



WALTER TULL HOUSE RESIDENTIAL DELIVERY AND SERVICING PLAN (PLOT C – WELBOURNE)

Client: London Borough of Haringey (LBH)

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Document Control

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Job Number	Issue	Description	Originator	Checked	Authorised
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1 Introduction

1.1 Overview

- 1.1.1 Project Centre (PCL) has been commissioned by London Borough of Haringey (LBH) to produce a Residential Delivery and Servicing Plan (DSP) in discharging condition C12 attached to the planning permission HGY/2018/2223.
- 1.1.2 The site is located in the heart of Tottenham Hale, within LBH. The site forms part of a wider Masterplan site to deliver 1,036 residential units with flexible commercial uses and an NHS health centre. The wider Masterplan comprises five plots known as Welbourne, North Island, Ferry Island, Ashley Road West and Ashley Road East.
- 1.1.3 This document relates to Plot C (Welbourne) known as 'Walter Tull House'. This site will deliver the following:
 - 131 residential units (relevant to this DSP)
 - 267sqm flexible commercial.
 - An NHS Health Care Centre.

1.2 Background

- 1.2.1 This DSP has been written in accordance with the approved Framework DSP (covering all plots of the Masterplan) completed by Steer Davies Gleave in 2018. This document uses the 2018 site wide Framework DSP as a baseline which inform the contents of this residential DSP for Plot C at Walter Tull House (Welbourne).
- 1.2.2 The Planning Sub Committee Report published in 2018 in relation to planning permission HGY/2018/2223 raised no concerns with the proposed delivery and servicing arrangements as set out in the 2018 TA and Framework DSP.
- 1.2.3 This DSP sets out the strategy for managing servicing and delivery vehicle movements and measures to minimise delivery and service vehicle impacts on the local highway network .
- 1.2.4 This DSP has been prepared in accordance with the national, regional and local policy documents and best practice guidance, as described in Section 2 of this DSP.
- 1.2.5 The condition that this DSP will be discharging is Plot C12 which states the following:

"Part A

Prior to the residential occupation of the Plot C development, a full Residential Service and Delivery Plan (DSP) in respect of the development 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.

REASON: To reduce traffic and congestion on the transportation and highways network"

1.3 What is an DSP?

- 1.3.1 DSP's provide a foundation to better manage all types of freight vehicle movement to and from individual buildings and developments. A DSP is essentially the equivalent of a workplace travel plan for freight. It will sit alongside the Travel Plan to manage freight movements.

1.4 DSP Objectives

- 1.4.1 The overarching objective of this DSP is to minimise the impacts of freight movements and facilitate sustainable freight travel to and from the approved development. This DSP has been prepared to ensure that the activity associated with deliveries, servicing as well as refuse collection does not adversely impact upon the operation of the local highway network or inconvenience of neighbouring units of the local community. The DSP aims to ensure that servicing at the development is carried out sustainably and efficiently. The aspiration of this is to achieve wider benefits for the local highway network, including contributing towards a reduction in congestion, the environmental benefit and improved road safety conditions.

- 1.4.2 To support the above objective, several sub-objectives have been set out as follows:

- promoting smarter operations that reduce the need for freight travel overall or that reduce or eliminate trips particularly those in peak periods;
- encouraging greater use of sustainable freight modes;
- encouraging use of greener vehicles;
- managing the on-going development and delivery of the DSP with residents;
- communicating site servicing/delivery facilities (through dissemination of information) to relevant housing management and suppliers;

- communicating the DSP and its constituent measures to the site occupiers; and
- encouraging the most efficient use of freight vehicles and servicing/delivery trips.

1.5 Document scope

1.5.1 This DSP is set out in the following sections.

- Section 2: Policy Context.
- Section 3: Servicing and Trip Generation.
- Section 4: Access Arrangements.
- Section 5: Encouraging Sustainable Servicing and Deliveries.
- Section 6: Delivery and Servicing Strategy.
- Section 7: Summary and Conclusions.

