Interland Group

Panda House,
628–634 Commercial Road
Delivery and Service
Management Plan

April 2019

transport planning practice

TPP
transport planning practice

Contents

Drawings

Appendices

1 INTRODUCTION

1.1.1 Transport Planning Practice has been appointed by the Interland Group to prepare a Delivery and Service Management Plan (DSP) for the Panda House redevelopment in the London Borough of Tower Hamlets. The DSP has been prepared in support of the planning application.

1.1.2 The application site comprises a four story building (including lower ground floor), known as Panda House at 628 – 634 Commercial Road, in the London Borough of Tower Hamlets. The site is bound to the north by Commercial Road which forms part of the Transport for London Road Network (i.e. Red Route), Island Row to the east, and Mill Place to the south and west.

1.1.3 The site is easily accessible by walking and cycling and has an 'excellent' Public Transport Accessibility Level (PTAL) of 6a. Limehouse Station is located approximately 5 – 7 minutes' walk to the west providing Dockland Light Railway services (DLR) to Stratford, Bank, Lewisham and Tower Gateway. Frequent c2c national rail services towards central London and Southend/Shoeburyness can be accessed from Limehouse Station. There are also four bus services within walking distance of the site.

1.2 Development proposal

1.2.1 The proposal is to demolish the existing hostel and the erection of a 7 storey building to house a mix use accommodation comprising of a 31 bedroom hostel for short term lets and house in multiple occupation (HMO) accommodation consisting of 78 bedrooms. The development will provide one wheelchair accessible car parking space and cycle parking for staff and guests at the development.

1.2.2 Delivery and servicing will be undertaken on-street from Island Row, as was per the existing development. The main pedestrian access is located on the north side of the development facing Commercial Road.

1.3 Report Purpose

1.3.1 A DSP is used to inform the local and regional authorities of the intent of the applicant in managing delivery and servicing to and from the proposed development in order to minimise the impact of the delivery and servicing trips on the surrounding local highway network.

2 DELIVERY AND SERVCING PLAN OBJECTIVES

2.1.1 The objectives of this DSP is to develop through the planning process a document which will seek to support a sustainable and well managed development with regards to delivery and servicing. This DSP has been prepared within the context of the guidance provided within the London Freight Plan and the TfL's best practice guidance.

2.1.2 Therefore the DSP will seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste can be removed, in a safe, efficient and environmentally-friendly way.
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy times.
- Improve the reliability of deliveries to the site.
- Reduce the operating costs to building occupants and freight companies.
- Reduce the impact of freight activity on local residents and the environment.

3 POLICY CONTEXT

3.1.1 This chapter provides a summary of the planning policies and guidance relevant to delivery and servicing.

3.2 The London Plan

3.2.1 The London Plan provides an overall strategy for London setting out an integrated economic, environmental, transport and social framework for development in London over the next 20 – 25 years.

3.2.2 Policy 6.14 states that: *'The Mayor will work with all relevant partners to improve freight distribution including servicing and delivery.*

3.2.3 It also states that development proposals will be encouraged which:

'Locate developments that generate high numbers of freight movements close to major transport routes'. As well they should; '*promote the uptake of the Freight Operators Recognition Scheme, construction and logistics plans and delivery and servicing plans. These should be secured in line with the London Freight Plan and should be co-ordinated with Travel Plans.*

3.3 Freight and Servicing Action Plan (2019)

3.3.1 Following the adoption of the new Mayors Transport Strategy in 2018, a New Fright Action Plan was been published. The Fright and Servicing Action Plan identifies and address the challenge of delivering freight sustainably in London.

3.3.2 The plan highlights the following guidance principles:

- The number of freight and servicing trips and the kilometres travelled will be minimised.
- Freight and servicing activity will avoid the busiest times for people walking, cycling and using public transport
- The cleanest, quietest and safest freight and servicing vehicle practices will be deployed.
- The local barriers to providing the safest and most efficient delivery practices will be identified and addressed through the plans.

3.4 Major's Transport Strategy, March 2018

3.4.1 The Mayor's Transport Strategy sets out the policies to reshape transport in London over the next 25 years. The strategy recognises that London's continued success relies on safe, sustainable, reliable and efficient goods delivery and services.

3.4.2 Proposal 15 states that *'The Mayor, through TfL, will work with the boroughs, businesses and freight and servicing industry to reduce the adverse impacts of freight and service vehicles on the street network. The Mayor aims at reducing the number of Lorries and vans entering London in the morning peak by 10% by 2026'.*

3.4.3 Furthermore, the strategy states that new developments will be expected to be designed to encourage efficient, safe, low-emission delivery and servicing trips. Planning permission should secure delivery and servicing plans that support off-peak (including night-time) deliveries.

