CANEPARO ASSOCIATES
Transport Planning & Highway Design

DNA Uxbridge Ltd

148-154 High Street, Uxbridge

Delivery and Servicing Plan

March 2024

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Contents

Appendices

1 INTRODUCTION

1.1 This Delivery and Servicing Plan ('DSP') has been prepared by Caneparo Associates on behalf of DNA Uxbridge Ltd ('the Applicant') in support of a full planning application for the proposed redevelopment of 148-154 High Street, Uxbridge, UB8 1JY ('the site') within the London Borough of Hillingdon ('LBH').

1.2 The Proposed Development is for the redevelopment of the site to deliver a mixed-use scheme comprising 1,115sqm GIA of Class E retail floorspace fronting High Street and Belmont Road, a 162-bed hotel and 320 co-living rooms with associated amenities and facilities. The proposals also incorporate a public courtyard to allow for significant improvements to the existing Cocks Yard walking route, along with associated cycle parking and accessible car parking.

1.3 The description of development for the application is as follows:

"Demolition of the existing buildings and comprehensive redevelopment of the site to provide a mixed use development comprising hotel (Class C2), co-Living (Class Sui Generis) and replacement commercial floorspace (Class E) alongside open space, landscaping and public realm improvements, basement parking and refuse storage"

1.4 This DSP outlines the measures that will be implemented with regards to the servicing activity associated with the development. In addition, it sets out the way in which goods delivered to the development will be managed and monitored.

Delivery & Servicing Plan Structure

1.5 This DSP outlines the measures that will be implemented with regards to the servicing activity associated with the development. In addition, it sets out the way in which goods delivered to the development will be managed and monitored.

1.6 This Plan has been prepared in accordance with the 'Delivery and Servicing Plan Guidance' 2020 TfL guidance.

1.7 It is proposed that a final version of this DSP will be secured by planning condition or legal agreement as necessary, with a final version required to be provided to the satisfaction of the Local Planning Authority, prior to the opening of the Proposed Development.

1.8 The remainder of the DSP is set out as follows:

- Section 2 - Sets out the Development's servicing arrangements;
- Section 3 - Identifies the objectives and measures of the DSP;
- Section 4 - Outlines information on the number and types of vehicles expected;
- Section 5 - Details the monitoring and review of the DSP; and.
- Section 6 - Provides a conclusion.

2 SITE AND SERVICING ARRANGEMENTS

2.1 This section provides an indication of the arrangements for servicing vehicles associated with the proposed development as well as the number of servicing movements expected per day. Consideration has also been given to the existing situation and arrangement which has informed the proposed approach and design.

Site Location

2.2 The site comprises a prominent site in the centre of Uxbridge, located to the east of High Street, south of Belmont Road and west of Bakers Road. To the south of the site is Cocks Yard, a pedestrian route connecting Bakers Road and High Street.

2.3 At present the site is occupied by several retail units across the ground floor on High Street and Belmont Road, with limited frontage on Bakers Road; this is principally used for vehicular access. Bakers Road additionally features several entrances providing access to the upper floor accommodation of the site, which is formed primarily of offices.

2.4 The site lies within the Town Centre boundary for Uxbridge, as defined within the Hillingdon Local Plan. The site falls within the London Plan's Metropolitan Town Centre designation. The location of the site with respect to the local transport network is shown at **Figure 2.1** below.

Figure 2.1: Site Location Plan *Source: ArcGIS Pro 2024*

2.5 Uxbridge London Underground station is located circa 50m south of the centre of the site, is accessed from Bakers Road, and provides access to the Metropolitan and Piccadilly lines. Additionally, numerous bus services can be accessed from the bus stops located on the surrounding roads such as Belmont Road and High Street.

Existing Servicing Arrangements

2.6 Three existing vehicular accesses into the site are provided from Baker's Road, as follows:

- Entrance to Ground Floor Parking and Servicing Courtyard;
- Exit from Ground Floor Parking and Servicing Courtyard; and,
- Two-way access to basement car parking area, including a 130-space public car park.

2.7 The relationship of the existing ground floor arrangement in the context of the existing street scene is shown in **Figure 2.2** below.

