



Watts Close

Service and Delivery Plan

June 2023

CONTENTS

1. EXECUTIVE SUMMARY.....	3
2. SITE CONTEXT	4
2.1 Site Location and Background.....	4
2.2 Proposed Development.....	4
2.3 Cycle Storage	4
3 SERVICING ARRANGEMENTS AND ACCESS	6
3.1 Introduction	6
3.2 Delivery and Servicing Proposals.....	6
3.3 Delivery and Servicing Manager	6
3.4 Likely Development Service and Delivery Trips	7
3.5 Food store and Takeaway Deliveries.....	7
3.6 Courier Deliveries.....	7
3.7 Building Maintenance and Servicing.....	7
4 CONCLUSION.....	8
Appendix 1 – Proposed Ground Floor Plan	

DISCLAIMER

The information contained within this Report is based on Drawings and Specifications provided by the Design Team along with information assumed by NRG Consulting for the purposes of compliance.

NRG Consulting disclaims any responsibility to the Client and others in respect of any matters outside the intended scope of this report.

DOCUMENT CONTROL SHEET

Report Reference	PL2015/WC/SDP/2023-06-NR
Revision	For initial comment
Issue Purpose	For Planning Condition Discharge
Report Prepared For:	Formation Design & Build Ltd
Author	Neil Rothon
Signature	
Approved By	Ryan Thrower
Date of Issue	12.06.2023

1. EXECUTIVE SUMMARY

1.1 NRG Consulting have been appointed to undertake a Delivery Service and Refuse Storage Plan (DSP) for the proposed development at Land at, Watts Close, London, N15 5DW in order to discharge Planning Condition 19.

1.2 The consented scheme (LB Haringey Planning Reference: HGY/2022/0035) is for:

Demolition of 11 dwellings and community building and replace with 18 new homes for council rent. Erect 6 no. two-storey family houses (three and four bedrooms) and 12 apartments (one and two bedrooms) in 2 three-storey blocks including 2 wheelchair user dwellings. The proposals includes 2. on-site wheelchair parking bays, amenity and play space, landscaping, cycle and refuse/recycling storage.

1.3 Planning Condition 19 states:

22. Service and Delivery Plan

Prior to any residential use of the site, a full Service and Delivery Plan (SOP) shall be submitted in writing to and for approval by the Local Planning Authority. The service and delivery plan must also include facility for the delivery and storage of parcels for residents of the development. The plan shall be implemented as approved and maintained thereafter unless agreed in writing by the Local Planning Authority.