3.4.4 This is supported by proposal 81 that states delivery and servicing plans should facilitate off-peak deliveries using quiet technologies, and the use of more sustainable modes of delivery, including cargo bikes and electric vehicles where practicable.

3.5 Delivery and Servicing Plans: Making freight work for you

3.5.1 This TfL document provides guidance on how to develop a DSP, including the benefits of a DSP, the importance of data gathering, and the range of tools and techniques which could be implemented.

3.5.2 The suggested measures to manage deliveries include:

- Inform suppliers of the delivery location
- Implement a delivery booking system
- More deliveries outside of peak, or normal working hours
- Reduce the time spent on-site by the suppliers
- Reduce delivery, servicing and collection frequencies
- Establish a centralised ordering system

- Reduce or consolidate the number of suppliers
- Waste management

3.6 Low Emissions Zone, February 2008

3.6.1 The Low Emissions Zone (LEZ) operates to encourage the most heavy polluting heavy diesel vehicles driving in London to be cleaner. The LEZ covers most of greater London and is in operation 24 hours a day, every day of the year.

3.6.2 The LEZ aims to improve air quality in the city by setting and enforcing new emissions standards for vehicles. If measures cannot be taken to meet LEZ standards, there is a daily charge of £200 being applicable for HGV's, coaches and buses; and £100 for larger vans, pickups and minibuses.

3.7 Ultra-Low Emission Zone, September 2020

3.7.1 The Ultra-Low Emission Zone (ULEZ) will come into force in September 2020 and will operate 24 hours a day, 7 days a week within the same area as the current Congestion Charging Zone (CCG).

3.7.2 The ULEZ is an area within which all cars, motorcycles, vans, minibuses, buses, coaches and HGV's will need to meet ULEZ exhaust emission standards or pay a daily charge to travel.

3.8 T-Charge, October 2017

3.8.1 Since October 2017, cars, vans, minibuses, buses, coaches and HGV's in central London need to meet minimum exhaust emission standards, or pay a daily £10 Emission Surcharge.

3.8.2 The T-charge operates in central London, and applies to the same area as the Congestion Charge. The T-charge will be in addition to the Congestion Charge. The minimum emission standards are Euro 4/IV for both petrol and diesel vehicles and Euro 3 for motorised tricycles and quadricycles.

4 DELIVERY AND SERVICING DESIGN PROPOSALS

4.1.1 Delivery, servicing and refuse collection will take place on double yellow lines located in the immediate vicinity of the site, off Island Row. The overall on-street parking provision will remain as per the existing situation, although as part of the development proposals the parking spaces will be altered as shown in drawing number 31143/AC/004 which is described below:

- one of the three bays on Island Row will be removed to better allow for on-street servicing of the development at the northern end of Island Row;
- the parking bay on Mill Place (western section) will be extended to 20m to facilitate an additional car parking which will offset the remove space on Island Row; and
- the parking bay on Mill Place (southern section) will be moved west to facilitate access to the off-street disabled parking bay.

4.1.2 The development site's ground floor layout, and location of the refuse lift is identified on the ground floor plan shown in drawing 31143/AC/004.

4.1.3 The largest expected delivery and servicing vehicle for the proposed development will be typically refuse vehicles. A swept path plot of a 9.6m refuse vehicle circulation Mill Place to Island Row is shown in drawing 31143/AC/004. This vehicle would be the maximum size that would be reasonably be expected to deliver or service the development. However it is likely that the most frequent delivery vehicles will be Ford Transit type or Luton vans.

4.2 Refuse storage and collection

4.2.1 The refuse store for the hostel is located at lower ground floor level. Access to the lower ground floor refuse store is provided by a platform lift provided externally along the eastern wall of the proposed building. The platform lift will be used to transfer the waste bins between ground level and the lower ground floor bin store where the platform lift is located.

4.2.2 Bins will be wheeled from the refuse lift across the footway to the back of the collection vehicle. The distance is less than 10m.

4.2.3 The refuse store will have an area of 28.1 sqm. There are six 1100l euro bins for general waste and two 1100l and two 660l euro bins for recycling waste. The refuse lift to the street is located in the refuse room. This refuse storage provision is based on weekly collections of general and recyclable waste.

