



Liddell Road,
West
Hampstead

Servicing and Vehicle Management Plan

November
2021



Ref [ADD]

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1. Introduction

1.1. Context

1.1.1. Syntegra has been commissioned by West Hampstead Limited to produce a Servicing and Vehicle Management Plan (SVMP) to discharge planning Condition 43 of the consented Phase 2 development of 106 residential units and 3,729sqm of mixed commercial use associated with a wider Liddell Road regeneration scheme within the London Borough of Camden (LBC).

1.2. Site Context & Planning History

1.2.1. The site forms part of the wider Liddell Road regeneration scheme which received planning permission in 2015 for the development of a new Primary School under Phase One (Ref. 2014/7649/P) and for the development of approximately 3,700 sqm of mixed commercial use (Class B1) and 106 residential units (Class C3) under Phase 2 (Ref. 2014/7651/P). The consented layout plans are attached as **Appendix A**.

1.2.2. The site is bound by rail lines to the north, a light industrial estate to the east, Maygrove Road to the south and Maygrove Peace Park to the west. The location of the site is shown below in Figure 1.

Figure 1 – Site Location



Source: Google Map

1.2.3. Condition 43 of the consent requires:

Condition 43: Servicing and Vehicle Management Plan: On or prior to Implementation, a Servicing and Vehicle Management Plan (SVMP) shall be submitted to and approved in writing by the Local Planning Authority. The plan shall include details of the following:

- a) a requirement for delivery vehicles to unload from a specific suitably located area including swept path drawings;
- b) details of a 'Waste and Recycling Strategy'

- c) details of the person(s) responsible for directing and receiving deliveries to the Property and measures to coordinate vehicle movements
- e) details of vehicle movements and deliveries (including size, frequency, duration, hours, proposed routes, nature of goods)
- f) measures to minimise impact on residents and ensure safety
- g) a servicing statement detailing minimisation of deliveries, coordinating needs of the different uses
- h) details of temporary and permanent arrangements for provision of disabled bays within new public realm and
- i) mechanisms for vehicle control and enforcement of all vehicle controls and measures.

No servicing shall take place on any part of the highway network or public realm other than in accordance with the servicing plan so approved.

Reason: To avoid obstruction of the surrounding streets and ensure the safety of pedestrians, cyclist and other road users, in accordance with the requirements of policies CS5 and CS11 of the London Borough of Camden Local Development Framework Core Strategy and policies DP16, DP17 and DP26 of the London Borough of Camden Local Development Framework Development Policies.

1.3. Objectives

1.3.1. This SVMP sets out the principles that will be adhered to in relation to delivery and servicing movements at the site. This SVMP has been developed to outline the site-specific delivery and service management arrangements that residents and employees will have to adhere to. The agreed contents of the SVMP should be complied with unless otherwise agreed with LBC in advance. This SVMP will therefore seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered at the site and the site can be serviced with waste removed, in a safe, efficient and environmentally friendly way;
- Reduce the impact of freight activity on local residents, neighbouring properties, traffic and the environment;
- Consolidate deliveries and reduce delivery and servicing vehicular activity; and
- Manage deliveries and servicing of the site to off peak periods where feasible.

1.3.2. SVMPs and DSPs (Delivery and Servicing Plans) aim to provide a framework for fully considering the potential impact of delivery and servicing activity associated with a development. SVMPs provide a framework to efficiently manage all types of freight vehicle movement to and from individual buildings.

1.3.3. A SVMP can help to improve the safety, efficiency and reliability of deliveries to a site. It also identifies unnecessary journeys and deliveries that could be made by more sustainable modes, helping to reduce congestion on the surrounding highway and minimise the environmental impact of freight activity.

1.3.4. The key aim of this SVMP will be to reduce any impact on the on-street network. The SVMP will also aid in reducing CO2 emissions, congestion and road collisions by improving relationships between building operators and their supply chain.

1.3.5. TfL's "Delivery and Servicing Plans – Making freight work for you" states that:

- "A DSP gives you a framework to make sure that freight vehicle activity to and from your building is working effectively for your organisation."

1.4. Report Structure

1.4.1. Following this introductory section, the remainder of the Servicing and Vehicle Management Plan is structured as follows:

- Transport Policy & Existing Situation;
- Consented Development;
- Servicing Trip Generation;
- Management Strategy;
- Summary and Conclusions.

2. Transport Policy and Existing Situation

2.1. Policy Considerations

2.1.1. The key transport policy documents at a national and local level have been considered when assessing the development proposals, these include the key policy documents outlined below;

- National Planning Policy Framework (July 2021);
- Planning Practice Guidance - Travel Plans, Transport Assessments and Statements in Decision-Taking' (March 2014);
- BS:5906 Waste Management in Buildings - Code of Practice (2005);
- Designing for Deliveries, Freight Transport Association (2006);
- The London Plan (2021);
- The Mayor's Transport Strategy (2018);
- The London Freight and Servicing Action Plan (2019);
- Delivery and Servicing Plans: Making freight work for you;
- Managing Freight Effectively: Delivery and Servicing Plans (DSPs);
- Freight Information Portal (FIP);
- Camden Planning Guidance. Design (January 2021);
- Camden Planning Guidance. Transport (January 2021).

2.2. Freight Operators Recognition Scheme (FORS)

2.2.1. FORS is a unique, industry-led, membership scheme to help van and lorry operators in London become safer, more efficient and more environmentally-friendly. The FORS has three membership levels as follows:

- **Bronze** – good operators demonstrating lawfulness and best practice;
- **Silver** – quality operators committing to improving safety, environmental impact and efficiency; and
- **Gold** – exceptional operators providing evidence of improvements in safety, environmental impact and efficiency.