2 Planning Policy and Guidance

2.1.1 Relevant national, regional, and local planning policies and guidance have been reviewed to provide context for the servicing and deliveries in relation to the development. The following key documents have been considered in the preparation of this document.

2.2 National Policy and Guidance

2.2.1 The following national guidance has been reviewed in relation to the development:

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

2.3 Regional Policy Guidance

2.3.1 The following regional guidance has been reviewed in relation to the development:

- The London Plan (2021);
- TfL Delivery and Servicing Plan Guidance (2020)
- Mayor's Transport Strategy (March 2018) (the 'MTS');
- Future of Freight: a long-term plan (2022);
- Freight Operator Recognition Scheme (FORS) (TfL); and
- Freight Information Portal (FIP).

2.4 Local Policy Guidance

2.4.1 The following local guidance has been reviewed in relation to the development:

- LBH Local Plan: Strategic Policies DPD: Consolidated with alterations since (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'); and
- Tottenham Hale District Centre Framework (2015) (the 'DCF')

3 Trip Generation and Servicing Requirements

3.1 Residential Trip Rates and Expected Number of Trips

3.1.1 The number of service vehicle trips associated with the approved development has been estimated using the approved residential trip rates presented in the Framework DSP completed by Steer (formerly Steer Davies Gleave). These have been reviewed in light of this specific DSP for Plot C and the trip rates given below provide a robust basis for the assessment of servicing and delivery vehicles expected at the site.

- Residential – Daily trip rate of 0.2 vehicles per 100m2 net internal area (NIA)

3.1.2 The accommodation and floor area schedule provided in Table 1 have been used to forecast the servicing trips and determine the loading bay requirements for Plot C.

Action	Residential (no. of units)
Walter Tull House (Plot C)	131

Table 1: Schedule of Accommodation for Plot C (Walter Tull House)

3.1.3 The forecast residential servicing trips associated with Plot C are shown in Table 2. This shows up to two servicing trips may be generated during the AM peak within Plot C (Welbourne), with one during the PM peak and 22 servicing trips daily.

Site	AM Peak (08:00 – 09:00)			PM Peak (17:00 – 18:00)			Daily (07:00 – 22:00)		
	Cars / Vans	MGV / HGV	Total	Cars / Vans	MGV / HGV	Total	Cars / Vans	MGV / HGV	Total
Walter Tull House	2	0	2	1	0	1	20	2	22

Table 2: Forecast residential servicing trips for Plot C Welbourne (Walter Tull House)

3.2 Servicing Bay Requirements

- 3.2.1 In total, eight loading bays will be provided across the whole site which will sufficiently accommodate servicing and waste collection demands in accordance with the LBH Sustainable Design and Construction Supplementary Planning Document (2013) and pre-application discussions with LBH Highways Officers.
- 3.2.2 With regard to the residential units at Walter Tull House (Plot C) , two loading bays are proposed, one along Chesnut Road and the other on Fairbanks Road. Please see Figure 1, which has been taken directly from the approved Framework DSP .

