



DELIVERY AND SERVICING
MANAGEMENT PLAN

Gethceln House, Dawley Road, Hayes

Document History

Issue	Date	Description	Prepared By	Checked By
1	6 Jan 23	First Issue to Client	A Davey	M Brain

Glanville

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1.0 Introduction and Policy Context

Introduction

1.1 This Delivery and Servicing Management Plan (DSMP) has been prepared by Glanville Consultants on behalf of A.S.B. UK Ltd, in order to discharge Condition 5 attached to the planning consent for Application No. 71737/APP/2021/4535 at Gethceln House, Dawley Road, Hayes.

1.2 The above application grants planning consent for:

"Demolition of the existing office and warehouse/workshops, with the retention of Gethceln House (as an office), and erection of a flexible use class E(g)(iii)/B2/B8 building comprising 3 units with associated access and parking."

1.3 Condition 5, titled 'Servicing and Delivery Plan', states:

"Prior to occupation of the development hereby approved, a Delivery and Servicing 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."

REASON

To encourage out of hours/off peak servicing to help mitigate the site's contribution to local congestion levels in compliance with Policies DMT 1 and DMT 2 of the Hillingdon Local Plan: Part 2 (2020)."

Policy Context

1.4 The National Planning Policy Framework (NPPF) sets out at paragraph 112(d) that developments should:

"allow for the efficient delivery of goods, and access by service and emergency vehicles".

1.5 The Hillingdon Local Plan: Part 2 (2020) sets out at Policy DMT 1 that, inter alia:

"Development proposals will be required to meet the transport needs of the development and address its transport impacts in a sustainable manner. In order for developments to be acceptable they are required to.... iv) adequately address delivery, servicing and drop-off requirements."

1.6 Policy DMT 2 of the Local Plan states that, inter alia:

"Development proposals must ensure that..... iv) impacts on local amenity and congestion are minimised by routing through traffic by the most direct means to the strategic road network, avoiding local distributor and access roads."

- 1.7 The Transport for London (TfL) guidance document 'Delivery and Servicing Plan Guidance (December 2020)' sets out that DSMPs can be implemented at any stage of a site's lifespan and should act as a 'living document' which can be continually revised and updated as necessary. DSMPs should cover:

"the physical design and layout of the site, and how it provides adequate provision for delivery and servicing activity from day one; the day-to-day policies and measures which will be implemented so that deliveries and servicing are appropriately managed, and how the disruption and environmental impact of that activity locally will be minimised over time. It should set appropriate targets for continuous improvement; and it also sets out the forecast trip rates for the site."

- 1.8 This DSMP has therefore been prepared in accordance with the above policy and guidance framework, setting out a strategy to minimise the impact of delivery and servicing movements.

2.0 Existing Site and Proposed Development

Existing Site

- 2.1 The development site is located within the Rigby Lane/Swallowfield Way Industrial Business Area, which is situated in the centre of the town of Hayes in the London Borough of Hillingdon.
- 2.2 The site covers an area of approximately 2,000m² and is bounded to the east by Dawley Road (A437) and on all other sides by existing employment development. A site location plan is provided at Appendix A.
- 2.3 The development site has been significantly built-out following planning consent for Application No. 71737/APP/2019/1979 for:
- “demolition of existing office and warehouse/workshops and erection of one flexible use class B1(c)/B2/B8 building comprising 3 units with associated access and parking”.*
- 2.4 The development site therefore contains a single building comprising 3 units, along with parking, hardstanding and landscaping. Also located within the site is Gethceln House itself, which has been retained in office usage as part of Application No. 71737/APP/2021/4535.

Local Highway Network

- 2.5 Dawley Road is a single carriageway road subject to a 30mph speed limit. Dawley Road makes up part of the A437, which runs from the A4020 at Hillingdon 3.6km northwest of the site to Junction 3 of the M4 via Shepiston Lane and Junction 4 of the M4 via North Hyde Road and the A312.
- 2.6 The site therefore benefits from excellent connectivity to the Strategic Road Network.

Proposed Development

- 2.7 As noted in Section 1.0, the site has planning consent for the erection of 3 units and retention of Gethceln House, with associated access and parking. The consented site layout is provided at Appendix B.
- 2.8 The access arrangements are formed by a two-way gated access off Dawley Road, with the gates set back to enable vehicles to pull clear of the carriageway, before entering the site. The consented access arrangements are identified at Appendix C, which also demonstrates that sufficient vehicular visibility and pedestrian intervisibility is achievable.
- 2.9 The site provides sufficient turning space for 11.6m vehicles (the largest vehicle expected to access the site), as shown at Appendix D. However, it is expected that most delivery and servicing vehicles will be smaller than 11.6m.
- 2.10 The site provides 17 car parking spaces within the curtilage of the site, inclusive of 2 disabled spaces and 4 'active' and 4 'passive' electric vehicle charging points.

3.0 Access, Movement and Routing

- 3.1 The following paragraphs set out how the site is accessed and how vehicles will be routed to and from the site.

Access and Movement

- 3.2 As noted in Section 2.0, all vehicular access to the site will be taken off Dawley Road via a 10.0m wide access with 6.0m radii. All unloading/loading of deliveries and servicing at the site shall be undertaken within the site, in the interest of highway safety.
- 3.3 All delivery and servicing vehicles will be expected to turn within the turning areas on-site to access the 3.0m wide roller doors to the front of each unit.

