

**PATRICK
PARSONS**

CREATING PLACES  FOR FUTURE GENERATIONS TO THRIVE

Servicing and Waste Management Plan

560 Sipson Road

West Drayton, Middlesex
UB7 0JF

for

P & S Hoteliers Ltd

10453

July 2022

Delivery and Servicing Management Plan
560 Sipson Road
for
P & S Hoteliers Ltd

Revision	Date of issue	Comments	Prepared By	Checked By
1.0	06.07.2022	Initial Issue	JBr	CV

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Contents

1.0	Introduction	1
2.0	Site Location and Existing Development	2
3.0	Delivery and Servicing Arrangements	3
4.0	Mitigation Measures	5
5.0	Waste Management Plan	8
6.0	Monitoring and Review	9

Appendices

Appendix A	Site Location Plan
Appendix B	Proposed Site Plans
Appendix C	Delivery and Servicing Route
Appendix D	Swept Path Analysis
Appendix E	Delivery and Servicing Survey

1.0 Introduction

1.1 Patrick Parsons has been commissioned by P & S Hoteliers Ltd to prepare a Servicing and Waste Management Plane to accompany a planning application for the proposed commercial development at proposed development at 560 Sipson Road, West Drayton, Middlesex, UB7 0JF. The Site Location Plan is included in **Appendix A**.

1.2 The London Borough of Bromley (LBB) is the Local Planning Authority and Highway Authority.

Proposed Development

1.3 The proposed development is for the construction of a seven storey 102-room hotel complex with associated parking The Proposed Site Plans are included at **Appendix B**.

What is a Delivery and Servicing Management Plan?

1.4 A DSMP outlines the likely movements of service vehicles to and from the site; the key objective of the DSMP is to ensure that the site operates efficiently whilst avoiding congestion and unnecessary vehicle movements. Any future revised plan must be approved by the Council and complies with thereafter.

1.5 The remainder of this report is structured as below:

- **Chapter 2** details the Site and Surrounding Area;
- **Chapter 3** details the Delivery and Servicing Arrangements;
- **Chapter 4** details the Migration Measures;
- **Chapter 5** outlines the Waste Management Plan; and
- **Chapter 6** details the Monitoring and Review.

2.0 Site Location and Existing Development

Existing Site and Location

- 2.1 The site is located to the south of Sipson Road, and the Radisson Hotel Complex is located immediately to the west. The Site Location Plan is included in **Appendix A**.
- 2.2 The site previously operated as an ex-servicemen's club (Royal British Legion), however the building was demolished a few years ago. The site has an existing crossover access from Sipson Road and historically there was a hardstanding area accommodating circa 20 car parking spaces

Highway Network

Sipson Road

- 2.3 Sipson Road is a two-way local distributor road that connects with Bath Road (A4) to the south and Holloway Lane (A408) to the north. It has 2 carriageways, a speed limit of 30mph, double yellow line restrictions along its length and a wide pedestrian footway on the southern side of the carriageway with street lighting at regular intervals.

3.0 Delivery and Servicing Arrangements

DSMP Objectives

- 3.1 The main objectives of the DSMP are:
- To minimise the impacts of delivery and servicing movements at the proposed site on Sipson Road; and
 - To make the site a greener and more pleasant environment.

Delivery Arrangements

- 3.2 Deliveries will be undertaken from the proposed forecourt area to the front of the site

Servicing Vehicle Trip Rates

- 3.3 The daily servicing trip rates, peak hour percentages and dwell times adopted (based on similar London developments) are summarised in **Table 3.1** below. **Table 3.2** shows the likely servicing trips to the proposed development.




Table 3.1 – Daily Service Demand Generation by Land Use

Supplier	Type of Vehicle	Type of delivery	Time on Site
Daily			
Private Company	7.5T van	Food and Drink	15 – 20 minutes
Private Company	7.5T van	Laundry Delivery & Collection	15 – 20 minutes
Private Company	7.5T van	Fruit	5 – 10 minutes
Private Company	7.5T van	Milk	5 – 10 minutes
Private Company	Refuse Lorry	Refuse collection	5 – 10 minutes
Weekly			
Private Company	Transit	Chemicals for housekeeping	5 – 10 minutes
Private Company	Transit	Stationary	5 – 10 minutes
Monthly			
Private Company	7.5T van	Soap and Hand Wash	5 – 10 minutes
Private Company	Transit	Toilet Rolls, hand towels etc.	5 – 10 minutes
Private Company	Transit	Housekeeping supplies	5 – 10 minutes
Occasionally			
Private Company	7.5T van	Toiletries	5 – 10 minutes

- 3.4 There will only be the need for approximately 5 service vehicles to visit the hotel each day.