Figure 2.2: Existing Highway Arrangement

2.8 It is evident that bus stop markings have been installed on Baker's Road across the site frontage which block accesses into the site, with only the existing vehicular entrance into the ground floor courtyard servicing area free of obstruction. Typically, bus stops and loading bays would not be located across an existing access as if a bus is waiting, vehicles are unable to enter or leave the site and risk blocking the highway. This makes for a peculiar arrangement which restricts the opportunities of the site.

2.9 At present, servicing for the site is undertaken within the existing courtyard or using legal loading opportunities on-street, including the loading bay on Bakers Road adjacent to the site.

Proposed Delivery / Servicing Arrangement

2.10 The proposed deliveries, servicing and waste collection strategy has been developed to reflect the pre-application discussions undertaken with LBH. All servicing activity will occur on-street, using the proposed loading bay on Belmont Road or the potential double-yellow line restrictions available on Baker's Road.

2.11 Waste stores associated with the development have been located to be as close as possible to the site frontage to reduce drag distances whilst also seeking to maximise active site frontage.

2.12 In accordance with pre-application discussions, a loading bay will be delivered on Belmont Road to serve the respective uses and reduce drag distances for bins. This will allow for 4 accessible parking spaces and a 20m length loading bay across the site frontage.

2.13 As a consequence of the rationalisation of the parking spaces across the site frontage, illustrative designs have been prepared to indicate where the 2 accessible parking spaces and motorcycle parking spaces at the site frontage could be relocated to within the closest opportunities to the site.

2.14 Owing to the restrictive nature of Baker's Road, where bus stops present across the existing accesses cannot be moved / reduced, the proposed car park access will affect the location of the existing loading bay across the site frontage.

2.15 The current location of the loading bay would effectively block the access into the site. Unless amendments to the bus stops could be pursued, it will be necessary to remove the loading bay. Instead, the Applicant proposes to introduce double yellow line parking restrictions which would allow for loading and servicing to occur at this location, including to serve neighbouring uses; however, a vehicle would block the access to the proposed basement parking.

2.16 As such, the proposed design and access solution has been developed to work in a holistic manner, considering the opportunities and constraints of the site to achieve the following:

- No net loss in on-street accessible car parking;
- All bus stops and bus stands remain as per the existing situation and are unaffected by the development proposals;
- The proposals remove existing accesses which require vehicles to cross bus stops which reduces conflicts with buses;
- Restricting car parking and vehicular activity on site to a small number of accessible spaces significantly reduces vehicular traffic on Bakers Road.
- The loss of a loading bay on Bakers Road is unfortunate but double yellow line restrictions would still enable loading to occur.

2.17 The proposals prevent an access being located on Belmont Road which would have a significant impact upon disabled parking and affect the flow of pedestrians on this element of the high street.

