



Chocolate Factory

Delivery and Servicing Plan

September 2023

DOCUMENT CONTROL SHEET

CONTENTS

1. EXECUTIVE SUMMARY.....	3
2. SITE CONTEXT	5
2.1 Site Location and Background.....	5
2.1 Proposed Development.....	5
3. SERVICING ARRANGEMENTS AND ACCESS	7
3.1 Introduction	7
3.2 Delivery and Servicing Proposals.....	7
3.3 Residential Refuse Storage and Collection.....	7
3.4 Commercial Refuse Storage and Collection	8
4. MANAGEMENT OF SERVICING AND DELIVERIES	9
4.1 Delivery and Servicing Manager	9
4.2 Likely Development Service and Delivery Trips	9
4.3 Food store and Takeaway Deliveries.....	9
4.4 Courier Deliveries.....	9
4.5 Building Maintenance and Servicing.....	10
5. CONCLUSION.....	10
Appendix 1 – Proposed Ground Floor Plans	
Appendix 2 – Waste Management Comments on Planning Application	

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Revision	2
Issue Purpose	For Planning Condition Discharge
Report Prepared For:	Formation Design & Build Ltd
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Signature	
Approved By	Ryan Thrower
Date of Issue	11.09.2023

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.

1. EXECUTIVE SUMMARY

1.1 NRG Consulting have been appointed to undertake a Delivery and Servicing Plan (DSP) for the proposed development at Land at the Chocolate Factory and Parma House, 5 Clarendon Road, N22 in order to discharge Planning Condition 9.

1.2 The consented scheme (LB Haringey Planning Reference: HGY/2017/3020) is for:

Partial demolition, change of use and extension of the Chocolate Factory buildings. Demolition of the remaining buildings and redevelopment to create four new build blocks ranging in height from three up to 18 storeys. Mixed use development comprising 10,657 sq.m (GIA) of commercial floorspace (flexible Use Classes A1, A3, B1, D1 and D2), 230 Class C3 residential units together with associated residential and commercial car parking, public realm works and access.

This report is intended to clear the Planning Condition for Block E2 of the scheme, that contains 80 residential units and 147.2m² of retail space.

1.3 Planning Condition 9 states:

9) Delivery and Servicing Plan and Waste Management Plan

The developer shall be required to submit a Delivery and Servicing Plan (DSP) for the local authority's approval. The DSP must be in place prior to occupation of the development. The DSP must also include a waste management plan which includes details of how refuse is to be collected from the site, the plan should be prepared in line with the requirements of the Council's waste management service which must ensure that all bins are within 10 metres carrying distances of a refuse truck on a waste collection day and that the truck is able to enter and exit in forward moving motion. Deliveries to the site should also be restricted between the hours 07.00hrs - 19.00hrs Monday to Saturday with no deliveries on Sundays or Bank Holidays.

