



Chocolate Factory
Block EI

Delivery and Servicing Plan

July 2026

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Appendix 1 – Ground Floor Plan

Document Control Sheet	
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1 Executive Summary

NRG Consulting have been commissioned to undertake a Delivery and Servicing Plan (DSP) for a proposed phase of the development at **Land at the Chocolate Factory and Parma House, 5 Clarendon Road, N22 6XJ**.

Planning permission was granted by the London Borough of Haringey under Application Reference HGY/2017/3020. The approved description of development is as follows:

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 has been prepared to discharge **Planning Condition 9** in respect of **Block E1** of the approved development, which comprises 31 residential units together with approximately 452 m² (GIA) of commercial floorspace. The condition 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.

This DSP demonstrates that all deliveries and servicing associated with Block E1 can be undertaken without adverse impacts on the surrounding highway network or local amenity. The report sets out the proposed arrangements, management measures and operational controls that will be implemented for the lifetime of the development.

The Delivery and Servicing Plan will be implemented and managed by the appointed Estate Management Company for the lifetime of the development.

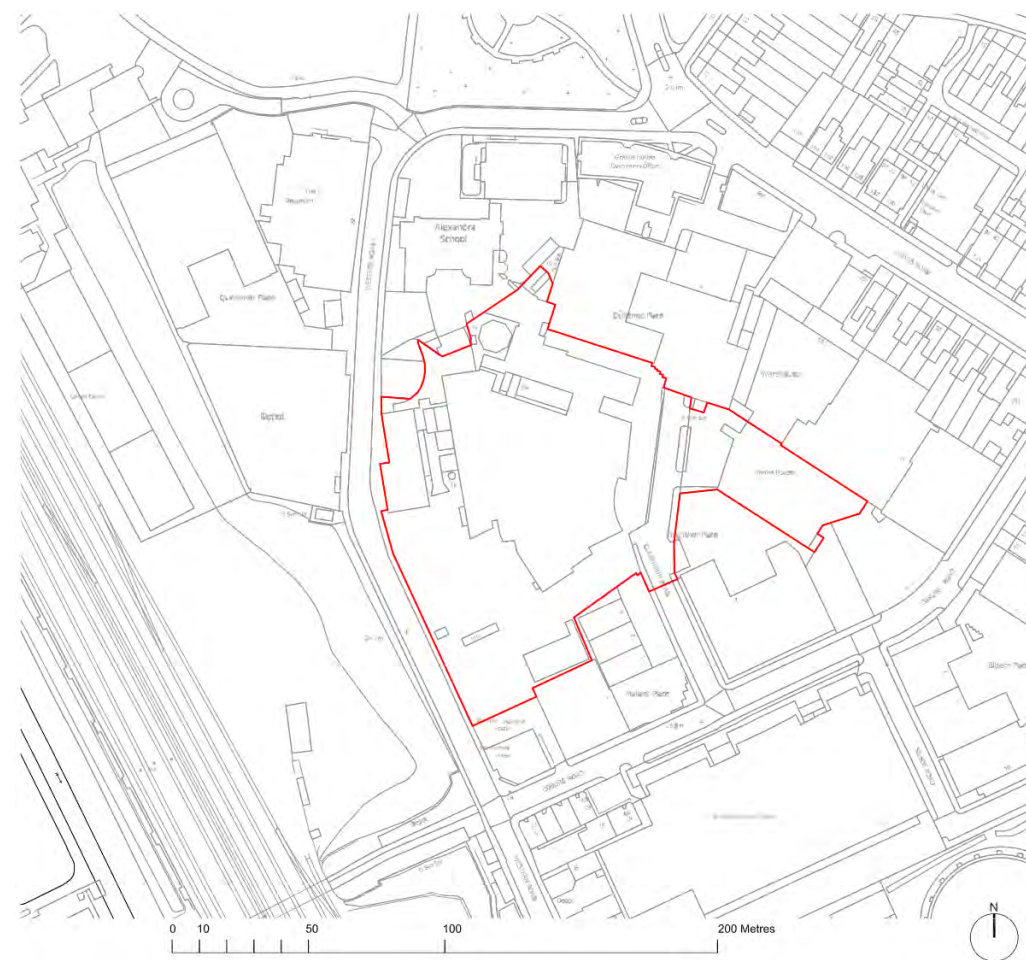


Figure 1.1: Location Plan – Masterplan

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.

3 Site Context

3.1 Site Location and Background

The application site forms part of the wider Chocolate Factory redevelopment located at 5 Clarendon Road, Wood Green, within the London Borough of Haringey. This report relates specifically to Block E1, situated within the western part of the wider development.