Routing

- 3.4 Vehicles will be routed to avoid residential streets, local distributor road and sensitive locations such as schools, as far as is possible to do so. A vehicle routing plan is included at Appendix E.
- 3.5 It is recommended that all vehicles are routed using the M4 wherever feasible, this being the nearest connection to the Strategic Road Network.
- 3.6 For vehicles travelling from the north therefore, vehicles will typically travel along the M25, turn left at Junction 15 onto the M4, turn off at Junction 4, then turn right onto Shepiston Lane, which eventually becomes Dawley Lane, before turning left into the site.
- 3.7 Vehicles travelling from the west of the site will be routed along the M4, turn off at Junction 4, then turn right onto Shepiston Lane, which eventually becomes Dawley Lane.
- 3.8 Vehicles travelling from the east of the site will be routed along the M4, then turn off onto 'The Parkway (A312)' at Junction 3. They will continue along The Parkway, then turn left onto North Hyde Road, before turning right onto Dawley Road at the Dawley Road / North Hyde Road Roundabout.
- 3.9 Vehicles travelling from the south will follow the routing as set out in paragraph 3.7.

4.0 Objective, Measures and Monitoring

Objective

4.1 The objective of this DSMP is:

"To minimise the impacts of delivery and servicing movements at the site."

Measures

4.2 To achieve the above objective, the following measures will be implemented:

- Servicing activities will take place off-street within the site.
- Sufficient space will be provided within the buildings to allow them to be served by the largest vehicles expected to access the site.
- Deliveries and servicing will be scheduled to be undertaken outside of peak hours, school hours and outside of evenings and weekends wherever possible.
- Increase staff awareness of all vehicle activity associated with the procurement process, its impacts and appropriate measures to reduce it (such as training on safety, loading and unloading), to optimise the delivery process.
- Seek to improve the efficiency and environmental impact of distribution and servicing activities by contracting delivery and servicing companies which are registered with best practice schemes, such as the Fleet Operator Recognition Scheme.
- Establish a delivery booking system, where feasible, to reduce the likelihood of different suppliers being used for the same products, or of numerous orders being made to the same company.
- Vehicles will use the Strategic Road Network wherever possible to minimise the impact of delivery and servicing trips on smaller villages and sensitive locations, using the routing plan set out herein.
- Ensure that local suppliers are contracted to undertake deliveries and servicing when practical to do so.
- Continually review the deliveries and servicing at the site, as well as the effectiveness of the measures contained in this DSMP.

Monitoring

4.3 Each building operator will be responsible for monitoring the operations of their building, ensuring that the measures outlined above are being implemented and that new measures are being implemented should the above measures not be effective.

5.0 Summary and Conclusion

Summary

- 5.1 This Delivery and Servicing Management Plan has been prepared by Glanville Consultants on behalf of A.S.B. UK Ltd, in order to discharge Condition 5 attached to the planning consent for Application No. 71737/APP/2021/4535 at Gethceln House, Dawley Road, Hayes.
- 5.2 The above application grants planning consent for:
- "Demolition of the existing office and warehouse/workshops, with the retention of Gethceln House (as an office), and erection of a flexible use class E(g)(iii)/B2/B8 building comprising 3 units with associated access and parking."*
- 5.3 The development site is located in the centre of the town of Hayes in the London Borough of Hillingdon and contains a single building comprising 3 units, with parking, hardstanding and landscaping, along with Gethceln House, which is in office usage following planning permission for the abovementioned application.
- 5.4 The site is to be accessed via a two-way gated access off Dawley Road, which enables access for the largest vehicles expected to access the site.
- 5.5 Delivery and servicing vehicles visiting the site will be routed away from residential streets and sensitive receptors as far as is practicable to do so.
- 5.6 This Delivery and Servicing Management Plan has set out a number of measures to achieve its objective, that being *"To minimise the impact of delivery and servicing movements at the site"* and describes the monitoring that will be undertaken to ensure its effectiveness.

Conclusion

- 5.7 This Delivery and Servicing Management Plan has been prepared in accordance with the relevant policies in the Hillingdon Local Plan: Part 2 (2020) and TfL's *'Delivery and Servicing Plan Guidance (December 2020)'* and as such, the Highway Authority should be able to recommend that Condition 5 of the planning consent be discharged.

Appendices

Appendix A

Site Location Plan

NORTH



Rev	Date	Description	Init.
-	-	-	-

Client

MR BALBIR SINGH

Project Title
PROPOSED REDEVELOPMENT OF THE SITE

Drawing Title
GETHCELN HOUSE, DAWLEY ROAD, UB3 1EH

LOCATION PLAN

Cad File	Sheet Size	Scale
P101	A4	1:1250
Drawn by	Drawing Date	Approved by
KP	MAR 2021	NJ
Project No.	Drawing No.	Revision
1627	P101	-

