

Delivery and Servicing Management Plan

Omega Works Site A, 167 Hermitage Road, N4 1LZ

12 August 2022

Prepared for
Topfling



Prepared for:

Topfling

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.ukW: markidesassociates.co.uk

Project Number: 20071

Doc Number: DSMP01

Rev	Issue Purpose	Author	Checked	Reviewed	Approved	Date
A	Draft	SEC	DJT	SEC	DJT	27/06/2022
B	Submission Version	SEC	DJT	SEC	DJT	12/08/2022

Copyright 2022 Markides Associates Ltd. The concepts and information contained in this document are the property of Markides Associates. Use or copying of this document in whole or in part without the written permission of Markides Associates constitutes an infringement of copyright.

Limitation: This report has been prepared on behalf of, and for the exclusive use of the client of Markides Associates, and is subject to, and issued in accordance with, the provisions of the contract between the client and Markides Associates. Markides Associates accepts no liability or responsibility whatsoever for, or in respect of, any use of, or reliance upon, this report by any third party.

Contents

1.	INTRODUCTION	3
2.	SERVICING AND DELIVERY ARRANGEMENTS	5
3.	PROPOSED SERVICING TRIPS	6
4.	MANAGEMENT AND MONITORING	10
5.	INTEGRATION WITH THE TRAVEL PLAN	11
6.	SUMMARY AND CONCLUSIONS	12

Tables

Table 3.1	Commercial Servicing Trip Generation	6
Table 3.2	Residential Servicing Trip Generation	7
Table 3.3	Warehouse Living Servicing Trip Generation	7
Table 3.4	Total Site Servicing Trip Generation	8
Table 3.5	Servicing Accumulation Across the Day	9

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 Topfling (hereafter referred to as “the applicant”) in support of a planning application for the redevelopment of Omega Works A, 167 Hermitage Road, London N4 1NA (hereafter referred to as “the site”).
- 1.1.2 This report deals with land known as ‘Omega Works A’ and the proposals are for the reversion of existing residential and commercial uses to provide 1,041sqm of commercial floorspace, 60 Warehouse beds within 8 live-work units and 76 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 Vehicular access on-site will be via the existing access at the western edge of the site. Vehicles other than disabled parking access and emergency vehicle access will not be permitted into the yard, but a section of the access is reserved for delivery vehicle movements, including waste collection.
- 2.2.2 Waste storage will be segregated by land use and consolidated in 2 main areas, with stores on the southern edge of block B and within Block A, which will be accessible from Block C also. Bin store locations are shown in **Appendix A**. Waste storage has been calculated based on British Standards.
- 2.2.3 Waste from the stores on the southern edge of Block B will be collected via the access to the yard, with the refuse vehicle entering the site in forward gear, reversing up to the store to collect and egressing in forward gear. Waste contained within Block A will be collected at kerbside as per the existing arrangement. A new dropped kerb and stopping space will be created for this purpose at the site frontage.
- 2.2.4 Deliveries will be able to utilise the same space when not in use for waste collection, or otherwise will use the vehicle access on the western edge of the site. The yard itself will be secured by bollards or similar to prevent general vehicle access, with only disabled parking users, waste collection vehicles and emergency services able to access.

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	2
LGV	0	0	0	0	0	0	1	1	2
Total Servicing	0	0	0	0	0	0	2	2	4

- 3.2.3 **Table 3.1** demonstrates that the commercial element of the development could generate an average of 4 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.

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	2	3
LGV	0	0	1	1	1	2	8	8	16
Total Servicing	0	0	1	1	1	2	10	9	19

- 3.2.6 **Table 3.1** demonstrates that the residential element of the development could generate an average of 19 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.

Proposed Warehouse Living Servicing Trip Generation

- 3.2.7 In order to understand the estimated level of delivery and servicing trips for the proposed Warehouse Living Units, the commercial trip rates as per **Table 3.1** have been applied to the warehouse commercial floorspace and the residential trip rates as per **Table 3.2** have been applied to the residential beds. In this respect, the warehouse living has been treated as equivalent to 60 x 1-bed flats, and therefore the results are expected to be higher than realistically would be the case.
- 3.2.8 The total warehouse living servicing trips have been calculated with the associated TA and the results are shown in **Table 3.1** below.

