

## Tottenham Hale - North Island

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# 1 Introduction

## Background

- 1.1 This Commercial Delivery and Servicing Plan (DSP) has been prepared by Steer on behalf of TH DM North Island Ltd (the “Applicant”) for the Tottenham Hale North Island development which forms part of the wider Tottenham Hale Centre development in the London Borough of Haringey (LBH).
- 1.2 This document has been prepared to discharge Planning Condition A12 of the associated planning consent which was granted on 17<sup>th</sup> March 2019 (LPA ref: HGY/2018/2223) for:  
*“Demolition works and clearance of existing site to provide a mixed-use development comprising 6 buildings up to 38 storeys in height, which together with pavilion and basement accommodation will provide up to 104,713sqm of floorspace (GIA), comprising residential use (Use Class C3) (up to 1,036 units), retail (Use Class A1-A4), health centre (Use Class D1), office (Use Class B1), leisure (Use Class D2) parking and servicing areas, hard and soft landscaping (including the provision of a new public square), highway works, creation of new vehicular accesses and the realignment of Station Road, decentralised energy network works and other associated works.”*
- 1.3 Planning Condition A12 of the associated planning consent states the following, relevant to this document and where the site is referred to as Plot A:  
*“Prior to the occupation of the non-residential floorspace within Plot A, a full Service and Delivery Plan (SDP) for the non-residential uses within Plot A shall be submitted in writing to and for approval by the Local Planning Authority. The Plan should provide details on how servicing and deliveries will take place. The plan shall demonstrate how deliveries and servicing are coordinated to avoid the AM and PM peak periods. Servicing and deliveries within Plot A shall be undertaken in accordance with the approved plan.”*
- 1.4 This DSP relates only to the commercial element of Tottenham Hale North Island which is located on The Hale within the Tottenham Hale District Centre.
- 1.5 This DSP sets out the operation of Tottenham Hale North Island (referred to in this document as the Site) and includes a strategy for managing servicing and delivery vehicle movements and measures to minimise delivery and service vehicle impacts.
- 1.6 This DSP has been prepared in accordance with the national, regional, and local policy documents and best practice guidance, as described in **Chapter 2**.
- 1.7 This DSP reflects the approach of the site-wide DSP that was submitted and approved for the planning application.

## What is a DSP?

- 1.8 DSPs provide a framework to better manage all types of freight vehicle movements to and from individual sites. A DSP is essentially the equivalent of a workplace travel plan for freight.
- 1.9 The London Freight Plan highlights DSPs as one of the four measures to improve freight and servicing in London. The other three measures include the Fleet Operator Recognition Scheme (FORS), Construction Logistics Plans (CLPs) and the Freight Information portal (FIP).

## Benefits of DSPs

- 1.10 The 'Delivery and Servicing Plans – Making Freight Work for You' (Transport for London (TfL)) document identifies the benefits of DSPs to local authorities, residents, building developers, businesses and freight operators.
- 1.11 In summary, DSPs will:
- Help developers and local authority planning officials comply with:
    - the promotion of more sustainable transport choices for moving freight.
    - the Traffic Management Act (2004), the London Plan and any borough-specific policies, such as road safety and air quality action plans.
  - Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally friendly way.
  - Identify deliveries that could be reduced, re-timed or consolidated.
  - Help cut congestion on London's roads and ease pressure on the environment.
  - Improve the reliability of deliveries to the site concerned.
  - Reduce the operating costs of building occupants and freight companies.
  - Reduce the impact of freight activity on local residents.

## DSP Objectives

- 1.12 The overall objective of this DSP is:

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**"To minimise the impacts of freight movements and facilitate sustainable freight travel to and from the Proposed Development".**

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- 1.13 To support the realisation of this overarching objective, several sub-objectives have been set out as follows:
- Promoting smarter operations that reduce the need for freight travel overall or that reduce or eliminate trips particularly those in peak periods.
  - Encouraging greater use of sustainable freight modes.
  - Encouraging use of greener vehicles.
  - Managing the on-going development and delivery of the DSP with the future residential tenants.
  - Communicating servicing/delivery facilities (through dissemination of information) to residents.
  - Communicating the DSP and its constituent measures to residents.
  - Encouraging the most efficient use of freight vehicles and servicing/delivery trips.
- 1.14 Success of this DSP in achieving its objectives will be measured through the surveys completed as part of the monitoring and review programme, discussed in further detail in **Chapter 6**.