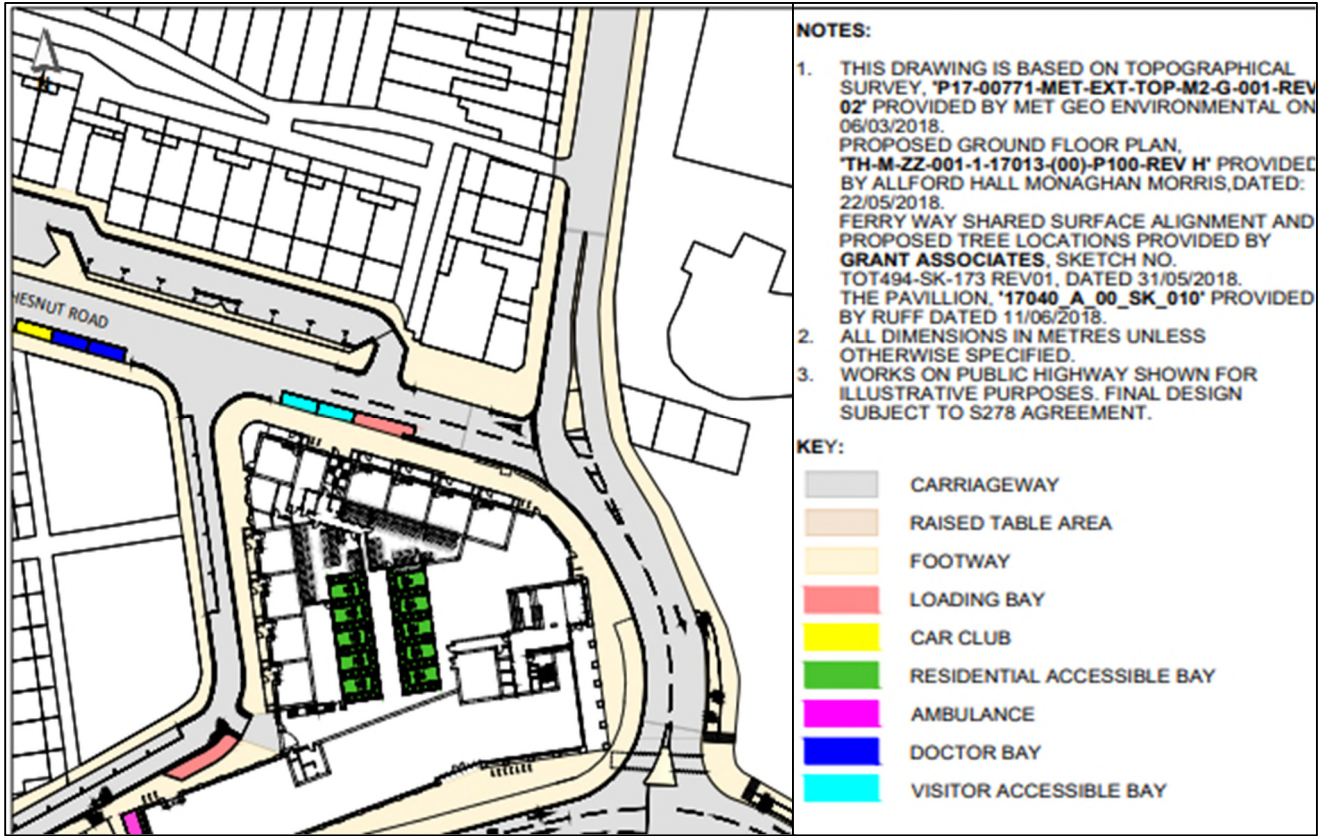


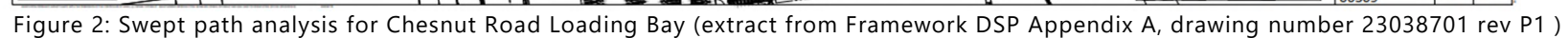
Figure 1: Extract from Highways Context Plan for Plot C (Walter Tull House) produced by Steer drawing number 23038701 Rev P1

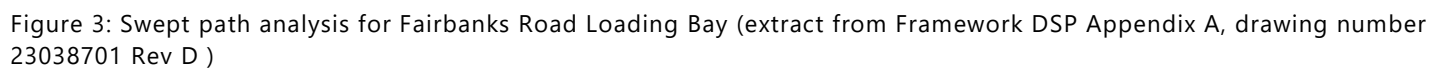
4 Access Arrangements

- 4.1.1 This Section provides details of the access arrangements for the development (Plot C).
- 4.1.2 Vehicular tracking of the access route along Chesnut Road and Fairbanks Road to and from Plot C is featured below in Figure 2 and Figure 3, this has been taken directly from the Framework DSP approved in July 2018. The swept paths show a panel and box van arriving and departing the loading bay on Chestnut Road and Fairbanks Road.
- 4.1.3 The on-site facilities management teams will be responsible for the management of all deliveries to/from the residential units.
- 4.1.4 Articulated vehicles will not be required to access the development for day-to-day servicing operations.

