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DELIVERY AND SERVICING PLAN

Wrenbridge (FRELD Hayes) LLP

Swallowfield Way, Hayes

July 2024

Delivery and Servicing Plan

Contents

Figures

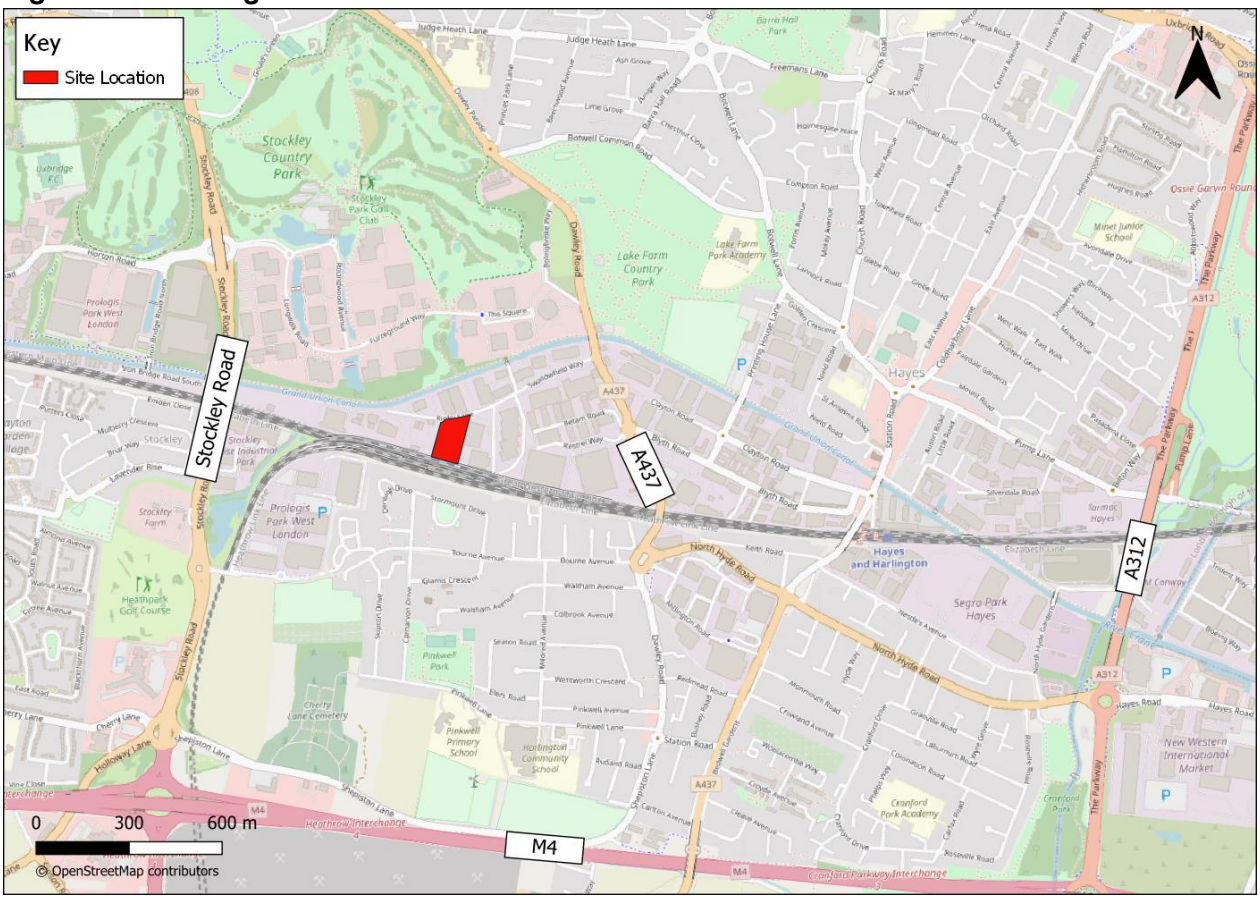
Appendices

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 application was submitted to LBH in March 2023 (reference: 63099/APP/2023/1608) for:

"The demolition of existing structures and redevelopment for Use Classes E(g)(iii), B2 and B8 (applied flexibly) including hard and soft landscaping, servicing and associated works."

1.5 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.

1.6 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.

1.7 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**.

