robust count of deliveries to the residential units within this location to better reflect the uptake of online deliveries/home shopping deliveries etc. in 2021.
- 5.1.3 Following baseline surveys, working Targets will be established and should align with objectives and measures set out above.

SECTION 6 MANAGEMENT

- 6.1.1 Initially, Healey Development Solutions (Hayes) Ltd, will be responsible for implementation of the DSP. They will ensure the site is operated in accordance with this DSP until such time that a successor is named.
- 6.1.2 The DSP will be implemented upon first occupation of the site.

SECTION 7 MONITORING AND REVIEW

- 7.1.1 The DSP will apply in perpetuity from first occupation of the Proposed Development. The document will be regularly monitored during that period to ensure that it reflects the changing requirements of the development and that it is kept up to date.
- 7.1.2 Delivery and service vehicle movement frequencies will be reviewed and coordinated by the Site Management Company on a regular and on-going basis.
- 7.1.3 Funds will be made available by the developer (or any successor in title) to ensure the continuing review of the DSP.