The surrounding area comprises a mix of residential, commercial, educational and light industrial uses. Alexandra Primary School is located immediately to the north of the site, whilst Western Road and the East Midlands / King's Cross railway line bound the site to the west. The surrounding area also includes offices, light industrial units, recording studios, educational facilities, a theatre academy, a religious centre and a range of commercial premises.

The site is located approximately 10 km north of Central London, immediately southwest of Wood Green Metropolitan Town Centre and forms part of the Wood Green Cultural Quarter. Alexandra Palace lies approximately 1 km to the west.

The site benefits from a Public Transport Accessibility Level (PTAL) of 4, representing Good Accessibility, with excellent access to local bus services, Alexandra Palace Railway Station and Wood Green Underground Station.

3.2 Proposed Development

The proposed development comprises a six-storey mixed-use building providing 31 residential dwellings together with approximately 452 m² (GIA) of flexible commercial floorspace at ground and first floor level. The development also incorporates dedicated refuse and recycling storage, cycle parking, servicing facilities and associated residential and commercial access arrangements.

Unit Type	No. of Units	Occupancy
1-bed	4	2 persons
2-bed	20	3-4 persons
Duplex 2-bed	2	4 persons
3-bed	5	5 persons
Residential Total	31	

Table 3.1: Proposed Development



4 Servicing and Delivery Arrangements

This section sets out the proposed servicing arrangements for Block E1, including the management of deliveries and servicing activity associated with the residential and commercial uses. It also identifies the measures that will be implemented to ensure servicing operations are undertaken safely and efficiently, whilst minimising impacts on the surrounding highway network and local amenity.

4.1 Access and Servicing

Block E1 benefits from a dedicated on-site loading bay located adjacent to the principal building entrance and commercial frontage. All routine delivery, servicing and waste collection activities will utilise this bay.

The loading bay is accessed directly from the internal estate road serving the wider Chocolate Factory development. This arrangement removes the need for routine servicing from the surrounding public highway and ensures servicing activity can be accommodated safely within the site.

The dedicated loading bay will be available for both the residential and commercial elements of Block E1. Deliveries will typically comprise parcel deliveries, grocery deliveries, routine building maintenance and servicing, together with occasional larger deliveries associated with residential occupation and commercial tenants.

Vehicles will only occupy the loading bay for the duration necessary to complete loading or unloading activities. Drivers will not be permitted to wait, idle or queue elsewhere within the development should the loading bay be temporarily occupied.

Given the relatively low servicing demand associated with the proposed development, the dedicated loading bay provides sufficient capacity to accommodate anticipated servicing activity without adversely affecting the operation of the internal estate road or surrounding highway network.



Figure 4.1: Dedicated Loading Bay Location

4.2 Swept Path Analysis

The servicing strategy has been developed with regard to the approved site layout and anticipated servicing demand. Table 4.1 summarises the principal servicing considerations and the management measures incorporated within this DSP.

The loading bay is capable of accommodating the vehicles anticipated to service the development. Swept path analysis undertaken at the planning stage demonstrates that an 8.0 m x 2.1 m Box Van can safely enter, manoeuvre within and exit the site in a forward gear.

Key consideration	Identified issue	DSP response and mitigation
Dedicated loading provision	Need to accommodate residential and commercial servicing	A dedicated on-site loading bay is provided for all routine servicing activities.
Vehicle manoeuvring	Safe access and egress	Swept path analysis demonstrates that an 8.0 m Box Van can safely enter and leave the site in a forward gear.
Potential vehicle conflict	Interaction with internal estate road users	Deliveries will be short duration and undertaken within the dedicated loading bay, avoiding obstruction of internal roads.
Pedestrian safety	Interaction with residents and visitors	Drivers will remain within the designated loading area and exercise appropriate caution during loading and unloading.
Refuse collection	Potential overlap with servicing activity	Deliveries will be coordinated where practicable to avoid refuse collection periods, with refuse management addressed separately within Section 5.

Table 4.1: Key Considerations



Figure 4.2: Swept Path Analysis (8.0 m Box Van, Block E1 Loading Bay Green)

4.3 Management Procedures and Resident Guidance

To support the servicing strategy, clear management procedures and resident guidance will be implemented throughout the lifetime of the development.

Residents will receive a Home User Guide upon first occupation, providing information on deliveries, servicing arrangements and waste management procedures. The guide will encourage deliveries to be arranged during normal daytime hours and advise residents to ensure drivers utilise the dedicated loading bay.