Servicing Vehicle Types

- 3.5 The type of vehicles used to service the site can make a significant difference to the nature of the servicing facilities required. The general trend in London is using small vehicles of no larger than 7.5 tonnes. More typically deliveries would be via either; 3.5 tonne box vans; 2.2m Transit Vans, by cars or by motorcycles.

3.5 Tonne Box Van	2.2m Transit Van	7.5 Tonne Van
		

Servicing Vehicle Routes

- 3.6 As shown in **Appendix C** the principal vehicle route is from Sipson Road. This route is suitable for all vehicle types and is considered the most suitable for all vehicles travelling to the site.

Coaches and Taxis

- 3.7 Coaches and taxis will be able to enter the forecourt to the front of the site to collect and drop-off guests. Swept Paths of Coaches and 7.5 Ton vans is included on the plan in **Appendix D**. Coaches will book drop-off and collection time with the hotel management team to ensure that only 1 coach is on site at any time. Large coaches will be informed to approach the hotel from the north and leave heading south.

4.0 Mitigation Measures

- 4.1 The objectives of the DSMP is to ensure deliveries are better managed at the site and to help reduce the negative impacts of delivery-related and servicing activities. To minimise the potential impact of servicing vehicles on the local highway network, the following measures could be taken into consideration. These could be co-ordinated by the management company liaising with the tenants.
- 4.2 It will be important to work with suppliers to achieve the objectives of the DSMP. Delivery companies that are committed to following best practice, such as the Freight Operator Recognition Scheme (FORS), will be selected where possible
- 4.3 Suppliers will be encouraged to use low or no emission vehicles/modes where possible such as when making smaller deliveries to staff e.g., by motorcycle, bicycle, or on-foot.
- 4.4 A delivery booking system will be established between the users to manage the movement of deliveries to and from the site. Where possible, all deliveries to site will be strongly encourages to avoid both the AM and PM peaks.
- 4.5 The above measures will help improve operations at the site by managing and recusing deliveries and servicing trips by minimising the impact of the proposals on the surrounding highway network.

Pedestrian, Cyclist and Highway Safety

- 4.6 Pedestrian access to the site will be gained from Sipson Road. There is good pedestrian visibility into and out of the access, and any service vehicles or pedestrians will be easily seen. The sightlines from the access are also good and vehicles exiting the site will be able to see cyclists on Sipson Road.
- 4.7 **Table 4.1** outlines indicative measures to ensure that the best practice of delivery and servicing is experienced at all times. In addition to outlining the timescale and who should be responsible for their implementation, the measures aim to achieve the DMSP sub-objectives and minimise the impact of the servicing and deliveries forecast for the Proposed Development.

Table 4.1 – Outline DSMP Measures

Measure	Description	Benefit	Timescale	Responsibility
Management of the DSP				
Adoption of the Detailed DSP	Early buy in from the Facilities Management will be essential to ensure the DSP is an active, living document.	The involvement of the tenants will mean that more policies can be implemented, and better results delivered.	Following completion of baseline surveys and prior to the occupation of the building.	The Applicant
Assign Responsibility of the DSP to the Travel Plan Co-ordinator	Travel Plan Co-ordinator to be responsible for managing the ongoing development, delivery, and promotion of the DSP.	To ensure that the DSP is taken forward and results delivered	Prior to first occupation of each building.	Facilities Management
Raise awareness and promote DSP initiatives	Provide Site information and promote the DSP to tenants, FM, and other key stakeholders	To promote the measures and targets of the DSP to a wide audience	Following first occupation of each building.	Facilities Management
Tenant Awareness	Ensure all tenants are made aware of the DSP and its requirements upon entering the tenancy agreement.	To ensure all tenants are aware of the DSP and its likely implications.	Prior to first occupation of each building.	Facilities Management
Reduce Servicing and Delivery Trips				
Couriers	Adopt a site-wide 'smart' courier policy that could potentially reduce the number of motorised vehicle trips generated.	Using cycle couriers when viable to reduce the number and impact of motorised vehicles upon the local highway network.	Within 1 year of first occupation of each building or as otherwise agreed with LBL	Travel Plan Coordinator