2.2.2. The FORS Standard includes four key areas. These are:

- Management
- Vehicles
- Drivers
- Operators.

2.2.3. Each section contains information on requirements (legal compliance, safety, efficiency and environmental protection), purpose, demonstration and support and guidance.

2.2.4. Once Bronze accreditation level has been met, operators can progress to Silver and Gold standard.

2.3. Site Location and Context

2.3.1. Prior to its redevelopment, the site comprised Liddell Road which provided access to a small light industrial estate known as the Liddell Road Industrial Workshops which included three large warehouse units accommodating approximately 16 units / workshops.

2.3.2. Phase One of the redevelopment of the site included a four-form entry infant school (Nursery, Reception, Year 1, and Year 2), to become part of the existing Kingsgate School. Phase One of

the development has now been constructed on the site and is operational, and has its own associated SVMP.

- 2.3.3. Vehicular access to the site is provided via a new access on Maygrove Road at the western end of the site. This access has already been constructed and also provides access to the disabled car parking which also serves the school. The access will, once the full redevelopment of the site is complete, act as the primary vehicle access to the different elements of the development for servicing, refuse collection, drop off/pick up and to the aforementioned disabled/visitor disabled parking spaces.
- 2.3.4. The site's PTAL rating has been calculated using TfL's WebCAT tool, displaying that the site has a PTAL rating of 4 which demonstrates a good level of accessibility to public transport services within the vicinity of the site.
- 2.3.5. The closest bus stops to the site are located at West Hampstead Station and Kilburn Underground Station, which are accessible within acceptable walking distance from the site, based on the IHT guidance and provide access to a variety of areas in North and Central London at a high frequency. All the bus routes are served by low-floor vehicles with dedicated wheelchair space and access ramps. Further to this, the buses can also 'kneel' to reduce the step-up from the footway.
- 2.3.6. The nearest station to the site is West Hampstead located within 400m of the site providing Thameslink and South-eastern services to destinations to the north and south of London. In addition, West Hampstead Underground and Overground stations are located within 200m of the railway station providing additional rail services and access to the Jubilee line.
- 2.3.7. An array of local amenities and retail facilities are located within a short walk of the site including;
- Kilburn Local Centre – 500m;
 - West Hampstead Local Centre – 500m;
 - Tesco Express, West End Lane – 550m;
 - Sainsbury's Local, West End Lane – 650m ;
 - Marks and Spencer's, West End Lane – 500m;
 - Tesco Express, Kilburn High Road – 500m;
 - Sainsbury's Local, Kilburn High Road – 550m;
 - Aldi, Kilburn High Road – 1300m; and
 - Iceland, Kilburn High Road – 1500m.

2.4. Local Highway Network

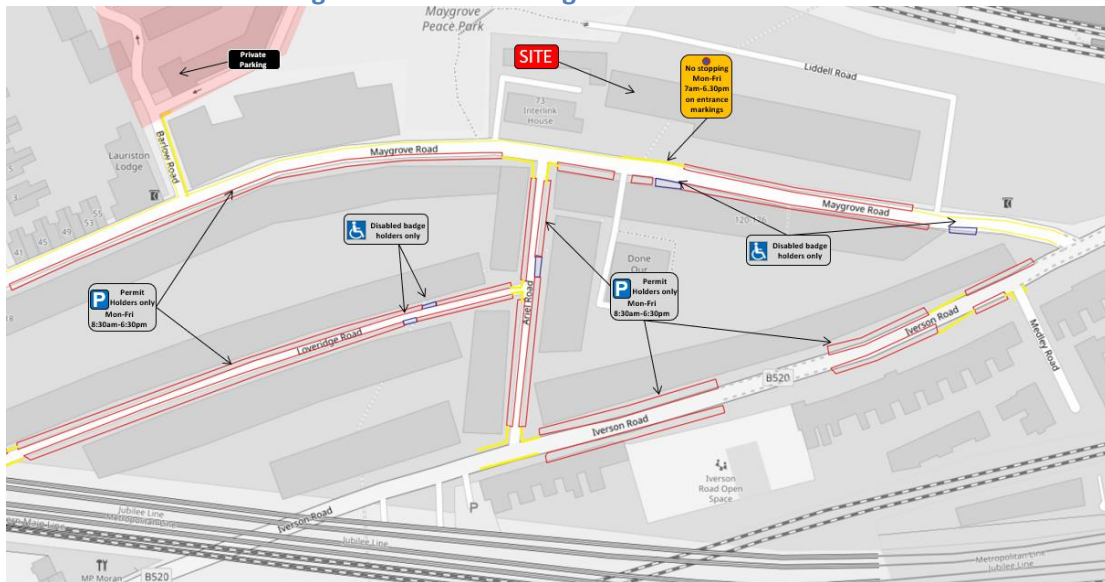
- 2.4.1. Maygrove Road takes the form of a two-way carriageway which is residential in nature and subject to a 20mph speed limit. The carriageway is characterised by permit holder parallel bays along both sides with traffic calming measures in the form of speed bumps provided along the carriageway.
- 2.4.2. The surrounding streets are residential in nature, subject to 20mph speed limits with permit holder parallel bays along the carriageway.

2.5. Loading and Parking Restrictions

- 2.5.1. The site and the surrounding streets fall within the CA-Q Controlled Parking Zone (CPZ) which restricts parking to permit holders only Monday to Friday between 08:30-18:30.