Routine parcel deliveries will be accommodated via secure post boxes and designated delivery areas within the building. Where deliveries cannot be completed, couriers will follow their standard redelivery or collection procedures.

Residents will also be encouraged to make use of local parcel lockers and click-and-collect facilities where appropriate, reducing failed deliveries and repeat vehicle trips.

Commercial occupiers will be required to ensure deliveries are appropriately managed and undertaken from the dedicated loading bay. Any larger or less frequent servicing activities will be coordinated in advance where necessary.

The appointed Estate Management Company will be responsible for implementing and managing the Delivery and Servicing Plan throughout the lifetime of the development. This will include overseeing delivery and servicing arrangements, monitoring operational performance and reviewing procedures periodically to ensure the strategy continues to operate effectively.



Figure 4.3: Typical off-site parcel locker and click-and-collect facilities

Deliveries and servicing associated with Block E1 will be scheduled between 07:00 and 19:00 Monday to Saturday, with no routine deliveries taking place on Sundays or Bank Holidays, in accordance with the requirements of Planning Condition 9. These arrangements will be communicated to residents, commercial occupiers and servicing contractors through the Home User Guide and Estate Management Company. Whilst occasional courier arrivals outside these hours cannot be entirely controlled, residents and commercial occupiers will be encouraged to arrange deliveries within the permitted servicing period wherever practicable.

4.4 Delivery Consolidation

Given the scale and mixed-use nature of Block E1, delivery consolidation will primarily occur through existing courier and supplier logistics networks rather than through dedicated on-site consolidation facilities.

Delivery Vehicle Size

The majority of deliveries are anticipated to be undertaken by small vans and light goods vehicles, consistent with typical servicing activity associated with residential and small commercial developments.

The dedicated loading bay has been designed to accommodate servicing vehicles up to an 8.0m Box Van, with larger vehicles not anticipated during normal day-to-day operation.

Home User Guide Provision

The Home User Guide will encourage residents to make use of parcel lockers, click-and-collect facilities and consolidated deliveries where practicable, helping to reduce repeat delivery attempts and unnecessary vehicle movements.

Commercial occupiers will similarly be encouraged to consolidate deliveries wherever operationally feasible.

4.5 Proposed Servicing and Vehicle Generation

Servicing Numbers

The planning-stage Transport Assessment applied daily servicing rates of 0.20 vehicles per 100 m² NIA for residential development and 0.59 vehicles per 100 m² NIA for retail development.

Applying these rates to Block E1, which provides approximately 2,287 m² of residential floorspace and approximately 452 m² of commercial floorspace, results in a forecast of approximately eight delivery and servicing vehicle visits per day. This comprises approximately five visits associated with the residential element and three visits associated with the commercial element.

As the commercial occupiers are not yet known, the retail servicing rate has been applied across the commercial floorspace as a conservative basis for forecasting servicing demand. Should any unit subsequently be occupied by a use generating materially greater servicing activity, deliveries will be managed through the building management arrangements to ensure the servicing strategy continues to operate efficiently.

The forecast servicing activity is expected to be distributed throughout the permitted delivery period and will primarily comprise cars, vans and Light Goods Vehicles. This level of activity can be safely and efficiently accommodated within the dedicated loading bay serving Block E1.

Delivery and Servicing Location

All routine deliveries, servicing activities and refuse collection will utilise the dedicated on-site loading bay shown on Figure 4.1.

The loading facility has been designed to accommodate the anticipated servicing demand associated with the development. Swept path analysis demonstrates that an 8.0 m × 2.1 m Box Van can safely enter, manoeuvre within and exit the site in a forward gear.

Conclusion

The provision of a dedicated on-site loading bay represents a robust servicing solution for Block E1. Combined with the relatively low servicing demand generated by the proposed residential and commercial uses, and the management measures set out within this DSP, the proposed servicing arrangements are considered proportionate to the scale and nature of the development and are expected to operate without adverse impacts on the surrounding highway network or local amenity.

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 Block E1.

Communal refuse, recycling and food waste storage will be provided within a dedicated ground floor bin store serving the residential development. The bin store has been positioned to provide convenient access for residents whilst enabling efficient collection by the London Borough of Haringey waste collection service. This is currently undertaken, at least until April 2027 by Veolia and there is a dedicated web page with more information: <https://www.haringey.veolia.co.uk/>

The bin store incorporates dedicated storage for bulky household waste, allowing larger items to be stored safely prior to collection. The location of the bin store is shown on Figure 5.1. All refuse and recycling arrangements have been designed to comply with the operational requirements of the local authority, as summarised in Table 5.1.

