

Delivery and Servicing Management Plan

Omega Works B, 167 Hermitage Road, N4 1LZ

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Prepared for

CPGF Ltd.



Prepared for:
CPGF Ltd.

Prepared by:
Markides Associates
2nd Floor, The Bridge
73 – 81 Southwark Bridge Road
London SE1 0NQ
United Kingdom

T: +44 (0)20 7442 2225
E: info@markidesassociates.co.uk
W: markidesassociates.co.uk

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1. Introduction

1.1 Preamble

- 1.1.1 This Delivery and Servicing Management Plan (DSMP) has been prepared by Markides Associates (MA) on behalf of CPGF Ltd. (hereafter referred to as “the applicant”) in support of a planning application for the redevelopment of the Omega Works, Crusader Estate, Hermitage Road, London N4 1LZ (hereafter referred to as “the site”).
- 1.1.2 This report deals with land known as ‘Omega Works B’ and the proposals are for the reversion of existing commercial uses to provide 610sqm of commercial floorspace and 36 new residential flats.
- 1.1.3 The site falls within the authority area of London Borough of Haringey (LBH). It is bound to the south by Hermitage Road, to the west by an access road and B2 commercial development, to the north and east by commercial units.

1.2 Management of the DSMP

- 1.2.1 This DSMP constitutes a framework for the whole of the site and all of its uses. For clarity, it should be noted that the following terminology has been used throughout this report:
- **‘The Applicant’** – Refers to Topfling, who have commissioned MA to create this Framework DSMP in support of the development scheme proposals and planning application. The applicant is therefore responsible for the Framework Plan and the earliest stages of the Travel Plan up to implementation.
 - **‘The Developer’** - refers to the party who is responsible for the implementation of the development scheme post planning approval. This party may be the same as the Applicant. They are therefore also responsible for updating this Framework Travel Plan to a full Travel Plan and its implementation in the first stages of development.
 - **‘Site Management’** – refers to the party who at this early stage is assumed to be responsible for the party also responsible for managing the let of the commercial premises and is responsible for the overall management of the site and all uses on it.
 - **‘Commercial Operator’** – the as yet unidentified end operator of the commercial space in the event that this party differs from Site Management.
 - **‘Residential Operator’** – the as yet unidentified end operator of the residential units in the event that this party differs from Site Management.
 - **‘Occupant’** – any person or party other than the Operator occupying or otherwise using the site by right of residence, ownership, or employment.

1.3 Purpose of the DSMP

- 1.3.1 This document sets out the delivery and servicing principles for the proposed development; it is considered a live document that will be reviewed and updated in greater detail in due course, once the end users are identified and prior to occupation.

- 1.3.2 It will be the responsibility of the Applicant in the first instance to implement this DSMP, and, pending further information, may subsequently be adopted by a third-party association or occupier.
- 1.3.3 The end commercial occupiers have yet to be identified and as such this DSMP is a site-wide assessment of the most likely servicing and delivery requirements for the site and the likely mitigation and management measures required to reduce the potential for impact.

1.4 DSMP Requirement, Status and Scope

- 1.4.1 At this stage, the DSMP aims to:
- Set out the likely number of service and vehicle trips that will access the site;
 - Set out how deliveries will be managed to reduce the number of trips, particularly during peak hours;
 - Set out how refuse collection will be managed;
 - Identify where safe and legal loading can take place; and
 - Identify where parking and drop off will occur.
- 1.4.2 The premise of this DSMP are as follows:
- The DSMP will set out how residential deliveries will be managed, appreciating the *ad hoc* nature of such;
 - That in the event of multiple commercial operators on the site, the DSMP will apply to all equally, and occupiers will be expected to co-ordinate and co-operate;
 - Similarly, that the DSMP will constitute a Whole of Site DSMP and that a level of co-ordination between the residential and commercial elements will be important;
 - Enough space should be allocated to each use to ensure that there is no conflict in delivery/servicing demand.

2. Servicing and Delivery Arrangements

2.1 Preamble

- 2.1.1 This section of the report describes the arrangements for delivery and servicing for the entirety of the development site.