Use of local sources/suppliers	Encourage tenants to source items locally	To reduce the number of delivery vehicles making trips to the Proposed Development.	Within 1 year of first occupation of each building or as otherwise agreed with LBH	Facilities Management
Servicing and Delivery Operations				
Site Information	Publish details of servicing/delivery facilities and procedures to indicate preferred delivery times; delivery locations and local suppliers	To encourage deliveries to take place outside of peak times, in appropriate locations and by preferred suppliers.	Prior to first occupation of the buildings.	Facilities Management
Fleet Operator Recognition Scheme (FORS)	Encourage the use of suppliers who are FORS members and encourage non FORS members to sign up to the scheme	To provide the mutual benefits FORS members have and the best practice operational guidelines that contribute towards driver training, fleet management, safety (including cycle safety) and reduced emissions.	Prior to first occupation of each building and ongoing.	Facilities Management
Vehicle Booking and Management System	Produce a delivery and servicing schedule to outline the most appropriate times for servicing vehicle movements and coordinate with tenants to optimise collection.	To ensure efficiency of the loading bay operations and reduce the risk of vehicles conflict resultant of overcapacity.	Within 1 year of first occupation of each building.	Facilities Management

5.0 Waste Management Plan

Refuse Storage Area

- 5.1 The refuse storage area is identified on the plans located within the ground floor level.

Access and Pulling Distances

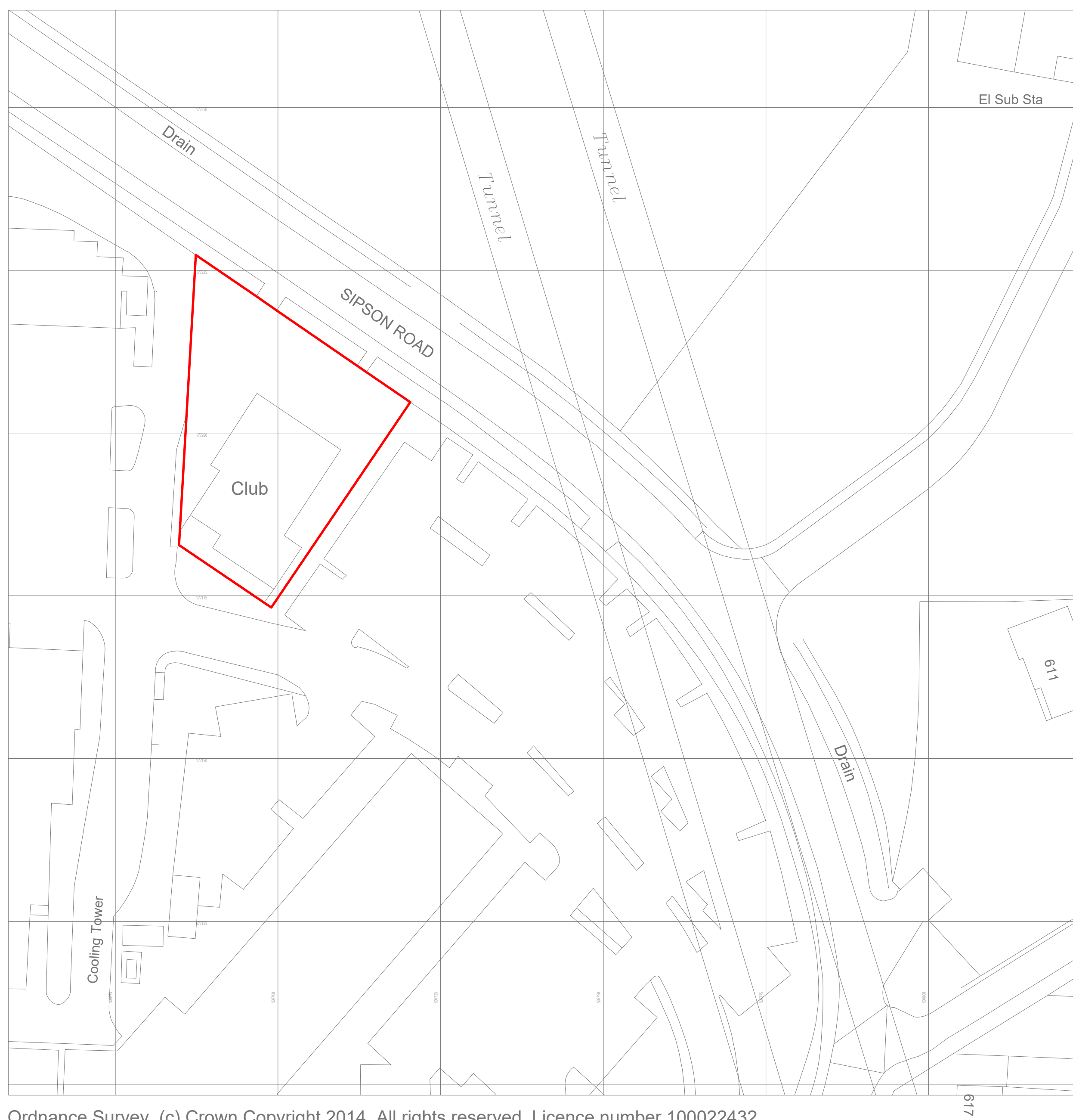
- 5.2 The maximum distances that refuse operatives should be required to wheel container, measures from the furthest point within the storage/ collection area to the loading position at the back of the vehicle which is 20 metres; this is achievable from the refuse storage area.
- 5.3 For the Hotel it is envisioned that a private waste collection company will be used, this will be confirmed once the hotel operators are confirmed.

