



Sir Frederick Messer Estate

Delivery and Servicing Plan

January 2026

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1 Executive Summary

NRG Consulting have been commissioned to undertake a Delivery and Servicing Plan (DSP) for the proposed **Sir Frederick Messer Estate** development at **Land adjacent to Seven Sisters Road and St Ann's Road, London, N15**.

The scheme benefits from Planning Permission; Haringey ref: HGY/2024/3315 and the description of development is:

Construction of 66 new affordable homes across two new buildings of six storeys each. These include 13 x 1 bed 2 person flats, 1 x 2 bed 3 person maisonette, 27 x 2 bed 4 person flats, 1 x 3 bed 5 person maisonette and 24 x 3 bed 5 person flats.

This report has been written to discharge **Planning Condition 10** which states:

10) Prior to use/occupation a Delivery and Servicing Plan (DSP) shall be submitted to, and approved in writing, by the Local Planning Authority. The DSP must be agreed and in place on occupation/use of the development. The service and delivery plan must also include a waste management plan which includes details of how refuse is to be collected from the site, the plan shall 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 distance of a refuse truck on a waste collection day. It shall demonstrate how the development will include the consolidation of deliveries and enable last mile delivery using cargo bikes.

Details shall be provided on how deliveries can take place without impacting on the public highway, the document shall be produced in line with TfL guidance.

The DSP must be reviewed annually in line with the travel plan for a period of 3 years unless otherwise agreed in writing with the Local Planning Authority. Reason: To ensure that the development does not prejudice the free flow of traffic or public safety along the neighbouring highway and to comply with the TfL DSP guidance 2020.



Figure 1.1: Site Location Plan

2 Planning Policy

Relevant local and regional planning policy and guidance has been reviewed to provide context for deliveries and servicing in relation to the Development Proposals.

The London Plan (2021)



The London Plan, updated in March 2021, forms part of the statutory development plan. It aims to ensure that transport in London is easy, safe, and convenient for everyone, and it actively encourages walking and cycling.

The London Plan outlines the need to provide Delivery and Servicing Plans (DSPs) as per Policy D4 (Assessing and mitigating transport impacts) and Policy T7 (Deliveries, servicing and construction).

Policy T7 (Freight and servicing) stipulates that development proposals should facilitate sustainable

freight and servicing, including providing adequate space for servicing and deliveries off-street. Delivery and servicing plans are required and should be developed in accordance with Transport for London guidance, reflecting the scale and complexities of developments.

Part D of Policy T7 emphasises that consolidation and distribution sites at all scales should be designed to enable 24-hour operation to encourage and support out-of-peak deliveries.

Part G of Policy T7 highlights that developments should be designed and managed to receive deliveries outside of peak hours and in the evening or night-time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing. Part H of Policy T7 highlights that facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans for large developments.

Section 10 of the London Plan states:

"10.7.4 When planning freight movements, development proposals should demonstrate through Construction Logistics Plans and Delivery and Servicing Plans that all reasonable endeavours have been taken towards the use of non-road vehicle modes. Transport for London's freight tools should be used when developing the Site's freight strategy where rail and water freight facilities are available."

10.7.5 Delivery and Servicing Plans should demonstrate how the requirements of the Site are met, including addressing missed deliveries. Appropriate measures include large letter or parcel boxes and concierges accepting deliveries. Car-free developments should consider the facilitation of home deliveries in a way that does not compromise the benefits of creating low-car or car-free environments."

10.7.6 Construction Logistics and Delivery and Servicing Plans should be developed in line with TfL guidance and adopt the latest standards around safety and environmental performance of vehicles to ensure freight is safe, clean and efficient. To make plans effective, they should be monitored and managed throughout the construction and operational phases of the Proposed Development."