2.2 Access and Storage

- 2.2.1 The existing dropped kerb in the centre of the site from Hermitage Road will be retained and used to create a new vehicle access into a yard area, providing access for 2 x disabled parking spaces and delivery/servicing vehicles only. No general parking will be provided.
- 2.2.2 Waste storage will be contained within a single large store at the northern edge of the site. The bin store location is shown in **Appendix A**.
- 2.2.3 There is space within the yard for a refuse vehicle to enter, turn and egress in forward gear. Deliveries will be able to utilise the same space. Most deliveries are expected to be undertaken in small vans and vehicles smaller than the refuse vehicle.

2.3 Servicing

- 2.3.1 The residential waste is expected to be collected by the public collection service along with residential waste from the warehouse living units. All commercial waste will be collected by private service.

3. Proposed Servicing Trips

3.1 Preamble

- 3.1.1 This section of the report details the estimated servicing and delivery trip generation for the site and should be read in tandem with the overarching Transport Assessment.

3.2 Servicing Trip Generation

Proposed Commercial Servicing Trip Generation

- 3.2.1 In order to understand the estimated level of delivery and servicing trips for the proposed commercial floorspace the TRICS database has been searched for comparable proxy sites and the OGV and LGV trip rates have been extracted.
- 3.2.2 The total number of proposed residential units has been applied to the OGV and LGV trip rates and the number of delivery trips has been calculated and is shown in **Table 3.1** below.

Table 3.1 Commercial Servicing Trip Generation

Mode	AM Peak			PM Peak			Daily Flows		
	In	Out	Total	In	Out	Total	In	Out	Total
Trip Rates									
OGV	0.01	0.01	0.01	0.01	0.01	0.01	0.09	0.09	0.18
LGV	0.01	0.00	0.01	0.00	0.01	0.01	0.10	0.08	0.18
Total Servicing	0.01	0.01	0.02	0.01	0.01	0.02	0.19	0.16	0.35
Trip Generation									
OGV	0	0	0	0	0	0	1	1	1
LGV	0	0	0	0	0	0	1	0	1
Total Servicing	0	0	0	0	0	0	1	1	2

- 3.2.3 **Table 3.1** demonstrates that the commercial element of the development could generate an average of 2 two-way regular trip per day for the purposes of delivery and servicing, including refuse collection.

Proposed Residential Servicing Trip Generation

- 3.2.4 In order to understand the estimated level of delivery and servicing trips for the proposed commercial floorspace the TRICS database has been searched for comparable proxy sites and the OGV and LGV trip rates have been extracted.
- 3.2.5 The total number of proposed residential units has been applied to the OGV and LGV trip rates and the number of delivery trips has been calculated and is shown in **Table 3.1** below.

Table 3.2 Residential Servicing Trip Generation

Mode	AM Peak			PM Peak			Daily Flows		
	In	Out	Total	In	Out	Total	In	Out	Total
Trip Rates									
OGV	0.00	0.00	0.00	0.00	0.00	0.00	0.02	0.02	0.04
LGV	0.00	0.00	0.01	0.01	0.01	0.02	0.11	0.10	0.21
Total Servicing	0.00	0.01	0.01	0.01	0.01	0.02	0.13	0.12	0.25
Trip Generation									
OGV	0	0	0	0	0	0	1	1	1
LGV	0	0	0	0	0	1	4	4	8
Total Servicing	0	0	0	0	0	1	5	4	9

- 3.2.6 **Table 3.1** demonstrates that the residential element of the development could generate an average of 9 two-way regular trip per day for the purposes of delivery and servicing, including refuse collection. Smaller ad hoc deliveries may occur by courier. Over the course of a day, this will have a minimal impact on the highway network.

Total Servicing and Delivery Trip Generation

- 3.2.7 The total development servicing trips have been calculated with the associated TA and the results are shown in **Table 3.1** below. As mentioned, this is considered to be higher than would realistically occur due to double counting within the assessment which cannot be easily stripped out.

