

## Technical Note

Project:	Beaches Yard, West Drayton	SMA Ref:	6969.DSP02
Subject:	Delivery and Servicing Plan		
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## 1.0 INTRODUCTION

- 1.1. This Delivery and Servicing Plan (DSP) has been prepared on behalf of Harvest Land Management and sets out a strategy for ensuring an efficient strategy is applied to the vehicle movements associated with delivery and servicing vehicles travelling to and from Beaches Yard, located within the London Borough of Hillingdon (hereafter referred to as 'the Site').
- 1.2. The site is located north of Horton Road, West Drayton. The development proposes the demolition of the existing land use and the construction of a warehouse, with associated office space, welfare, yard space, loading bays, and a basement car park. The site layout is shown on **Appendix A**.

## 2.0 DELIVERY SERVICING PLAN

- 2.1. The objective of a Delivery and Service Plan is to make sure freight vehicles activity to and from the development is working effectively, the DSP will help to:
  - Proactively manage deliveries to reduce the number of delivery and servicing trips, particularly in the commuter peak period;
  - Identify and promote areas where safe and legal loading can take place;
  - Select delivery companies who can demonstrate their commitment to following best practice- for example those registered with Freight Operator Recognition Scheme (FORS).
- 2.2. As well as benefitting and organisation, a DSP has advantages for suppliers and the local community. It helps to:
  - Lower operating cost from less frequent deliveries;
  - Free up staff time spent on receiving goods;
  - Improving safety by reducing the risk of an accident; and
  - Less environmental impacts by reducing the emissions associated with vehicle journey to and from the development.
  - Reduce congestion in the local area.

### Planning Policy

- 2.3. The Development Management Policies of the Hillingdon's Local Plan Part 2 (January 2020) sets out the requirements for servicing and delivery provisions for new developments. Paragraph 8.31 and Policy DMT 6: Vehicle Parking states the requirement for full details of servicing, including where relevant:

- Service bay operation (including swept path analysis),
- Size of servicing vehicles; and
- Electric vehicle charging provision.

2.4. TfL specifies within their guidance document 'Travel Planning for New Development in London', that freight activities associated with a site must be managed effectively. Therefore, measures need to be put in place to encourage efficiency in the site deliveries and reduce congestion within London.

2.5. Further guidance is provided within TfL's document 'Delivery and Servicing Plan; Making freight work for you' which sets out the importance of DSP's implementation, the type of data required to ensure effective implementation and the range of possible measures that can be implemented on site.

### **Management and Communication Strategy**

2.6. The DSP will be passed to the management/ facilities company of the Site which in turn will communicate this to the tenants (users of the site), their responsibilities and measures regarding DSP through a document when the tenancy contract is signed.

### **Data Collection**

2.7. Once the Site becomes operational, data can be collected in relation to the frequency and types of deliveries that are associated with the users located within Beaches Yard.

2.8. The following information will facilitate the most effective implementation of the DSP;

- Service provider visiting the premises (e.g. supplier, third party logistics or courier services)
- The frequency of service provider visits
- The type of goods being moved to or from the premises
- The quantity or size of goods being moved
- The urgency of these goods movements
- Current on or off-street loading practices
- Access routes
- Mode of transport (e.g. bicycle, van, HGV etc.) and vehicle size, if possible
- Recipient of the delivery (e.g. department, function, individual)

2.9. Procurement teams may be best placed to gather any additional information from suppliers, such as delivery and collection reports from couriers.

### **Location of Delivery and Servicing Bay**

2.10. Refuse collection will take place at the rear of the site near to the loading bay, a Waste Management Plan has been prepared that details the measures that are in place for waste collection.

2.11. Deliveries will be made from a dedicated loading bay within the site. The loading bay will have a turntable for HGVs, ensuring all vehicles enter and exit the site in a forward gear.

### **Management of Vehicles**

2.12. Using of Freight Operator Recognition Scheme (FORS) vehicles: FORS is a free membership scheme that helps van and lorry operators in London become safer, more efficient and more environmentally friendly. Further information can be found at the following web address:

<https://www.fors-online.org.uk/cms/>

2.13. Each occupant will be encouraged to ensure that the deliveries made to their unit are undertaken using vehicles registered at FORS, by providing the occupant with information about the benefits of using FORS registered vehicles (<https://www.fors-online.org.uk/cms/wp-content/uploads/2018/03/FORS-FIVE-REASONS2018.pdf>) provides an example of such documentation.

### **Encouraging Site Wide Deliveries**

2.14. Generic site wide deliveries such as office water refills, vending machine refills or stationary deliveries could be undertaken across the site. Each occupant will be required to inform other occupants when they place an order for such a delivery. This will ensure that if other occupants also need such a delivery, it can be undertaken at the same time. This will also reduce operational costs for the occupants. Information on this will be detailed within the occupants starter pack.

### **TfL's Freight Information Portal**

2.15. TfL provides a freight information portal which provides numerous pieces of information for freight operators wishing to enter the capital. Details such as the following are available;

- Health and Safety Issues;
- Dangerous loads – which tunnels they are able to travel through;
- Driver training and safety;
- London Lorry Control Scheme;
- Abnormal Loads; and
- Various publications.