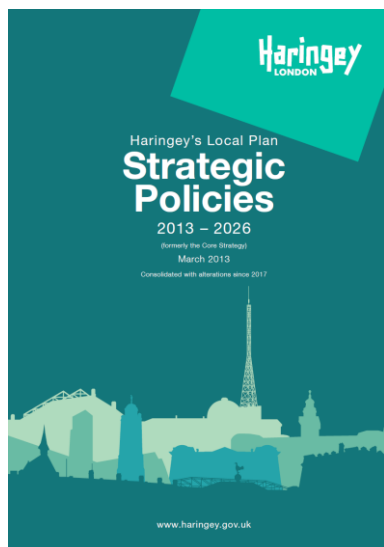
TfL Delivery and Servicing Plans Guidance (2020)



TfL's Delivery and Servicing Plan Guidance, issued in December 2020, assists with planning for safe, clear, and efficient freight in London. The guidance states that a DSP is typically secured by means of a section 106 obligation or a similar planning condition once planning permission is granted to a developer by the local authority. The DSP should cover deliveries and servicing made to the businesses at the site, as well as the personal deliveries made to its employees or tenants/occupiers. The DSP should be a live document that is updated over time to reflect changes.

There are benefits in terms of cost savings to the business, improved neighbour relations, and reduced environmental impact of site occupiers where a DSP is effectively implemented. For example, a delivery booking system can free up space and employees' time, contributing to Corporate Social Responsibility. Out-of-peak delivery hours can reduce local congestion, and cleaner and more efficient deliveries help to achieve carbon reduction targets. Furthermore, providing adequate off-street loading bays can improve everyone's safety.

Haringey's Local Plan: Strategic Policies 2013–2026



Haringey's Local Plan: Strategic Policies 2013–2026 was adopted by the Council in March 2013, replacing the Unitary Development Plan (UDP), with subsequent alterations adopted on 24 July 2017. The document sets out the long-term vision for how the borough should develop by 2026 and outlines the Council's strategy for achieving that vision, including high-level strategic policies used in determining planning applications.

Of particular relevance to this Delivery and Servicing Plan is **Strategic Policy SP7: Transport**, which seeks to promote sustainable travel and ensure that all development is fully integrated with all forms of transport. The policy aligns with the Government's transport objectives in Section 4 of the National Planning Policy Framework (NPPF) and the Mayor of London's strategic transport approach in the London Plan.

SP7 emphasises:

- Reducing the need to travel by private car and encouraging walking, cycling, and public transport use.
- Ensuring development is designed to enable safe, efficient, and sustainable servicing and delivery arrangements.
- Minimising the impact of freight and servicing on the local highway network and surrounding communities.
- Supporting the transition to low-emission and zero-emission vehicles for servicing and deliveries.

This DSP responds directly to these objectives by setting out measures to manage and minimise delivery and servicing vehicle movements, reduce associated environmental impacts, and integrate servicing activity into the site's design and operation in a safe and sustainable manner.

3 Site Context

3.1 Site Location and Background

The site is located adjacent to the junction of Seven Sisters Road and St Ann's Road within the Seven Sisters Ward of the London Borough of Haringey. The land currently comprises an undesignated area of open green space characterised by mounded grassland, mature and semi-mature trees, and informal pedestrian desire lines. This space presently functions as a landscape buffer between Seven Sisters Road and St Ann's Road and provides a permeable pedestrian route into the Sir Frederick Messer Estate.

The surrounding area is predominantly residential in character and includes a varied mix of housing typologies and building heights. This includes late nineteenth-century and early twentieth-century terraced development along Seven Sisters Road, mid-rise and high-rise residential blocks within the existing estate, and more recent residential developments in the surrounding area. The site benefits of a PTAL Rating of 4 which indicates a good level of accessibility.

3.2 Proposed Development

The proposed development comprises the construction of two freestanding residential buildings, each rising to six storeys in height. For the purposes of this Delivery and Servicing Plan, these buildings are referred to as Block 1 and Block 2. The development will deliver a total of 66 new affordable homes for social rent within Use Class C3.

The approved residential accommodation comprises a mix of flats and maisonettes, providing a range of unit sizes to meet local housing needs. The overall residential mix is summarised in Table 3.1 below.

Unit Type	No. of Units	Occupancy
1-bed flats	13	2 persons
2-bed flats	1	3 persons
3-bed flats	27	4 persons
3-bed flats	25	5 persons
Residential Total	66	-

Table 3.1: Proposed Development



Figure 3.1: CGI view of the proposed development



Figure 3.2: Site Plan also included as Appendix 1

4 Servicing and Delivery Arrangements

This section sets out the proposed servicing arrangements for the development, including the management of deliveries and other servicing activities. It also identifies measures to minimise the impact of such activities on the local highway network and surrounding public realm.