Table 3.3 Total Site Servicing Trip Generation

Mode	AM Peak			PM Peak			Daily Flows		
	In	Out	Total	In	Out	Total	In	Out	Total
Trip Generation									
Total Servicing	0	0	0	0	0	1	6	5	11

3.3 Accumulation

- 3.3.1 The accumulation of servicing trips generated by the site across the day has been extracted using the TRICS outputs and the results are given in **Table 3.4** overleaf. Results are shown to 1 decimal place to prevent errors in rounding.

Table 3.4 Servicing Accumulation Across the Day

Hour	OGV			LGV			Total		
	In	Out	Total	In	Out	Total	In	Out	Total
00:00-01:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
01:00-02:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
02:00-03:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
03:00-04:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
04:00-05:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
05:00-06:00	0.0	0.0	0.0	0.1	0.0	0.1	0.2	0.0	0.2
06:00-07:00	0.1	0.0	0.1	0.0	0.0	0.1	0.1	0.1	0.2
07:00-08:00	0.1	0.1	0.3	0.1	0.2	0.4	0.3	0.4	0.7
08:00-09:00	0.1	0.1	0.1	0.2	0.2	0.3	0.2	0.2	0.5
09:00-10:00	0.2	0.2	0.3	0.3	0.2	0.4	0.4	0.3	0.8
10:00-11:00	0.2	0.2	0.4	0.5	0.5	1.1	0.7	0.7	1.5
11:00-12:00	0.1	0.1	0.2	0.5	0.4	1.0	0.6	0.5	1.1
12:00-13:00	0.0	0.1	0.1	0.4	0.4	0.8	0.4	0.5	0.9
13:00-14:00	0.1	0.2	0.3	0.4	0.4	0.9	0.6	0.6	1.2
14:00-15:00	0.1	0.1	0.1	0.4	0.4	0.8	0.4	0.5	0.9
15:00-16:00	0.0	0.1	0.1	0.3	0.4	0.7	0.3	0.4	0.8
16:00-17:00	0.1	0.0	0.1	0.4	0.3	0.7	0.5	0.3	0.8
17:00-18:00	0.1	0.1	0.1	0.4	0.3	0.8	0.5	0.4	0.9
18:00-19:00	0.0	0.1	0.1	0.2	0.2	0.5	0.3	0.3	0.6
19:00-20:00	0.0	0.0	0.0	0.1	0.1	0.2	0.1	0.1	0.2
20:00-21:00	0.0	0.0	0.0	0.1	0.0	0.1	0.1	0.0	0.1
21:00-22:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
22:00-23:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
23:00-24:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	1	1	3	5	4	9	6	5	11

- 3.3.2 As shown in the table above, peak servicing occurs at 10:00-11:00 with up to 2 x two-way trips within the hour. This equates to at most, 1 vehicle. The site can accommodate 1 larger vehicle and 2 x smaller vehicles at any one time, and there is existing single-yellow lining adjacent to the site access which will be retained at the improved crossover. On that basis, the level of accumulation is expected to be fully containable by the site. As mentioned, the above trips are also considered a worst case as they do not allow for any consolidation between uses.

4. Management and Monitoring

4.1 Residential Servicing & Deliveries

- 4.1.1 Residential servicing and delivery activity tends to be ad-hoc and as such it is difficult to manage other than by ensuring there is adequate access for servicing and delivery vehicles. As indicated earlier in this document, the residential development is forecast to attract only a limited number of movements during the AM and PM peak hours with space available onsite for vehicles to service the site.
- 4.1.2 The majority of residential servicing and delivery trips are expected to take place between the hours of 07:00-19:00 each day, although some out of hour's activity may be necessary. The proposed residential development is expected to generate a total of 9 servicing and delivery trips each day and the accumulation assessment demonstrates that this is containable within the on-site space.

4.2 Point of contact

- 4.2.1 An individual representative of the commercial occupier(s) will be identified as the point of contact in the event of complaint, and to act as liaison between the residential occupants of the site as well as residential and commercial neighbours.

4.3 Monitoring

- 4.3.1 Following occupation, servicing and delivery activity associated with the development will be monitored periodically to ensure that there are no significant servicing issues arising from the site. The use of the loading bay will be monitored and where necessary and recommended changes to the Traffic Regulation Order (TRO) will be discussed with LBH.