## DSP Structure

- 1.15 The DSP is divided into the following chapters:

**Chapter 1:** Introduction;  
**Chapter 2:** Policy and Guidance Context;  
**Chapter 3:** Servicing/Delivery Trip Generation;  
**Chapter 4:** Access Arrangements;  
**Chapter 5:** Encouraging Sustainable Freight;  
**Chapter 6:** Delivery and Servicing Strategy;  
**Chapter 7:** Summary and Conclusion.

## 2 Policy Context

2.1 This Residential DSP has been prepared in the context of the national, regional and local DSP-related policy and guidance listed below.

### **National Policy and Guidance**

- BS:5906 Waste Management in buildings – Code of Practice (2005); and
- Designing for Deliveries, Freight Transport Association (2006).

### **Regional Policy and Guidance**

- The London Plan (2021);
- The Mayor's Transport Strategy (2018);
- The London Freight and Servicing Action Plan (2019);
- Delivery and Servicing Plan Guidance: Planning for Safe, Clean, and Efficient freight in London (2020);
- Fleet Operator Recognition Scheme (FORS) (online resource); and
- Freight Information Portal (FIP) (online resource).

### **Local Policy and Guidance**

- LBH Local Plan: Strategic Policies 2013 DPD: (with alterations 2017) (the 'Strategic Policies DPD');
- LBH Local Plan: Development Management DPD (2017) (the 'DM DPD');
- LBH Sustainable Design and Construction Supplementary Planning Document (2013);
- Tottenham Area Action Plan Development Plan Document (2017) (the 'TAAP');
- Tottenham Hale District Centre Framework (2015) (the 'DCF').

## 3 Servicing Trip Generation

### Introduction

- 3.1 The number of delivery and servicing vehicle trips to the Site has been extracted from the trip generation exercise undertaken within the approved Transport Assessment.
- 3.2 Detail is also provided on the type of delivery and servicing trips and vehicles which are expected to be generated.

### Nature of Delivery and Servicing Trips

- 3.3 The commercial daily servicing/delivery trip rates used in the approved Transport Assessment (TA) for the Tottenham Hale District Centre are set out below as follows:
- **Office** – Daily trip rate of 0.21 vehicles per 100sqm NIA;
  - **Retail** – Daily trip rate of 0.59 vehicles per 100sqm NIA;
  - **Food and Drinks** – Daily trip rate of 2.0 vehicles per 100sqm NIA; and
  - **Community/Cultural** – Daily trip rate of 0.15 vehicles per 100sqm NIA.
- 3.4 The floor area schedule provided in **Table 3.1** below has been used to forecast the servicing trips and determine the loading bay requirements of each development plot. Trip generation forecasts have been extracted from the consented TA.

**Table 3.1: Schedule of Accommodation**

| Use      | Commercial (NIA m <sup>2</sup> ) |
|----------|----------------------------------|
| Flexible | 313.8                            |

- 3.5 The forecast servicing trips associated with the Proposed Development are shown in **Table 3.2**.

**Table 3.2: Proposed Development Forecast Servicing Trips**

| Site                        | AM Peak (08:00 – 09:00) |           |       | PM Peak (17:00 – 18:00) |           |       | Daily       |           |       |
|-----------------------------|-------------------------|-----------|-------|-------------------------|-----------|-------|-------------|-----------|-------|
|                             | Cars / Vans             | MGV / HGV | Total | Cars / Vans             | MGV / HGV | Total | Cars / Vans | MGV / HGV | Total |
| Tottenham Hale North Island | 1                       | 0         | 1     | 0                       | 0         | 0     | 5           | 1         | 6     |

- 3.6 **Table 3.2** shows that up to 1 servicing trip generated during the AM peak hour, and that there will be a total of 6 movements occurring daily. 83% are expected to be cars or vans, with the remainder HGVs.
- 3.7 As noted within the Residential DSP, the Development is also forecast to generate 17 daily trips associated with residential operations. In total this equates to 23 daily vehicle movements, across a 12-hour day, an average of around 2 arrivals per hour. This level of activity can be comfortably accommodated within the loading bay as designed in accordance with the consented scheme.

## 4 Access Arrangements

### Introduction

- 4.1 This chapter provides details of the access arrangements for the commercial uses at Tottenham Hale North Island, with a focus on delivery and servicing vehicles.

### Proposed Vehicular Access

- 4.2 As detailed within the consented Transport Assessment, there will be an inset on-street loading bay on the east side of The Hale, providing capacity for one large vehicle, or two cars / LGVs.
- 4.3 Articulated vehicles will not be required to access the Proposed Development for day-to-day servicing operations.
- 4.4 This loading bay will be part of the public highway and will be used by both residential and commercial deliveries and servicing vehicles generated Tottenham Hale North Island.
- 4.5 The restrictions associated with the loading bay are to be confirmed by LBH as part of its statutory traffic regulation order process, which will be completed in due course.
- 4.6 Additional loading facilities are also afforded along Station Road to the south-east of the Site.