1.8 This Delivery and Servicing Plan (DSP) has been produced to discharge Condition 15 of 63099/APP/2023/1608, which states:

"Prior to the first use of the development hereby approved, a Delivery and Servicing Plan, in line with TfL's Freight and Servicing Action Plan, shall be submitted to, and approved in writing by, the Local Planning Authority. Thereafter the development shall be carried out and maintained in full accordance with the approved details."

1.9 The primary objective of the DSP 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.

1.10 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.

1.11 Following this introduction, this DSP 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 A DSP can help to improve the safety, efficiency and reliability of deliveries to a site. It also identifies unnecessary journeys and deliveries that could be made by more sustainable modes, helping to reduce congestion on the surrounding highway network and minimise the environmental impact of freight activity.

Objectives

2.3 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.

2.4 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;
- 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 The London Plan was published in March 2021. It sets out the Mayor's vision for the development of London until 2041 and is an overall strategic plan, setting out an integrated economic, environmental, transport and social framework for the development of London, with a focus on sustainable development.

3.2 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.

Delivery & Servicing Plan Guidance: Planning for Safe, Clean & Efficient Freight in London (2020)

3.3 TfL has published advice on the development of DSPs and guidance on how design, procurement strategy, operational efficiency, waste management and road trip reduction can be used to help developers and planning authorities comply with policy requirements.

3.4 The benefits of DSPs to local authorities and residents, suppliers and freight operators, including:

3.5 Local Authorities and Residents

- Reduced congestion;
- Improved local air quality, as lower vehicle mileage results in reduced emissions;
- Lower risk of collisions due to reduced journeys; and
- Improved quality of life due to reduced noise and intrusion.

3.6 Suppliers/Freight Operators

- Fuel savings from reduced mileage;
- Increased certainty over delivery times;
- Reduced risk of collisions due to fewer journeys and less likely to unload in an unsafe location; and
- Less risk of having to park illegally and attracting penalty charge notices.

3.7 The document notes that effective implementation of DSPs can help to time deliveries outside of peak network hours, reduce the time spent on-site by suppliers, reduce the frequency of servicing

activity, consolidate the number of suppliers servicing a site, and promote the use of low or no emission vehicles. The proposals will align to this piece of guidance.

Freight & Servicing Action Plan (2019)

3.8 TfL's Freight & Servicing Action Plan provides a best practice guidance document on sustainable freight distribution. It provides information regarding clean and efficient freight operations, in line with the Healthy Streets approach to put human health at the heart of the city. The plan seeks to ensure sustainable delivery and servicing patterns can be achieved.

- The Action Plan addresses a number of priorities in relation to freight movement; which the proposals will adhere too:
- Safe Freight: In relation to Mayor's Vision Zero (eliminate all traffic casualties in London) strategy, ensure the development of safe vehicles, speeds, streets and behaviours;
- Clean Freight: Reducing emissions associated with freight movement through using ultra low emission vehicles and adopting smarter delivery practices through consolidated trips;
- Efficient Freight: Reduce the impact of congestion, whilst achieving efficient freight movement across networks and local areas through consolidated planning and management; and
- Land for Freight: Providing additional logistics land where required to support freight operators.

Freight Operators Recognition Scheme (FORS)

3.9 FORS is a unique, industry-led, free membership scheme to help van and lorry operators to become safer, more efficient and more environmentally friendly.

3.10 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.

3.11 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;
- CO_2 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 This DSP has been produced to discharge Condition 15 of application 63099/APP/2023/1608.

6.2 The purpose of this DSP is to manage and control deliveries and servicing movements so as to manage sustainable freight.

6.3 The DSP will ensure the successful and efficient operation of servicing / delivery activity on a day-to-day basis.

Appendix A

Portakabin

existing site entrance

Service Yard

34000

Service Yard

26000

Service Yard

23000

Service Yard

23000

Rigby Ln

Existing Sub - Station

First Floor Office

First Floor Mezzanine

First Floor Office

First Floor Mezzanine

First Floor Office

First Floor Mezzanine

First Floor Mezzanine

First Floor Office

45250

Unit 4
12.5m to u/s haunch

Unit 3
12.5m to u/s haunch

Unit 2
12.5m to u/s haunch

Unit 1
12.5m to u/s haunch

39500

30000

24000

33500

SuDS Feature

Proposed Substation and service space

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**

Blg Area to Site Ratio: 27,329ft² per acre

ALL AREAS SUBJECT TO DETAILED DESIGN

Parking:		
Unit	**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**

Blg 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

N

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
- Existing fence retained
- Active EVCP Pedestal
- Passive EVCP Space
- Refuse Area
- Cycle parking shelters
- Space can be be used to park 2 cargo bikes or 1 car
- 3.5m high acoustic fence
- Retaining wall
- Existing Tree
- Proposed Tree