Residential Waste Collection Arrangements

- 4.1.5 Refuse collection arrangements that will take place within Plot C is as follows:
 - Number of expected waste collections: one collection per week for bulk 1100 bins.
 - The expected days for waste collection: Tuesdays for the 1100 bins.
 - The expected timing of waste collections: Between 06.00 until 17.00.
 - The routes taken by collection vehicles (to load / unload): Small bin store collection point on Chesnut Road. Large bin store located on Fairbanks road.
 - Small wheelie bin collection: These are collected for recycling every Thursday and for refuse every other Thursday.
- 4.1.6 Refuse is collected from the loading bay on Fairbanks Road. For further detail on waste storage and collection please refer to the Commercial Waste Management Plan (CWMP) submitted for the discharge of Planning Condition C2.





5 Encouraging Sustainable Servicing and Deliveries

- 5.1.1 Table 3 outlines important measures to ensure that the best practice of delivery and servicing is expected at all times. In addition to outlining the timescale and who should be responsible for their implementation, the measures aim to achieve the DSP sub-objectives outlined in Section 1 of this DSP and minimise the impact of the servicing and deliveries forecast for Plot C.
- 5.1.2 It must be noted that Table 3 sets out the residential measures. Furthermore, this list of measures are not exhaustive, it should be recognised that this is a live document and adaptation is likely.

Measure	Description	Benefit	Timescale	Responsibility
<u>Management of the DSP</u>				
Assign Responsibility of the DSP to the Travel Plan Co-ordinator	Travel Plan Co-ordinator will be responsible for the development, delivery, and promotion of the SD.	Ensuring that DSP is taken forward and results delivered	Prior to the first occupancy within Plot C	Facilities Management
Promote DSP initiatives	Provide information and promote this DSP to residents	To promote the measures and targets to residents	Following the first occupancy within Plot C	Travel Plan Co-ordinator
Tenant Awareness	Ensure all tenants are made aware of the DSP and its requirements upon entering the tenancy agreement	This is to make sure the tenants have an understanding of the DSP	Prior to the first occupancy within Plot C	Facilities Management
<u>Reducing Servicing and Delivery Trips</u>				
Couriers	Adopt a 'smart' courier policy in reducing the number of motorised vehicle generated by the commercial and residential uses	Should use cycle couriers to reduce the number and impact on the local highway network	Within the first year of occupation for each building within Plot C	Travel Plan Co-ordinator

Use local sources and suppliers	Should encourage residents and potential businesses to source items locally, or from the same supplier	This is to reduce the number of deliveries making the trips to Plot C	Within the first year of occupation for each building within Plot C	Travel Plan Co-ordinator
<u>Servicing and Delivery Operations</u>				
Site information	Publish details of servicing / delivery facilities to tenants indicating: Most appropriate delivery times; Delivery locations; Local suppliers;	This is to encourage deliveries to take place outside of peak times, in appropriate locations and by local suppliers	Prior to the first occupancy within Plot C	Travel Plan Co-ordinator
Fleet Operator Recognition Scheme (FORS)	Encourage the use of suppliers who are FORS members (accredited with Silver Standard) and encourage non FORS members to sign up to the scheme	To provide the mutual benefits FORS members have and for the best operational guidelines that contribute towards delivery training, fleet management, safety and reducing emissions.	Prior to the first occupancy within Plot C	Travel Plan Co-ordinator



Vehicle Booking and Management System	Facilities management to produce a delivery and servicing schedule to outline most appropriate times for servicing vehicle movements	To ensure efficiency of the loading bay operations and reduce risk of vehicle conflict within Plot C	Within the first year of occupation for each building within Plot C	Travel Plan Co-ordinator
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Table 3: DSP Measures for residential uses within Plot C (Walter Tull House)

5.2 DSP Targets

5.2.1 In accordance with TfL's best practice guidance, all targets identified should be SMART, in that they are Specific, Measurable, Achievable, Realistic and Time-bound.