4.1 Access and Servicing

All servicing and delivery activity associated with the development will be undertaken from the surrounding public highway. No dedicated on-site servicing bays are proposed, which reflects both the approved Transport Assessment and the constrained urban context of the site.

Delivery and servicing vehicles will primarily utilise Bushey Road for short-duration loading and unloading, making use of existing highway controls, including double yellow lines, in accordance with traffic regulations. Refuse collection vehicles will collect bins from agreed collection points adjacent to the site on Bushey Road and St Ann's Road, consistent with established collection arrangements in the area.

The servicing strategy has been developed with specific regard to the constraints identified through the planning process, including limited carriageway width at the northern end of Bushey Road, proximity to pedestrian routes, and the need to avoid conflict between delivery vehicles and refuse collection operations. Table 4.1 summarises the key servicing considerations identified, and the measures embedded within the DSP to address them.

These measures ensure that servicing and delivery activity can be accommodated without adverse impact on highway safety, pedestrian movement, or the operation of the local road network.

Key consideration	Identified issue	DSP response and mitigation
Limited highway space on Bushey Road	Constrained carriageway width, particularly at the northern end	Short-duration deliveries only, with servicing activity spread throughout the day
Potential conflict with refuse collection	Risk of obstruction if deliveries coincide with refuse vehicles	Refuse collection periods prioritised through delivery management and resident guidance
Pedestrian safety	Refuse vehicles may overhang the footway during manoeuvres	Agreed collection points and avoidance of concurrent servicing activity
High frequency of small parcel deliveries	Increased courier activity	Promotion of consolidation, redirection, and alternative collection options
No on-site servicing bays	Reliance on public highway for loading	Clear operational procedures and guidance to limit dwell times

Table 4.1: Key Considerations

4.2 Management Procedures and Resident Guidance

To support the servicing strategy, clear management procedures and resident guidance will be implemented as part of the ongoing operation of the development.

A Home User Guide will be provided to all residents upon first occupation. This will include guidance on deliveries and servicing, advising residents on how to arrange deliveries in a manner that minimises vehicle dwell times and avoids conflict with refuse collection periods and peak pedestrian activity. Where available, residents will be encouraged to specify delivery by small vans or Light Goods Vehicles.

Secure post boxes will be provided within the ground floor entrance lobbies of each residential block to accommodate routine parcel deliveries. Where a delivery cannot be completed, couriers will follow their standard redelivery or collection procedures, with residents responsible for arranging redelivery or collection directly. The Home User Guide will also include information on nearby off-site parcel lockers and click-and-collect facilities to reduce repeat delivery attempts.



Figure 4.1: Typical off-site parcel locker and click-and-collect facilities

Non-standard deliveries, including home removals and large furniture or appliance deliveries, will be required to be pre-arranged with the building management team. Such deliveries will be coordinated to avoid refuse collection periods and, where practicable, peak times.

The management company will retain overall responsibility for overseeing delivery and servicing activity and will review procedures where operational issues are identified. Any necessary updates will be incorporated into the DSP through the monitoring and review process.

4.3 Delivery Consolidation and Last-Mile Delivery

Given the scale and wholly residential nature of the development, delivery consolidation will be supported through management measures rather than the provision of on-site consolidation infrastructure.

Most residential deliveries are expected to be undertaken by small vans, reflecting current delivery practices in London. Consolidation will primarily occur within courier and retailer logistics networks, where multiple deliveries are combined into single vehicle routes. The DSP supports this by discouraging larger vehicles and promoting short-duration servicing only.

The development has been designed to enable last-mile delivery by cargo bike where such services are offered by delivery operators. Step-free access and direct frontage to the public highway ensure that cargo bikes can serve the site without physical constraint. While use of cargo bikes is expected to remain limited and operator-dependent, the development does not restrict such delivery methods.

Residents will be made aware, through the Home User Guide, of low-emission delivery options where available and of alternative off-site collection options that may reduce repeat deliveries. Residents will not be required to use specific delivery methods.

This approach provides a proportionate and realistic response to Transport for London Delivery and Servicing Plan guidance for a residential development of this type.

4.4 Proposed Servicing and Vehicle Generation

The Planning Stage Transport Assessment (also included as Appendix 2) forecasts a total of approximately 17 delivery and servicing vehicle trips per day associated with the residential use of the development. This includes routine parcel deliveries, servicing visits, and occasional larger deliveries.