6.0 Monitoring and Review

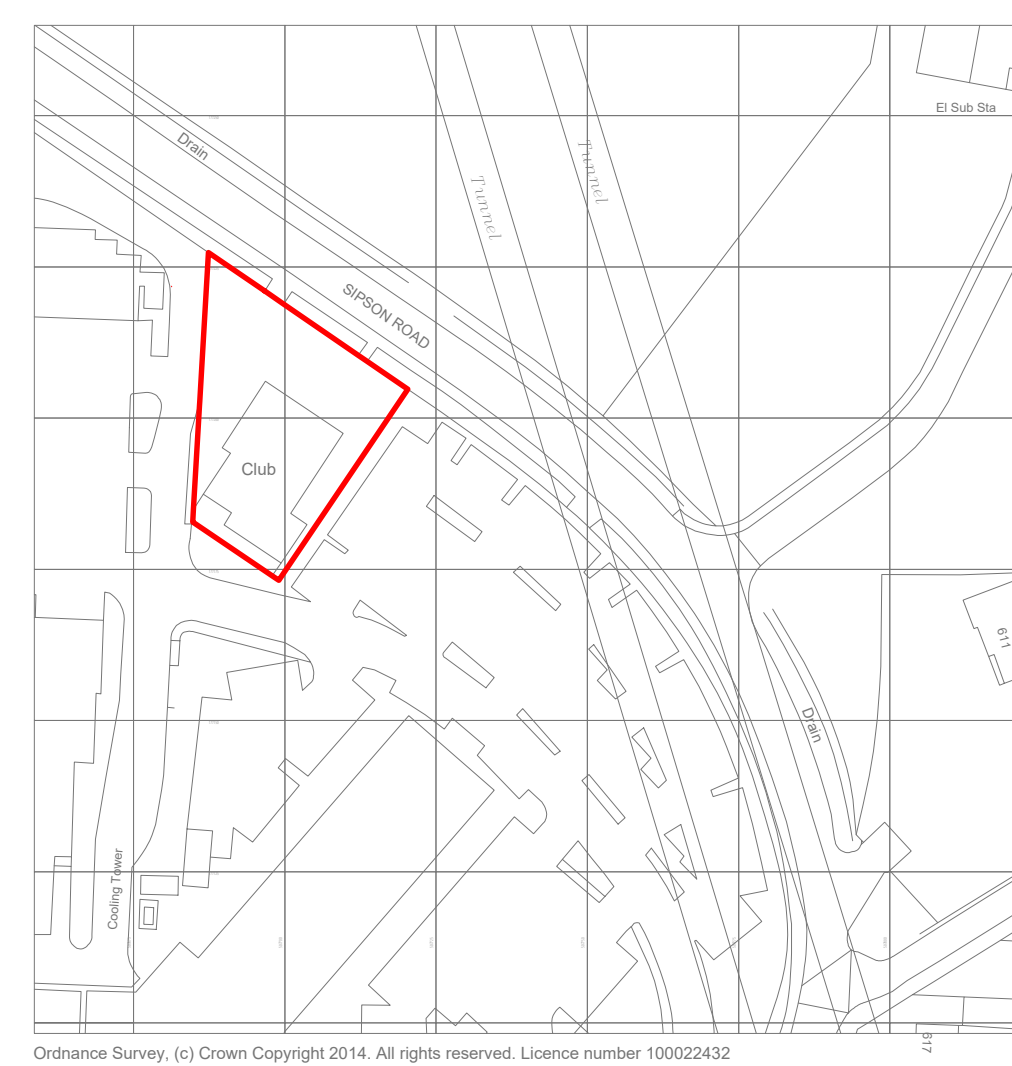
- 6.1 It is anticipated that the first review will be carried out six months after the first occupation with annual reviews thereafter until agreed otherwise with the Council. Reviews shall include an analysis of the number of servicing vehicle and refuse trips made to the premises over a typical weekday, at what times these trips are made and any other reported operating problems.
- 6.2 Once the building is fully occupied and operational (6 months to a year following completion), a survey assessing what is actually happening will be carried out. This will be done in accordance with TfL's guidance (see example survey in **Appendix E**) which will help to set a baseline for future monitoring of the DSMP.
- 6.3 The DSMP shall be amended as necessary following reviews.
- 6.4 If it is found that there has been a marked increase in the level of servicing and refuse trips or changes to the times of the servicing and refuse collection, it will be reported to and discussed with the local planning authority. If, as a result of these changes, it is proposed to amend the DSMP, then approval from the local planning authority will be sought (LBB).
- 6.5 The agreed contents of the DSMP must be compiled with agreement from LBB.

