

DELIVERY AND SERVICING PLAN

Wrenbridge (FRELD Hayes) LLP

Swallowfield Way, Hayes

May 2023

Delivery and Servicing Plan

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1 Introduction

- 1.1 Vectos has been appointed by Wrenbridge (FRELD Hayes) LLP to provide transport planning advice regarding the proposed redevelopment of 84 Swallowfield Way, Hayes, which is an existing crane depot site. The site is located within the administrative boundary of the London Borough of Hillingdon (LBH) and Transport for London (TfL) are a statutory consultee.
- 1.2 The strategic location of the site is shown in **Figure 1.1** below.

Figure 1.1: Strategic Site Location



- 1.3 The site is in an existing industrial area circa 1.6km west of Hayes & Harlington Rail Station within the London Borough of Hillingdon (LBH). Rigby Lane borders the site to the north, with industrial uses bordering the site to the east. The site is bordered to the south by a rail line.
- 1.4 The proposals comprise the redevelopment of the site to provide four units with a flexible E(g)(iii)/B2/B8 land use and a combined floor area of 7,780 sqm. Vehicular access to the site will be achieved via the existing access from Rigby Lane, which is shared by an adjacent storage facility to the west.
- 1.5 The total floorspace will total 7,780sqm of floorspace. The development is proposed to provide 61 car parking spaces. Five of these spaces (8%) will be allocated for Blue Badge Holders.

- 1.6 Loading bays are providing with Unit 1, 3, and 4 having two bays each. Unit 2 will have one loading bay. The proposed layout is contained at **Appendix A**.
- 1.7 The primary objective of the Delivery and Servicing Management Plan (DSMP) is to manage deliveries and servicing to the premises in order to ensure the successful operation of the servicing (including refuse storage and collection) for all elements of the scheme.
- 1.8 Effective management will ensure that the potential for vehicle conflicts is avoided and that the proposals have the minimum impact on both the surrounding highway and pedestrian network.
- 1.9 Following this introduction, this DSMP is structured as follows:
 - **Section 2** – sets out the objectives of the DSP
 - **Section 3** – summarises the relevant policy
 - **Section 4** - provides a summary of the servicing arrangements, including the proposed access strategy and details relating to HGV loading.
 - **Section 5** – outlines how servicing will be managed.
 - **Section 6** – summarises the monitoring regime that will be adopted.

2 Objectives

What is a Delivery and Servicing Plan?

- 2.1 Delivery and Servicing Plans (DSPs) provide a framework for managing all types of freight vehicle / HGV movement to and from individual developments.
- 2.2 DSPs make up one of several measures to improve freight and servicing. The other measures include the Freight Operator Recognition Scheme (FORS) and Construction Logistics Plans (CLP).

Benefits of a DSP

- 2.3 Transport for London (TfL) have produced a 'Managing Freight Effectively: Delivery and Servicing Plans' document which identifies the benefits of DSPs to local authorities, residents, building developers, businesses and freight operators.
- 2.4 In summary, this DSP will:
 - Help developers and local authority planning officials comply with:
 - The National Planning Policy Framework (NPPF); and
 - The Traffic Management Act and any borough specific policies, such as road safety and air quality action plans.
 - Demonstrate that goods and services can be delivered, and waste removed in a safe, efficient and environmentally friendly way;
 - Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
 - Help cut congestion and ease pressure on the environment;
 - Improve the reliability of deliveries to the site concerned;
 - Reduce the operating costs of building occupants and freight companies; and
 - Reduce the impact of freight upon local residents.

DSP Objectives

- 2.5 The overall objective of this DSP is:

To minimise the impacts of freight movements and facilitate sustainable freight travel to and from the proposed development.
- 2.6 To support the realisation of this overarching objective, several sub-objectives have been set out, and include:

- Promoting smarter operations of freight that reduce the need for freight movement overall or that reduce or eliminate trips particularly during peak periods;
- Encouraging greater use of sustainable freight modes;
- Encouraging the use of greener vehicles;
- Encouraging the use of cargo bikes;
- Managing the ongoing development and delivery of the DSP;
- Communication of the site servicing / delivery facilities (through dissemination of information) to employees;
- Communication of the DSP measures to site occupiers; and
- Encouraging the most efficient use of freight vehicles and servicing / delivery trips.