LPA Requirements	
Dedicated communal refuse and recycling storage	✓
Maximum 10 metre drag distance to collection point	✓
Provision for bulky waste storage	✓
Level, unobstructed route for collection operatives	✓
Adequate lighting to the bin store	✓
Secure access arrangements for collection crews	✓
Clear signage for waste segregation	✓
Table 5.1: LPA Requirements	

Residents will be encouraged to segregate waste at source using internal kitchen bins before depositing refuse, dry mixed recycling and food waste within the appropriate communal containers located in the bin store.

5.2 Refuse and Recycling Collection Location

Refuse, recycling and food waste will be collected directly from the dedicated ground floor bin store.

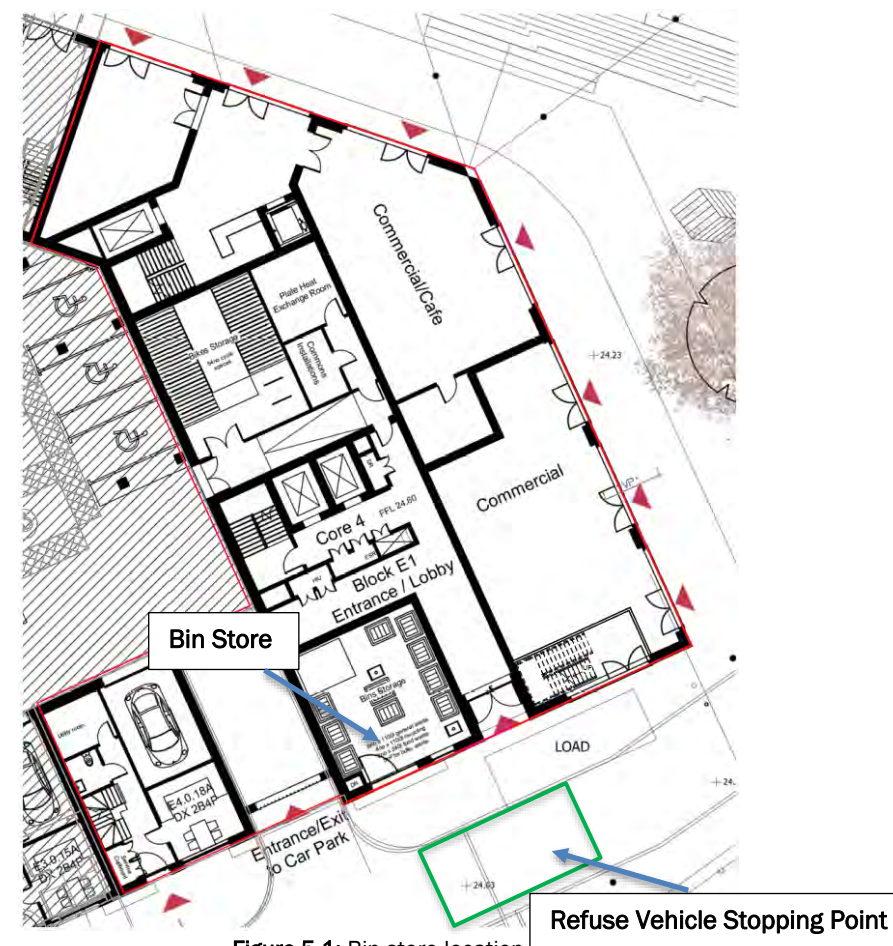


Figure 5.1: Bin store location

The bin store has been positioned so that all containers are located within the recommended 10 metre drag distance of the collection vehicle, allowing collection to be undertaken directly from the store without the need for kerbside presentation.

Refuse collection vehicles are not required to enter the site as part of the approved waste collection strategy for Block E1. The residential bin store has been positioned adjacent to the site frontage, allowing refuse to be collected directly with all containers located within the required 10 metre drag distance.

Collection will be undertaken by the local authority as part of their normal collection service. Collection operatives will access the bin store, empty the containers directly into the refuse vehicle and return the bins to their designated positions following collection.

The route between the bin store and the collection vehicle is level, direct and unobstructed, ensuring safe and efficient operation for collection crews.

5.3 Waste Storage Capacity

The proposed residential waste storage provision for Block E1 is summarised below in Table 5.2.