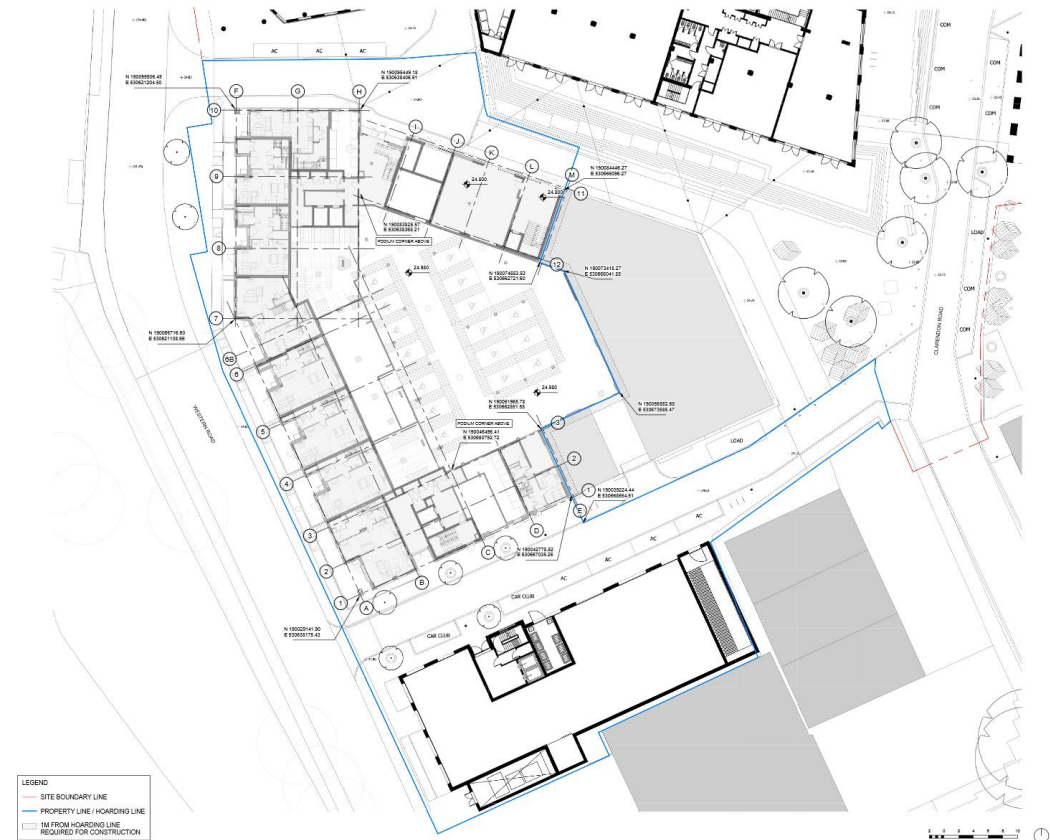


Figure 1.1: Site Plan also included in Appendix 1

This document was updated March 2023 to reflect the following LPA comments received in response to the original DSP issue:

LPA Comment	Response
<i>The containers allocated to the residential waste and recycling storage and collections meet the Haringey planning guidance requirements. Please note that we can only service 140 litre bins for food waste so please can the 360 litre bins be replaced with the equivalent number of 140 litre bins. The storage areas look adequate for the residential waste / recycling if the food waste bins are replaced by 140 litre bins</i>	Revised Ground Floor plan with this change incorporated. Refuse capacities updated in Table 3.1
<i>With respect to refuse and recycling arrangements the document shows the locations of the bin stores, and details that the Borough's requirements are met, but does not demonstrate where collection vehicles will dwell and how the 10m max pull distance will be met.</i>	The bin store doors open directly onto the street (as seen in Figure 1.1 and Appendix 1) and are accessible by the collection vehicles within the 10m distance to the collection point. Clarified further in section 3.3 pg.7.

2. SITE CONTEXT

2.1 Site Location and Background

The southeast and northeast of the Site is bound by a number of light industrial warehouse buildings and offices which rise up to a maximum of five storeys in height. Buildings to the south of the Site include a religious centre, an education centre, a Theatre Academy, an office building and recording studios and a restaurant.

The Site is bound to the west by Western Road beyond which is the East Midlands / Kings Cross railway line. A reuse and recycling centre is located to the northwest of the Site beyond Western Road. Alexandra Primary School is located immediately to the north of the Site.

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.'

The Site is located southwest of Wood Green Metropolitan Town Centre, approximately 10km north of the City of London. The Site forms part of the Wood Green Cultural Quarter and is located adjacent to the southern boundary of the Wood Green Conservation Area.

The wider surrounding area comprise a mix of residential and industrial uses. Alexandra Palace is located approximately 1km to the west of the Site.

2.1 Proposed Development

The proposed development relates to Block E2 of the master scheme which consists of 80 residential units (41 units within Core A, 30 units within Core B and 9 duplex units) and 147.2m² of retail space. Figure 2.2 below shows the proposed ground floor plan.

