



**ttp consulting**  
transport planning specialists

**No.11 High Cross Centre,  
London Borough of Haringey**

**Delivery & Servicing Management  
Plan**

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## Introduction

1. This Delivery & Servicing Management Plan (DSMP) has been prepared by TTP Consulting for 11 High Cross Centre which comprises of 3,048sqm of commercial floorspace within the High Cross Centre. It sets out how spaces will be allocated and managed.

## The High Cross Centre

2. The High Cross Centre (the Estate) which is located immediately to the south of the Tottenham Hale Retail Park comprises of a number of warehouses and buildings with access taken from Fountayne Road which is a private highway that connects to Broad Lane. The majority of the buildings within the Estate are low rise buildings with hardstanding used for parking and loading / unloading, with the exception being the 6 storey office building adjacent to the railway line.
3. No.11 is located in the north-eastern corner of the Estate as indicated on **Figure 1**.

**Figure 1: Location Plan**



## Objectives

4. The primary objectives of the DSMP will be to manage deliveries and servicing to, from and within the Site in order to ensure that servicing activity is undertaken successfully and to minimise conflict between vehicles and/or pedestrians.
5. This will be achieved when tenants:
  - plan and consolidate deliveries (where possible) so as to minimise the potential for deliveries coinciding, therefore reducing any wait time;
  - meet the delivery driver to reduce the dwell time of vehicles, thereby increasing the efficiency of the delivery;
  - are aware of the benefits and opportunities to use zero-emission vehicles and e-cargo bikes; and
  - ensure that, where possible, deliveries are undertaken by small to medium-sized vehicles as is commonplace in London.

## Access Arrangements

6. All delivery vehicles will access the Estate via Fountayne Road from Broad Lane, with delivery drivers able to park outside the Building.

## Number and Type of Movements

7. It is expected that there would be the following deliveries:
  - Stationary and office equipment
  - Materials for manufacturing
  - Water
  - Couriers & Postal deliveries;
8. It is estimated that there could be 5 to 6 deliveries per day (7am – 7pm) the majority would take place via transit or similar-sized vehicle.

## Initiatives of the Plan

9. The following initiatives will be adopted in order to minimise the impact of delivery and servicing activity:
- Tenants will be made aware of waste collection days and will be asked to not book deliveries of larger goods which can be 'timetabled' such as furniture during this period.
  - Tenants will be made aware of the benefits of using delivery lockers such as Amazon Lockers or collectPlus / Yodel points.
  - A member of Management Team will be appointed to oversee deliveries and refuse activity. The appointed member of staff will issue instructions to all suppliers who book deliveries setting out the delivery procedures to be adopted by them.
  - Drivers will be advised that the vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e., when their vehicle is stationary).
  - Promotion of the use of low or no emission vehicles/modes such as e-cargo bikes:
    - While vans and lorries are the vehicles most commonly associated with freight movement, cycles and motorcycles are more suitable for smaller items.
    - The range and performance of electric and hybrid vehicles is increasing all the time. Encouraging suppliers to switch their vehicles to greener vehicles will reduce the carbon footprint of the development's supply chain.
    - Where possible, delivery companies who can demonstrate their commitment to following best practice – for example, the Freight Operator Recognition Scheme (FORS) will be selected.
  - It can help manage deliveries away from peak hours and minimise congestion, as each delivery should have a target time slot.
  - Bins will be brought out for collection on a "just in time" basis and taken back to the bin store immediately after collection to avoid having bins placed on the footway. Bin storage will be regularly maintained and inspected.

## **Consolidation Opportunities**

10. There is an opportunity for the supply of frequently ordered items to be consolidated to reduce the number of vehicles attending the Site individually. Measures to achieve consolidation can take one or more forms as follows:
- Prior to occupation, the use of consolidation services and their benefits will be promoted to all tenants; and/or
  - Encouraging tenants to order the maximum range of products from the minimum number of suppliers.
11. The need to consolidate delivery activity would also be balanced with the need to reduce deliveries during traditional morning and afternoon commuter peaks.

## **Delivery Driver Obligations**

12. Delivery drivers will:
- Turn engines off when stationary
  - Drive at no more than 10mph within the Site
  - Give way to pedestrians and cyclists
  - Not play loud music or talk loudly
  - Stop / park in designated areas
  - Only reverse under control of a banksman

## **Refuse Storage and Collection**

13. The Bin Store is located on the ground floor with one bin provided for general waste and two bins for recycling. Tenants are responsible for placing waste and recycling into the relevant bin with the Management Team responsible for taking the bins out on collection days.

## **Monitoring and Review**

14. The Plan will be monitored annually for a period through to five-years after the completion of the Site to ensure that it is up to date with best practice.
15. Any comments received from tenants and/or third parties regarding servicing activity will be considered and addressed where necessary.