Appendix A

Site Location Plan



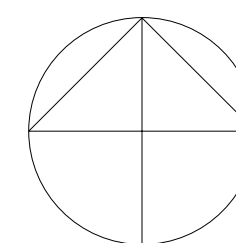
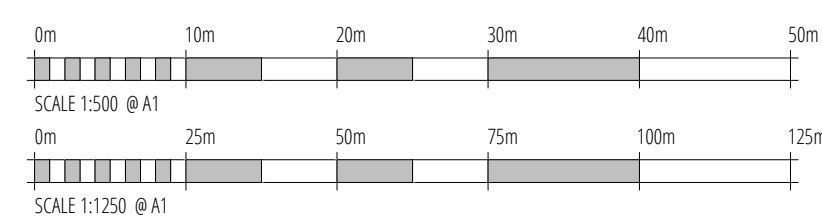
1 Block Plan
1 : 500



② Location Plan
1 : 1250

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PROJECT NAME
560 Sipson Road, UB7 0JF

DRAWING TITLE
Location & Block Plan

PROJECT NUMBER
19040

SCALE
As Indicated

PURPOSE
For Stage Approval

PROJECT NO.
19040-GAA-ZZ-00-DR-T-0101

DATE	DRAWN	CHECK
16/06/22	AS	AS

STATUS	REV.NO.	REVIEWED	APPROVE
S4	P01	RS	RS





PATRICK PARSONS

Appendix B

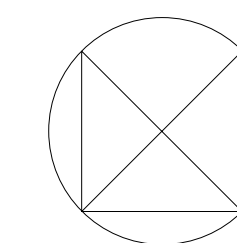
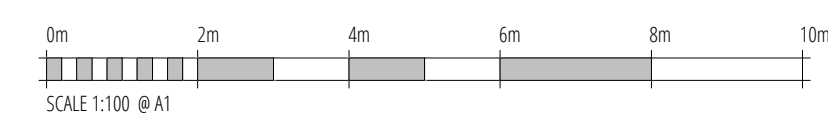
Proposed Site Plan

This is a detailed architectural floor plan of a building, likely a multi-story structure, showing various rooms, corridors, and parking areas. The plan is enclosed within a red boundary line. Key features include:

- Parking Areas:** Several parking spaces are marked with car icons and numbered 1 through 22. These are located around the perimeter of the building and in a central area.
- Rooms and Spaces:**
 - Carlifts:** Two carlifts are labeled "CARLIFT-1 5380x2744" and "CARLIFT-2 5380x2744".
 - Stores:** Multiple storage areas are labeled "STORE 10.8 m²", "STORE 9.7 m²", "STORE 10.5 m²", and "STORE 10.5 m²".
 - Lifts:** Three lifts are labeled "LIFT-1 1800x1560", "LIFT-2 1800x1560", and "LIFT-3 1034x1510".
 - Stairs:** Three stairwells are labeled "STAIR-A", "STAIR-B", and "STAIR-C".
 - Corridor:** A central corridor is labeled "CORRIDOR 19.3 m²".
 - Other Rooms:** "DRY RESID", "RESER-VS", "SMOKE SHAWT", and "LIFT LOBBY 6.4 m²" are also shown.
- Access and Egress:** Arrows indicate "Out" directions and "UP" directions for stairs and lifts.
- Accessibility:** Wheelchair symbols are placed in several areas, including near the lifts and stairs, indicating accessible routes.
- Numbering:** The plan is numbered 1 through 22, likely corresponding to different sections or rooms.