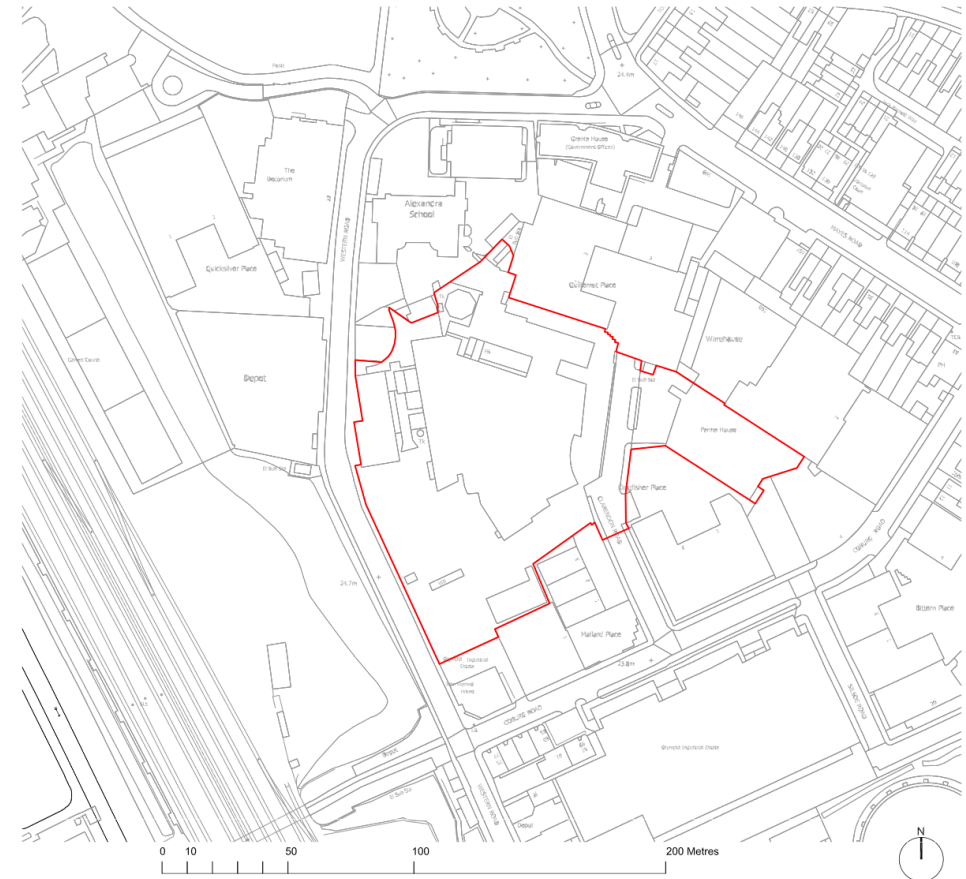


Figure 2.1: Site Location



Figure 2.2: Ground Floor Plan (entrances to Cores A and B are highlighted in Blue and their bin stores in Red) 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

Deliveries to the duplexes would take place door to door and making use of front porch safe spaces if required. The 71 flats in Cores A and B will have post boxes located on each entrance Lobby at Ground Floor level.

Potential unattended deliveries will be managed through the Travel Plan/Home User Guides informing future residents of local 'click and collect' facilities in the vicinity of the site.

Residents will 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.

3.3 Residential Refuse Storage and Collection

Refuse storage and collection will follow the strategy proposed during the Planning validation process and supported by Council's Transportation Officers and Waste Management Team [Appendix 2].