- 2.5.2. The site is surrounded by parking restrictions in the form of double and single yellow lines prohibiting parking or waiting and Permit Holder parking.
- 2.5.3. The Lambeth Parking Survey methodology, which is the most widely accepted industry methodology for parking, states that residents want to park within 200m of their property (2-3 minutes' walk). The roads within 200m of the site are all covered by parking restrictions, as outlined in Figure 2, which ensure that any of the future residents at the site would not be able to park on-street, other than blue badge holders or outside of the prescribed CPZ hours.

Figure 2 – Local Parking Restrictions



- 2.5.4. All vehicles are prohibited from loading and unloading where a loading ban is in place, on zig zags, in specialist parking bays (e.g. diplomat, doctor bays etc.) or in suspended parking bays.
- 2.5.5. Different loading time limits are imposed on different locations within London. The loading time limits and restriction specified on the London Councils website are;
- Single Yellow Lines – up to 40 minutes if loading is observed;
 - Double Yellow Lines – up to 40 minutes if loading is observed;
 - Red Line – Only during non-operational times; and
 - Pay and Display and Resident Parking Bays – up to 20 minute if loading is observed; and
 - Disabled Parking Bays – avoid where possible but up to 20 minute if loading is observed.
- 2.5.6. LBC specify marginally different restrictions stating:
- Loading between 6:30pm and 11am can happen for an unlimited time;
 - Loading between 11am and 6:30pm for heavy goods vehicles (3.5 tonnes and above) can load or unload for up to 40 minutes and cars and light goods vehicles can load or unload for up to 20 minutes;
 - Any vehicle may load or unload for up to 20 minutes within a resident permit bay or paid for parking bay. The use of dedicated bays such as car club, disabled, electric charging, market trader and doctor should be avoided.

2.6. Summary

- 2.6.1. It is evident that the site is in a sustainable location with a range of sustainable transport on offer to access key residential areas and retail facilities. The site is surrounded by parking restrictions in the form of double and single yellow lines prohibiting parking or waiting and Permit Holder only parking bays.

3. Consented Site Details

3.1.1. The consented layout plans are included as **Appendix A**.

3.2. Development Proposals

3.2.1. The regeneration of Liddell Road is being constructed in two phases. Phase 1 is already constructed and comprises Kingsgate Infant School. Phase 2 comprises the construction of the commercial and residential land uses.

3.2.2. The development details are provided in Table 1.

Table 1 – Development Details

| Theme | Residential | Commercial |
|--|--|---|
| Development Scale | 106 units | 3,729sqm (up to 250-295 working across 35 businesses) |
| Consented Car Parking | 1 dedicated on-street disabled parking bay provided along Maygrove Road within the CPZ zone. | 1 disabled staff space 1 disabled visitor space (shared with school) |
| Consented Cycle Parking | 122 Off-Street spaces 6 on-street spaces | 30 off-street spaces 6 on-street spaces |
| Additional Information | - | On-site showers, Lockers and Changing Facilities provided. |
| Additional Provisions (associated with the wider site) | <ul style="list-style-type: none"> - Relocation of existing zebra crossing on Iverson Road - Additional dropped kerbs and tactile paving on Maygrove Road - Widening of northern footway on Maygrove Road by up to 2m for approximately 60m length between the proposed western access and Ariel Road, and 40m between Liddell Road and Iverson Road - Increased Signage - Raised tables at junctions | |

3.3. Trip Generation

3.3.1. Trip rates for the residential and commercial aspects of the development were consented through the original Transport Assessment produced by Alan Baxter & Associates to support the outline application.

3.3.2. The residential element of the site is anticipated to generate a total of 353 two-way total people trips across a 12-hour period, with 58 trips in the AM peak hour and 53 in the PM peak hour.

3.3.3. The commercial element of the Phase 2 development is anticipated to generate a total of 982 two-way total people trips over a 12-hour period including 80 in the AM peak period and 100 in the PM peak period.

3.4. Vehicle Parking

3.4.1. The site is car free with the exception of disabled car parking. In accordance with the consented proposals one dedicated on-street disabled parking bay will be provided along Maygrove Road adjacent to the property within the CPZ zone for residents. Whilst for the commercial use, there will be one disabled staff space and one disabled visitor space (shared with the neighbouring school). All vehicles that park within the disabled parking bays must clearly display a blue badge.

3.4.2. Residents and employees of the development are not eligible to apply for car parking permits from LBC to park within the CPZs surrounding the local streets. To establish this measure, the planning application was accompanied by a unilateral undertaking (included within the S106 agreement) exempting future occupiers of the development from being able to obtain a parking permit from LBC.

3.5. Deliveries and Servicing Access

3.5.1. Refuse collection for Block A and Block B is proposed to occur on site with refuse vehicles turning within the public realm on site. Refuse collection for Block C will take place on Maygrove Road utilising the single yellow line restrictions in the vicinity of the Liddell Road access.

3.5.2. It is considered that the majority of deliveries for Block A and Block B will also utilise the public realm to temporarily make deliveries to the site whilst access to the site for all other delivery vehicles is proposed to take place in single yellow lines or parking bays along Maygrove Road.

3.5.3. In accordance with the LBC restrictions, which were outlined above, LGVs can temporarily park along double and single yellow lines and in permit holder bays for 20 minute to load or unload. The consented turning head in the public realm and the potential loading areas along Maygrove Road are shown below in Figure 3.