3 Planning Policy

DSP Guidance

The London Plan (2021)

- 3.1 In accordance with Policy T7: Deliveries, Servicing and Construction of the London Plan, the proposals will be managed so that deliveries can be received outside of peak hours and in the evening or night time. In addition, during the construction phase, inclusive and safe access for people and cyclists will be prioritised and maintained at all times.

Managing Freight Effectively: Delivery and Servicing Plans (TfL)

- 3.2 DSPs provide a framework to better manage all types of freight vehicle movement to individual developments. A DSP is similar to that of a Travel Plan but focusses on the sustainable movement of freight as opposed to employees.
- 3.3 DSPs will improve the safety, efficiency and reliability of deliveries. They aim to increase building operational efficiency by reducing delivery and servicing impacts to the premises, especially CO₂ emissions, congestion and collisions on the surrounding road network.
- 3.4 DSPs aim to reduce delivery trips, particularly during peak periods, and increase availability and use of safe and legal loading facilities. This is achieved by using a range of approaches including consolidation of deliveries and out-of-hours (i.e. out of peak period) deliveries. DSPs will also identify unnecessary journeys and deliveries that could be made by more sustainable modes to help reduce congestion and minimise the environmental impact of freight activity.
- 3.5 The document outlines the benefits of DSPs to local authorities, building developers, businesses and freight operators, including:

Local Authorities and Residents

- Less congestion on local roads;
- Reduced emissions, and use of more sustainable modes where possible, to contribute towards CO₂ reduction targets;
- Fewer goods vehicle journeys lowering the risk of collisions;
- Opportunity to reduce parking enforcement activity costs i.e. more deliveries will use legal loading facilities so less traffic and parking infringements should occur; and
- Improved quality of life for local residents through reduced noise, air pollution by freight vehicles and intrusion and lower risk of accidents on the surrounding road network.

Building Developers and Businesses

- Reduced delivery costs and improved security;

- More reliable deliveries resulting in less disruption to normal business practices;
- Time-savings by identifying unnecessary deliveries;
- Less noise, air pollution and intrusion; and,
- Opportunity to feed into a Corporate Social Responsibility programme and ensure operations comply with health and safety legislation.

Freight Operators

- Legal loading areas will mean less risk of receiving penalty charge notices;
- Fuel savings through reduced, re-timed or consolidated deliveries; and
- More certainty over delivery times.

Freight Operators Recognition Scheme (FORS)

- 3.6 FORS is a unique, industry-led, free membership scheme to help van and lorry operators to become safer, more efficient and more environmentally friendly.
- 3.7 FORS has three membership levels Bronze, Silver and Gold. Bronze members must meet the following requirements:
 - Drivers and vehicle management;
 - Vehicle maintenance and fleet management;
 - Transport operations; and
 - Assessing the performance of company policies.
- 3.8 Silver and Gold level members need to provide data to enable benchmarked values to be produced per million kilometres for each type of vehicle for:
 - Fuel use;
 - CO₂ and emissions;
 - Vehicle incidents; and
 - Penalty charge notices.

4 Servicing and Refuse Collection Arrangements

- 4.1 This section of the report includes details on the arrangements for servicing / delivery vehicles that will visit the site.

Daily Deliveries

- 4.2 All deliveries and servicing will be taken place onsite within the allocated loading bays for each unit. Swept path analysis has been undertaken to demonstrate servicing vehicles can access the site. This is included at **Appendix B**.

Servicing Trip Generation

- 4.3 A review of the TRICS database has been undertaken to understand the estimated number of servicing movements associated with the proposals. As the proposals will be seeking a flexible E(g)(iii)/B2/B8 use class, trip rates have been derived for Industrial Estate and Warehousing (commercial) sites.
- 4.4 Based on these trip rates, a summary of the worst-case scenario in the AM and PM peak hours based on the proposed flexible use classes is provided in **Table 4.1**.