Rev PL15: Verge line removed. MS - 29.08.2023
Rev PL14: Cycle lane removed. MS - 08.08.2023
Rev PL13: Cargo bikes relocated. Cycle lane and pedestrian crossing points added. MS - 26.07.2023
Rev PL12: Planning Issue. MS - 24.05.2023

Drawing Status:
PLANNING ISSUE

CMP Architects

Client
Wrenbridge (FRELD Hayes) LLP

WRENBRIDGE

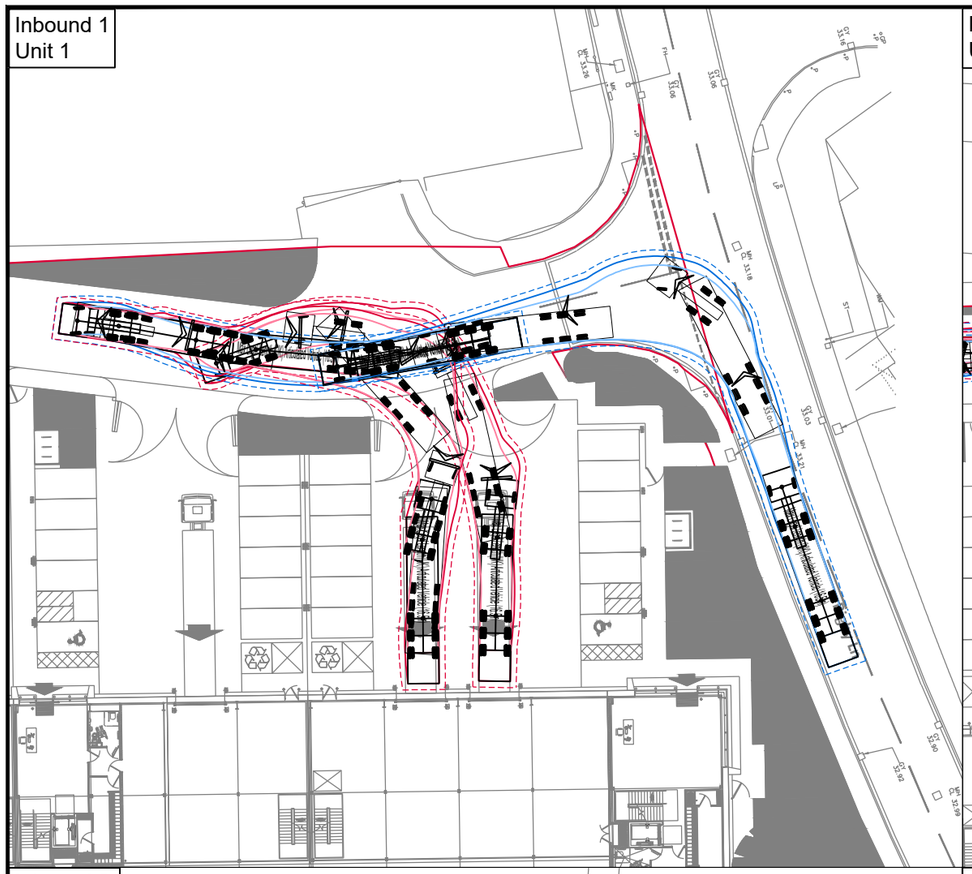
Project
Ainscough Crane Hire Site, 84 Swallowfield Way, Hayes, London, UB3 1DQ