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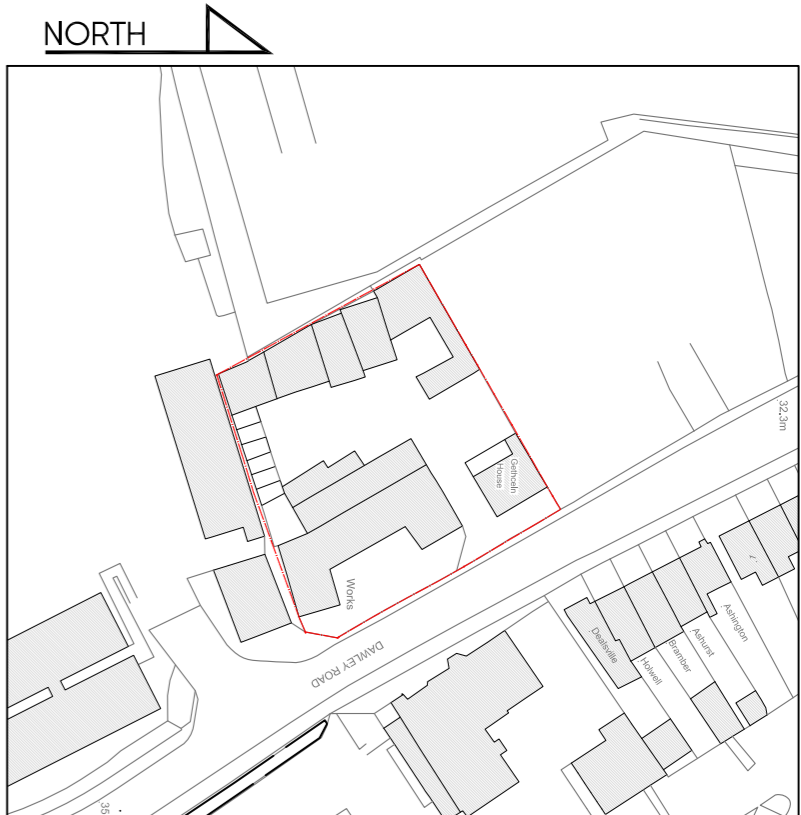
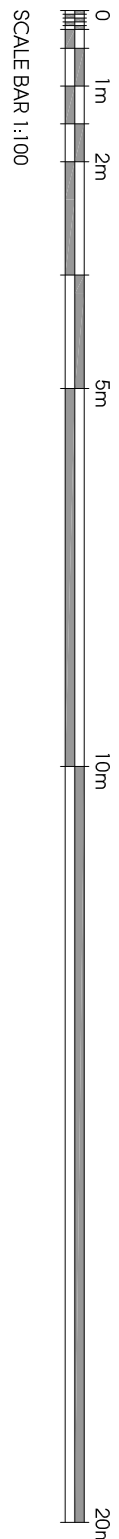
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PLANNING ISSUE