The majority of delivery and servicing trips are expected to be undertaken by small vans and cars, with all vehicles anticipated to be smaller than a standard refuse collection vehicle. Delivery durations are typically expected to be short, generally less than five minutes.

Arrivals and departures are anticipated to be spread across a 12-hour daytime period, typically between 07:00 and 19:00. This is expected to result in a low hourly servicing demand, which can be accommodated on the surrounding highway network without adverse impact, subject to the management measures set out within this DSP.

4.5 Delivery and Servicing Plan Measures

The DSP establishes a series of proportionate measures to reduce the frequency and impact of delivery and servicing vehicle movements, while promoting efficient and sustainable servicing practices in line with Transport for London guidance.

Stage	Target	Actions	Timescale	Responsibility
1	Adoption of the DSP	Ensure the DSP is approved, implemented, and maintained as a live document	Prior to occupation	Management Company
2	DSP responsibility	Appoint a named individual or team responsible for DSP oversight	Prior to occupation	Management Company
3	Resident engagement	Issue Home User Guide with delivery and servicing guidance	Prior to occupation	Management Company
4	Delivery consolidation	Promote parcel redirection, local collection points, and consolidation	Ongoing	Management Company
5	Sustainable deliveries	Encourage use of LGVs and cargo bike deliveries where available	Ongoing	Residents and Management Company
Table 4.2: DSP Measures				

These measures are considered appropriate for the scale and nature of the development and reflect the relatively low level of anticipated servicing demand.

4.6 DSP Monitoring and Review

The DSP will be maintained as a live document and will be subject to ongoing monitoring and review to ensure its continued effectiveness and relevance throughout the early occupation of the development.

An initial review of delivery and servicing activity will be undertaken within six months of first occupation, or once the development has reached approximately 75 per cent

occupation, whichever occurs first. This review will consider delivery frequency, vehicle types, and any operational issues that may arise.

Further reviews will be undertaken annually for the first three years of occupation, in accordance with the requirements of the planning condition and in line with the approved Travel Plan. Where necessary, the DSP will be updated and agreed in writing with the Local Planning Authority.

Target	Timescale
DSP agreed and implemented	Prior to occupation
Initial delivery and servicing review	Within 6 months of occupation or at 75% occupation
Annual DSP review	Years 1, 2, and 3 post-occupation
Table 4.3: DSP monitoring programme	

5 Refuse and Storage Collection

5.1 Refuse and Recycling Collection

This section sets out the proposed refuse and recycling storage and collection arrangements for the residential development. All arrangements have been designed in accordance with the London Borough of Haringey's *Waste Management Guidance for Residential Developments*.

Communal refuse and recycling storage will be provided within ground floor bin stores serving each residential block. The stores have been located to ensure efficient access for residents and collection crews, while minimising impacts on the public realm and neighbouring dwellings. Locations of the bin stores serving Block 1 and Block 2 are shown on Figure 5.1.

All refuse and recycling arrangements will comply with the Local Planning Authority's operational requirements, as summarised in Table 5.1.

LPA Requirements	
Provision of wheelie bins or bulk containers for household waste	✓
Maximum carrying distance of 10 metres from bin store to collection point	✓
Provision for bulky waste storage	✓
Level, unobstructed route with gradients no steeper than 1:12	✓
Adequate lighting to bin stores	✓
Secure access arrangements provided to collection crews	✓
Clear signage for waste segregation and use	✓
Table 5.1: LPA Requirements	

Residents will be encouraged to segregate waste at source using internal kitchen bins, including food waste caddies. Waste and recycling will then be deposited into the appropriate communal containers located within the bin stores.

5.2 Block 1 Refuse and Recycling Collection (St Ann's Road)

Refuse and recycling serving Block 1 will be stored within a dedicated ground floor bin store and presented for collection from St Ann's Road, as illustrated in Figure 5.1.