Figure 3 – Delivery and Servicing Locations



3.5.4. Swept path analysis of a small refuse vehicle entering and exiting the site is attached at **Appendix B**.

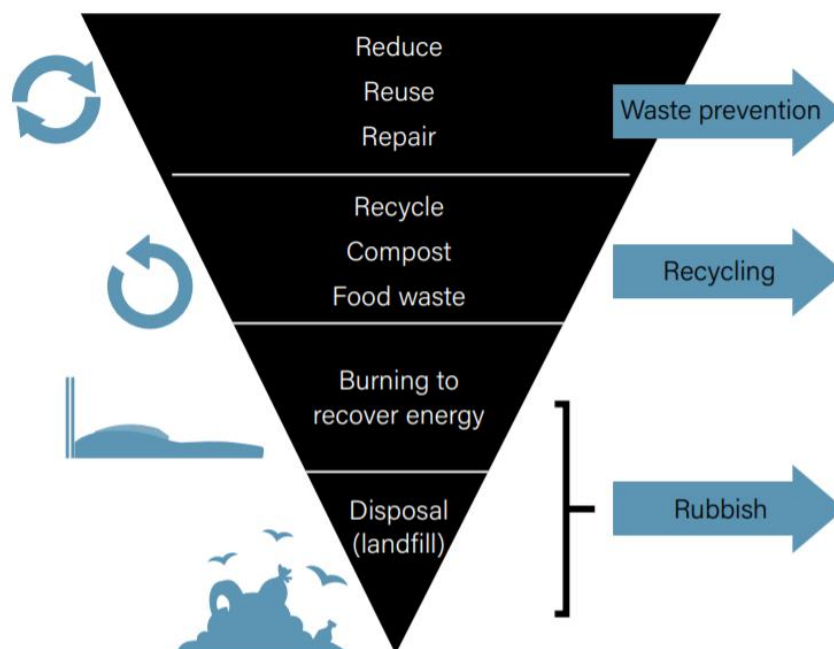
3.6. Refuse Storage

3.6.1. The LBC Waste storage and arrangements for residential and commercial units states that sites should ensure that waste storage should provide;

- Adequate space is designed for the containment, storage and transfer of all wastes e.g. recyclables, food waste ,general waste and bulky waste;
- Allows for reasonable changes to collection services and transferor activities in the future
- Safe storage locations and systems for waste transfer – are accessible for all users, collectors and minimise nuisance to occupiers and neighbours and their amenity space, e.g. noise, obstruction, odours, pests, etc.;
- Access for all waste transfer activities is well designed;
- Waste containers should have designated indoor or external storage areas;
- Facilities sensitively designed/located, especially in conservation areas/or listed buildings
- Plans are documented within a waste strategy and design and access statement to meet planning waste conditions for approval

3.6.2. The Waste Hierarchy (outlined in Figure 4 below) has been considered as part of this SVMP.

Figure 4 – Waste Hierarchy



3.6.3. It is estimated that there will be three main types of waste generated by the site:

- **General Waste:** This will include wood, textiles, small plastics, small metals such as cans, mixed municipal waste.
- **Recyclable Waste:** This includes plastic bottles, plastic film, paper, glass and cardboard.
- **Food Waste:** food waste.

3.6.4. A detailed breakdown of the refuse storage for each element of the site is provided in the subsequent sections.

3.6.5. The key themes from the relevant policy documents are;

- Residents / Staff should not have to carry their refuse more than 30m (excluding vertical distances);
- Refuse vehicles should not have to reverse more than 12m;
- Bin stores should be integrated into the building where possible; and

- Communal storage areas should have provision for washing down.

Residential Waste

3.6.6. Camden Planning Guidance – Design (2021) states the following minimum volumes are to be provided per dwelling per week:

- 120 litres of bin, box or sack volume for general waste or 'refuse';
- 140 litres of mixed dry recycling;
- 23 litres of food waste.

3.6.7. Applying these volumes to the consented residential development of 106 units would result in the following volumes of waste generated by the units:

- 12,720 litres of general waste or 'refuse';
- 14,840 litres of recycling;
- 2,438 litres of food waste.

3.6.8. Within Camden's 'Waste storage and arrangements for residential and commercial units (Supporting document for planning guidance CPG1 DESIGN Storage and Collection of recycling and waste)' document, the bin sizes used by Camden are specified. Based on the use of 1,280 litre bins for refuse and recycling and 500 litre bins for food waste, the resulting bin requirement for the residential development is:

- 10 x 1280L bins for refuse;
- 12 x 1280L bins for recycling; and
- 5 x 500L bins for food waste.

3.6.9. It is proposed that refuse collection at the site will be undertaken by a private refuse collection contractor based on a bi-weekly collections of the waste.

3.6.10. As such the consented bin stores contain a total of 15 x 1,280 litre bins with six located within Block B and nine within Block C. Block C provides bin stores at three strategic points along the block to minimise the carry distances for residents. Each of the bin stores provides 5 x 240 litre wheelie bins. The estate management team will empty the three bin stores on a regular basis transporting the waste to the main holding area bin store in the southeast corner of the site, where the nine 1,280 litre bins are stored.

3.6.11. The proposed waste strategy ensures that no resident has to carry their waste more than 30 metres in accordance with LBC standards.

3.6.12. The estate management team will regular clean the bins and bin store area to ensure that the stores remain clean and odours are minimised.

Commercial Waste

3.6.13. Camden guidance does not provide specific waste requirements for commercial use. Table 1 of the BS 5906:2005 document 'Waste management in buildings – Code of practice' provides typical weekly waste calculations arising from various land uses, stating that within office buildings each employee generates 50 litres of waste per week. It is recommended that space should be provided for recycling to accommodate 50% of this total weekly volume, with refuse provision required for 75% of the total weekly volume. Applying these calculations to the proposed 295 employees at the site would result in the following volumes of waste generated:

- 11,063 litres of refuse; and
- 7,375 litres of recycling.