Provision Type (and size)		Quantity	Total (ltrs)	Required
General Waste Bins	1,100 litre	6	6,600	6,600*
Dry Mixed Recycling Bins	1,100 litre	4	4,400	4,400**
Food Waste Bins	240 litre	3	720	620
Bulky Waste Storage		5m ²	5m ²	N/A

Table 5.2: Residential Waste Storage Provision

* This would be the figure for 31-36 dwellings (as requirements are per every 6 dwellings)

** This would be the figure for 31-40 dwellings (as requirements are per every 10 dwellings)

Figures for the *required* bin sizes have been derived from the Haringey Waste storage guidance note that can be found here:

<https://haringey.gov.uk/planning-building-control/planning/planning-policy/local-plan/supplementary-planning-documents-spds/waste-storage-guidance-note>

5.4 Commercial Waste Management

Separate refuse and recycling storage will be provided for the commercial units to ensure that commercial waste streams remain independent from the residential waste management arrangements.

Commercial occupiers will be responsible for managing their own waste in accordance with the requirements of the building management and any applicable waste management legislation. Appropriate refuse and recycling containers will be provided within the designated commercial waste storage area, with sufficient capacity to accommodate the operational requirements of the individual occupiers.

Commercial waste collections will be undertaken as part of a managed collection arrangement, with collection times coordinated to minimise potential conflict with residential servicing activity and general vehicle movements within the development. Collection vehicles will utilise the dedicated loading bay serving Block E1, allowing waste to be collected safely and efficiently without impacting the surrounding highway network.

Building management will retain responsibility for ensuring that commercial waste storage areas are maintained in a clean and tidy condition and that collections are undertaken at a frequency sufficient to prevent the accumulation of waste or nuisance to neighbouring occupiers.

Management in Haringey

Haringey Council currently have a contract with Veolia for the collection of residential and commercial waste. Further details can be found below which can assist the future

<https://www.haringey.veolia.co.uk/commercial-waste>

6 Conclusion

This report sets out a clear and proportionate strategy for managing delivery, servicing and waste collection activities associated with **Block E1** of the approved Chocolate Factory redevelopment at **Land at the Chocolate Factory and Parma House, 5 Clarendon Road, Wood Green, N22 6XJ**.

The proposed arrangements have been designed to reflect the scale and mixed-use nature of the development and demonstrate that delivery, servicing and waste collection activities can be accommodated safely and efficiently without adverse impacts on the surrounding highway network or local amenity.

In summary, the following key arrangements have been established:

(i) All routine delivery and servicing activity will utilise the dedicated on-site loading bay, with swept path analysis demonstrating that an 8.0 m × 2.1 m Box Van can safely enter and leave the site in a forward gear;

(ii) The development is forecast to generate approximately eight delivery and servicing vehicle visits per day, comprising approximately five visits associated with the residential accommodation and three visits associated with the commercial floorspace;