5.2.2 The targets can be defined later and are adaptable once surveys are undertaken. Targets should include the following:

- Reducing the daily no. of delivery and servicing trips to the site;
- Increasing the use of low emission vehicles;
- Increase in the number of locally sources supplies;
- Seek to re-time or consolidate deliveries that occur during busier times.
- Number, or a specific percentage of, servicing and delivery trips to be limited during the AM and PM peak and school pick up/drop hours to reduce conflict with pedestrians and other vehicles during these times;
- A limited number of servicing and deliveries to be undertaken overnight (00:00 – 06:00);
- Target a specific number of servicing and deliveries to encourage the consolidation of trips to the site.
- All, or a specific proportion of, servicing and delivery companies used to be a member of FORS; and
- A specific percentage of the developments servicing and delivery vehicles to be 'green' vehicles.

6 Delivery and Servicing Strategy

6.1 Management of the DSP

- 6.1.1 This full DSP is a plan, setting a framework to better manage all types of freight vehicle movement to and from Plot C for the residential units at the site.
- 6.1.2 The developer should work with the management companies to ensure that this DSP for Plot C is properly implemented and developed over time.

6.2 Raising Awareness

- 6.2.1 It will be important to inform all occupiers about this DSP including:
- the content and reason/need for the DSP;
 - the importance of this DSP, freight movements and their impacts;
 - what residents can do to help encourage the use of sustainable servicing and delivery movement to and from the site; and
 - the potential benefits of successfully using and implementing a DSP.
- 6.2.2 Increasing knowledge will enable the DSP to have the support of the residents and support the measures, objectives and targets set out are followed.
- 6.2.3 To increase awareness of this DSP, all residents, relevant facilities management and suppliers, will be given information on this DSP and will be encouraged to use sustainable freight to and from Plot C as well as the overall site.
- 6.2.4 It is essential that all residents, facilities management and suppliers at the site are involved in the implementation and ongoing development of this DSP.

6.3 Review and Monitoring

Stage 1 – Initial Development (six months)

- 6.3.1 The first stage of the monitoring and review programme will be to undertake comprehensive servicing and delivery surveys within six months of first occupation of Plot C.
- 6.3.2 In line with pre-application discussions with TfL this survey should cover:
- frequency of visits;
 - who the provider is;

- type of goods/materials being delivered;
- quantity or size of goods being delivered;
- urgency of the deliveries;
- access and arrival routes;
- mode of transport and vehicle size; and
- the destination of the delivery

Stage 2 - Continued Monitoring and Review

- 6.3.3 Following the implementation of this DSP, regular monitoring and review will be required to maintain the live document. Discussions should take place between the developer and the Council with regards potential s106 contributions to fund monitoring of the DSP.
- 6.3.4 Table 4 sets out a programme for monitoring and review of the DSP.

Action	Timescale
Baseline delivery surveys	Within 6 months of first occupation within Plot C
Produce an updated DSP	Within 9 months of occupation within Plot C
Future servicing and delivery surveys	3 rd and 5 th year anniversaries of the date of first occupation within Plot C
Undertake comprehensive strategic review of all aspects of the DSP (including objectives, targets, action plan and monitoring programme)	6 months, 3 rd , and 5 th year anniversaries from the date of first occupation of the first building within Plot C

Table 4: Programme of Monitoring and Review for Plot C (Walter Tull House)

7 Summary and Conclusions

- 7.1.1 This DSP establishes the proposed delivery and servicing strategy for Plot C (Walter Tull House) as part of the development in Tottenham Hale and how delivery and servicing requirements can be fully accommodated for residential uses.
- 7.1.2 A set of measures for residential uses has been proposed (see Section 5) and should be taken forward as this DSP evolves over time. This is to encourage sustainable freight movements and to reduce unnecessary servicing and delivery trips, particularly during peak times.
- 7.1.3 This DSP demonstrates that the servicing and delivery requirements can be sufficiently and efficiently accommodated at the site (Walter Tull House). The report also demonstrates the commitment by the Developer and LBH to encourage sustainable modes of freight in the future.

8 Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



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