3.6.14. When using 1100 litre eurobins, the resulting bin requirement for the commercial aspect, based on weekly collections is:

- 11 x 1100L bins for refuse; and
- 7 x 1100L bins for recycling.

3.6.15. It is proposed that commercial waste will be collected by a private refuse collection contractor with a daily collections of waste. As such the consented bin store contains a total of four bins. The frequency of refuse collection for the commercial units will be monitored after the initial occupancy of the offices and if the waste volumes aren't as high then the frequency may be reduced to three times per week or bi-weekly.

3.6.16. Where possible it is considered that the same private refuse collection contractor for the residential and commercial units will be used to minimise the number of vehicle movements.

3.6.17. The estate management team will regular clean the bins and bin store area to ensure that the stores remain clean and odours are minimised.

Other Waste Considerations

3.6.18. In accordance with LBC guidance the paths between the bin stores and the collection points;

- Are free of steps or kerbs (dropped kerb provided)
- Have a solid foundation
- Are rendered with a smooth continuous finish
- Are flat / slope down with a maximum gradient of 1:20
- Have a minimum width of two metres

3.6.19. The estate management team and commercial occupiers will review the waste streams on a weekly basis throughout the first two months to establish if further waste streams are viable or identify the requirement for any additional bins or collections. It is considered that a bi-weekly collection of refuse and recycling for the residential use and daily for the commercial will provide sufficient spare capacity within each bin store to account for fluctuations within the usage by residents or staff.

3.6.20. It is likely that the bin stores will all be accessed by a fob or key code system for residents and refuse collectors. This lifts within each block assist with vertical circulation between the units and the ground floor level bin stores, ensuring a step free route.

3.6.21. Within each of the bin stores there will be signage clearly identifying General Waste Bins, Recycling Bins and food waste bins, each bin will clearly show what is permitted to be placed in each bin. LBC have produced example signage which is shown below in Figure 5 and will be displayed in each store.

Figure 5 – LBC Recycling Signs



3.6.22. The estate management team and office occupiers will manage the bins regularly throughout the week ensuring that:

- The bins are being filled with the correct waste;
- The bin store areas are kept clean and tidy with all waste that has been left on the floor placed in the appropriate bin;
- Bins are rotated regularly, full bins are removed from the filling area and locked shut
- Spillages are mopped up as soon as possible;
- The bin store is washed down on a regular basis

3.7. Private Refuse Collection Contractor

3.7.1. As aforementioned the frequency of refuse collection will be monitored by the estate management team / office occupiers. If the frequency is considered too low or high, this will be changed.

3.7.2. The refuse collection will be undertaken by a private contractor; whilst there is currently no agreement in place, discussions are ongoing between Applicant and waste providers. The applicant will be able to specify collection days and times and therefore will seek to ensure

that network peak times (08:00-09:00 and 17:00-18:00) and school drop off and pick up times are avoided. On the days of collection, the bins that require emptying will be collected from the stores. Once the bins have been emptied and bins returned to the bin stores, the respective estate management team / office occupiers will arrange for the bins to be checked and cleaned.

4. Servicing Trip Generation

4.1. Introduction

4.1.1. This section provides a summary of the servicing trip generation analysis that has been undertaken for the consented development.

4.2. Servicing Trip Generation

4.2.1. Deliveries to the residential and office units will primarily consist of the following:

- Refuse vehicles;
- Post, parcel and mail deliveries and collections;
- Ad-hoc grocery deliveries / other courier services;
- Occasional Maintenance vehicles; and
- Removals vehicles.

4.2.2. It is of note that the types of delivery and servicing trips outlined above are already likely to be operating at neighbouring residential and commercial sites along Maygrove Road.

4.3. Refuse Collection and Management

Residential

4.3.1. It is proposed that refuse collection for the residential element of the site will be undertaken by a private contractor on a bi-weekly basis. The consented layout shows two designated bin stores, one in each residential block. In Block B, the bin store containing six bins is located in close proximity to the turning head in the public realm, which will be utilised by the private refuse collection vehicle. The swept path analysis of a small refuse vehicle entering and exiting the site and turning within the public realm is attached as **Appendix B**.

4.3.2. In Block C, the bin store will be accessed from Maygrove Road with the refuse vehicle temporarily stopping along the carriageway in the single yellow line section to service the bins.

Commercial

4.3.3. It is proposed that refuse collection for the commercial element of the site will be undertaken by a private contractor on a daily basis. The consented layout shows a designated bin store for the commercial aspect. The private refuse collection vehicle will enter and exit the site turning within the public realm.

4.3.4. Details of the residential private refuse collection will be provided to the commercial use in the hope that the commercial aspect will utilise the same operator to minimise servicing trips to and from the site.

4.4. Post, Parcel and Mail Deliveries

4.4.1. Post will be delivered to the ground floor communal lobby of the blocks, with post boxes provided.

4.4.2. The provision of communal post boxes will help to minimise the delivery times for courier vehicles and will reduce the number of failed deliveries. It is expected that post and courier delivery companies are likely to consolidate their orders and therefore reduce the number of servicing trips. As such it is anticipated that the number of daily deliveries will be marginal and already exist on the highway network as they are associated with neighbouring buildings.