4.3 Delivery and goods vehicles trip generation

4.3.1 The proposed delivery and servicing trips are based on the existing development delivery log. The delivery log recorded between 11th of February 2019 to the 15th of February 2019. In total there were 13 deliveries. Deliveries were undertaken by either van, car or bike. The largest vehicles recorded was the waste collection vehicle which made 3 trips to the site.

4.3.2 The most common delivery type was linen delivery, takeaway food or taxi drop off. Arrival times ranged from 7am – 9pm, with some being undertaken in the peak hours. Delivery length ranged from one minute to 20 minutes. The full week's delivery log is provided in Appendix A.

4.3.3 The delivery log above is for the existing hostel, which provides 263 bed spaces in 52 rooms/dormitories. The proposed hostel and HMO accommodation, which will provide a total of 181 bed spaces is not likely to generate more delivery or servicing trips to the site than the existing hostel. The number of deliveries to the proposed development is expected to be similar to that of the existing hostel (average of 3 per weekday), with the main deliveries being associated with linen, vending machine supplies and deliveries ordered by residents e.g. take away meals.

5 DELIVERY AND SERVICING PLAN MEASURES

5.1 Introduction

5.1.1 This chapter outlines the proposed measures and initiates which will be implemented to a sustainable and well managed development with regards to delivery and servicing, with minimal disruption to the local highway network.

5.1.2 In accordance with TfL's best practice guidance contained within their document 'Managing Freight Efficiently: Delivery and Servicing Plans' the proposed management measures and initiatives have been grouped into the following areas and will be assessed respectively.

- Design
- Procurement Strategy
- Operational Efficiency
- Waste Management
- Road Trip Reduction

5.2 Design

5.2.1 The London Freight Plan recognises that good design can minimise disturbance for persons at or en-route to the site and the impact of servicing upon the surrounding highway networks. The specific design related measures implemented as part of the development are set out in turn below:

Delivery and servicing facilities

5.2.2 Deliveries will be delivered directly to the main entrance reception desk where the receptionist will collect and sign for packages. Vehicles will stop on-street on Island Row at the double yellow lines, where loading activities are permitted.

5.2.3 The reception desk will be located at the front of the site by Commercial Road, minimising the time it takes for the courier to locate and deliver to the receptionist. The front entrance will be used for deliveries such as food drop offs or personal goods. Linen, operational or bulky deliveries can be taken through a side entrance on Island Row, which will reduce the distance the delivery drivers

will have to carry the package, and reduce the impact on pedestrians accessing the site through the main entrance.

5.2.4 Most deliveries are likely to be by couriers using vans or bikes. The carriageway on Island Row is approximately 5m wide. Therefore, there is sufficient carriageway width and visibility to maintain one-way flow traffic past any stationary delivery vehicles. This arrangement is per the existing situation as Island Row is a one-way road.

5.2.5 The refuse store for the development is located at lower ground floor level, with a refuse lift being located in the lower ground floor and externally along the eastern wall of the proposed building. The external lift access will have a narrow entrance as planters will be situated on either side acting as a safety precaution for pedestrians. The collection vehicle will stop on the double yellow lines on Island Row, with its rear loading point close to the refuse lift. Bins will then be wheeled from the lift access across the footway to the back of the collection vehicle. This distance is less than 10m.

Risk assessment of servicing area

5.2.6 A risk assessment would normally be undertaken by suitably trained site management staff prior to use. The assessment will examine the following issues.

- Adequate manoeuvring space for the vehicles
- Interaction with pedestrians
- Adequate unloading area
- Level route from vehicle to destination
- Interaction with vehicles
- Visibility of management staff

Servicing restrictions

5.2.7 As all delivery and servicing will take place on-street, there is no size restriction to the general type of vehicle which will deliver to or service the hostel/HMO. However, vehicles which are likely to deliver to or service the hostel/HMO are:

- A transit van (Width 2.2m; Length 5.5m; Height 2.4m)
- A refuse vehicle (Width 2.5m; Length 9m; Height 3.7m)
- A bike/moped (Width 0.7; Length 1.9m; Height 1.1m)

5.2.8 Any abnormal / overweight vehicles would need to be specifically assessed for appropriate means of accessing the site area and any essential mitigation that maybe required. These will be treated as exceptional circumstances.

Traffic Management regulations

5.2.9 Commercial Road is located on a TfL Red Route which restricts on-street parking and loading. The Red Route is also present on Mill Place and Island Row on the approaches to Commercial Road. This will not affect the proposed development as all deliveries and servicing will take place on Island Row, not along sections where Red Route restrictions apply. Further information can be obtained across the road network, including more minor routes using the London Lorry Control network website (www.londonlorrycontrol.com).