Table 4.1: Summary of Servicing Vehicles

Time Period	Arrivals	Departures	Two-way
AM Peak (08:00-09:00)	4	4	5
PM Peak (17:00-18:00)	1	3	4
Daily 24 Hour	27	33	60

- 4.5 The information presented in **Table 4.1** indicates that the proposed development will generate approximately 60 two-way servicing vehicles daily.
- 4.6 As such, this equates to fewer than 5 or 4 servicing vehicles per hour (based on a 24-hour day). This is equal to one every 12 to 15 minutes, which is considered to be negligible when considered in conjunction with the daily fluctuations in traffic that are experienced on the highway network.

5 Encouraging Sustainable Freight

Monitoring and Review

- 5.1 Servicing area activity will be regularly monitored to ensure that it is operating in an efficient way. The on-site management team will maintain a record of servicing activity which will include the following information:
- Date;
 - Delivery arrival / departure time;
 - Type of vehicle;
 - Goods delivered / taken away; and
 - Other comments.
- 5.2 The on-site management team will constantly monitor and review the success of the DSP. If considered necessary, the management team to the DSP will propose changes which will need to be approved in writing by LBH.
- 5.3 The contact details of the on-site management team will be provided to both TfL and LBH so that in the event of any issues that arise, the authorities can arrange a meeting to discuss.

Raising Awareness

- 5.4 It will be important to inform all occupiers about the DSP, including the following:
- What is the DSP?
 - The importance of the DSPs, freight movements and their impacts;
 - What tenants can do to help encourage the use of sustainable servicing and delivery vehicle movement to the site; and
 - The potential benefits of successfully using and implementing a DSP.
- 5.5 Raising awareness of the DSP will help to gain support of the tenants for the implementation of the DSP and ensure stakeholder buy-in at an early stage.
- 5.6 To increase awareness of the DSP, relevant future employees will be given information about the DSP and be encouraged to use sustainable freight to and from the site.
- 5.7 It is essential that relevant future employees at the site are involved in the implementation and have an input into the on-going development of the DSP.

6 Summary and Conclusion

- 6.1 The purpose of this DSP is to manage and control deliveries and servicing movements so as to manage sustainable freight.
- 6.2 The DSP will ensure the successful and efficient operation of servicing / delivery activity on a day-to-day basis.

Appendix A



Total Site Area: 1.18 ha / 2.93 acres

Unit 1 GIA:	m²	ft²
Ground Floor	1,521	16,372
First Floor Office (15%)	226	2,433
First Floor Mezzanine	313	3,369
Total:	2,060	22,174

Unit 2 GIA:	m²	ft²
Ground Floor	1,078	11,604
First Floor Office (15%)	156	1,679
First Floor Mezzanine	145	1,561
Total:	1,379	14,844

Unit 3 GIA:	m²	ft²
Ground Floor	1,349	14,521
First Floor Office (15%)	202	2,174
First Floor Mezzanine	177	1,905
Total:	1,728	18,600

Unit 4 GIA:	m²	ft²
Ground Floor	1,772	19,074
First Floor Office (18.5%)	277	2,982
First Floor Mezzanine	223	2,400
Total:	2,272	24,456

Total GIA	m²	ft²
	7,439	80,074
Big Area to Site Ratio:	27,329ft² per acre	

ALL AREAS SUBJECT TO DETAILED DESIGN

Parking:	No.	GIA Ratio
Unit 1	13	1:158
Unit 2	12	1:115
Unit 3	14	1:123
Unit 4	22	1:103
Total	61	1:122

Unit 1 GEA:	m²	ft²
Ground Floor	1,579	16,997
First Floor Office	254	2,734
First Floor Mezzanine	335	3,606
Total:	2,168	23,337

Unit 2 GEA:	m²	ft²
Ground Floor	1,108	11,927
First Floor Office	171	1,841
First Floor Mezzanine	157	1,690
Total:	1,436	15,458

Unit 3 GEA:	m²	ft²
Ground Floor	1,385	14,908
First Floor Office	219	2,357
First Floor Mezzanine	191	2,056
Total:	1,795	19,321

Unit 4 GEA:	m²	ft²
Ground Floor	1,836	19,763
First Floor Office	306	3,294
First Floor Mezzanine	239	2,573
Total:	2,381	25,630

Total GEA	m²	ft²
	7,780	83,746
Big Area to Site Ratio:	28,582ft² per acre	

GEA calculations based on an external wall build-up of 480mm to the Warehouse measured from grid-lines.