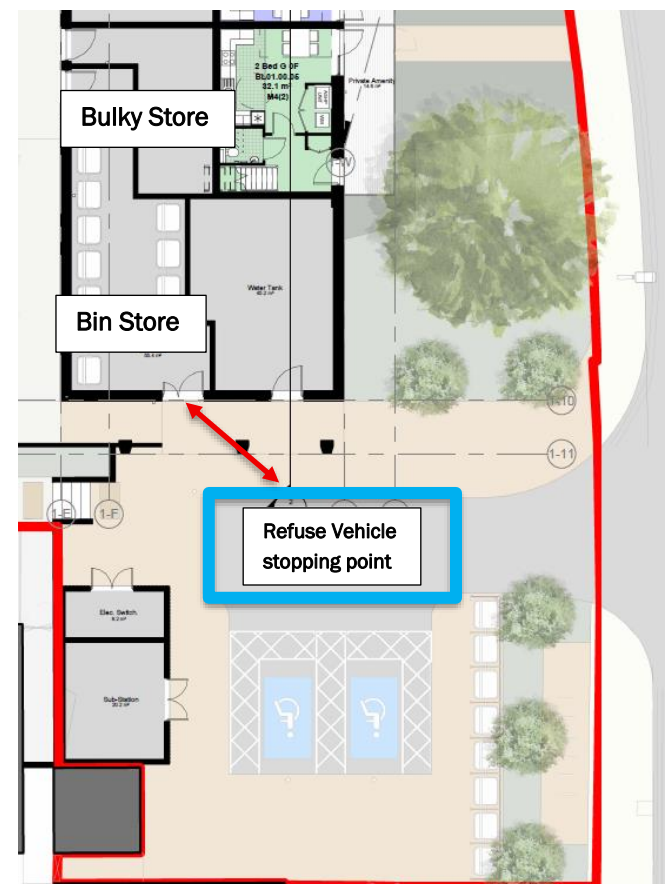


Figure 5.1: Block 1 bin store location

Collection will be undertaken by London Borough of Haringey refuse vehicles utilising an established refuse collection arrangement already in operation along St Ann's Road, including existing collections serving Henrietta House. This approach has been reviewed as part of the planning process and aligns with existing operational practice on St Ann's Road.

The carrying distance from the bin store to the collection point will be within the maximum 10 metre requirement set out by the London Borough of Haringey's Waste Management Service. The route between the bin store and the collection point will be level, unobstructed, and suitable for safe manual handling by collection operatives.

5.3 Block 2 Refuse and Recycling Collection (Bushey Road)

Refuse and recycling serving Block 2 will be stored within a dedicated ground floor bin store and presented for collection from Bushey Road, as illustrated in Figure 5.2.



Figure 5.2: Block 2 bin store location

Collection will be undertaken by London Borough of Haringey refuse vehicles stopping adjacent to the bin store on Bushey Road, consistent with existing refuse and servicing activity along this estate access road.

As illustrated in Figure 5.3 (overleaf) a Swept path analysis for refuse vehicles operating on Bushey Road demonstrates that collection can be undertaken safely within the

available highway space. While manoeuvring space is constrained, collection activity will be managed to avoid concurrent delivery or servicing activity, in accordance with the Delivery and Servicing Plan.

The carrying distance from the bin store to the collection point will be within the maximum 10 metre requirement set out by the London Borough of Haringey's Waste Management Service. The route between the bin store and the collection point will be level, unobstructed, and suitable for safe manual handling by collection operatives.

5.4 Waste Storage Capacity

The total waste storage capacity for the development is summarised in Table 5.2:

Waste Stream	Provision	Provision
Residual waste	1,100 litre bins	11 bins
Dry mixed recycling	1,100 litre bins	7 bins
Food waste	140 litre bins	5 bins
Table 5.2: Size and Number of Bins Provided.		