Appendix B

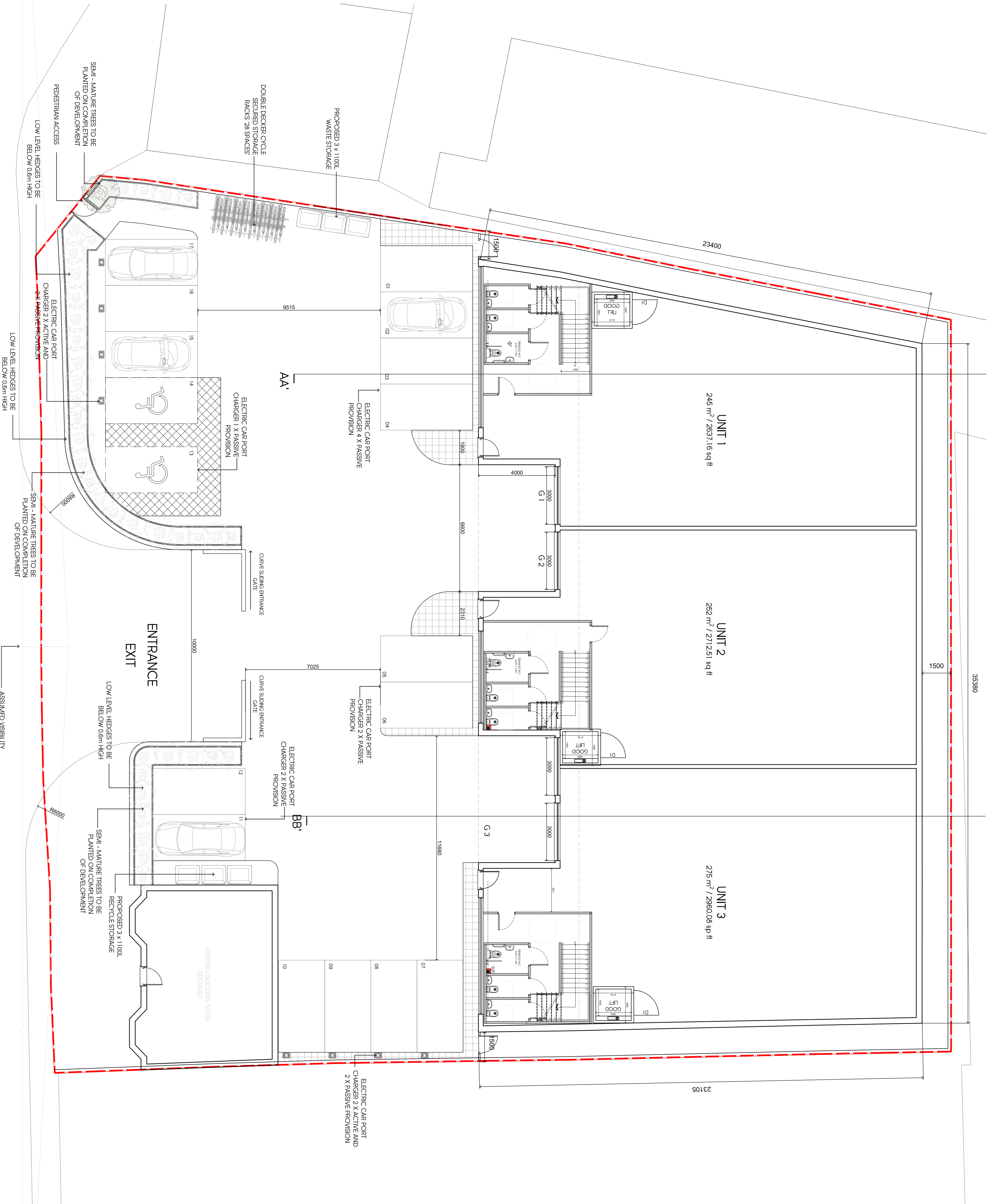
Consented Site Layout



	UNIT 1	UNIT 2	UNIT 3	TOTAL
GROUND FLOOR	245 m ²	252 m ²	275 m ²	772 m ²
FIRST FLOOR	205 m ²	226 m ²	244 m ²	675 m ²
MEZANINNE				
GRAND TOTAL	450 m ²	478 m ²	519 m ²	1447 m ²

PARKING: MINIMUM OF 17 PARKING SPACES
PROPOSED 17 PARKING SPACES
28 CYCLE PARKING SPACES
* PLANNING POLICY :
2 spaces plus 1 space per 100 sq.m for all floorspace in excess of 235 sq.m¹
1 space per 50 sq. m. for cycle parking¹

EXISTING BUILDING
TOTAL AREA 126 m²



PROPOSED BLOCK PLAN

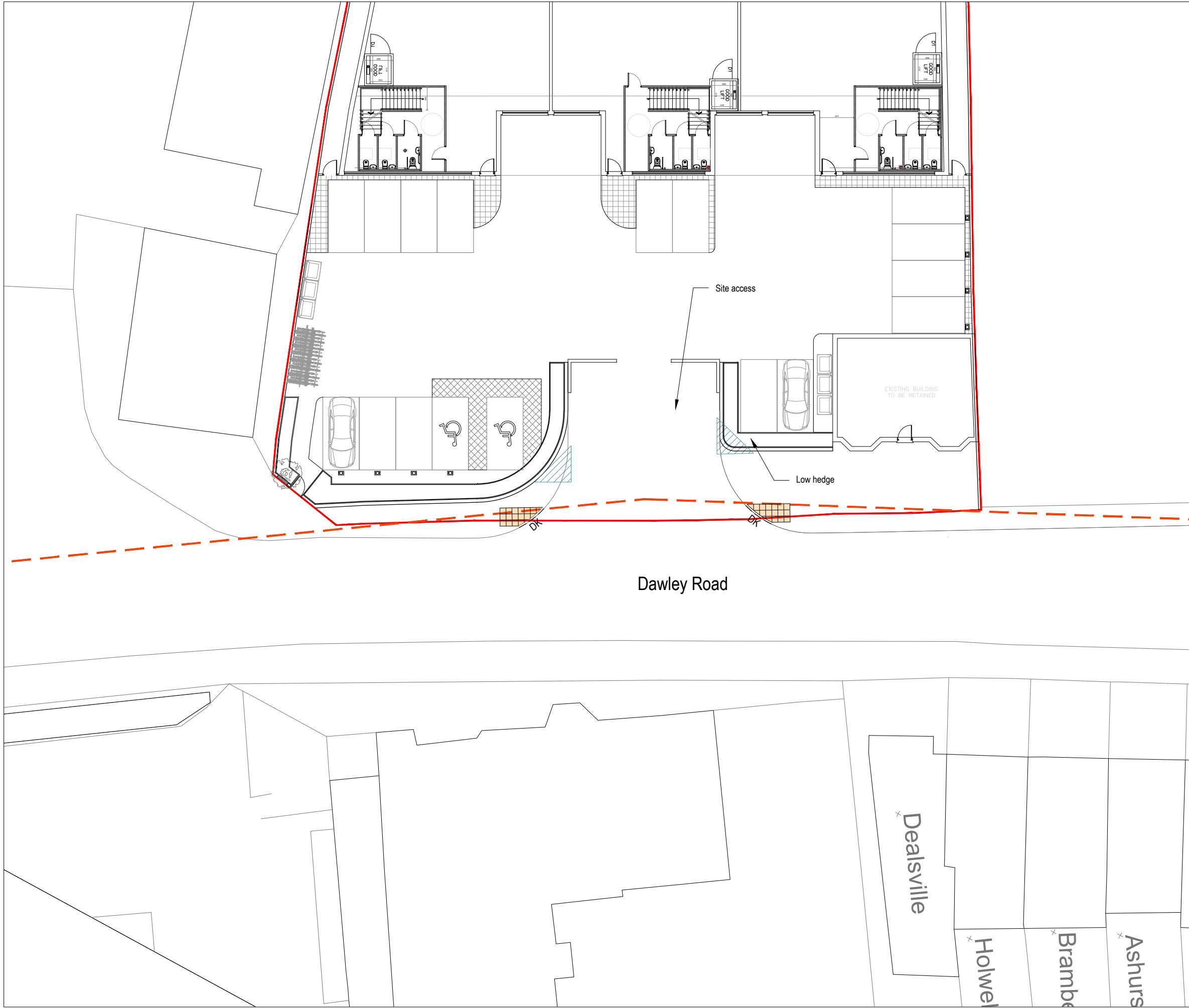


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Appendix C

Consented Access Arrangement



- NOTES**
1. This drawing is to be read in conjunction with all relevant documents and specifications.
 2. Dimensions are not to be scaled.
- Source: Juttla Architect's drawing number 1627 CAD file P001