1 Proposed Basement GA Plan
1:100

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[illegible]

PROJECT NUMBER
19040

SCALE
1:100

PURPOSE
For Stage Approval

STATUS	REV.NO.	REVIEWED	APPROVED
S4	P04	RS	RS



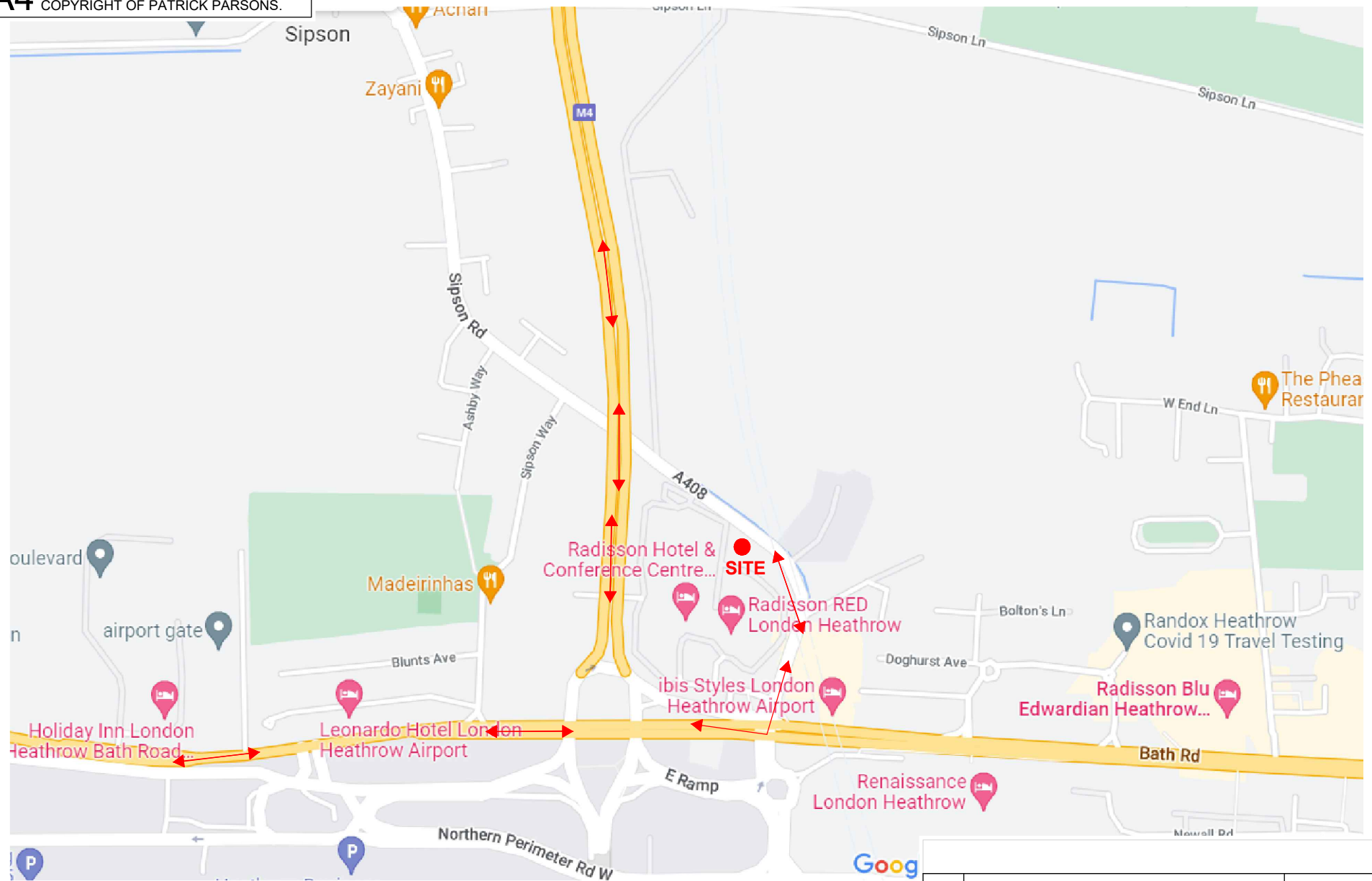
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Appendix C