Scale Bar - metres:
0 2 4 6 8 16

Based on ordnance and topographical measured survey

Ordnance Survey Licence Number: 100022432

Topographical & measured building survey prepared by Terrain Surveys:
Drawing Number TS23-044-1

- Landscape shown illustratively only, refer to Landscape Architects Plan for full details
- Planning Boundary
 - 2.4m Palladin Fence
 - Active EVCP Pedestal
 - Passive EVCP Space
 - Refuse Area
 - Cycle parking shelters
 - Space can be used to park 2 cargo bikes or 1 car
 - 3.5m high acoustic fence
 - Retaining wall
 - Existing Tree
 - Proposed Tree

Rev p12: Fence line updated. JM - 19.05.2023
Rev p11: Pedestrian Path updated. MS - 18.05.2023
Rev p10: Sheet space updated. MS - 16.05.2023
Rev p9: Updated landscape and acoustic fence. MS - 15.05.2023
Rev p8: Acoustic wall updated to gramm Green wall. MS - 11.05.2023
Rev p7: SuDS feature added. MS - 10.05.2023
Rev p6: Position of acoustic fence updated. MS - 10.05.2023
Rev p5: Fence line updated. MS - 03.05.2023
Rev p4: Substation location updated. Acoustic fence added. Yard layouts updated. MS - 27.04.2023
Rev p3: Cargo bike spaces added. Unit cores updated. MS - 06.04.2023
Rev p2: Cycle parking and pedestrian paths updated. MS - 17.03.2023
Rev P1: Preliminary Issue for Comment. MS - 02.03.2023