5.2.10 The London Low Emissions Zone will also require suppliers operating delivery vehicles which do not meet the emission standards, to pay a daily charge for journeys within London.

Security Measures

5.2.11 All vehicles will be delivering to the site will be logged to identify particular servicing trends.

5.3 Procurement Strategy

5.3.1 Procurement process should demonstrate an awareness of all vehicles activity associated with the site, its impacts and appropriate measures to reduce it. This will be undertaken by the site management company.

Freight Operator Recognition Scheme

5.3.2 The development's management will be encouraged to contract suppliers who are registered with a best practice scheme, such as the Freight Operator Recognition Scheme (FORS). Full details and benefits of the FORS can be found at https://www.fors-online.org.uk/cms/.

5.4 Operational efficiency

Delivery restriction and enforcement

5.4.1 The restriction of peak hour deliveries will be largely self-regulating due to the greater ease of off peak traffic conditions on the local road network, resulting in most suppliers seeking to avoid non-essential deliveries during the peak hours.

5.4.2 Other than the promotion of out-of-hours deliveries, it is not considered necessary to implement any other measures to reduce peak hour deliveries further.

Communication of delivery procedures

5.4.3 Freight operators will be able to contact the proposed development management or receptionist prior to arriving at the site so that they can be informed of the arrangements of deliveries and any procedures they should undertake to deliver goods and service the site safely and efficiently.

Training requirements and responsibility

5.4.4 The site management company will be responsible for all their site-based staff to receive appropriate training related to the process and procedures in operation on the site.

5.5 Waste Management

Waste reduction, storage and removal measures

5.5.1 Guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste.

5.5.2 Waste will be segregated into general waste and recyclable waste in accordance with LBTH guidance.

Refuse Collection Procedures

5.5.3 On refuse collection days, bins will be wheeled from the refuse lift across the footway to the back of the collection vehicle. This distance is less than 10m.

5.5.4 Refuse collection will be undertaken outside of peak hours where possible, with the specific collection times being arranged with local authority or private waste

contractors to minimise impacts upon the operation of the site and surrounding network.

5.6 Road trip reductions

Delivery and servicing vehicle frequencies

5.6.1 The number of delivery and servicing trips has been considered earlier on in this document in Chapter 4. It is predicted that on average a total of 3 delivery and servicing trips will be generated by the development on an average weekday. Reductions of deliveries will be targeted where consolidation of suppliers can be achieved.

Encouraging Deliveries by Sustainable modes

5.6.2 Occupiers of the site will be encouraged to use suppliers who are affiliated to the Fright Operator Recognition Scheme (FORS) and operating green fleets complying with the emissions standards set out by the London Emission Zones. In so doing this measure will contribute towards encouraging more maintenance contractors to use electric vehicles.

5.7 Targets and Monitoring

Monitoring

5.7.1 A programme of monitoring and review will be carried out in accordance with TfL's guidance for undertaking surveys as set out in 'Delivery and Servicing Plans, Make Freight Work for You'. These surveys will be undertaken on a periodic basis.

5.7.2 Monitoring and review of deliveries to the site will be the responsibility of the site management. A delivery survey will be undertaken 6 months after the hostel is occupied. A template can be found in the guidance.

5.7.3 The site management team (or appointed consultant) will undertake delivery monitoring surveys on the third and fifth year after the initial survey.

Review

5.7.4 The site management will use the results of the surveys to identify particular trends such as a particular supplier visits the site more often than once a day or

that a number of different companies delivery similar products. The results will then help the development management look for 'quick wins'.

5.7.5 This process will provide the opportunity for current delivery operations and procedures on the site at the same time to be reviewed and new management measures to be implemented (if necessary) to achieve the objectives set out within Chapter 2.