Figure 2.3 above shows the ground floor locations of the proposed Core A and B bin stores. These will comply with the following guidelines set out by Haringey Council in the Sustainable Design and Construction Supplementary Planning Document (2013):

- Wheelie bins or bulk waste containers must be provided for household collections.
- Bulk waste containers must be located no further than 10 metres from the point of collection.
- Route from waste storage points to collection point must be as straight as possible with no kerbs or steps. Gradients should be no greater than 1:20 and surfaces should be smooth and sound, concrete rather than flexible. Dropped kerbs should be installed as necessary.
- If waste containers are housed, housings must be big enough to fit as many containers as are necessary to facilitate once per week collection and be high enough for lids to be open and closed where lidded containers are installed.
- Waste container housings may need to be lit so as to be safe for residents and collectors to use and service during darkness hours.
- If access through security gates/doors is required for household waste collection, codes, keys, transponders or any other type of access equipment must be provided to the council. No charges will be accepted by the council for equipment required to gain access.
- Adequate waste storage arrangements must be made so that waste does not need to be placed on the public highway other than immediately before it is due to be collected. Further detailed advice can be given on this where required
- Adequate waste storage arrangements must be made so that waste does not need to be placed on the public highway other than immediately before it is due to be collected.

Residents would segregate and store their refuse and recycling through the use of internal waste storage in their kitchens. This would promote the separation of refuse and recyclable materials at source. Residents would then be responsible for manually transporting and depositing their refuse and recycling in the appropriate containers.

The facilities are located at ground level and are easily accessible for all residents including residents with disabilities or mobility difficulties. The storage units are positioned so that disturbance to residents or neighbours is kept to a minimum. Signage will be provided on or adjacent to the doors of bin

storage units. All material will be contained within the dedicated containers to avoid amenity issues associated with litter and vermin.

The proposed duplexes will have refuse/recycling bin storage incorporated into their frontages except for Duplex 01 (bins within Core A bin store) and 09 (bins within Core B store). All refuse for Block E2 will be collected directly from Core A and B Bin Stores or front porches by Haringey's waste collection team as an extension of their existing route along Weston Road.

The doors to Bin Stores A and B open directly onto the street (Weston Road and the new through road which cuts between Western Road and Clarendon Road accordingly). The council's refuse vehicle would then stop outside each bin store to collect directly, the drag and drop distance to bin store would therefore be within the required 10m distance.

It is proposed that the duplexes would also have their bins collected directly from their front porches (located along Western Road), with a drag and drop distance within the required 10m distance.

Table 3.1 below outlines the bin provision that will be provided:

Core A	Bin Type	Provided
41 Flats + 1 Duplex	Food waste 140L	8
	General refuse 1,100L	7
	Dry recycling 1,100L	5

Core B	Bin Type	Provided
30 Flats + 1 Duplex	Food waste 140L	6
	General refuse 1,100L	5
	Dry recycling 1,100L	3

Residential Type	Bin Type	Provided
Duplex – 2/3 Bed	1 x 240 litre recycling wheelie bin	1
	1 x 240 litre general refuse wheelie bin	1
	1 food waste box	1
Duplex – 4+ Bed	1 x 360 litre recycling wheelie bin	1
	1 x 360 litre general refuse wheelie bin	1
	1 food waste box	1

Table 3.1: Size and Number of Bins Provided.

3.4 Retail Unit - Refuse Storage and Collection

As seen in Figure 3.1 below, the retail unit will be offered 2nr bins in Core A's Bin Store; one bin for general waste and the other for recycling. These bins will be contained within a storage cage fixed in place and secured with a digi lock. The code will be setup by the landowner and shared with the commercial tenant.