Table 3.3 Warehouse Living 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	1	1	1	1	9	8	17

- 3.2.9 **Table 3.1** demonstrates that the Warehouse Living element of the development could generate an average of 17 two-way regular trip per day for the purposes of delivery and servicing, including refuse collection, which in reality would be consolidated with the general commercial and residential collections.

Total Servicing and Delivery Trip Generation

- 3.2.10 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 3.4 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	1	1	2	2	2	3	20	19	40

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 3.5** overleaf. Results are shown to 1 decimal place to prevent errors in rounding.

Table 3.5 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	0.1	0.0	0.1	0.3	0.0	0.3	0.4	0.0	0.5
06:00-07:00	0.2	0.1	0.3	0.1	0.0	0.1	0.3	0.1	0.4
07:00-08:00	0.5	0.5	1.0	0.5	0.8	1.3	1.0	1.4	2.4
08:00-09:00	0.2	0.2	0.5	0.5	0.6	1.1	0.8	0.9	1.6
09:00-10:00	0.6	0.6	1.1	1.0	0.5	1.5	1.5	1.1	2.6
10:00-11:00	0.7	0.7	1.4	1.9	2.0	3.9	2.6	2.7	5.3
11:00-12:00	0.3	0.3	0.5	1.9	1.6	3.5	2.2	1.9	4.1
12:00-13:00	0.1	0.2	0.3	1.4	1.4	2.8	1.5	1.7	3.2
13:00-14:00	0.5	0.6	1.1	1.6	1.6	3.3	2.1	2.3	4.4
14:00-15:00	0.2	0.2	0.4	1.3	1.4	2.7	1.5	1.7	3.2
15:00-16:00	0.1	0.2	0.3	1.2	1.4	2.5	1.2	1.6	2.8
16:00-17:00	0.2	0.1	0.3	1.5	1.0	2.6	1.7	1.1	2.8
17:00-18:00	0.2	0.2	0.5	1.5	1.3	2.8	1.8	1.5	3.3
18:00-19:00	0.2	0.2	0.4	0.8	0.9	1.7	1.0	1.1	2.1
19:00-20:00	0.0	0.1	0.2	0.4	0.3	0.7	0.4	0.4	0.8
20:00-21:00	0.0	0.0	0.0	0.3	0.2	0.4	0.3	0.2	0.5
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	4	4	8	16	15	31	20	20	40

- 3.3.2 As shown in the table above, peak servicing occurs at 10:00-11:00 with 5 x two-way trips within the hour. This equates to at most, 3 vehicles. With a max average dwell time of 20-minutes, and a general average dwell time of around 5-6 minutes, it is not expected that the arrivals and departures would significantly overlap within the hour. 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, and double counts for the warehouse living.

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 19 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 LBH 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 at Omega Works. 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



- AREA KEY:
- BEDROOM
 - CIRCULATION
 - COMMERCIAL
 - FACILITY MANAGEMENT
 - RESIDENTIAL
 - WAREHOUSE LIVE
 - WAREHOUSE WORK
 - WORKSHOP
 - ROOF GARDEN (RESI)
 - PRIVATE AMENITY SPACE
 - GREEN ROOF
 - GREEN ROOF/PV
 - BIKES
 - CAR PARKING
 - ROAD
 - SERVICES
 - WASTE

DRAWING STATUS: PLANNING			
REVISIONS:			
NO.	DATE	DESCRIPTION	BY
PP6	08/04/22	DRAFT PLANNING SET FOR CONSULTANTS	MW
P1	03/08/22	PLANNING ISSUE	MW

NOTES:	
—	SITE BOUNDARY
B	BEDROOM (PRIVATE)
B(W)	BEDROOM (WHEELCHAIR ADAPTABLE)
C	COMMERCIAL UNIT
CC	CONCIERGE
EX	EXISTING
F	SANITARY FACILITIES/KITCHEN/STORAGE
L	LIVE
R	RESIDENTIAL UNITS
S	INDIVIDUAL STUDIOS
W	SHARED WORKSPACE
W/L	SHARED WORK-LIVE SPACE
WS	WORKSHOP SPACE
WH	WAREHOUSE