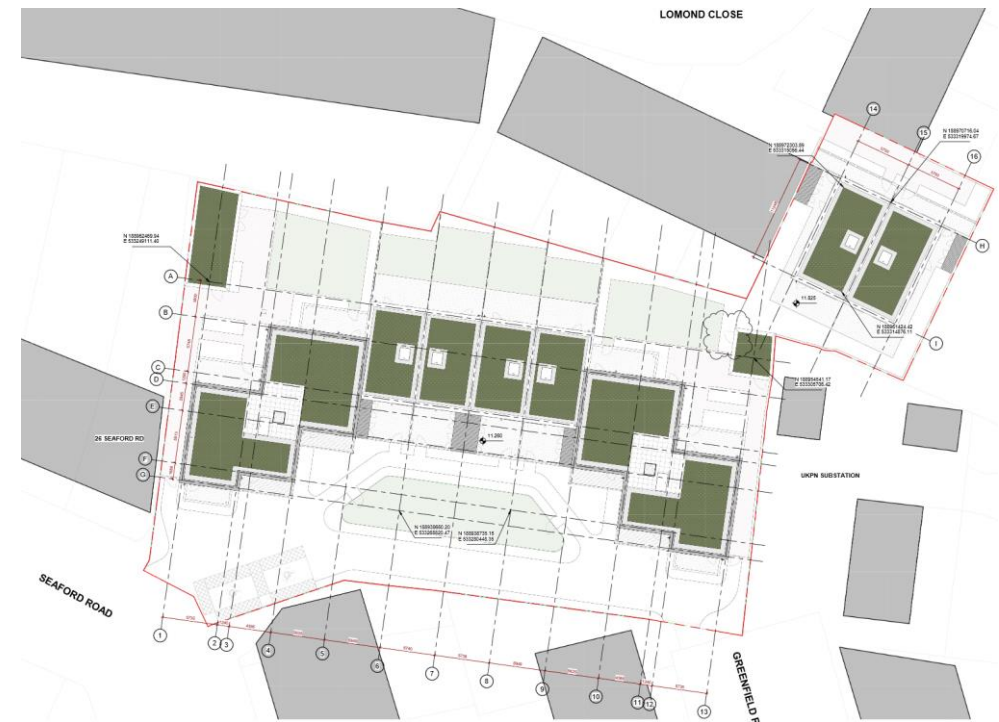


Figure 1.1: Site Location Plan

2. SITE CONTEXT

2.1 Site Location and Background

The Site is located at Watts Close which is accessed from Seaford Road. The existing site comprised of 11 bungalows and community building along with nine car parking spaces. The location of the Site is shown in Figure 1.1.

The surrounding area is predominantly residential in the immediate vicinity with a High Street of shops located to the north. Seven Sisters railway station and Tottenham Hale retail park are located to the east/southeast.

An assessment of the PTAL of the Site states that the current PTAL in the centre of the Site is 4, which represents 'Good Accessibility.'

Watts Close is a private road which serves access to nine car parking spaces. Vehicle access is taken from Seaford Road through a priority junction with the access approximately 5.9m in width. The parking spaces have parking permit restrictions specific to each household within Watts Close.

Seaford Road is a two-way carriageway running to the southwest of the Site connecting to Roslyn Road to the south and to Avenue Road to the west. There are parking bays located along its length with single yellow lines on the south side in the vicinity. The effective width of the carriageway is 5.5m with footways located on both sides. Traffic is subject to a 20mph speed limit. All other roads in the vicinity are similar in characteristics.

2.2 Proposed Development

The proposed development comprises 18 new homes for council rent, comprising of six, two-storey family houses (three and four bedrooms) and 12 apartments (one and two bedrooms) in two, three-storey blocks including two wheelchair user dwellings. Figure 2.2 shows the proposed ground floor plan with the bin storage areas highlighted.

2.3 Cycle Storage

A total of 24 cycle parking spaces will be provided in two separate cycle storage areas for the eight 2-bedroom (four person) and four 1-bedroom (two person) apartments (12 apartments) within the separate communal gardens to the rear of the main building. The cycle parking will be housed in sheltered and secure storage with access gained via separate side entrance gates with fob key activation.