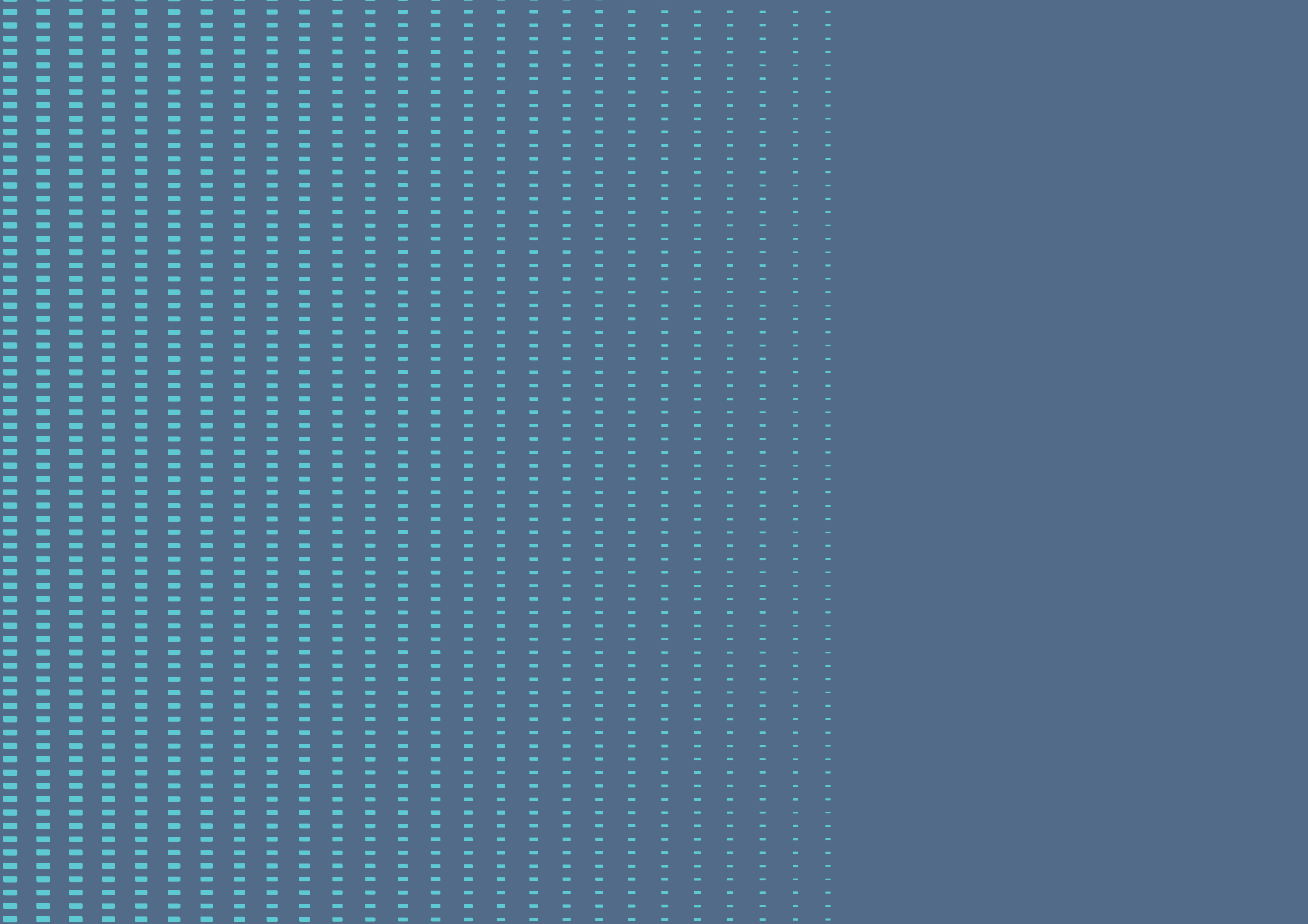
(iii) A dedicated residential bin store will be provided incorporating residual waste, dry mixed recycling, food waste and bulky waste storage. Collections will be undertaken directly from the bin store by the London Borough of Haringey, with all bins located within the Council's recommended 10 metre drag distance;

(iv) Separate waste storage will be provided for the commercial units, ensuring commercial and residential waste streams remain independent and can be managed efficiently throughout the lifetime of the development.

(v) The Delivery and Servicing Plan will be implemented and managed by the appointed Estate Management Company throughout the lifetime of the development, ensuring that servicing and waste collection arrangements continue to operate effectively.