2.18 A copy of the proposed arrangement is included at **Appendix A** and illustrated in **Figure 2.3** below.

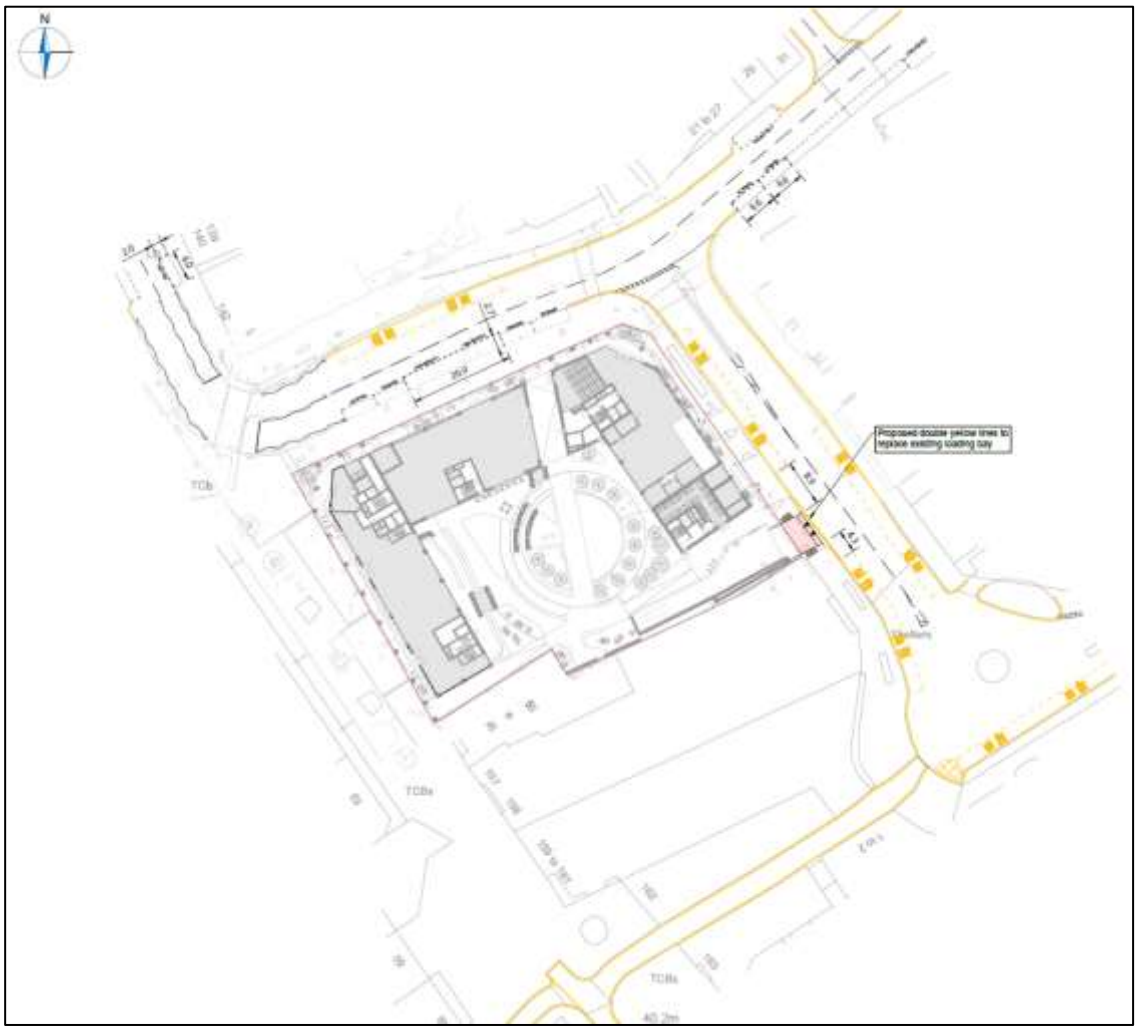


Figure 2.3: Proposed Highway Arrangement

2.19 Vehicle swept path analysis has been undertaken to demonstrate the suitability of the access and servicing arrangement in the interim and future arrangements. A copy is included at **Appendix A**.

3 OBJECTIVES AND MEASURES

3.1 In accordance with TfL's Delivery and Servicing Plan Guidance, a DSP's objectives need to derive from regional and local policy. The following objectives are proposed to be adopted:

- To ensure that, where possible, deliveries are planned so that the impact upon the local highway network is minimised, particularly with respect of sufficient space available on street and to align with the principles of Policy DMT1 of the Hillingdon Local Plan Part 2 (2020); Policy T7 of the London Plan 2021 and Paragraph 112 of the NPPF;
- To ensure that all deliveries and servicing activity are undertaken in a manner which are considerate to existing bus stops, bus stands and bus movements which occur on Belmont Road and Bakers Road whereby no vehicles block access to buses at any times to align with the principles of Policy DMT1 of the Hillingdon Local Plan Part 2 (2020); Policy T7 of the London Plan 2021 and Paragraph 112 of the NPPF;
- To ensure that, where possible, deliveries are undertaken by small to medium sized vehicles (e.g. bicycles, motorbikes, and vans) and electric or hybrid vehicles to align with the principles of Policy T7 of the London Plan 2021 and Paragraph 112 of the NPPF;
- To ensure that vehicles load/unload for the minimum time necessary, to ensure that the space available on-street is available for incoming vehicles whenever possible to align with the principles of Policy T7 of the London Plan 2021 and Paragraph 112 of the NPPF; and
- To reduce the number of deliveries where possible through consolidation, shared suppliers and using locally based suppliers to align with the principles of Policy T7 of the London Plan 2021 and Paragraph 112 of the NPPF.