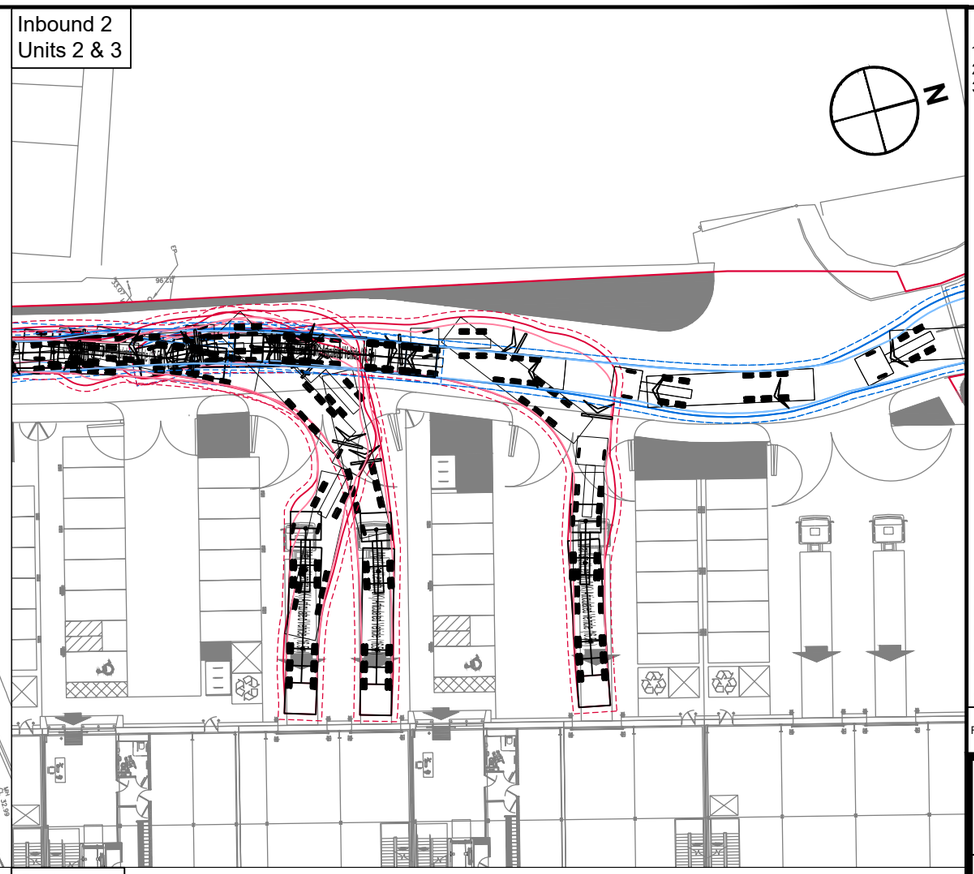
Title
Proposed Site Plan

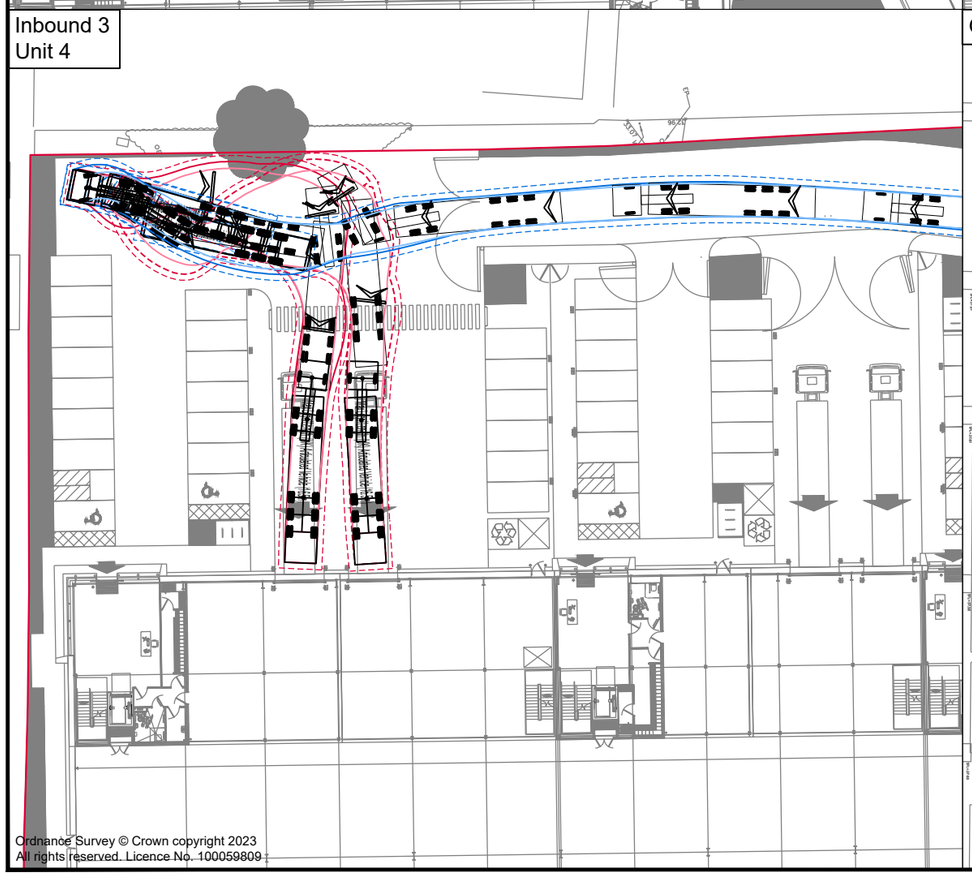
Scale	Drawn	Date
1:250@A1 1:500@A3	MS	01.03.2023