0

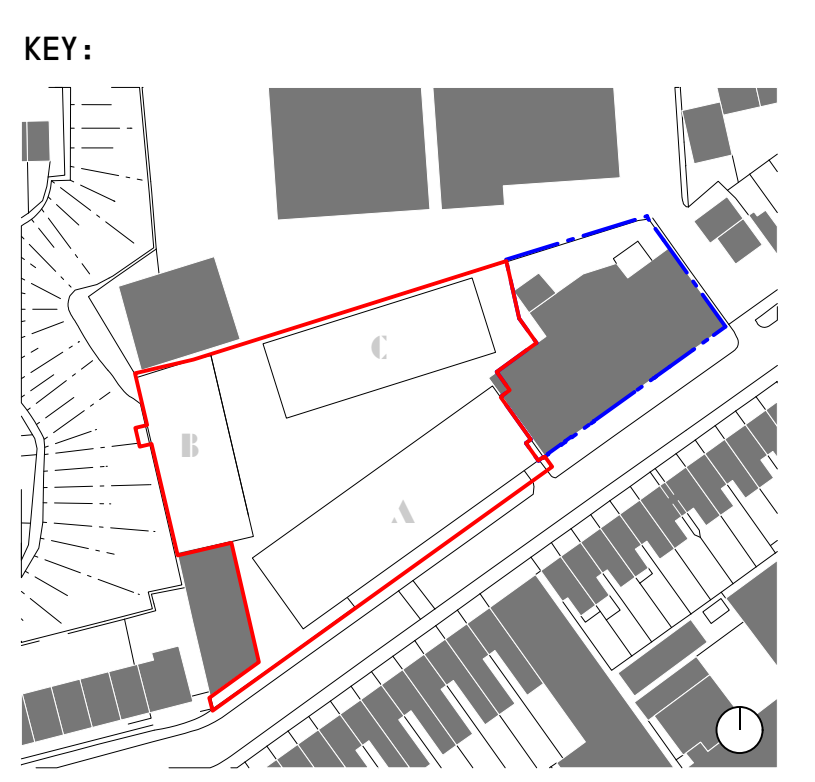
2.5

5.0

7.5

10.0

M



VPPR

ARCHITECTS

22 PRINCE OF WALES ROAD
LONDON NW5 3LG

+44 2077296168
WWW.VPPR.CO.UK

ALL RIGHTS RESERVED—THESE DRAWINGS, CONCEPTS, DESIGNS AND IDEAS ARE THE PROPERTY OF VON PREUSSEN PEASE REYNOLDS ARCHITECTS LTD. THEY MAY NOT BE COPIED, REPRODUCED, DISCLOSED TO OTHERS OR USED IN CONNECTION WITH ANY WORK OTHER THAN SPECIFIED PROJECT FOR WHICH THEY WERE PREPARED, IN WHOLE OR IN PART, WITHOUT THE PRIOR WRITTEN AUTHORISATION OF VON PREUSSEN PEASE REYNOLDS ARCHITECTS LTD.

PROJECT: OMEGA WORKS, 167 HERMITAGE RD HARINGEY, LONDON N4 1NA	
DRAWING TITLE: PROPOSED GROUND FLOOR PLAN	
DESIGN STAGE —	03
DRAWN —	DC
CHECKED —	JR
DATE —	19 JUL 2021
SCALE —	1:125@A1 / 1:250@A3
DRAWING NUMBER: 121_A_01_00	REVISION: P1