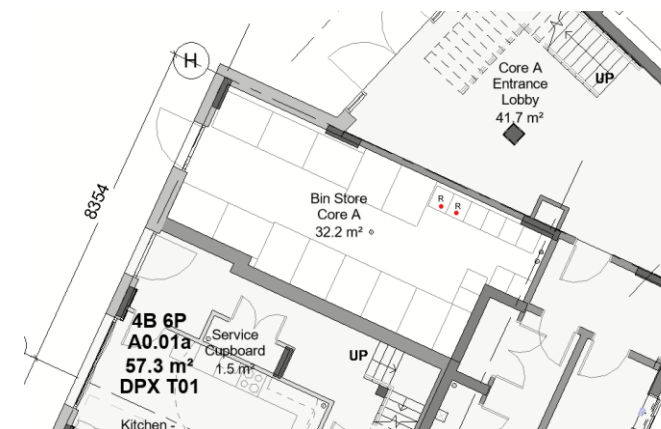


Figure 3.1: Retail bins located within Core A Bin Store

These bins will be collected separately to the residential allocation by a Commercial Waste Contractor. The retail tenants will also ensure that they have a cleansing schedule in place and that all waste is contained at all times. Further details will be provided once the Commercial Waste Contractor is appointed.

4 MANAGEMENT OF SERVICING AND DELIVERIES

4.1 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.
- Ensuring and advising all residents/tenants that deliveries to the site are restricted between the hours 07.00hrs - 19.00hrs Monday to Saturday with no deliveries on Sundays or Bank Holidays.

4.2 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.

4.3 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).

4.4 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.

4.5 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.

5. CONCLUSION

NRG has been commissioned by to undertake a Delivery and Service Plan for Block E2 of the Chocolate Factory 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 managers 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.

Revisions	Description	Date
C10	Revised as clouded	11/09/23
C9	Revised as clouded	22/08/23
C8	Revised as clouded	25/05/23
C7	Rev as clouded / First Issue	21/04/23
C6	First Issue / Revised as clouded	22/03/23
C5	Revised as clouded	16/02/23
C4	General update	10/01/23
C3	Revised as clouded	06/12/22
C2	As clouded / RAL7015 update	27/10/22
C1	Issued For Construction	26/07/22

STATUS

For Construction

PROJECT

Chocolate Factory Block E2

DRAWING

Proposed 00 Floor GA Plan

DRAWN BY	CHECKED BY	DATE
RC	CB	April 2022
SCALE (@ A1)	PROJECT NUMBER	
1 : 100	21020	
DRAWING NUMBER	REV	
CFE2 - DAR - XX - 00 - DR - A - 0100	C10	
Project Identifier	Originator	Zone
	Level	Type
	Discipline	Number
	Revision	



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Appendix 2



Commissioning & Client Team

Alexandra House Road
10 Station Road
London. N22 7TR

Tel: 020 8489 1000 www.haringey.gov.uk



MEMORANDUM

Waste Management Comments on Planning Application

TO: Adam Flynn

DATE 05/12/2017

:

RE: Planning Application HGY/2017/3020

LOCATION Land at the Chocolate Factory and Parma House, 5 Clarendon Road N22
: 6XJ

Further to your request concerning the above planning application I have the following comments to make:

- ☐ Street-based households receiving kerbside collection services require space for the **'Standard kerbside collection full set'** to be left for collection within the area of the property as close as possible to the access point to the property for collection teams. Details of the **'Standard kerbside collection full set'** are given below.
- ☒ Wheelie bins or bulk waste containers must be provided for household collections.
- ☐ Wheelie bins must be located no further than 25 metres from the point of collection.
- ☒ Bulk waste containers must be located no further than 10 metres from the point of collection.
- ☒ Route from waste storage points to collection point must be as straight as possible with no kerbs or steps. Gradients should be no greater than 1:20 and surfaces should be smooth and sound, concrete rather than flexible. Dropped kerbs should be installed as necessary.
- ☒ If waste containers are housed, housings must be big enough to fit as many containers as are necessary to facilitate once per week collection and be high enough for lids to be open and closed where lidded containers are installed. Internal housing layouts must allow all containers to be accessed by users. Applicants can seek further advice about housings from Waste Management if required.
- ☒ Waste container housings may need to be lit so as to be safe for residents and collectors to use and service during darkness hours.
- ☒ All doors and pathways need to be 200mm wider than any bins that are required to pass through or over them.
- ☒ If access through security gates/doors is required for household waste collection,