Drawing Status:
PRELIMINARY ISSUE FOR COMMENT

CMP Architects

Client
Wrenbridge (FRELD Hayes) LLP

Project
Ainscough Crane Hire Site, 84 Swallowfield Way, Hayes, London, UB3 1DQ

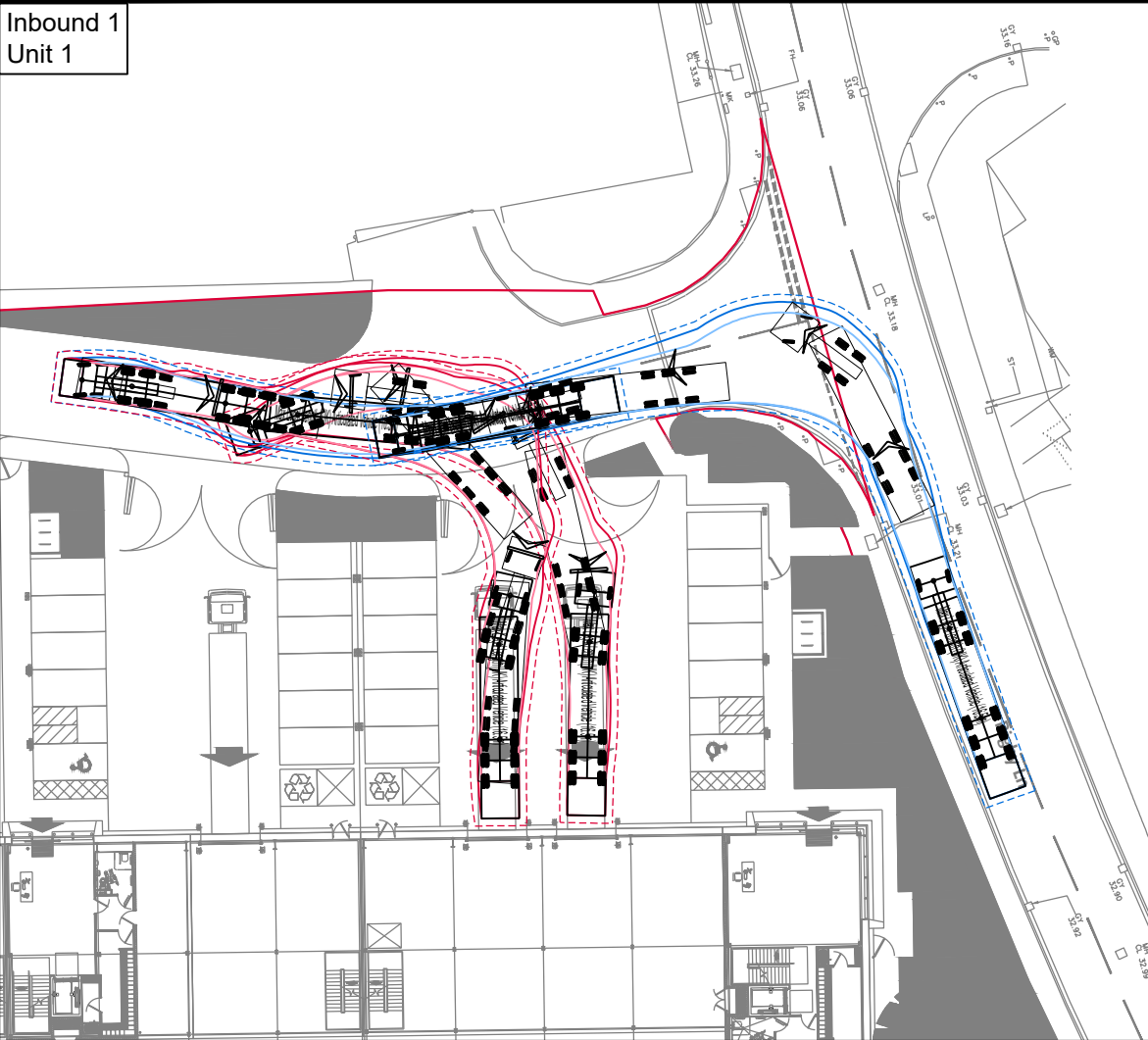
Title
Proposed Site Plan

Scale: 1:250@A1 1:500@A3	Drawn MS	Date 01.03.2023
Org.No. H067-CMP-SI-ZZ-DR-A-00100	Revision P12	