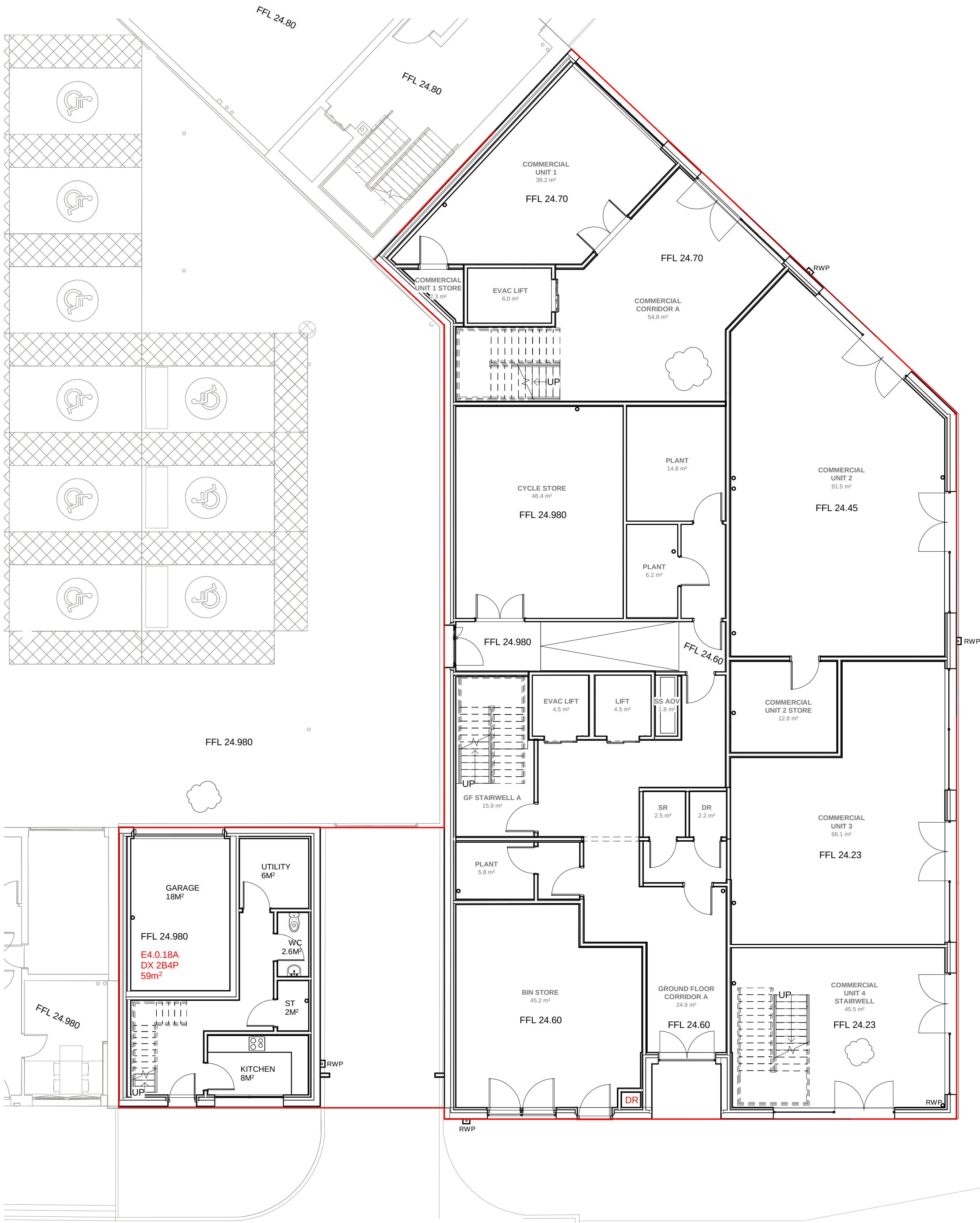
The proposed arrangements demonstrate that delivery, servicing and waste collection activities associated with Block E1 can be accommodated in a safe, practical and policy-compliant manner.

On this basis, it is considered that the contents of this Delivery and Servicing Plan are sufficient to discharge Planning Condition 9 of planning permission reference HGY/2017/3020.