### Proposed Delivery and Servicing Arrangements

- 4.7 The nature of many of the delivery and servicing trips is that they cannot be scheduled or managed by the facilities management team, for instance postal couriers and food deliveries. Furthermore, given that the loading bay is on the public highway its use cannot be controlled by facilities management.
- 4.8 However, given that there is a relatively low number of delivery and servicing vehicle trips that will be generated by Tottenham Hale North Island residential and commercial uses, the loading bay is expected to provide sufficient capacity for peak demand.
- 4.9 There is greater capacity for commercial occupiers to control the timing of their deliveries and they will seek to encourage their suppliers to undertake activity outside of the peak times through active engagement and the promotion of the vehicle booking system as further described within **Table 5.1**.
- 4.10 The loading bay has been designed in accordance with LBH's 'Sustainable Design and Construction' Supplementary Planning Document (2013).

### Proposed Waste Strategy

- 4.11 Commercial refuse is collected for the loading bay on The Hale.
- 4.12 Further detail regarding residential waste storage and collection is contained within the accompanying Commercial Waste Management Plan (CWMP).

## 5 Encouraging Sustainability

### DSP Measures

- 5.1 **Table 5.1** details the DSP measures, the benefits they offer, the timescale for their implementation and responsibility to take them forward. The measures aim to achieve the DSP sub-objectives and minimise the impact of the servicing and deliveries forecast for the development.
- 5.2 The DSP measures will evolve once the needs of the commercial tenants have been identified through servicing / delivery surveys. However, at this stage it is expected that the DSP will consider a combination of the measures (but not exclusively) within **Table 5.1**.

### DSP Targets

- 5.3 Servicing and delivery surveys will be undertaken within seven months of occupation, from which targets will be developed for the full DSP – targets include:
- Minimising servicing and delivery trips to be undertaken during the AM and PM peak hours (08:00-09:00 and 17:00-18:00).
  - Minimising servicing and deliveries to be undertaken during the night-time period (23:00-06:00) to prevent disturbance to nearby residential properties.
  - Specifying a maximum number of servicing and deliveries to encourage the consolidation of trips to the Site.
  - All, or a specific proportion, of servicing and delivery companies used, to be a member of FORS.
  - Targeting a significant percentage uplift of delivery and servicing trips to be by cycle or on foot from the surveyed data.
- 5.4 As noted above specific targets will evolve once the needs of the commercial tenants have been identified through servicing / delivery surveys.

**Table 5.1: DSP Measures**

| Measure                                                | Description                                                                                                     | Benefit                                                                                                                  | Timescale for Implementation                             | Responsibility       |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------|
| <b>Management of the DSP</b>                           |                                                                                                                 |                                                                                                                          |                                                          |                      |
| Adoption of the DSP                                    | Early buy in from commercial tenants will be essential to ensure the DSP is an active, living document.         | The involvement of the tenants will mean that more policies could be implemented, and better results could be delivered. | Following completion of baseline surveys.                | The Applicant        |
| Assign responsibility of DSP to the commercial tenants | To be responsible for managing the ongoing development, delivery and promotion of the DSP.                      | This will ensure that the DSP is taken forward and results are delivered.                                                | Prior to occupation or when the occupiers are confirmed. | The Applicant        |
| Travel Surveys                                         | Servicing and delivery surveys.                                                                                 | This will inform the future development of the DSP.                                                                      | Within six months of occupation and 3rd and 5th years.   | Commercial Tenant(s) |
| Raise awareness and promote DSP initiatives            | Provide site information and promote the DSP to staff, suppliers and other key stakeholders.                    | To promote the measures and targets of the DSP to a wide audience.                                                       | Upon occupation and on-going.                            | Commercial Tenant(s) |
| <b>Service Vehicle Access</b>                          |                                                                                                                 |                                                                                                                          |                                                          |                      |
| Access routes for servicing and deliveries             | Provide sufficient space and clear and uncongested routes for waste collection and goods delivery / collection. | Minimise localised congestion and ensure that there are no access issues.                                                | This will be implemented when the development is built.  | The Applicant        |
| <b>Reducing Servicing and Delivery Trips</b>           |                                                                                                                 |                                                                                                                          |                                                          |                      |
| Couriers                                               | A smart courier policy could reduce the number of motorised vehicle trips generated by the Site.                | Using cycle couriers when viable to reduce the number and impact of motorised vehicles upon the local highway network.   | Within first year of occupation.                         | Commercial Tenant(s) |

