

Tottenham Hale Centre Development - Welbourne Health Centre

Commercial Service and Delivery Plan

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1. Introduction

This Commercial Services & Delivery Plan (CSDP) has been prepared by GBP consult on behalf of the Lawrence House Group (LHG). Two LHG practices will occupy the ground and first floor of the south wing of the Welbourne building (Plot C), which forms part of the wider Tottenham Hale Centre Development within the London Borough of Haringey (LBH). The medical services will be provided by two LHG, local General Practices – Dowsett Road Surgery and Tottenham Hale Medical Centre– that will relocate to the new Welbourne Health Centre (WHC) when its fit-out completes. The Welbourne building is a mixed-use development, comprising 1,648 sqm GIA of health centre (use class D1) floor space over ground and first floor with 131 flats above.

This document has been prepared to discharge Planning Condition C12 of the associated planning consent for Plot C. Condition C12 states the following:

“Prior to the occupation of the non-residential floorspace within Plot C, a full Service and Delivery Plan (SDP) for the non-residential uses within Plot C 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 C shall be undertaken in accordance with the approved plan.”

This document relates only to the health centre of the Welbourne Scheme which is located on The Hale within the Tottenham Hale District Centre. This CSDP details the strategy for managing servicing and delivery vehicle movements and measures to minimise delivery and service vehicle impacts. The document has been prepared in accordance with the national, regional, and local policy as outlined in Appendix A.

This CSDP relates only to the health centre within the Welbourne building. It provides detail on servicing and delivery vehicle movements, and measures that the service providers within the health centre will take to minimise delivery and service vehicle impacts.

2. Delivery and Servicing Access and Arrangements

WHC will comply with the agreed Delivery Service Plan (DSP) for the wider development. This includes coordinating deliveries in accordance with the planning conditions, i.e., limiting the number of deliveries between AM and PM peak times.

Proposed Delivery and Servicing Arrangements

The number of delivery and servicing vehicle trips to the site has been estimated using current numbers at existing sites. The table below sets out the type and frequency of deliveries and services expected for WHC:

Type of Service/Delivery	Frequency	Weekly Collections
General Supplies	Ad-hoc	Small van
Medical Supplies	Ad-hoc	Small van
Pharmaceuticals	Daily (dependent on demand)	Small van
Patient drop-offs	Ad-hoc	Small van
Waste collection	Weekly	Large van

Delivery vans will arrive at the loading bay on Fairbanks Road – refer to site plan, Appendix B. The loading bay has been designed in accordance with LBH's 'Sustainable Design and Construction' Supplementary Planning Document (2013). There will be an intercom at the service entrance linked with the receptionist's desk, which will be in operation between 9am-6pm, permitting deliveries to be received at the service entrance. The store is located nearby the service entrance to ensure fast and efficient delivery services – refer to floor plans, Appendix B.

Proposed Vehicular Access

As detailed within the consented Transport Assessment, there is an inset on-street loading bay on the east side of The Hale, Fairbanks Road – refer to site plan, Appendix B. This bay has capacity for one large vehicle, or two cars / LGVs. Articulated vehicles will not be required to access WHC for day-to-day servicing operations. It will be part of the public highway and will be used by both residential and commercial deliveries and servicing vehicles. Additional loading facilities are also afforded along Station Road to the south-east of the site. As the loading bay is not located on a busy road, there will be little impact on traffic during AM and PM peak times.

Proposed Waste Strategy

Refuse is collected for the loading bay on Fairbanks Road. For further detail on waste storage and collection refer to the Commercial Waste Management Plan (CWMP) submitted for discharge of Planning Condition C2.

3. Summary

This document sets out the proposed CSDP in the Welbourne building, Block C of the Tottenham Hale Centre Development.

The delivery and servicing demands of WHC can be sufficiently accommodated within the loading bay on Fairbanks Road, without detriment to the safety and capacity of the local highway network, notwithstanding the fact that it will be shared with other commercial and residential users.

4. Appendix A: National and Local Policy

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

National Policy

The following national policy documents have been reviewed and considered when producing this document:

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

Regional Policy and Guidance

The following regional policy documents have been reviewed and considered when producing this document:

- 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

The following local policy documents have been reviewed and considered when producing this document:

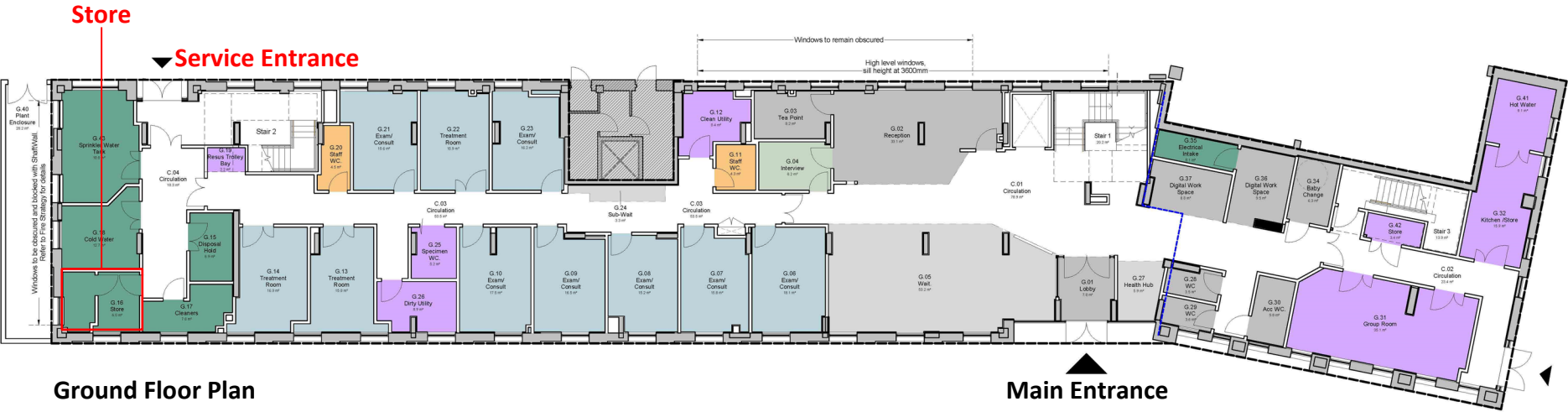
- LBH Local Plan: Strategic Policies 2013 DPD: (with alterations 2017) (the 'Strategic Policies DPD');
- LBH Local Plan: Development Management DPD (2017) (the 'DM DPD');
- LBH Sustainable Design and Construction Supplementary Planning Document (2013);
- Tottenham Area Action Plan Development Plan Document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

This CSDP is aligned with the DSP.

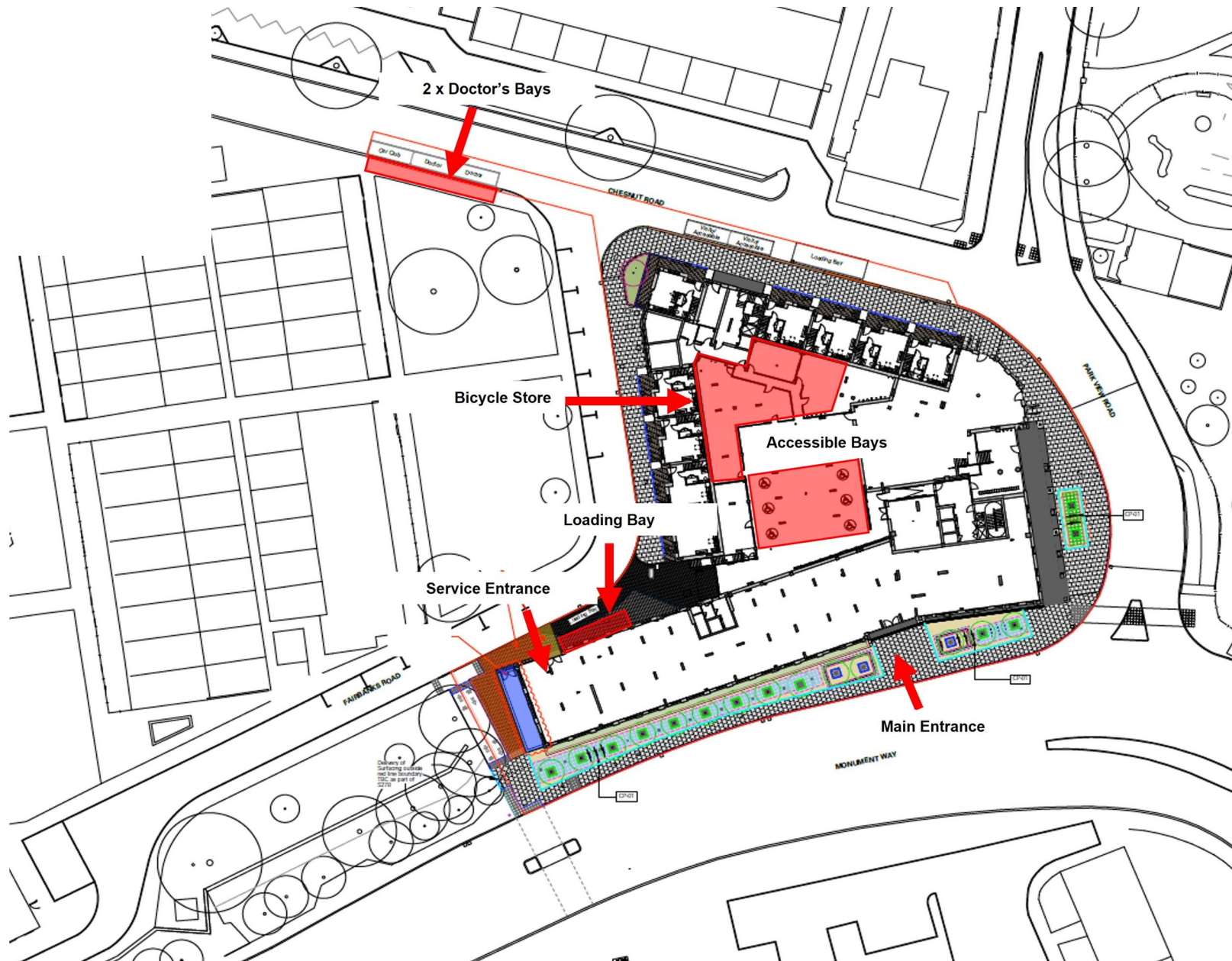
5. Appendix B: Floor Plans and Site Plan



First Floor Plan



Ground Floor Plan



6. Appendix B: Acknowledgements

This report was prepared by gbpartnerships consult (gbp consult).

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