Figure 2.1: CGI of Proposed Development

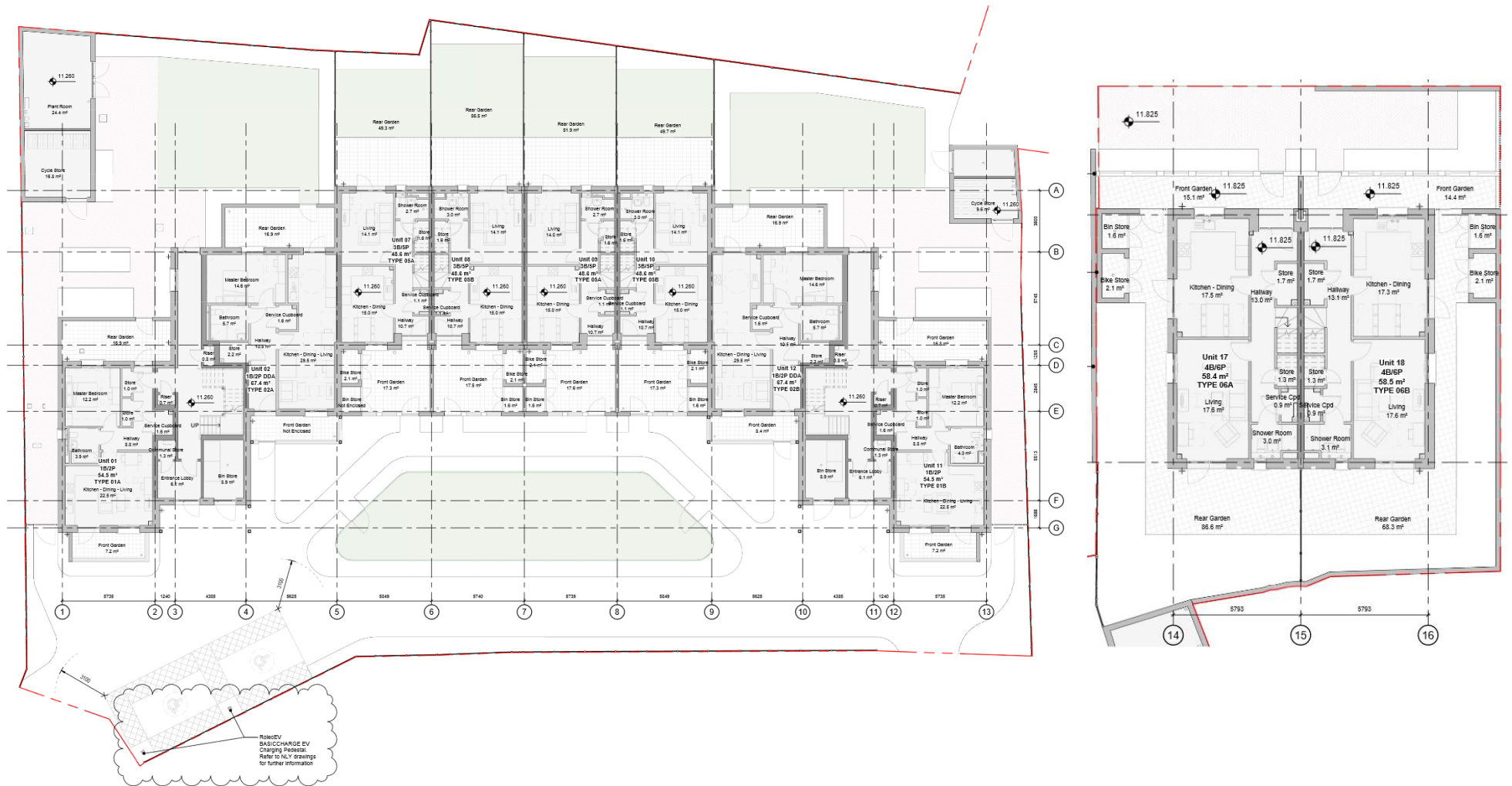


Figure 2.2: Ground Floor Plans [also included as Appendix 1].

3 SERVICING ARRANGEMENTS AND ACCESS

3.1 Introduction

This section describes the access arrangements for the residential units, the location of refuse storage and the arrangements for other servicing and deliveries which will need to be taken into account in the DSP.

3.2 Delivery and Servicing Proposals

Delivery vehicles will be able to utilise the single yellow lines on Seaford Road as delivery vehicles are generally limited to 20 minutes continuous waiting time to load/unload goods. This is in line with the existing arrangements for adjacent properties.

Deliveries to the houses on Watts Close and Lomond Close would take place door to door and making use of front porch safe spaces if required. The 12 flats in Blocks A and B will have post boxes located on each entrance Lobby at Ground Floor level.

When a courier or Royal Mail are unable to make a delivery, they will leave a calling card in the recipients post box to allow the resident to arrange a more convenient redelivery or collect from elsewhere. Additionally, residents will be advised of nearby 'Click and Collect' locations and 'Amazon Delivery Lockers,' to offer residents flexibility and accessibility, making it easier for them to receive their parcels at their preferred location and time.