- KEY**
- 2.4m x 43.0m (M/S) visibility splays
 - 2.4m x 2.4m pedestrian vehicle intervisibility

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A	Pedestrian crossing and visibility shown.	14/06/22 T. Hart	AD
Rev.	Description	Date	Chkd



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Client :
Mr Balbir Singh

Project :
**Proposed Warehouse / Storage
Gethceln House
Dawley Road, UB3 1EH**

Title :
Site Access Visibility Splays

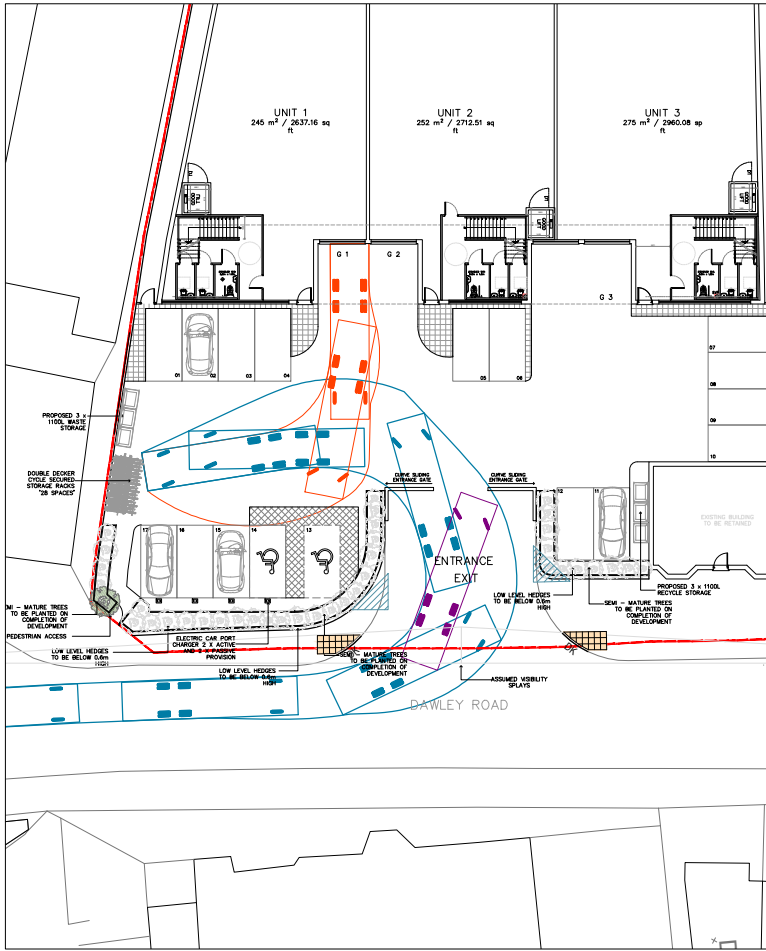
Project Engineer :	M. Brain	Scale :	1:250 @ A3
Project Director :	J. Birch	Date :	April 2021

Status :

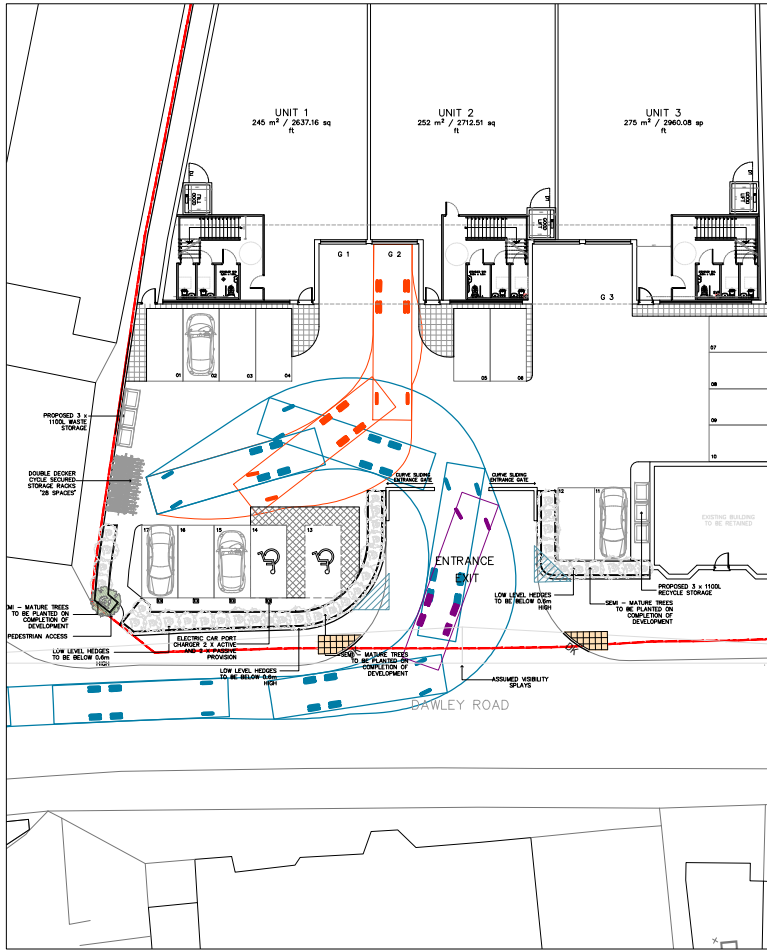
Drawing No.	8210784/6101	Rev	A
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Appendix D