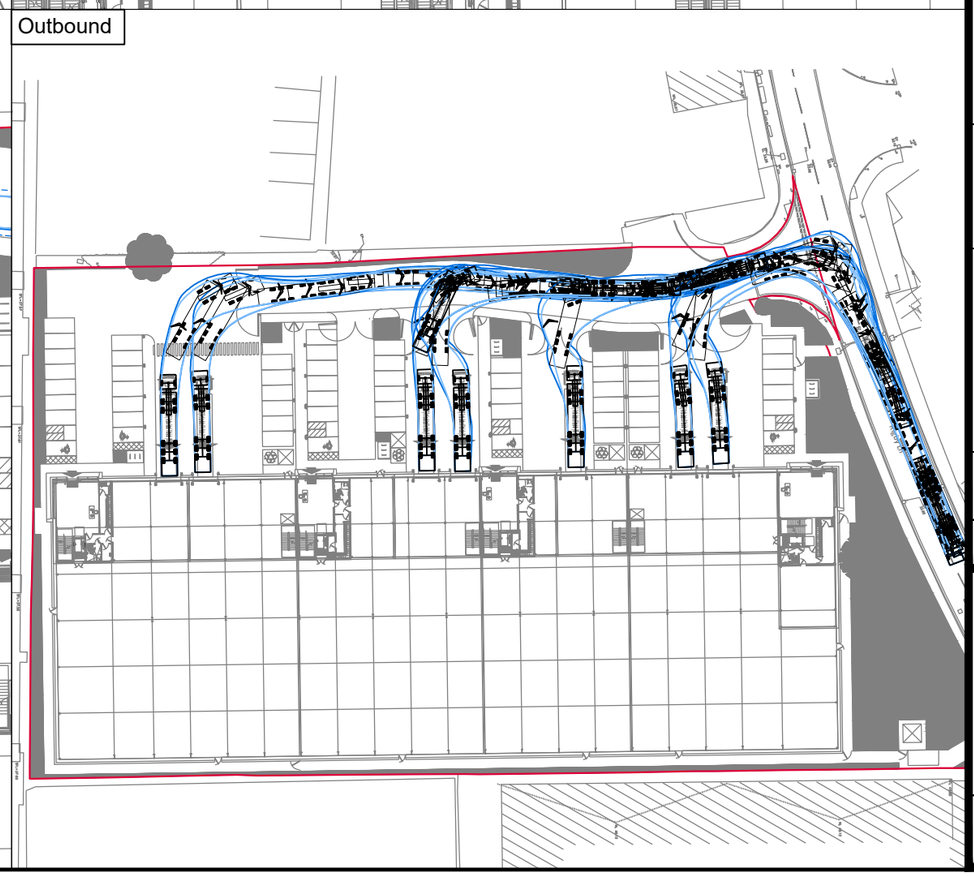
Drg.No. **H067-CMP-SI-ZZ-DR-A-00100** Revision **PL15**

Appendix B



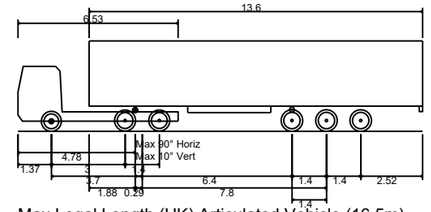






Notes:

1. This is not a construction drawing and is intended for illustrative purposes only
2. White lining is indicative only.
3. 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

REV.	DETAILS	DRAWN	CHECKED	DATE
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

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:	CHECKED:	DATE:
AL	JM	11.01.2023