Residents will also be advised of the benefits of promoting delivery by Light Goods Vehicles. New residents will be provided with a leaflet explaining what information should be provided to delivery companies to maximise the use of small vehicles for deliveries or to advise of appropriate servicing arrangements for larger vehicles. This accords with TfL advice.

The approach noted within this section will help streamline the delivery process, reduce congestion within the development, and ultimately create a more efficient and convenient experience for all residents.

It should be noted that the majority of deliveries to the site will form part of a linked trip that is already on the network and therefore not increasing the number of delivery vehicles on the highway network. The nature of a residential development is that the majority of deliveries would be undertaken by vans with very few HGVs visiting residential units with these being more ad hoc. The total number of deliveries expected to visit the Site each day will be in the region of five. This level of impact is expected to be negligible with the surrounding highway network able to accommodate demand.

3.3 Delivery and Servicing Manager

A Delivery and Servicing Plan Manager role will be elected by the facility management company for the new development and employed prior to occupation. The DSP Manager will be responsible for implementing and managing the DSP as a natural extension of their duties. The DSP managers role includes:

- Keeping in regular contact with the residents;
- Answering related queries about site and local matters;
- Managing the arrival and exit of contractors;
- Managing the arrival of residents and the moving in and out of the development, notifying other residents in each case.
- Providing all residents with a Home User Guide which will include details on how to book deliveries;
- Keeping in regular contact with the residents via email, text (if the resident signs up to the information alerts), the blocks notice board.
- To provide a communal residential notice board for the flats to provide information to residents on delivery and servicing;
- Residents will be encouraged by the DSP Manager to update the delivery and servicing schedule to inform other residents that large deliveries will be taking place on certain days, to assist in avoiding multiple deliveries occurring at once and encouraging vehicles avoid the road network peak periods.

3.4 Likely Development Service and Delivery Trips

The development can be expected to have the following frequent delivery and servicing trips:

- Refuse collection
- Courier services
- Retail stock deliveries
- Post
- Supermarket food deliveries
- Fast food deliveries
- Building maintenance

Most of these trips are likely to be by van or smaller vehicle which can load and unload direct to the houses or at each of the entrance lobbies to the flats.

The DSP Manager will inform the residents when new people will be moving in/out, so making them aware that long periods of loading/unloading will be taking place during those times. Information will also be provided by the DSP Manager to any new resident before they move in, informing them of all the packing and loading restrictions that are in place, surrounding the site.

3.5 Food store and Takeaway Deliveries

Food stores and takeaway outlets usually incur large financial, time and resource costs when delivering food and often a greater profit for the supplier, a cheaper deal for the customer and a quicker delivery of the meal / groceries can be facilitated when the customer collects these items from the shop. It is likely that residents would walk up to 1 km in order to collect food and within this distance there are several food and convenience stores and wine shop shops within this distance.

Residents should be made aware of the advantages of walking to collect takeaways. The DSP Manager will include information on a communal notice board about existing local carry out deals at local restaurants/takeaways (within 1 km of the site).

3.6 Courier Deliveries

It would be un-realistic to expect co-ordination of courier deliveries to residents but they should be advised where possible to use cycle couriers or consider the ethos of the company undertaking the delivery in terms of sustainable credentials, whether they operate their own green travel plan, their level of commitment to utilising a modern fuel efficient vehicle fleet, the quality of their operations and driver management systems minimising journey lengths etc.

Advising residents on courier deliveries will be part of DSP manager's role and include the following:

- Information advising residents on the above points will be included in the home user guide information pack provided to each resident moving into the development;

3.7 Building Maintenance and Servicing

Building maintenance external works will be the responsibility of the facility management company. Management of maintenance projects should ensure that they are not dealt with ad-hoc but in an organised manner where possible to minimise the number of trips.