4.5. Groceries and Deliveries to Residents

- 4.5.1. Residents may organise grocery deliveries amongst themselves, for delivery at a time convenient to them. Delivery vans accessing Block B will likely temporarily park outside the block, utilising the public realm to turn around. Deliveries to Block C will likely utilise the single yellow lines along Maygrove Road or the permit holders bays to service the site. An intercom system will likely be in place at the entrance so that residents can allow deliveries access to the building. Residents will then transport their groceries to their respective units.
- 4.5.2. Given the site's location in close proximity to West Hampstead town centre and the presence of various supermarkets within a short walk of the site, it is considered that a large percentage of food shopping trips will be undertaken by foot, cycle or public transport.
- 4.5.3. The 2020 Internet Access – Households and Individuals data estimates that 87% of people bought goods or services online in the last 12 months. Of these people 16% did it less than monthly (1-2 times in 3 months), 30% did it monthly (3-5 in 3 months), 19% did it every other week (6-10 times in 3 months) and 34% did it weekly (11+ times in 3 months).
- 4.5.4. As such it is considered that of the 106 units, approximately 92 units would undertake shopping online with 31 of these units doing so on a weekly basis, 17 units every other week and 28 units monthly.
- 4.5.5. Based on the above it is considered that there could be approximately 47 deliveries per week or approximately seven deliveries per day. The majority of these trips would be by undertaken by transit vans or 3.5 tonne box vans used by supermarkets and a number may be combined with neighbouring units.
- 4.5.6. Moreover, it is likely that some takeaway deliveries may be undertaken by Mopeds/Motorbikes or bikes and therefore will require minimal space within the site or along Maygrove Road. Notably a motorcycle parking bay is located directly opposite the site on Maygrove Road.

4.6. Groceries to Office Use

- 4.6.1. It is likely that the office building will organise a weekly or bi-weekly grocery delivery of tea, coffee, milk etc. Delivery vans will likely temporarily park outside the block, utilising the public realm to turn around. Deliveries will be made to the reception with reception co-ordinating deliveries thereafter to minimise dwell times of delivery vehicles.

4.7. Office Supplies

- 4.7.1. The proposed office use is likely to have infrequent deliveries of office supplies e.g. stationary, paper, printer ink etc. The deliveries of office supplies will be managed by the admin team / reception at the office use. Where feasible they will seek to use one supplier and will undertake bulk deliveries once or twice a month to minimise the number of deliveries. Storage cupboards will be provided on each of the office floors to ensure that sufficient space is available for the storage of office supplies.
- 4.7.2. In the event that the building is occupied by multiple different businesses then the building management team at the building will encourage the different office units to coordinate their deliveries to use the same suppliers and schedule the deliveries on the same date / time.

4.8. Maintenance Vehicles

4.8.1. It is likely that there will be infrequent visits to the site by maintenance vehicles. These visits are likely to be off-peak. Maintenance vehicles would likely be required to use the pay at machine bays on Iverson Road. Maintenance visits would be infrequent and, on an ad-hoc basis.

4.9. Removals

4.9.1. Specifically, with regard to the initial “moving in” period, it is expected that the developer will stagger the occupation dates so that the number of removals vehicles present at any one time is managed. Removals vehicles would be specifically scheduled to avoid the key times when refuse collection vehicles require access to the site.

4.9.2. It is possible that not all units will be sold prior to the development completing, which would mean the ‘moving in’ period would be spread over a greater time period and happen on an ad-hoc basis. However, with the exception of when residents first occupy the site, it is considered that these deliveries would be infrequent and, on an ad-hoc basis which is likely to fluctuate from day to day.

4.9.3. It is likely that the majority of removals will be undertaken by transmit vans or box vans. It is highly unlikely that pantechinon vehicles will be required given the size of the units. However in the event that a pantechinon vehicle was required then they would be advised to utilise the single yellow line sections on Maygrove Road.

4.10. Summary

4.10.1. The estimated delivery and servicing trips are outlined below in Table 2.

Table 2 – Servicing Trip Generation

| Development Aspect | Delivery | Vehicle | Time of Day | Approximate Frequency |
|--------------------|----------------------|----------------------------|-------------|-----------------------|
| Commercial | Post | Post Van | 09:00-17:00 | Daily |
| | Parcel / Couriers | Transit Van | 09:00-17:00 | 0-1 per day |
| | Groceries | Transit Van | 09:00-17:00 | 0-1 per day |
| | Office Supplies | Transit Van | 09:00-17:00 | 0-1 per day |
| | Refuse Collection | Small Refuse Vehicle (TBC) | 07:00-17:00 | Daily |
| | Recycling Collection | Small Refuse Vehicle (TBC) | 07:00-17:00 | Daily |
| | Maintenance Vehicles | Transit Van / Box Van | 09:00-17:00 | 1-2 times per year |
| | Removals Vehicle | Transit Van / Box Van | 09:00-17:00 | Infrequent |
| DAILY TOTAL | | | | 4-8 |
| Residential | Couriers / Groceries | Transit Van | 07:00-22:00 | 7 per day |
| | Refuse Collection | Small Refuse Vehicle (TBC) | 07:00-17:00 | Weekly |
| | Recycling Collection | Small Refuse Vehicle (TBC) | 07:00-17:00 | Weekly |
| | Maintenance Vehicles | Transit Van / Box Van | 09:00-17:00 | 1-2 times per year |
| | Removals Vehicle | Transit Van / Box Van | 09:00-17:00 | Infrequent |
| | DAILY TOTAL | | | |

4.10.2. Based on this, it is anticipated that the consented development is likely to generate 11-19 delivery and servicing trips per day, equating to circa two trips per hour across core delivery

hours. It is likely that the majority of delivery and servicing trips will take place outside the network peak hours.