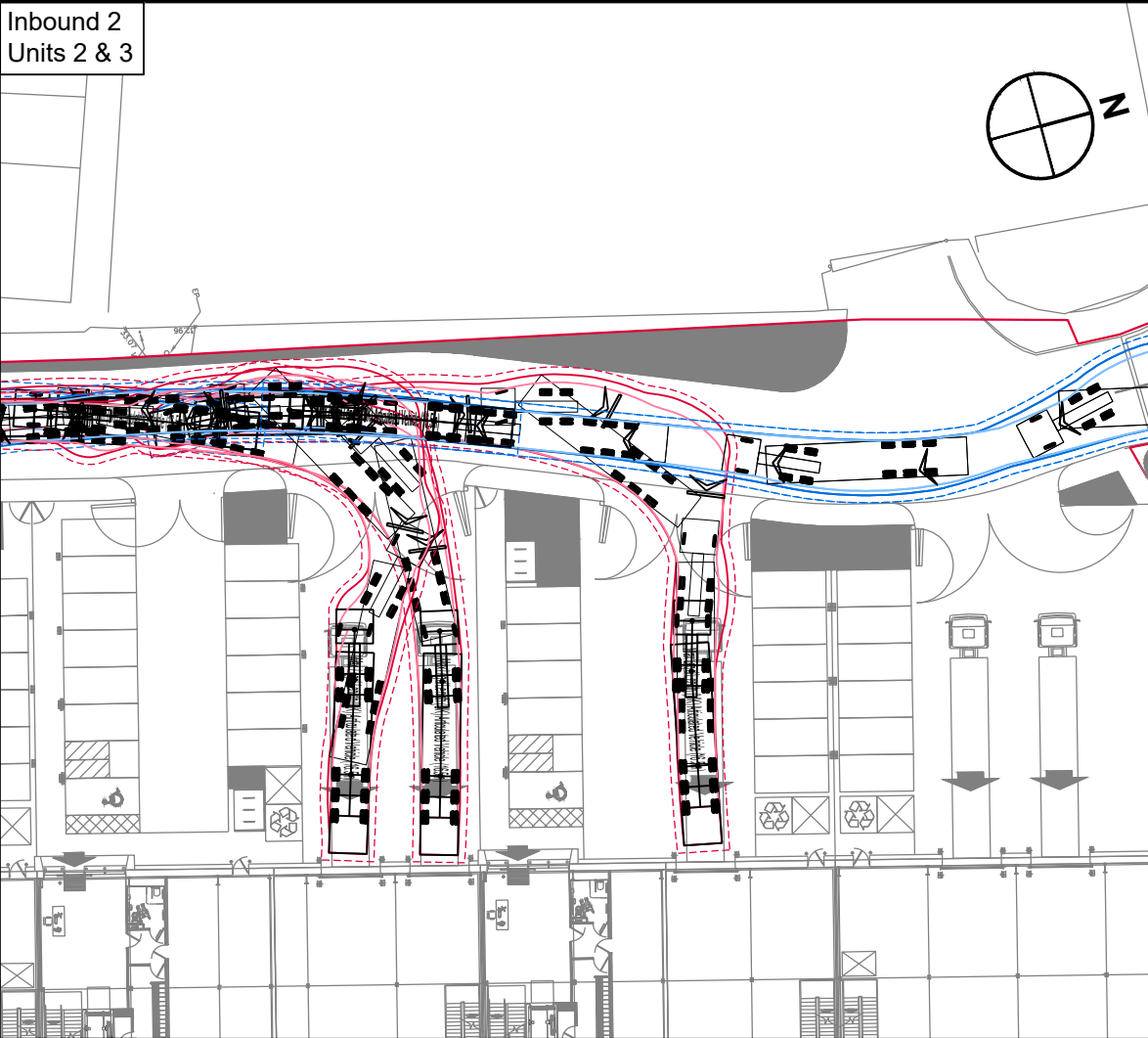
Do not scale from this drawing, use figured dimensions only. Subject to accurate site survey. All dimensions to be checked and verified for any discrepancies. All drawings to be read in conjunction with all CMP Architects and other consultants' contract documentation. Any discrepancies to be reported before any work commences. All items installed by others are to be fully site coordinated and programmed with the Contractor. All products to be installed to manufacturers recommendations.
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Appendix B