The DSP Manager will inform residents of any maintenance being carried out, with sufficient notice via email/text alerts to ensure that other deliveries are not made during these times.

4 CONCLUSION

NRG has been commissioned by to undertake a Service and Delivery Plan for the Watts Close development.

The objective of this DSP is to manage deliveries and servicing to the premises in order to ensure the successful operation of the servicing (including refuse storage and collection) for all elements of the scheme.

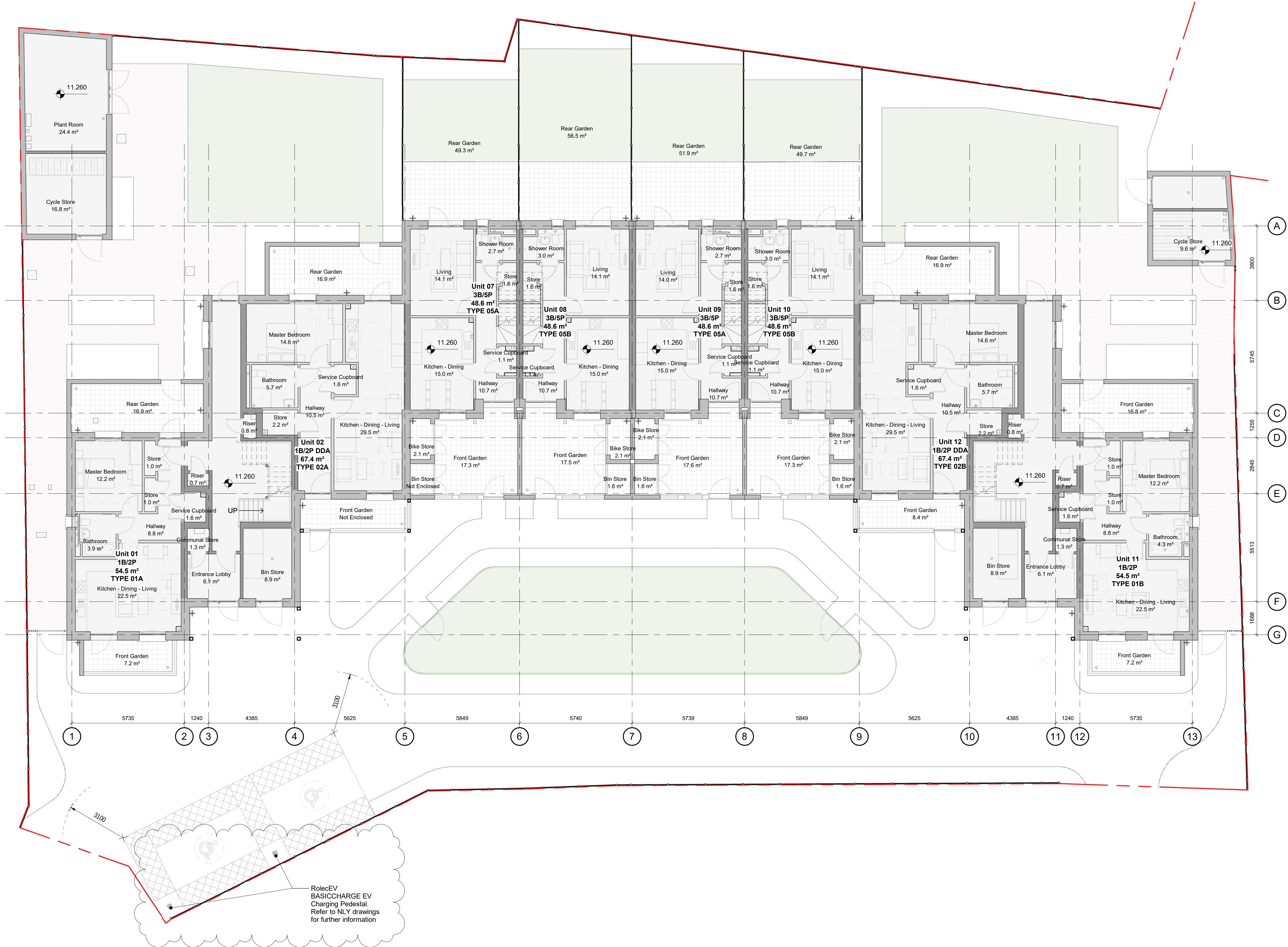
A facility management company for the new development will be employed prior to occupation and appoint a DSP manager. The DSP Manager will be responsible for implementing and managing the DSP as a natural extension of their duties.