Measures

3.2 Due to the nature of the proposed residential (co-living) aspect of the development of this size, there will be no dedicated person appointed to oversee the servicing operations for this element of the development with the exception of noting that the co-living accommodation will have on-site management who could play a role in the servicing requirements of the co-living element.

3.3 Notwithstanding this, the occupier of the commercial elements (hotel and retail units) will be expected to benefit from on-site management who will be able to oversee the servicing operations for the respective commercial elements, to ensure servicing activity is undertaken safely and efficiently. On-site staff will be made aware of any forthcoming servicing activity, particularly, if/when exceptional activity is planned/expected.

3.4 The following measures are proposed to be pursued:

- A 'Site Manager' (or equivalent) will be appointed to monitor and manage servicing and delivery activity for the commercial elements of the development.
- The Site Manager will be aware (where possible) of when servicing and delivery activity is planned/expected.
- The Site Manager will issue written/email instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted by them – this will include the need to ensure that all activity is undertaken using legal loading opportunities.
- To ensure that legal loading opportunities are used only, and no vehicles use any space dedicated to buses at any time.
- Where possible, the same suppliers will be used across the commercial uses to seek to consolidate and reduce deliveries to/from the site.
- Suppliers will be encouraged to pre-book a 1-hour delivery slot including details of the type of vehicle that will be used to undertake the delivery and the scale/nature of goods to be supplied (although the majority of deliveries would only take 5-10 minutes to undertake, the 1-hour slots would allow for the vagaries of London traffic etc.).
- Deliveries will be programmed to avoid waste/recycling collections.
- Drivers will be informed that vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e. when their vehicle is stationary).
- The Site Manager will be responsible for maintaining a log book, including a record of any accidents or near misses and, if necessary / appropriate, and will act accordingly so as to avoid the potential for future problems.

3.5 The Site Manager will be responsible for the smooth and efficient operation of the "Plan".

4 EXPECTED DELIVERY SERVICING TRIPS AND TARGETS

4.1 The estimated quantum of deliveries and servicing activity that would be expected from the proposed development is set out below, with assessments of each land use (co-living, hotel and retail uses) set out in turn

4.2 To estimate the number of deliveries expected at the proposed development for the shared living and food and beverage uses, consideration has been given to the number of deliveries recorded at The Collective's Old Oak Shared Living development – the largest and longest running such co-living operation in London. The data collected has been used to inform a number of co-living permissions across London. **Table 2.1** below summarises the number and type of deliveries recorded by site management.

Table 2.1: Weekly Delivery Schedule at The Collective Old Oak		
Type	**Attendance**	**Vehicle Type**
Royal Mail	1 x per day	Small Van
Amazon	3-5 x per day	Small Van
Hermes	1 x per day	Small Van
DPS	1 x per day	Small Van
Other	3-4 x per day	Small Van
Linen	2 x per week	Large Truck
Cleaning Products	1 x per month	Large Truck
Contractors	3 x per day	Small Van

4.3 The Old Oak site accommodates 544 bedrooms – notably more than the 320 co-living bedrooms at the Proposed Development. Whilst a number of deliveries will be consistent (such as Royal Mail); in reality, it would be expected that the number will be less than that recorded at Old Oak due to the difference in scale of the proposals and different operations (the proposals would not include linen deliveries).

4.4 However, for the purpose of considering a worst-case assessment, the number of deliveries each day is expected to be the same; this aligns with the approach undertaken for multiple Shared Living developments across London, whose planning applications have been underpinned by this data and approach.

4.5 As such, it is expected that the co-living aspect of the development will generate a demand for up to 12-15 deliveries per day during the week, relating to daily deliveries only - equivalent to 1-2 per hour.

4.6 During pre-application discussions with TfL, it was requested that further information is provided on likely servicing and deliveries, including allowing for deliveries by cycle and motorcycle associated with the co-living use.