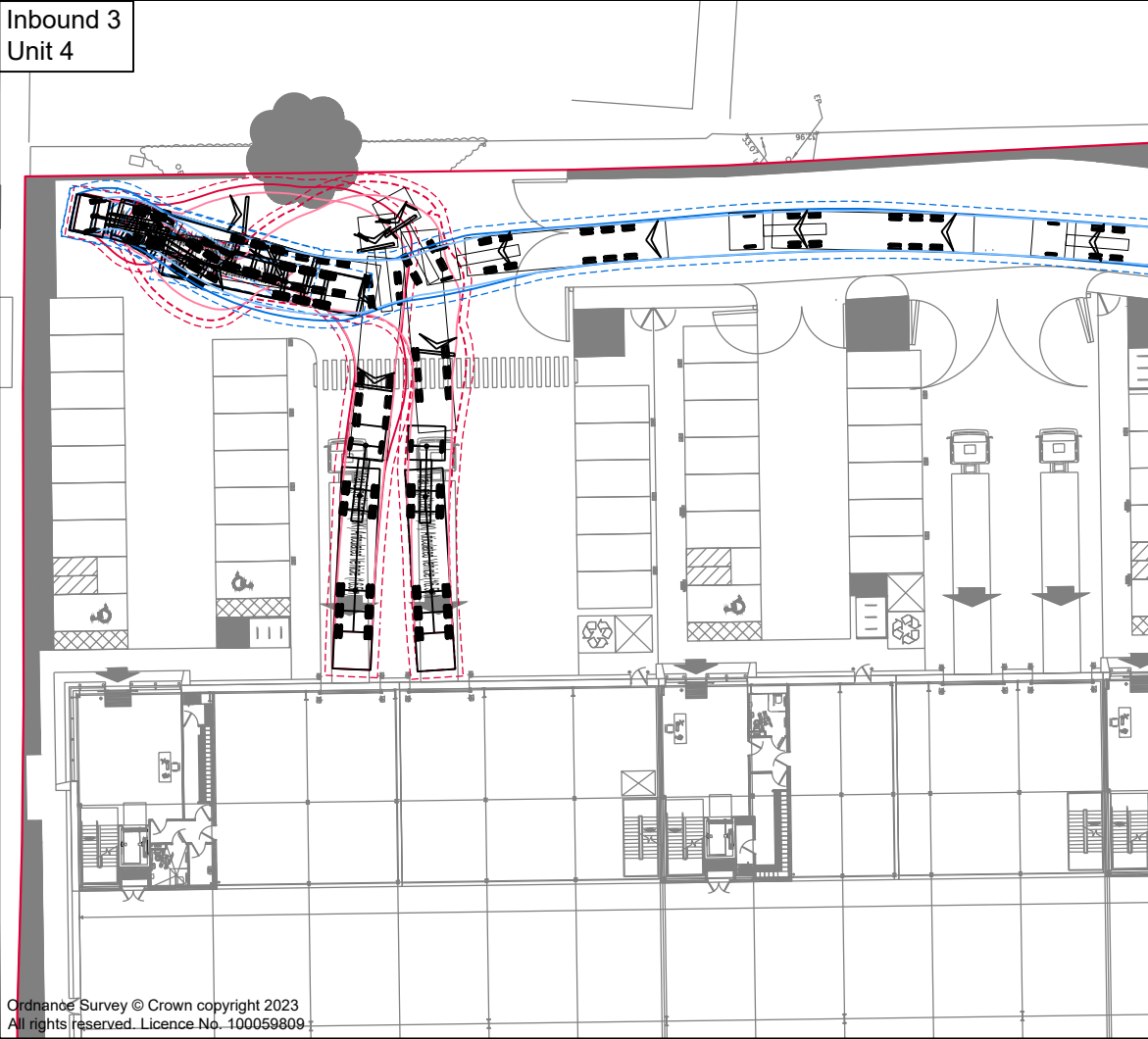
Inbound 1
Unit 1



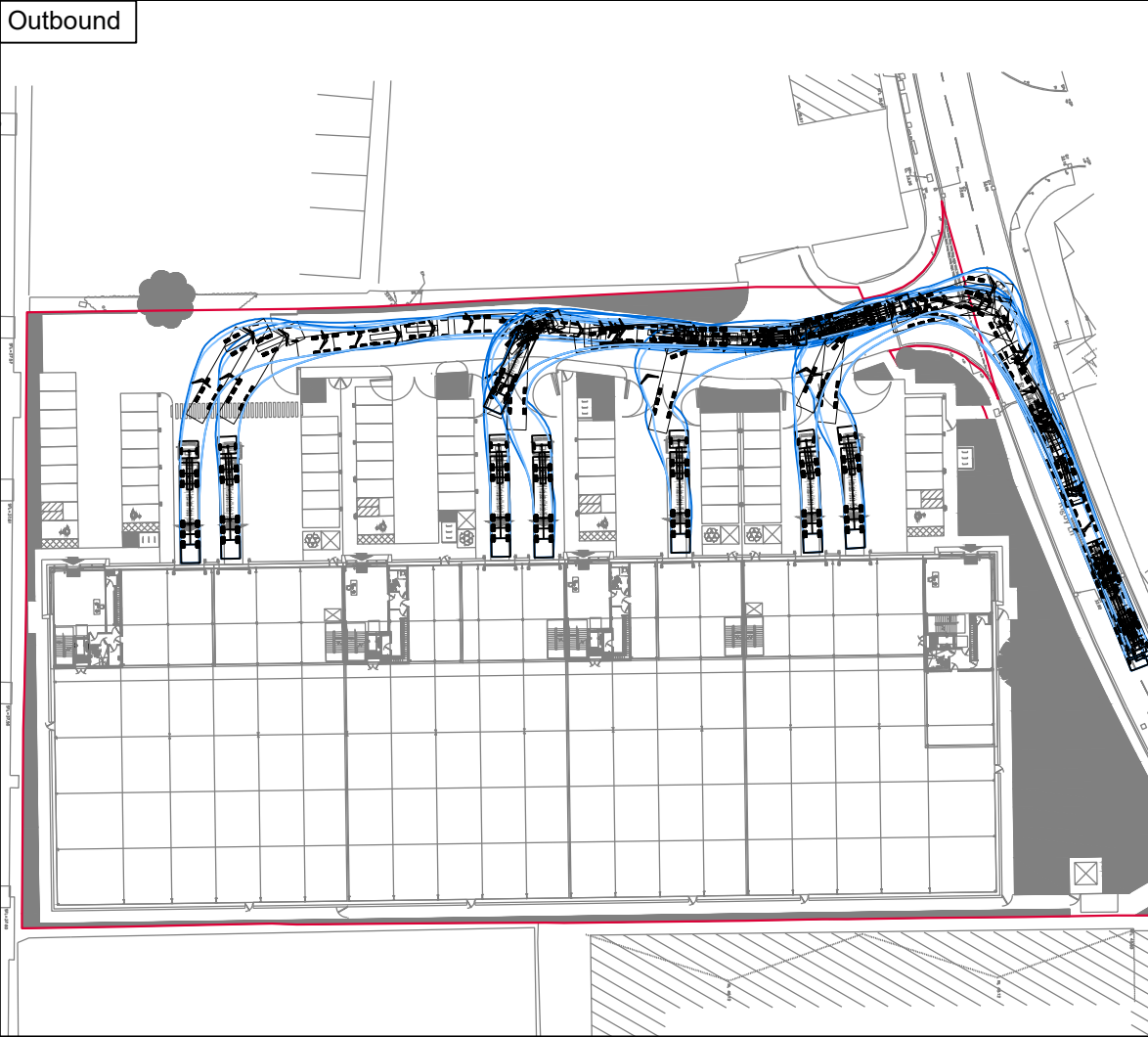
Inbound 2
Units 2 & 3



Inbound 3
Unit 4



Outbound



Notes:

- This is not a construction drawing and is intended for illustrative purposes only.
- White lining is indicative only.
- Based on CMP Architects layout:
H067-CMP-SI-ZZ-DR-A-00100_P12_Proposed Site Plan

Max Legal Length (UK) Articulated Vehicle (16.5m)

Overall Length	16.500m
Overall Width	2.550m
Overall Body Height	3.681m
Min Body Ground Clearance	0.411m
Max Track Width	2.500m
Lock to lock time	6.00s
Kerb to Kerb Turning Radius	6.530m

0.5M OFFSET IS DISPLAYED AROUND THE VEHICLE PATH IN LINE WITH FTA GUIDANCE AND TO PROVIDE A TOLERANCE MARGIN FOR SAFETY AND DRIVER PERFORMANCE

F	Updated to suit new site plan	JH	JM	25.05.2023
E	Updated to suit new site plan	JH	JM	15.05.2023
D	Updated to suit new site plan	HC	JM	04.05.2023
C	Updated to suit new site plan	AL	JM	07.02.2023
B	Updated to suit new site plan	AL	JM	23.01.2023
A	Updated to suit new site plan	AL	JM	18.01.2023

REV.	DETAILS	DRAWN	CHECKED	DATE
STATUS:				
INFORMATION ONLY				
CLIENT:				
Wrenbridge				
PROJECT:				
Swallowfield Way, Hayes				
DRAWING TITLE:				
Swept Path Analysis Servicing 16.5m Articulated Vehicle Option 6				
SCALES:				
1:500 / 1:1000 at A3				
DRAWN:	AL	CHECKED:	JM	DATE: 11.01.2023
DRAWING NUMBER:				
226977/AT/D01				
REVISION:				
F				

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