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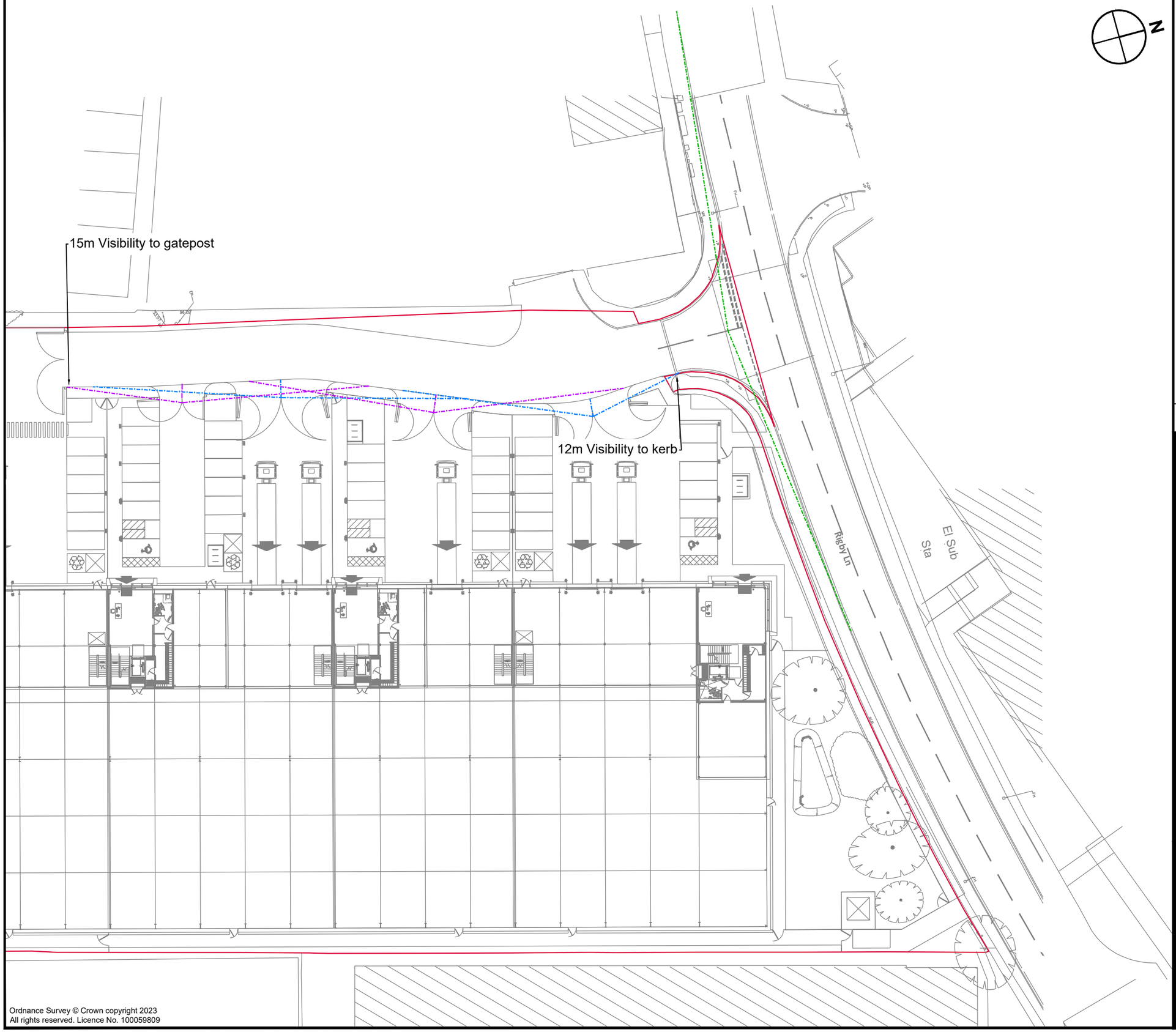
DRAWING NUMBER: 226977/AT/D01
REVISION: F



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Notes:

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2. White lining is indicative only.
3. Based on CMP Layout: H067-CMP-SI-ZZ-DR-A-00100_P12_Proposed Site Plan

Key

- 2.4 x 25m Visibility Splays (MfS 20mph)
- 2.4 x 25m Visibility Splays (MfS 20mph)
- 2.4 x 43m Visibility Splays (MfS 30mph)

REV.	DETAILS	DRAWN	CHECKED	DATE
C	Updated to suit new site plan	JH	JM	25.05.2023
B	Updated to suit new site plan	JH	JM	15.05.2023
A	Updated to suit new site plan Site access visibility shown	HC	JM	02.05.2023

STATUS:

INFORMATION ONLY

CLIENT:

Wrenbridge

PROJECT:

Swallowfield Way, Hayes

DRAWING TITLE:

Visibility Splays
Service Yard & Site Acess

SCALES:

1:500 at A3

DRAWN:	CHECKED:	DATE:
HC	JM	20.04.2023

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