The DSP manager's role includes keeping in regular contact with the residents answering related queries about site and local matters and managing the arrival and exit of contractors. Additionally, they will manage the arrival of residents and the moving in and out of the development, notifying other residents in each case.

The above document demonstrates that deliveries, servicing and refuse collection will be effectively managed without any detrimental impact on the local area.

Appendix 1

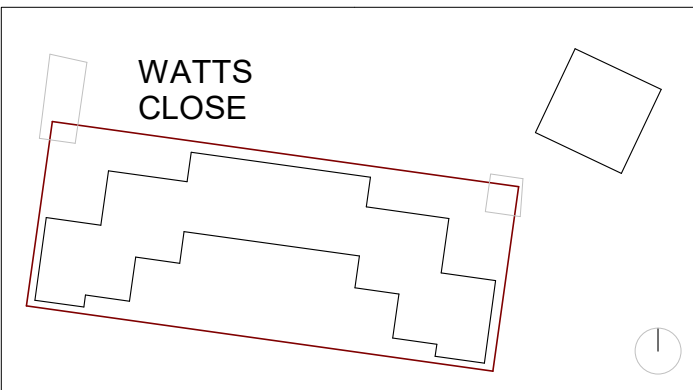




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All dimensions to be checked on site before work commences.
Figured dimensions to be taken in preference to scaled dimensions.
If in doubt please ask.

KEY PLAN



C9	Revised as clouded	30/05/23
C8	Revised as clouded	27/02/23
C7	Revised as clouded	16/02/23
C6	Garden fences, communal stairs and roofs updated	30/01/23
C5	Revised as clouded	18/01/23
C4	General revision of brick dims	17/01/23
C3	Revised as clouded	03/01/23
C2	Revised as clouded	12/12/12
C1	Issued For Construction / General update	21/11/22

STATUS

For Construction

PROJECT

Watts Close

DRAWING

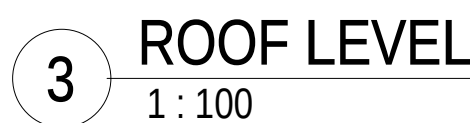
Watts Close Proposed GF GA Plan

DRAWN BY	CHECKED BY	DATE
RC	CB	August'22
SCALE (@ A1)	PROJECT NUMBER	REV
1 : 100	22015	C9
DRAWING NUMBER	WAT - DAR - WC - 00 - DR - A - 0110	REV
Project Identifier	Originator	Zone
Level	Type	Discipline
Number	Revision	



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All dimensions to be checked on site before work commences.
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If in doubt please ask.



C4	Revised as clouded	16/02/20
C3	Garden fences, communal stairs and roofs updated	30/01/20
C2	Issued For Construction / General update	21/11/19
C1	Issued For Construction	14/10/19

For Construction

Watts Close

Lomond Close Proposed GF, 1st Floor and Roof GA Plans

DRAWN BY RC	CHECKED BY CB	DATE August'22
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SCALE (@ A1)	PROJECT NUMBER
1 : 100	22015

DRAWING NUMBER	REV
WAT - DAR - LC - XX - DR - A - 0120	C4

Project Identifier	Originator	Zone	Level	Type	Discipline	Number	Revision
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