4.7 The aforementioned servicing data is based upon a much larger development of 544 bedrooms in comparison to that which is proposed and is likely to overestimate the number of deliveries per day and would therefore make an allowance for deliveries by cycle or motorcycle.

4.8 The proposed hotel would be expected to generate a demand for 7 deliveries per day. The TRICS database includes surveys of other hotels across London, of which only one site has servicing data available associated with the Hampton by Hilton hotel survey only (no other hotel servicing data is available within TRICS). The survey recorded as many as 7 servicing vehicles across the entire day served the 297-room hotel. As such, the proposed 162-room hotel would be expected to generate a demand of 3-4 servicing vehicles per day, applying the Hampton by Hilton data on a pro rata basis.

4.9 It is considered that an assumption of 3-4 deliveries per day for the hotel is appropriate, reflecting the size of the hotel and its offering, comprising of hotel rooms and a food service for guests. Across a typical week, the following number of deliveries could be expected, equating to 3-4 deliveries per day:

- Approx 6x linen deliveries;
- Approx 6x food supply/other consumables deliveries;
- 1x beverages delivery;
- Approx 5x refuse and recycling collections; and,
- Approx 2 x general deliveries (e.g. stationary).

4.10 The proposed retail uses will be expected to generate fewer deliveries per day than the existing situation whereby the existing site comprises a larger quantum of floorspace (4716.13sqm existing vs 1,115sqm proposed).

4.11 The City of London Loading Bay Reckoner calculates that retail units generate 1.35 deliveries per 100 sqm GEA of floorspace per day. As such, based on 1,115sqm GIA (c.1,225sqm GEA) of floorspace, the retail units will generate 16-17 deliveries per day.

4.12 During the pre-application meeting with the GLA, TfL requested further information on retail servicing as the City of London data may not be appropriate for an Outer London site. It is considered that the City of London data remains appropriate as a retail unit would expect to have similar servicing demands regardless of its location as they require regular deliveries of stock to meet customer demands.

4.13 In our professional experience, a retail unit could be expected to generate a demand for 1-3 servicing vehicles per day. As such, the proposed retail units, if subdivided into 4 different units as a worst case, would generate in the order of 4-12 deliveries per day which is lower than calculated using the City of London data.

4.14 In summary, it is envisaged that the proposed development will generate a demand for up to 36 deliveries per day (12-15 for the co-living use; 3-4 for the hotel use; and, 16-17 deliveries for the retail uses).

Servicing Vehicle Types

4.15 It is anticipated that the vast majority of deliveries will be undertaken by small to medium sized vehicles e.g. transit vans, with an infrequent demand for larger vehicles. The dimensions of the vehicles expected to service the development are included below:

- 3.5t Panel Van, 5.3m length x 2m width; and,
- 4.6t Light Van, 5.9m length x 2m width (transit van).

4.16 Whilst the majority of activity will be undertaken by smaller vehicles, infrequent deliveries by larger vehicles such as waste collection will be expected.

4.17 It is anticipated that the vast majority of deliveries will be undertaken by motorcycles, cars and transit/panel vans, and suppliers will be encouraged to use vehicles of this size, where possible.

Targets

4.18 In accordance with TfL's guidance, targets should be set out within the DSP associated with the number and type of deliveries anticipated to serve a development and these targets should be SMART: Specific, Measurable, Achievable, Realistic and Timely.

4.19 The Targets for the Proposed Development are as follows:

- To reduce the number of deliveries associated with the proposed development within five years of occupation by 10% over the course of an average week.
- To increase the proportion of deliveries by low/no emission vehicles to at least 10% of all deliveries undertaken over the course of an average week within five years of occupation.

4.20 It is recognised that it is not possible to set out accurate targets far in the future, even when based on actual delivery and servicing data (i.e. when the initial period of monitoring has been undertaken). Given this, it should be acknowledged that the targets may change over time as results from on-going monitoring surveys become available. Indeed, such targets are not necessary to make the development acceptable in planning terms, but reflect the aspirational achievements to reduce the impact that deliveries may have.