- _____ codes, keys, transponders or any other type of access equipment must be provided to the council. No charges will be accepted by the council for equipment required to gain access.
- ☒ Waste collection vehicles require height clearance of at least 4.75 metres. Roads required for access by waste collection vehicles must be constructed to withstand load bearing of up to 26 tonnes.
- ☒ Adequate waste storage arrangements must be made so that waste does not need to be placed on the public highway other than immediately before it is due to be collected. Further detailed advice can be given on this where required.
- ☐ There are no comments to provide on this application.
- ☐ Unable to provide comments as application form/plans were not enclosed with request for comments. Please provide further information so comments can be provided.
- ☒ Other comments as follows:

Proposal: Partial demolition, change of use and extension of the Chocolate Factory buildings. Demolition of the remaining buildings and redevelopment to create four new build blocks ranging in height from three up to 16 storeys. Mixed use development comprising 9,376 sq.m (GIA) of commercial floorspace (flexible Use Classes A1, A3, B1, D1 and D2), 216 Class C3 residential units together with associated residential and commercial car parking, public realm works and access.

The proposed application has made appropriate provision for waste receptacles required for residential units as outlined in the application.

The managing agent will need to have a cleansing schedule in place to ensure waste does not end up on the public highway.

There needs to be a management plan in place to ensure receptacles are within the correct pulling distances at time of collection.

Commercial waste must be stored and collected separately, arrangements for a scheduled waste collection with a Commercial Waste Contractor will be required.

The business owner will need to ensure that they have a cleansing schedule in place and that all waste is contained at all times.

Commercial Business must ensure all waste produced on site are disposed of responsibly under their duty of care within Environmental Protection Act 1990. It is for the business to arrange a properly documented process for waste collection from a licensed contractor of their choice. Documentation must be kept by the business and be produced on request of an authorised Council Official under section 34 of the Act. Failure to do so may result in a fixed penalty fine or prosecution through the criminal Court system.

The above planning application has been given a RAG traffic light status of AMBER for waste storage and collection because it is unclear if arrangements have been made for the following.

All waste collection vehicles would expect to enter and exit the development in a forward moving motion. (It has not been made clear if they will be able to achieve this)

Waste receptacles will need to be within 10meters pulling distance from waste vehicles at time of collection. (It has not been made clear if this is possible)

Name: Martin Lester
Client & Contract Manager

Container types, sizes and applications

Standard kerbside collection full set

One 240 litre wheelie bin for refuse
One 240 litre wheelie bin for recycling
One food waste box
One garden waste sack

Food waste box, approximate size is as follows:

Dimensions	Application
350mm D x 300mm W x 360mm H	One food box per household for kerbside collections

Wheelie bins, approximate size is as follows:

Bin size	Dimensions	Application
120 litre wheelie bin	550mm D x 500mm W x 930mm H	One bin per single 1 bed dwelling when supplied for sole use.
240 litre wheelie bin	730mm D x 580mm W x 1080mm H	One per single 2/3 bed dwelling when supplied for sole use.
360 litre wheelie bin	885mm D x 620mm W x 1100mm H	One per single 4+ beds dwelling when supplied for sole use. Or one per pair of 1/2/3 bed dwellings when supplied for shared use.

Bulk containers, approximate size is as follows:

Bin type and size	Dimensions	Application
1100 litre eurobin	985mm D x 1260mm W x 1370mm H	For refuse , one per 6 dwellings. Collection frequency, once per week. Very large developments can be cleared at a maximum frequency of twice per week. <i>plus</i> For recycling , one per 10 dwellings. Preferred collection frequency, once

		per week. Very large developments can be cleared at a maximum frequency of twice per week.
940 litre bin	960mm D x 1050mm W x 1410mm H	For drop-down refuse chute system only , one per 5 dwellings. Collection frequency, once per week. Very large developments can be cleared at a maximum frequency of twice per week. Separate provision for recycling also has to be made in addition to drop down refuse chutes.