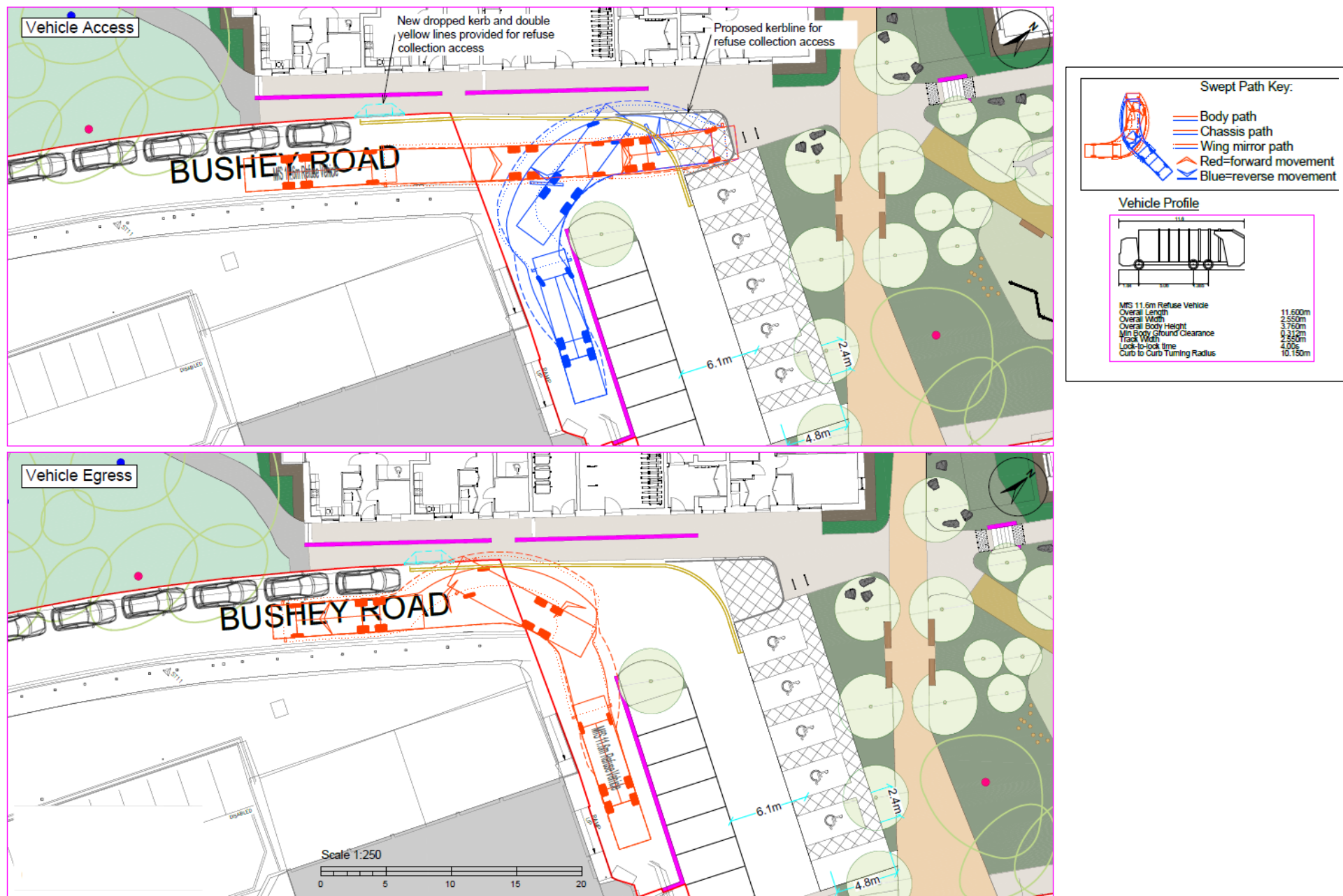


Figure 5.3: Block 2 Refuse Collection Swept Path

6 Conclusion

This DSP sets out a clear and robust strategy for managing delivery, servicing, and refuse collection activities associated with the approved **Sir Frederick Messer Estate development at Land adjacent to Seven Sisters Road and St Ann's Road, London, N15**.

The measures outlined are proportionate to the scale and nature of the development and have been designed to minimise impact on the local highway network, safeguard pedestrian movement, and promote operational efficiency.

In summary, the following key arrangements have been established:

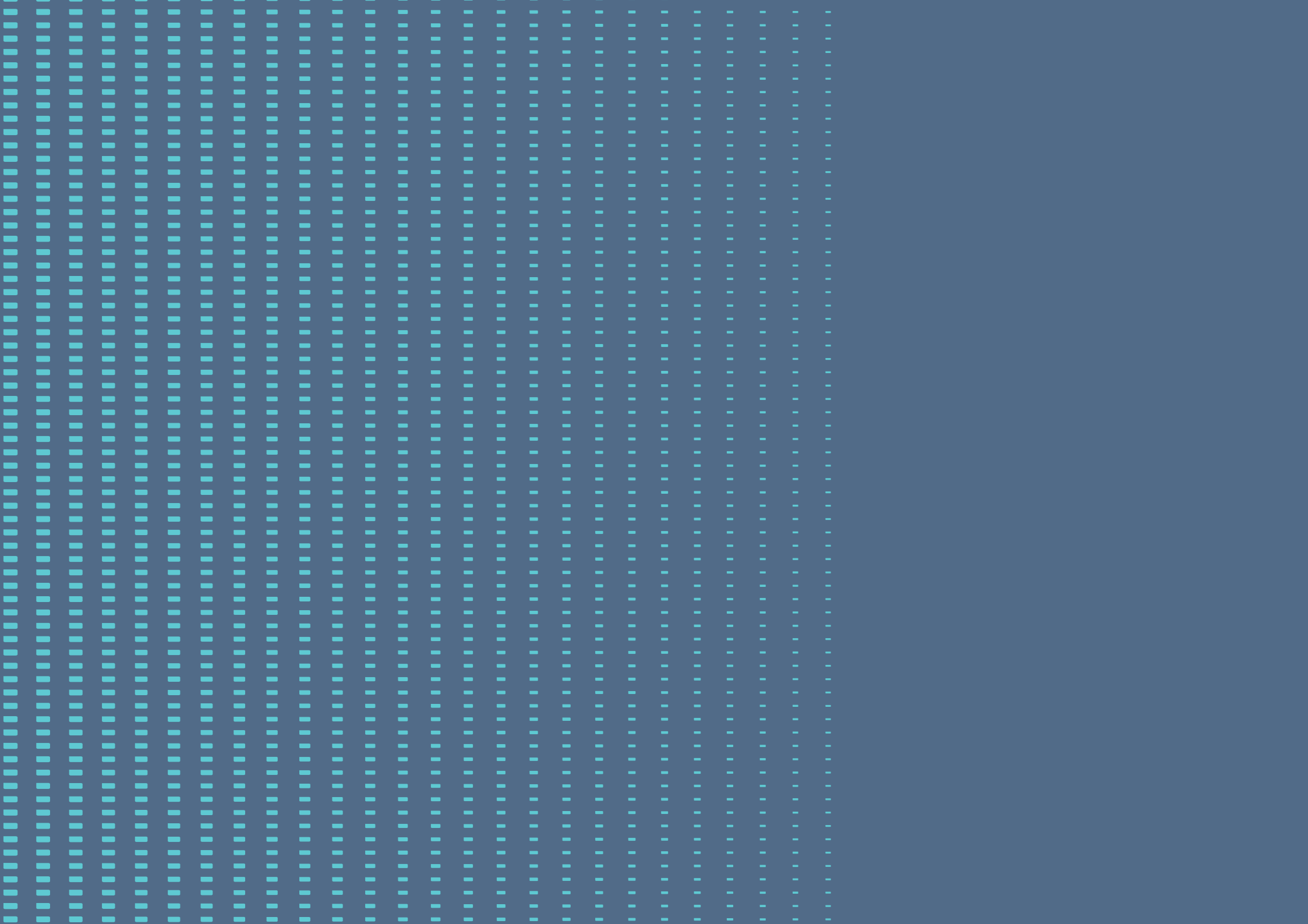
(i) Delivery and servicing activity will be accommodated on the surrounding public highway, primarily from Bushey Road, utilising short-duration loading in accordance with existing highway controls;

(ii) The development is anticipated to generate approximately 17 delivery and servicing vehicle movements per day, predominantly by small vans, with arrivals spread throughout the day;

(iii) Communal refuse and recycling bin stores will be provided at ground floor level within each residential block, with refuse collection for Block 1 undertaken from St Ann's Road using an established collection arrangement, and refuse collection for Block 2 undertaken from Bushey Road, with all carrying distances limited to a maximum of 10 metres;

(iv) Clear management procedures and resident guidance will be implemented through the Home User Guide, supported by ongoing management oversight, to promote delivery consolidation, encourage sustainable last-mile delivery including the use of cargo bikes, and avoid conflicts between deliveries and refuse collection activity.

The proposed arrangements ensure that delivery, servicing, and refuse collection activity can be accommodated safely and efficiently. On this basis, it is considered that the contents of this Delivery and Servicing Plan, including the refuse and recycling strategy and the proposed monitoring and review arrangements, are sufficient to discharge Planning Condition 10 of planning permission reference HGY/2024/3315.



Appendix 1