5. Management Strategy

5.1. Introduction

5.1.1. This section of the SVMP outlines the proposed delivery and servicing strategy for the consented development. The SVMP aims to ensure that servicing of the site can be undertaken efficiently whilst minimising any effects on the local highway network and other developments within the vicinity of the site.

5.1.2. The SVMP therefore seeks to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;
- Improve the reliability of deliveries to the site;
- Reduce the operating costs of freight companies; and
- Reduce the impact of freight activity on local residents and the environment.

5.2. Management and Implementation

5.2.1. The estate management team will be responsible for the implementation of the SVMP for the residential aspect whilst it is likely that the receptionist or a member of the admin team at the proposed offices will implement the SVMP for the commercial use. Regular liaison between the two parties will take place to monitor and review the SVMP to minimise service deliveries to the overall site.

5.2.2. Details will be provided to the occupiers of the office and residential uses of the measures adopted for reducing the number of trips required for servicing and deliveries to the site. These will ensure the development contributes towards sustainable freight deliveries. A copy of this SVMP will be provided to new businesses during lease negotiations and will form part of any lease agreement.

5.2.3. The offices will be responsible for advising delivery companies of the specific delivery / access arrangements at the time of making purchases / orders. This can be done either via the Internet, email or telephone as most appropriate for the individual provider. They will promote initiatives to reduce service vehicle trips to the site by optimising deliveries and loads. They will also increase supplier and employee awareness of the environmental and cost implications of service deliveries to the site and the cost benefits of keeping deliveries to a minimum

5.3. Servicing Access

5.3.1. As detailed above, refuse collection will be undertaken within the public realm space within the site and along Maygrove Road for residential Block C. It is considered that all other delivery and servicing activities will be undertaken using the public realm turning head or on street along Maygrove Road along single yellow lines or within the designated permit holder bays for a maximum period of 20 minutes, during the CPZ operating hours (Monday-Friday 08:30-18:30).

5.3.2. It is anticipated that the majority of servicing associated with the site will be undertaken by LGVs with a short duration of stay. It is not expected that longer-term deliveries will be required for the residential units or commercial units, other than the occasional maintenance vehicles which will be advised to use the on-street pay at machine bays.

5.4. Scheduling of Deliveries

5.4.1. With the exception of Royal Mail and infrequent office supplies, there will be no regular daily deliveries to the site. There will be ad-hoc deliveries made to the site by courier companies, determined by the supplier of the products being delivered (e.g. Yodel, UPS or Supermarkets etc.). Whilst some suppliers will deliver during a pre-determined time slot, it is often difficult to plan for such deliveries.

5.5. Delivery Routing

5.5.1. Delivery vehicles will comply with LBC loading restrictions. All delivery and servicing contractors will be made aware of the routing strategy.

5.6. Vehicle Types

5.6.1. As detailed previously, it is anticipated that the majority of delivery and servicing trips (to the site will be made LGVs such as transit vans and 3.5 tonne box vans used by supermarkets.

5.6.2. The use of electric vehicles for delivery and servicing trips will be encouraged where suitable, particularly for smaller deliveries. Vehicles that meet the highest emission standards possible will be used given the location.

5.7. Freight Operator Recognition Scheme

5.7.1. TfL's Freight Unit recommends that developers commit to Sustainable Freight Distribution by contracting the services of operators registered with a best practice scheme such as the 'Freight Operator Recognition Scheme' (FORS).

5.7.2. FORS aims to address fleet and freight vehicle operational efficiency, improving all areas of sustainable distribution to reduce congestion and collisions.

5.7.3. The estate management team and commercial management team will be encouraged to award delivery and servicing contracts to operators that are registered with FORS or a similar best practice scheme. Utilising freight operators which operate within a best practice scheme creates opportunities for linked trips to be developed. This in turn reduces the number of goods vehicle trips made to the Site.

5.8. Timings, Safety and Noise

5.8.1. TfL have developed a Code of Practice for Quieter Out-of-Hours Deliveries which contains general guidelines on noise minimisation relating to vehicles, equipment and people operating outside of normal working hours (midnight to 06:00).

5.8.2. It is anticipated that the majority of deliveries will avoid the peak hours (08:00-09:00 and 17:00-18:00) to help minimise the impact on the surrounding highway network and reduce delays to delivery drivers.

5.8.3. Vehicles will reverse very slowly so that any pedestrian or other road user approaching the reversing vehicle will have plenty of time to choose the correct line to pass safely.

5.8.4. There are not foreseen to be any regular deliveries to the residential units or commercial units, other than refuse collection. Nonetheless where possible delivery companies will be informed of the following measures to minimise noise impacts (where possible and instructed by the developer as opposed to ad-hoc deliveries such as supermarket couriers instructed by the tenants):

- Using newer and quieter delivery vehicles and equipment, where possible;
- Making sure all equipment – both on the vehicle and at the delivery point – is in good working order and maintained or modernised to minimise noise when in operation;
- Ensuring all staff, suppliers and carriers involved in delivery activity are briefed and trained appropriately.
- Switching off any external tannoy systems;
- Not sounding vehicles horns;
- Engines should be switched off immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving;
- If the radio is on, ensure the cab windows are closed and switch the radio off before opening the door;
- Minimise the frequency of opening and closing vehicle doors, and do so quietly;
- Allow extra time if needed to unload as quietly as possible. Take particular care to minimise rattle from metal-on-metal contact when moving roll cages;
- Where practical, notify residents and businesses of the delivery time and location in advance of arrival to ensure they are ready for you;
- Lower flaps on tail-lifts carefully and quietly;
- Do not whistle or shout to get the attention of employees;
- When moving doors, locks and load restraint bars ensure they are placed gently in their resting position/stowage point – do not drop or drag them on the ground;
- When safe to do so, use sidelights rather than headlights while off-road and manoeuvring, to minimise light intrusion;
- Minimise excessive air brake noise;
- When working in the vehicle load space avoid banging cages into the vehicle walls;
- When finished unloading/loading, close up the vehicle quietly; and
- Show the same consideration when leaving the site as when arriving.