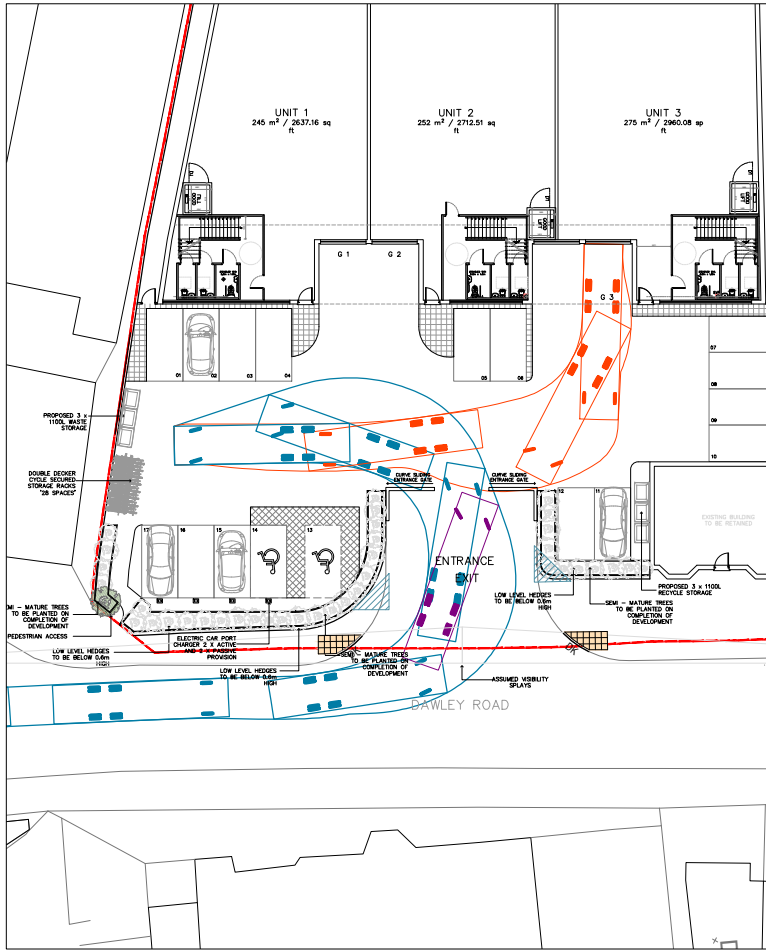
Swept Path Analysis



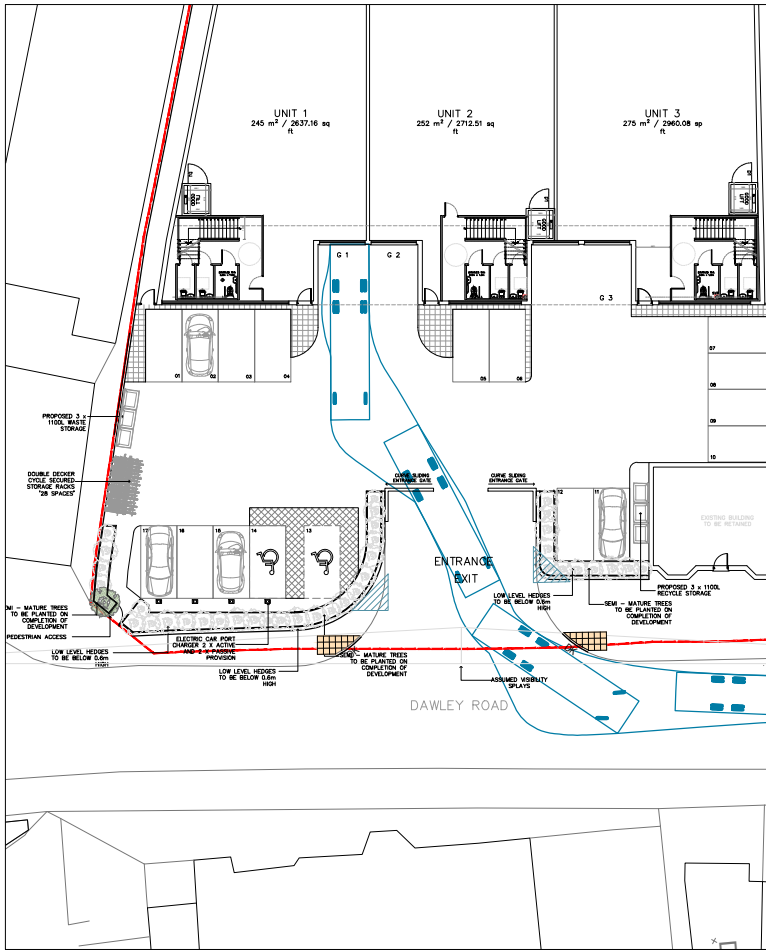
PARKING BAY 1 - ENTRY



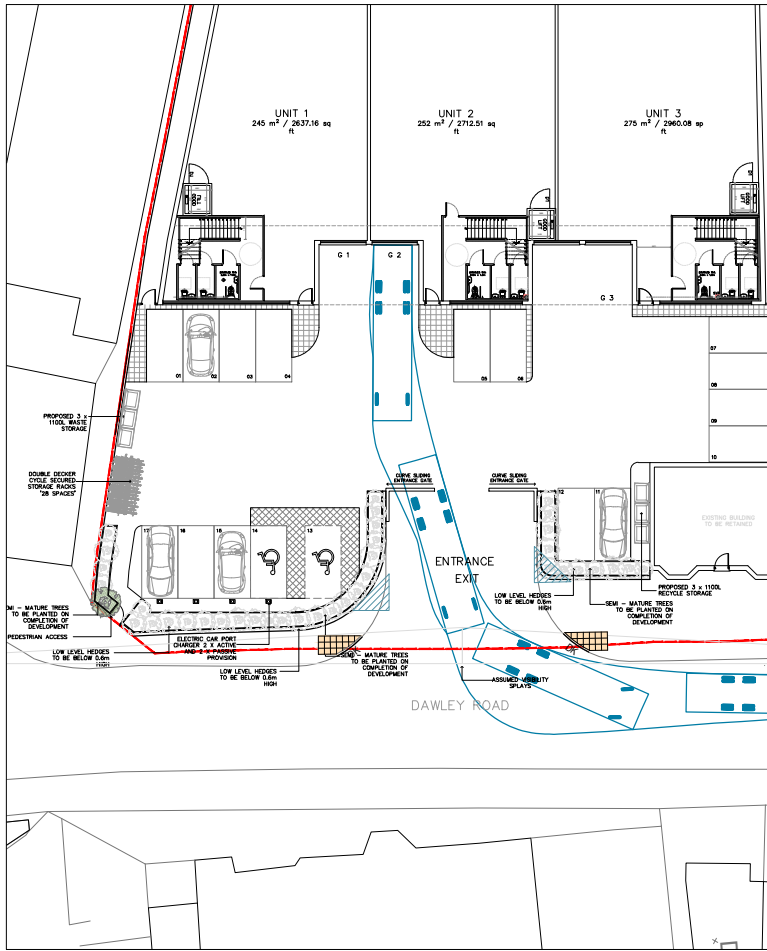
PARKING BAY 2 - ENTRY



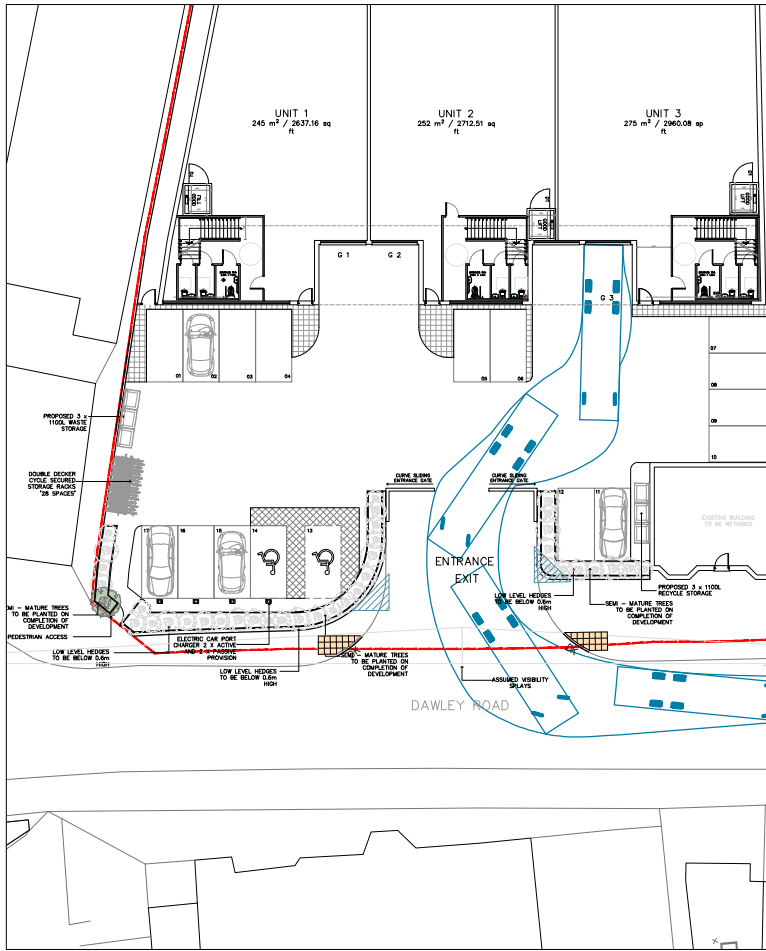
PARKING BAY 3 - ENTRY



PARKING BAY 1 - EXIT



PARKING BAY 2 - EXIT



PARKING BAY 3 - EXIT

NOTES

This drawing is to be read in conjunction with all relevant documents and specifications.

Dimensions are not to be scaled.