Appendix 1





GROUND FLOOR PLAN
1 : 100

PR02	08/07/26	CLIENT AMENDMENTS
PR01	03/07/26	ISSUED FOR APPROVAL
REVISION	DATE	DESCRIPTION



PROJECT ADDRESS
BLOCK E1 – LAND AT THE CHOCOLATE FACTORY

PROJECT NAME
PROPOSED NEW BUILD MIXED-USE DEVELOPMENT

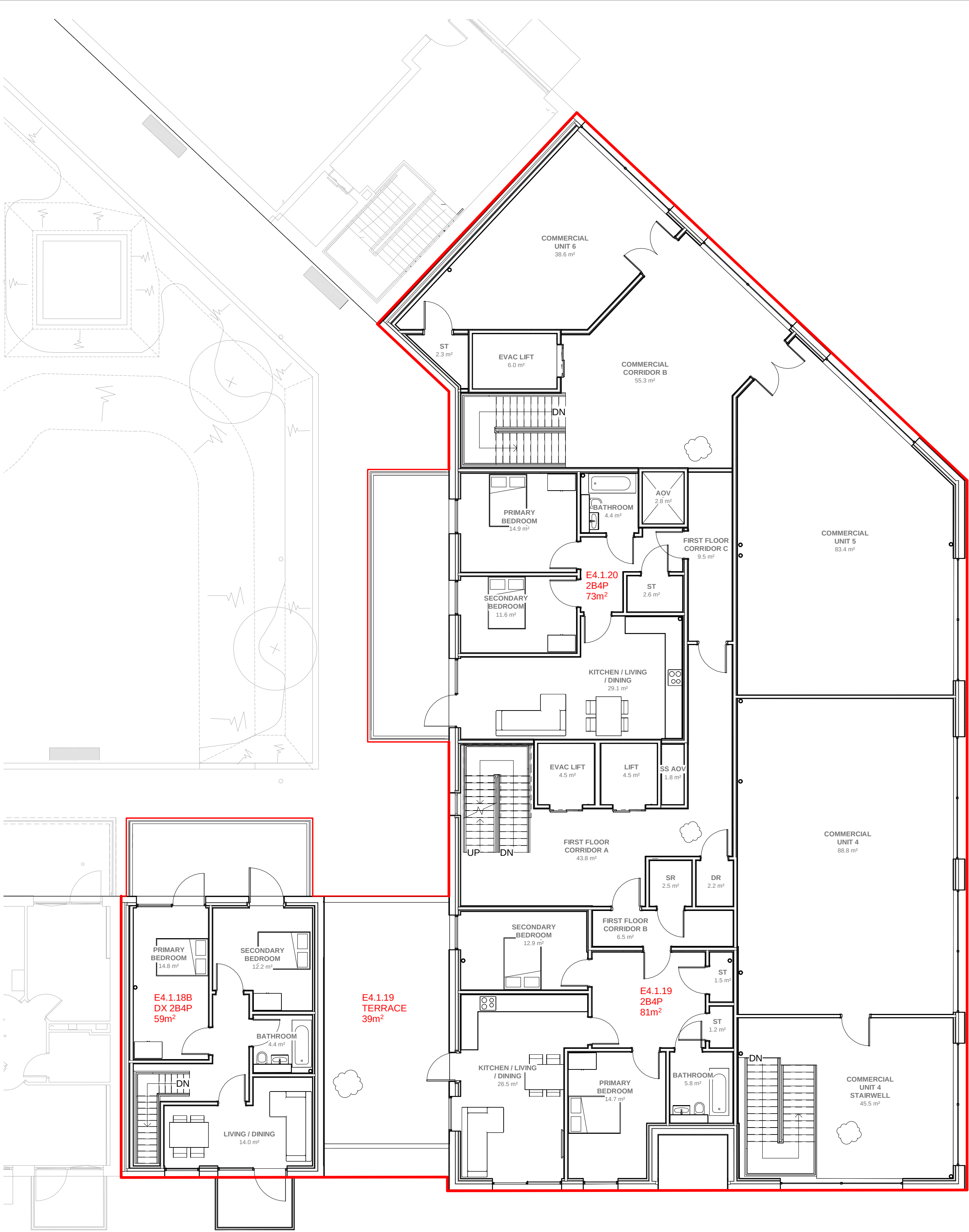
SCALE
1 : 100

STATUS
PRELIMINARY

WA022 / 01-AR-DR-PR02-XX-2000_A1 : GROUND & FIRST FLOOR PLAN - GENERAL ARRANGEMENT

DO NOT SCALE FROM THIS DRAWING. ALL DIMENSIONS ARE TO BE VERIFIED ON SITE. ANY DISCREPANCIES OR OMISSIONS MUST BE REPORTED TO THE DESIGNER PRIOR TO THE COMMENCEMENT OF ANY WORKS OR FABRICATION

PRELIMINARY DESIGN NOTE
THESE DRAWINGS ARE ISSUED FOR COORDINATION AND REVIEW ONLY. NOT TO BE USED FOR CONSTRUCTION, FABRICATION, OR MANUFACTURING PURPOSES.



FIRST FLOOR PLAN
1 : 100

GROUND FLOOR	SECOND FLOOR	THIRD FLOOR	FOURTH FLOOR	FIFTH FLOOR
E4.0.18A DX 2B4P 59m²	E4.2.18 2B3P 59m²	E4.3.18 2B3P 59m²	E4.4.18 2B4P 77m²	E4.5.18 2B4P 77m²
E4.1.18B DX 2B4P 59m²	E4.2.19 2B4P 77m²	E4.3.19 2B4P 77m²	E4.4.21 2B4P 73m²	E4.5.21 2B4P 73m²
E4.1.19 2B4P 81m²	E4.2.21 2B4P 73m²	E4.3.21 2B4P 73m²	E4.4.22 3B5P 90m²	E4.5.22 3B5P 90m²
E4.1.20 2B4P 73m²	E4.2.22 3B5P 90m²	E4.3.22 3B5P 90m²	E4.4.23 3B5P 51m²	E4.5.23 3B5P 51m²
E4.1.20 2B4P 73m²	E4.2.23 3B5P 51m²	E4.3.23 3B5P 51m²	E4.4.1 3B5P 92m²	E4.5.1 3B5P 92m²
E4.1.20 2B4P 73m²	E4.2.1 3B5P 92m²	E4.3.1 3B5P 92m²	E4.4.20 2B4P 73m²	E4.5.20 2B4P 73m²
E4.1.20 2B4P 73m²	E4.2.20 2B4P 73m²	E4.3.20 2B4P 73m²		