5 MONITORING AND REVIEW OF THE PLAN

5.1 An important component of the DSP is to ensure that appropriate monitoring is undertaken to assess its outcomes and provide the opportunity for it to be reviewed and amended accordingly. This section of the DSP outlines the approach that will be taken.

5.2 The Site Manager(s) will maintain a record of servicing to align with the example survey set out within TfL's Delivery and Servicing Plan Guidance for which a copy is included at **Appendix D**. The record will include the following information:

- Date
- Time of arrival
- Time of departure
- Location of vehicle (where has the driver parked)
- Vehicle type
- Fuel type
- Goods carried (and how many)
- Any other comments

5.3 The above records will be used to assess the effectiveness of the Objectives and Targets set out within this DSP, including the proposals for reducing the overall number of deliveries and recording the proportion of deliveries by low or no-emission vehicles.

5.4 The Site Manager will constantly monitor/review the success of the Plan and, if considered necessary/appropriate, will propose changes to the Plan (to be approved by LBH).

5.5 The Site Manager will review any comments received from occupants of the Development and/or third parties regarding servicing activity and notify LBH if necessary/appropriate during the next annual review of the Plan.

5.6 Should it be recognised that the delivery and servicing of the Proposed Development is experiencing issues (e.g. managing the number or time of deliveries each day), further measures will be adopted as appropriate. This may include measures such as:

- Re-moding deliveries – deliveries are undertaken by smaller vehicles where appropriate such as by bicycle and motorcycle (e.g. for newspapers or other small items).
- Re-timing deliveries – deliveries being undertaken before 7am and after 7pm to ease the number of deliveries during the peak daytime hours.

5.7 Re-routing deliveries – delivery vehicles which could serve the Development and nearby properties, reducing the number of vehicles on the local highway network during the day.

6 CONCLUSION

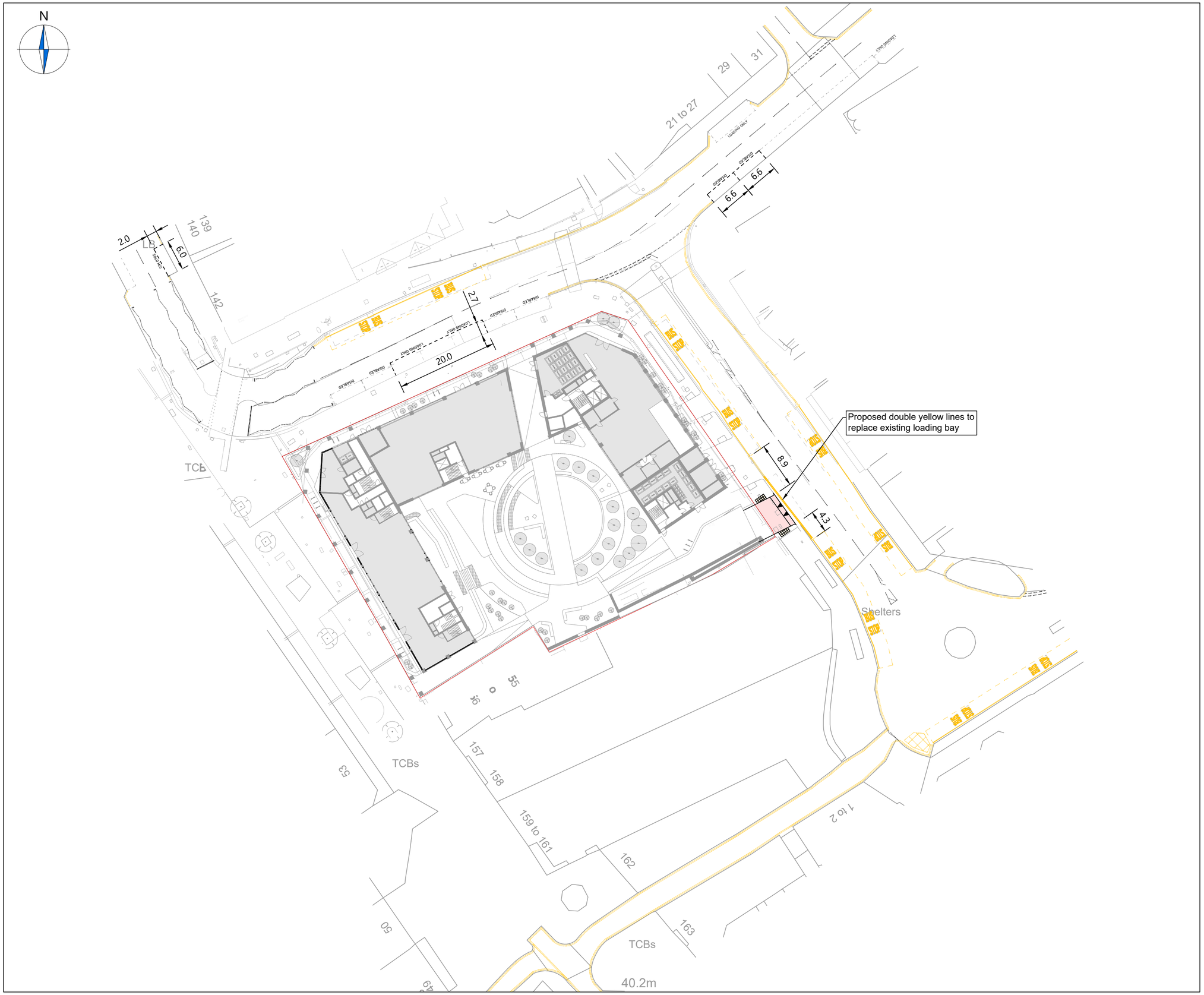
6.1 Overall, the DSP will ensure the successful operation of servicing activity on a day-to-day basis whilst respecting residential amenity and reducing potential impacts to bus infrastructure around the site.