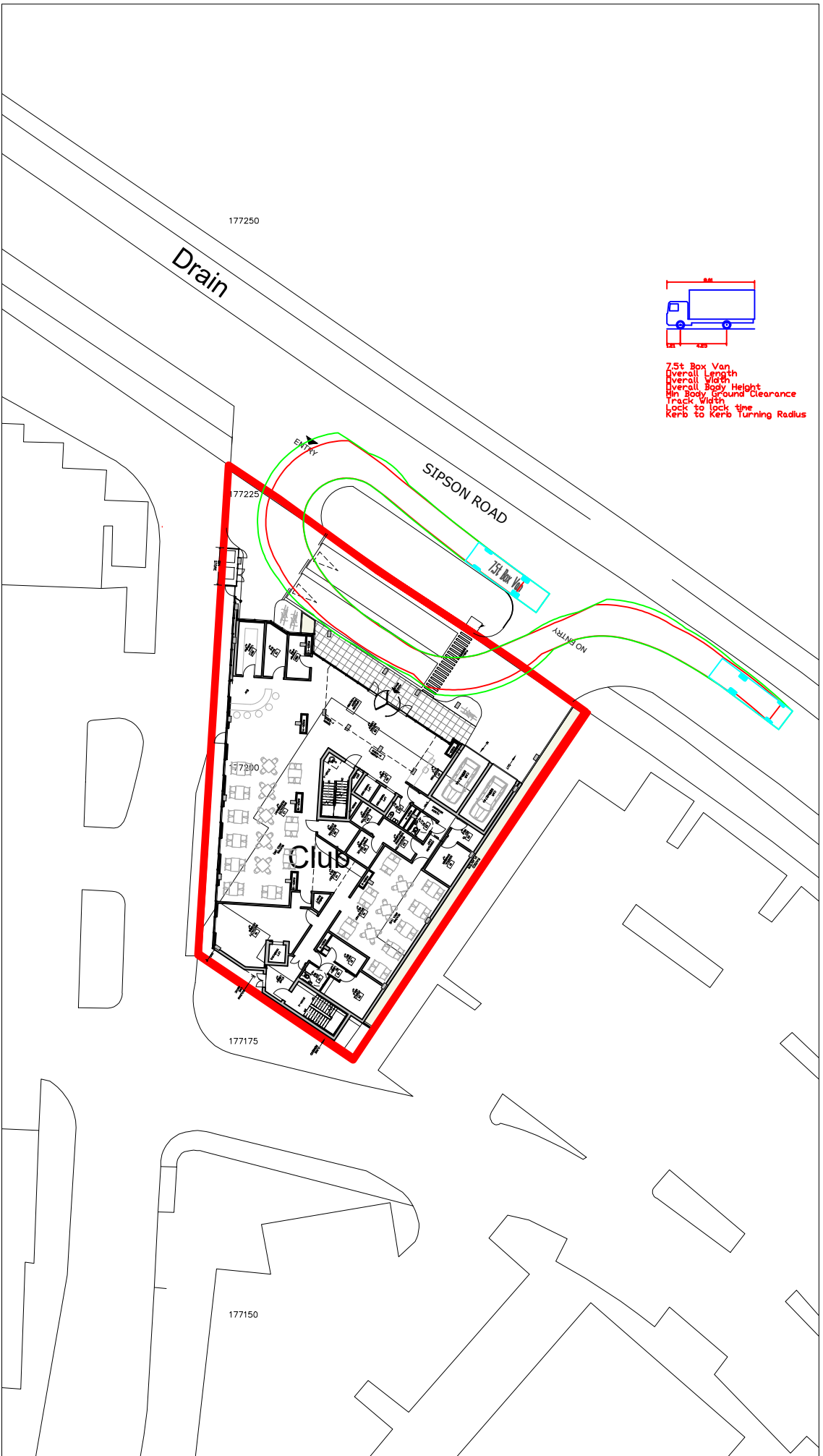
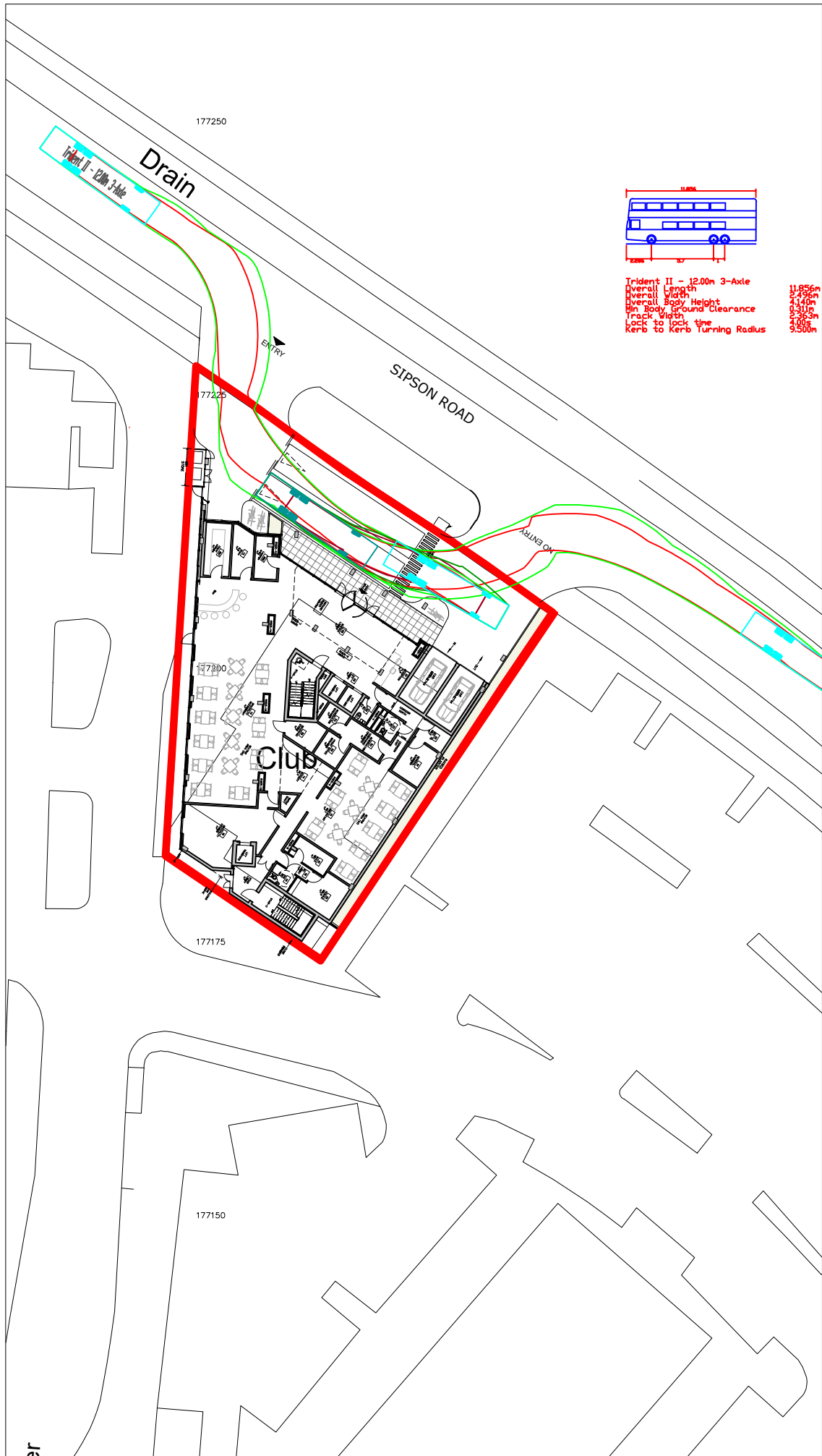
Delivery and Servicing Route