| Measure                                  | Description                                                                                                                                                                                  | Benefit                                                                                                                                                                                                         | Timescale for Implementation                  | Responsibility       |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|----------------------|
| Use of local sources/suppliers           | Encourage tenants to source items locally, or from the same supplier.                                                                                                                        | To reduce the number of deliveries required.                                                                                                                                                                    | Within first year of occupation.              | Commercial Tenant(s) |
| <b>Servicing and Delivery Operations</b> |                                                                                                                                                                                              |                                                                                                                                                                                                                 |                                               |                      |
| Site information                         | Publish details of servicing/delivery facilities and procedures to staff and suppliers indicating preferred delivery times; delivery locations; preferred local suppliers.                   | To encourage deliveries to take place outside of peak times, in appropriate locations and by preferred suppliers.                                                                                               | Upon occupation.                              | Commercial Tenant(s) |
| 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. | Within six months of occupation and on-going. | Commercial Tenant(s) |
| Vehicle Booking and Management System    | Produce a delivery and servicing schedule to set out how and when vehicles can best access the Site. It will encourage off-peak servicing and the consolidation of servicing and deliveries. | Implementing a delivery and servicing schedule will ensure that access routes, delivery and waiting areas are used efficiently and congestion is minimised.                                                     | Within first year of occupation.              | Commercial Tenant(s) |
| <b>Waste Management</b>                  |                                                                                                                                                                                              |                                                                                                                                                                                                                 |                                               |                      |
| Efficient waste storage                  | Provide sufficient storage capacity for different waste streams.                                                                                                                             | Encourage minimal waste collections by providing the appropriate volume of waste storage.                                                                                                                       | Within six months of occupation and on-going. | Commercial Tenant(s) |

## 6 Delivery and Servicing Strategy

### Management of the DSP

- 6.1 The DSP will be implemented upon occupation and will be developed into a full DSP within seven months post occupation, after the baseline surveys (within six months of occupation).
- 6.2 The Applicant will work with the commercial tenants to ensure the DSP is implemented and developed over time.
- 6.3 The management of the DSP will be the responsibility of the commercial tenants who would ensure continued support and resources for the DSP.

### Raising Awareness

- 6.4 It will be important to inform all staff and suppliers about this DSP, where the following information will be made available on noticeboards and electronically:
  - The content and need for the DSP;
  - The importance of DSPs, freight movements and their impacts; and
  - What commercial tenants can do to help encourage the use of sustainable freight to and from the Site.
- 6.5 This will ensure that commercial tenants are on board and supportive of the DSP. The servicing / delivery surveys will contribute to raising awareness at the outset.

### Review and Monitoring

- 6.6 It is proposed that the DSP is reviewed and monitored according to the schedule in **Table 6.1**.
- 6.7 The first stage of the monitoring and review programme will be to undertake comprehensive servicing / delivery surveys. The surveys are expected to be undertaken within six months of occupation.
- 6.8 The DSP will have a timescale of at least five years. The document will be regularly monitored and reviewed to ensure that the document reflects the changing requirements of the development and is up to date with servicing / delivery options available.
- 6.9 The DSP development will be the responsibility of the facilities management company. Table 6.1 sets out programme for monitoring and review of the DSP.

**Table 6.1: Programme of Monitoring and Review**

| Action                                                                                                                                               | Timescale                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| Baseline servicing/delivery surveys                                                                                                                  | Within six months of occupation   |
| Produce a full DSP                                                                                                                                   | Within seven months of occupation |
| Future servicing/delivery surveys                                                                                                                    | 3rd and 5th Year                  |
| Feedback to the residents                                                                                                                            | Following surveys                 |
| Undertake comprehensive strategic review of all aspects of the DSP (including the objectives, targets, the action plan and the monitoring programme) | Six months, 3rd and 5th Year      |

# 7 Summary and Conclusion

## Summary

- 7.1 This report presents the proposed commercial servicing and delivery strategy for Tottenham Hale North Island at Tottenham Hale Centre Development.
- 7.2 The future delivery and servicing demands associated with commercial activity equates to 6 delivery and servicing vehicles per day which can be sufficiently accommodated within the proposal loading bay, which would be shared with commercial and residential uses of the Plot without detriment to the safety or capacity of the local highway network.
- 7.3 A toolkit of measures is proposed to be taken forward as the DSP evolves over time to encourage sustainable freight movements and to reduce unnecessary servicing and delivery trips, particularly during peak times. The commercial tenants will be responsible for establishing targets following occupation.
- 7.4 Overall, it is concluded that the delivery and servicing demand and arrangements will not have any significant impacts upon the operation of the local highway network.

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