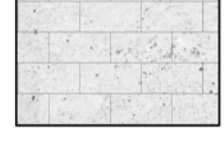
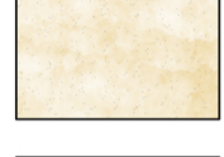
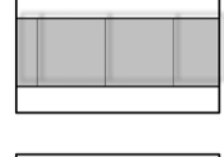
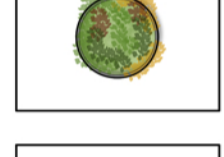
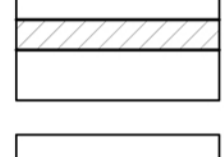

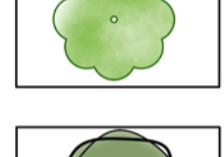
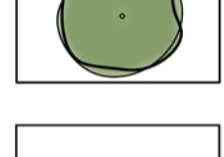
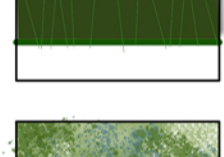

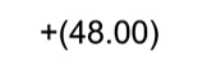

6. Summary and Conclusions

- 6.1.1. Syntegra has been commissioned by West Hampstead Limited to produce a Servicing and Vehicle Management Plan in order to discharge planning Condition 43 attached to the consented Phase 2 development associated with a wider Liddell Road regeneration scheme within LBC.
- 6.1.2. The consented development comprises 106 residential units and 3,729sqm of office floorspace. The development is supported by a total of two on-site disabled car parking spaces for the commercial aspect (one staff space and one visitor spaces) and one on-street disabled parking bay along Maygrove Road.
- 6.1.3. The site will be serviced utilising private refuse collection contractors for the residential and commercial aspects. A small refuse vehicle will enter the site and turn within the public realm to service Block B and the commercial aspect. To service Block C the refuse vehicle will temporarily stop along Maygrove Road in the single yellow line section in close proximity to the bin store.
- 6.1.4. All other delivery and servicing activity will either enter the site and turn within the public realm to deliver to Block B and the commercial aspect or utilise the single yellow lines or parking bays on Maygrove Road. In accordance with LBC restrictions, vehicles can stop within designated bays and on single yellow lines for loading and unloading for a maximum of 20 minutes during the CPZ operation hours (Monday-Friday 08:30-18:30). Outside of these hours, vehicles can stop for an unlimited time.
- 6.1.5. The measures set out within this SVMP are intended to inform LBC of the ways in which the efficiency, safety and reliability of deliveries and servicing activity at the site will be maintained.
- 6.1.6. The client will liaise with LBC should circumstances arise where significant amendments to this SVMP will be required. This SVMP will be complied with unless otherwise agreed in writing by LBC.
- 6.1.7. The proposed delivery and servicing strategy has been developed with the aim of minimising the impacts on the surrounding transport and highway networks.

Appendix A – Consented Layout Plans



notes
 1. Read in conjunction with all relevant Architects, Engineers & design team drawings & specifications
 2. Any discrepancies must be drawn to the attention of the lead consultant in writing
 3. All dimensions are in millimeters unless otherwise noted & are subject to checking on site prior to fabrication or ordering of materials
 4. This drawing is the copyright of Bowles & Wyer (and other consultants where referenced)

-  Resin bound gravel
10mm size, colour: buff
-  Clay pavers
215x52x70mm, colour: buff
-  Concrete block paving
300x200mm, colours TBC
-  Loose gravel
6mm size, colour: buff
-  Habitat walls
Gabion walls filled with reclaimed materials
450x450mm
-  Circular planters of different sizes filled
with amenity planting and specimen trees
-  Existing retaining walls
-  Proposed retaining walls
-  Existing trees retained
-  Proposed specimen trees
-  Proposed amenity hedge
-  Proposed amenity planting
-  +48.100 Proposed levels
-  +(48.00) Existing levels

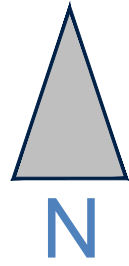
Orig 06.09.21 AP VW n/a
 rev date by chk notes

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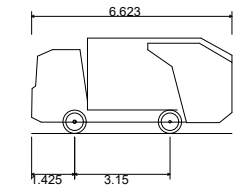
project title
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 drawing
MASTERPLAN
 job number drawing number
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 status
FOR PLANNING
 scale 1:250@A1



Appendix B – Swept Path Analysis (Small Refuse Vehicle)



REFUSE VEHICLE PROFILE



| | |
|-----------------------------|--------|
| Small Refuse Vehicle | 6.623m |
| Overall Length | 2.200m |
| Overall Width | 3.153m |
| Overall Body Height | 0.358m |
| Min Body Ground Clearance | 2.200m |
| Track Width | 4.00s |
| Lock to lock time | 6.750m |
| Kerb to Kerb Turning Radius | |

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| Drawn by OH | Approved by DF | Date 08.11.21 |
| Scale 1:500 @ A3 | Drawing No SY-21-0012 | |
| Drawing Title SY-21-0012-009 | | Rev - |