6.2 The DSP will ensure that the likelihood of conflicts with pedestrians and other vehicles will be minimised and that the servicing of the development will not affect the free flow or environmental condition of the public highway.

Statement

6.3 "The agreed contents of this Delivery and Servicing Plan must be complied with unless otherwise agreed in writing with the Council. The Management team shall work with the Council to review this Delivery and Servicing Plan as above. Any future revised plan must be approved by the Council and complied with."

APPENDIX A



NOTES

1. This drawing to be read & printed in colour.
2. This drawing is for illustrative purposes only.

KEY:

	Site boundary
	Proposed copenhagen crossing
	Proposed tactile paving

REVISION HISTORY

Rev	Details	Drawn	Checked	Date
C	Updated layout	RLM	CC	26.03.2024
B	Updated layout	RLM	CC	28.02.2024
A	Updated layout	RLM	CC	02.02.2024

Status: ☑ Preliminary ☐ Detailed ☐ As Built

Client:

DNA (Uxbridge) Ltd

Project:

148-154 High Street
Hillingdon

Drawing Title:

Proposed Highway Arrangement

Scale:	Size:		
1:500	A2		
Drawn by:	**Checked by:**	**Approved by:**	**Date:**
RLM	CC	SM	08.01.2024

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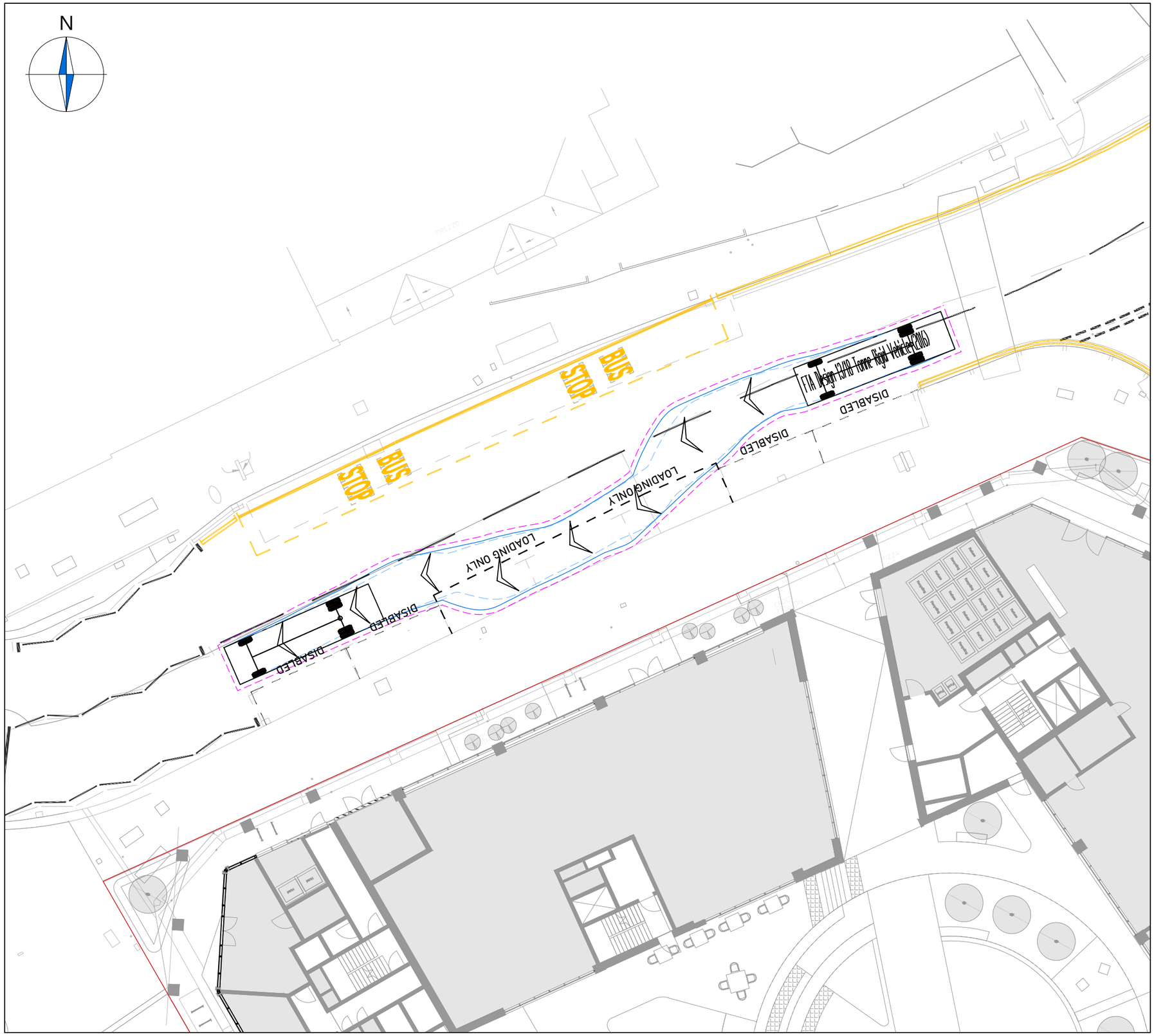
Scheme Ref:	Drawing No:	Sheet :	Rev:
5274	002	1 of 1	C

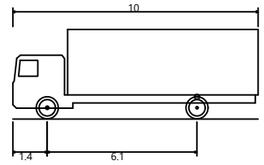
CA-5274_002_C PROPOSED HIGHWAY ARRANGEMENT DWG



NOTES

1. This drawing to be read & printed in colour.
2. This drawing is for illustrative purposes only.
3. Design speed for all vehicle swept paths is 5kph.
4. Stationary steering has not been used on this drawing.

10m Rigid



FTA Design 13/18 Tonne Rigid Vehicle (2016)	
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Overall Width	2.550m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	11.000m

Forward Gear	Reverse Gear
300mm buffer	

Rev	Details	Drawn	Checked	Date
B	Updated layout	RLM	CC	26.03.2024
A	Updated layout	RLM	CC	28.02.2024

REVISION HISTORY

Status: ☑ Preliminary ☐ Detailed ☐ As Built

Client:

DNA (Uxbridge) Ltd

Project:

148-154 High Street
Hillingdon

Drawing Title:

Swept Path Analysis
10m Rigid

Scale:	Size:
1:250	A3

Drawn by:	Checked by:	Approved by:	Date:
RLM	CC	CC	09.01.2024

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Scheme Ref:	Drawing No:	Sheet :	Rev:
5274	TR001	1 of 1	B

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