5. Integration with the Travel Plan

5.1 Introduction

- 5.1.1 This section details the future strategy in terms of integrating the DSMP with the Travel Plan which will be in place for the site.

5.2 Travel Plan Incorporation

- 5.2.1 Travel Plan surveys will need to be conducted after occupation of the development and repeated through the life of the Travel Plan. The survey will record the following information:

- The number of deliveries to the site;
- The classification of the Delivery Service Vehicle (DSV);
- The arrival time of the DSV;
- The length of stay of the DSV;
- The set down area from which the delivery/collection is made;
- The purpose of the trip including item description;
- The element that was being serviced; and
- Whether the supply company is a member of any best practice scheme, such as FORS or CLOCs.

- 5.2.2 Good practice from Transport for London details the problems that are typical of the data collection process, many of which are likely to be experienced at this site.

5.3 Monitoring

- 5.3.1 Subsequent monitoring of the success of the DSMP will be measured by undertaking update surveys at the same time as the wider Travel Plan surveys.

6. Summary and Conclusions

6.1 Summary

- 6.1.1 The full DSMP will be developed further once the commercial operators have been identified. A draft of the updated DSMP will be submitted to LBRT and will subsequently provide all known details available at that stage.
- 6.1.2 This Framework DSMP sets out the following:
- Prior to occupation of the scheme, materials for the resident's Welcome Packs that include enough information for residents to order deliveries appropriately to the site;
 - Following occupation of the scheme, a site survey to identify the level of delivery trips to the site.

6.2 Conclusions

- 6.2.1 This DSMP has been produced to generate an understanding of the delivery and servicing proposals on the site for the development Omega Works B. In addition, this DSMP identifies how delivery/service vehicle movements will be managed. All deliveries can be accommodated off-street.
- 6.2.2 The DSMP has also identified that the majority of delivery, servicing and waste collection trips will occur between 07:00-19:00. The developer will try to reduce the level of delivery and service vehicle trips through a number of measures including integration between the TPC and the delivery companies, consolidation and backloading.
- 6.2.3 It has been illustrated that the development proposal will not generate a significant number of delivery/servicing movements during peak hours.

APPENDIX A – SITE LAYOUT



DO NOT SCALE FROM THIS DRAWING.
The contractor shall check and verify all dimensions on site and report any discrepancies in writing to the architect before proceeding with work.

FOR ELECTRONIC DATA USE
Electronic data/drawings are issued as "read only" and should not be interrogated for measurement. All dimensions and levels should be read only from those values stated in text on the drawing.

AREA MEASUREMENT
The areas are approximate and can only be verified by a detailed dimensional survey of the completed building. Any decisions to be made on the basis of these predictions whether as to project viability, pre-letting, lease agreements or the like should include due allowance for the increases and decreases inherent in the design development and building processes. Figures relate to the likely areas of the building at the current state of the design and using Gross External Area (GEA), Gross Internal Area (GIA) and Net Internal Area (NIA) method of measurement from the Code of Measuring Practice, 5th edition (RICS code of practice). All areas are subject to Town Planning and Conservation Area Consent, and detailed Rights to Light analysis.

- KEY:
- COMMERCIAL COMMUNAL LOBBY
 - COMMERCIAL UNIT
 - COMMERCIAL CORE
 - PLANT ROOM
 - RESIDENTIAL LOBBY / CORE
 - 1 BED UNIT
 - 2 BED UNIT
 - 3 BED UNIT
 - TERRACE / BALCONY
 - COMMUNAL EXTERNAL AMENITY SPACE

REVISION	DATE	COMMENT
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PROJECT:
OMEGA WORKS B
HERMITAGE LANE, HARINGEY

CLIENT:
CPG FELDMAN

DRAWING:
PROPOSED
GROUND FLOOR PLAN
SCALE BAR:

DATE: 31.07.22	SCALE: 1:100 @ A1	DRAWN: DW	CHECK: DG
REASON FOR ISSUE: PLANNING			NORTH: N
DRAWING NO: 0092_PL_000			REV: -