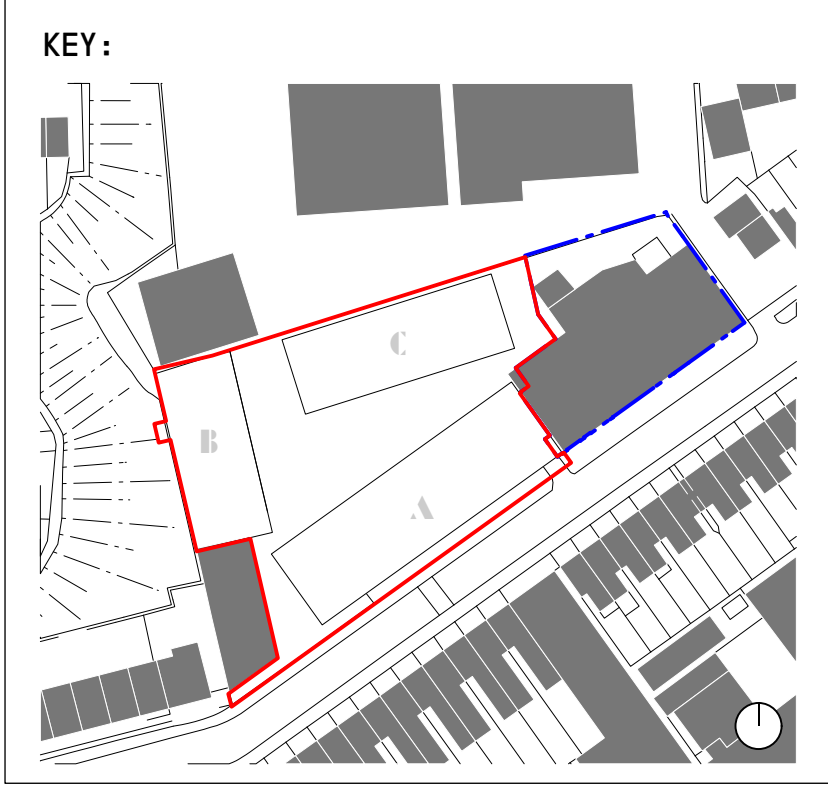
- AREA KEY:
- BEDROOM
 - CIRCULATION
 - COMMERCIAL
 - FACILITY MANAGEMENT
 - RESIDENTIAL
 - WAREHOUSE LIVE
 - WAREHOUSE WORK
 - WORKSHOP
 - ROOF GARDEN (RESI)
 - PRIVATE AMENITY SPACE
 - GREEN ROOF
 - GREEN ROOF/PV
 - BIKES
 - CAR PARKING
 - ROAD
 - SERVICES
 - WASTE

DRAWING STATUS:
PLANNING

REVISIONS:

NO.	DATE	DESCRIPTION	BY
PP6	08/04/22	DRAFT PLANNING SET FOR CONSULTANTS	MW
P1	03/08/22	PLANNING ISSUE	MW

- NOTES:
- SITE BOUNDARY
 - B BEDROOM (PRIVATE)
 - B(W) BEDROOM (WHEELCHAIR ADAPTABLE)
 - C COMMERCIAL UNIT
 - CC CONCIERGE
 - EX EXISTING
 - F SANITARY FACILITIES/KITCHEN/STORAGE
 - L LIVE
 - R RESIDENTIAL UNITS
 - S INDIVIDUAL STUDIOS
 - W SHARED WORKSPACE
 - W/L SHARED WORK-LIVE SPACE
 - WS WORKSHOP SPACE
 - WH WAREHOUSE
- 0 2.5 5.0 7.5 10.0 M



VPPR ARCHITECTS

22 PRINCE OF WALES ROAD
LONDON NW5 3LG

+44 2077296168
WWW.VPPR.CO.UK

ALL RIGHTS RESERVED—THESE DRAWINGS, CONCEPTS, DESIGNS AND IDEAS ARE THE PROPERTY OF VON PREUSSEN PEASE REYNOLDS ARCHITECTS LTD. THEY MAY NOT BE COPIED, REPRODUCED, DISCLOSED TO OTHERS OR USED IN CONNECTION WITH ANY WORK OTHER THAN SPECIFIED PROJECT FOR WHICH THEY WERE PREPARED, IN WHOLE OR IN PART, WITHOUT THE PRIOR WRITTEN AUTHORISATION OF VON PREUSSEN PEASE REYNOLDS ARCHITECTS LTD.

PROJECT:
**OMEGA WORKS, 167 HERMITAGE RD
HARINGEY, LONDON N4 1NA**

DRAWING TITLE:
**PROPOSED
FIRST FLOOR PLAN**

DESIGN STAGE — 03
DRAWN — DC
CHECKED — JR
DATE — 19 JUL 2021
SCALE — 1:125@A1 / 1:250@A3

DRAWING NUMBER:
121_A_01_01

REVISION:
P1