P1	Initial Issue	14.06.22 JBr
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Appendix D

Swept Path Analysis



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P1	INITIAL ISSUE.					
	JBr	26.06.22	JBr	26.06.22	CV	26.06.22
REV.	REVISION NOTE/COMMENT					
	DRW BY	DATE	CCK BY	DATE	APP BY	DATE



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Client
P & S Hoteliers Ltd

Project
560 Sipson Road, West Drayton

Drawing
**12m Long Coach and 7.5 Tonne
Van Swept Paths**

Drawn JBr	Date 26.06.22
Patrick Parsons Project No. 10453	Scale @ A3 1:500

Status Description INFORMATION	S2
Drawing No. (project-originator-volume-level-type-role-number) SPS-PPC-00-XX-DR-C-001	Revision P1

Appendix E

Delivery and Servicing Survey

Appendix F: Example of survey for deliveries and servicing

These questions can be used to monitor the deliveries and servicing at a site over a period of 2-4 weeks. Further questions can be added. of 2-4 weeks. Further questions can be added.

Date	Time	Where has the driver parked ? (on or off-street)	Inbound or Outbound	Vehicle type (pedestrian, bicycle, motorbike, van, lorry)	Fuel type (petrol, diesel, electric, hybrid, no fuel)	Was there any delay to the vehicle in immediate vicinity of the site?	Dept delivering to or collecting from	How many suppliers in the delivery?	Type of goods? (e.g. office supplies, food, waste)	Size and number of goods units

UK Locations

Ash Vale
Birmingham
London
Wakefield