Source: Juttla Architect's drawing number 1627 CAD file P001

KEY



11.6m rigid vehicle - forward gear



11.6m rigid vehicle - reverse gear




11.6m rigid vehicle - parked

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B	Pedestrian crossing and visibility shown.	14/06/22 T. Hart	AD
A	Architects layout updated.	22/10/21 T. Hart	TF
Rev.	Description	Date	Chkd



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Client : Mr Balbir Singh

Project : Proposed Warehouse / Storage
Gethceln House
Dawley Road, UB3 1EH

Title : Swept Path Analysis
11.6m Rigid Vehicle

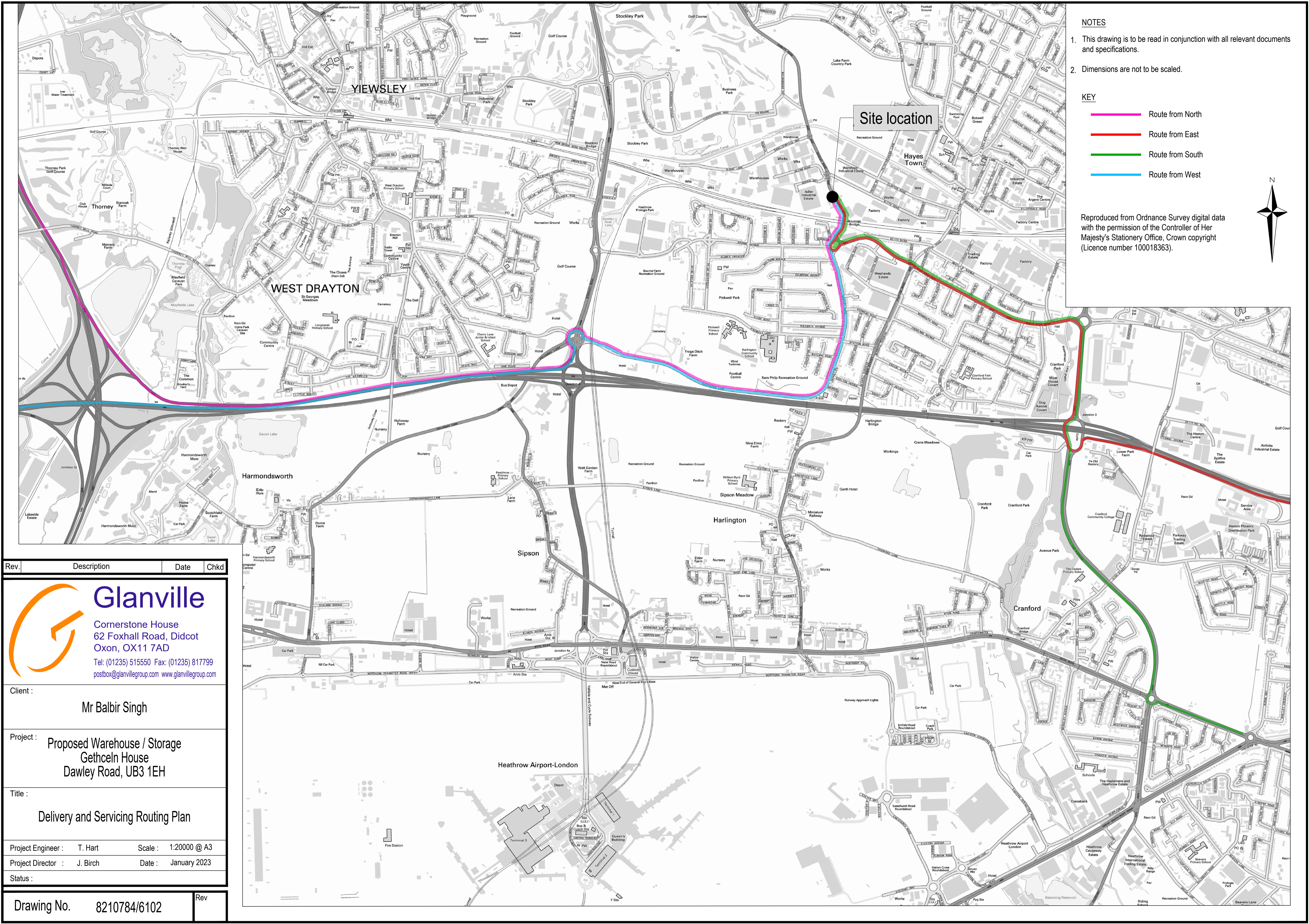
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Project Director : J. Birch Date : August 2021
Status :

Drawing No. 8210784/6201

Rev B

Appendix E

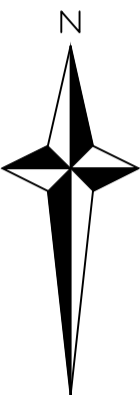
Routing Plan




- NOTES
1. This drawing is to be read in conjunction with all relevant documents and specifications.
 2. Dimensions are not to be scaled.

- KEY
- Route from North
 - Route from East
 - Route from South
 - Route from West

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Rev.	Description	Date	Chkd
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Client : Mr Balbir Singh			
Project : Proposed Warehouse / Storage Gethceln House Dawley Road, UB3 1EH			
Title : Delivery and Servicing Routing Plan			
Project Engineer : T. Hart		Scale : 1:20000 @ A3	
Project Director : J. Birch		Date : January 2023	
Status :			
Drawing No. 8210784/6102		Rev	



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