6 SUMMARY AND CONCLUSION

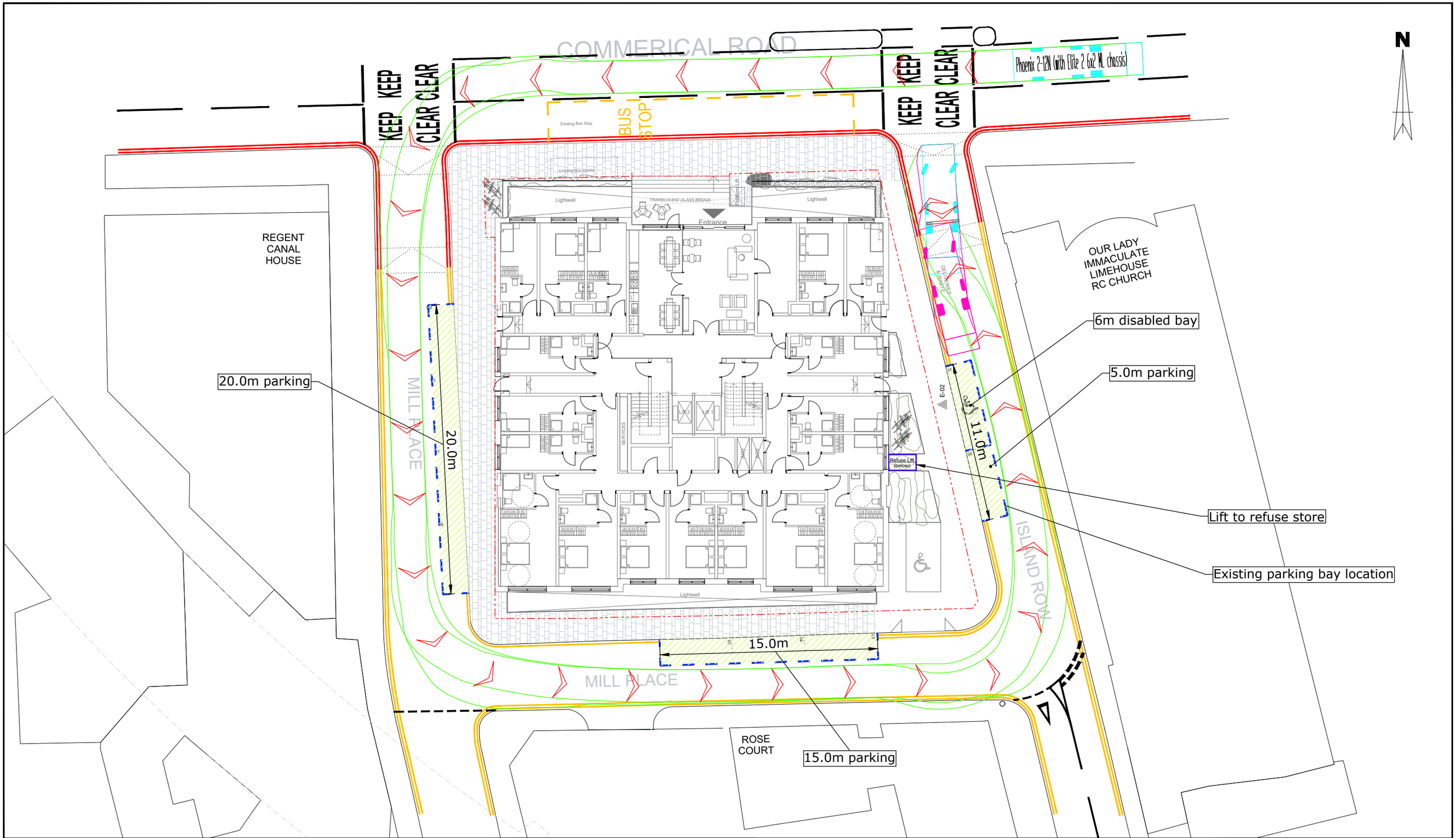
6.1.1 Transport Planning Practice (TPP) has been commissioned by Interland Group to provide transport planning advice in support of the proposed redevelopment of the Via Hostel at Panda House, 628 – 634 Commercial Road.

6.1.2 This DSP has been prepared to minimise the impact of delivery and servicing trips on the surrounding highway network. Chapter 4 sets out the proposed servicing arrangement which involves vehicles stopping within the on-street loading bay on Island Row.

6.1.3 A servicing trip generation assessment has been undertaken for the proposed development. The number of deliveries to the proposed development is expected to be similar to that of the existing hostel, with the main deliveries being associated with linen, vending machine supplies and deliveries ordered by residents e.g. take away meals.

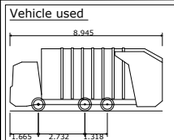
6.1.4 Chapter 2 and 5 sets out the objectives and measures of this DSP respectively. The range of measures is in accordance to TfL's best practice guidance and includes servicing restrictions, security measures, consolidation of suppliers and monitoring and review.

Drawings



T:\30000_Projects\31143 Panda House, Commercial Road\ACAD\004 - 005.dwg

Vehicle used



Phoenix 2-12N (with Elite 2 6x2 ML chassis)	
Overall Length	8.945m
Overall Width	2.230m
Overall Body Height	3.699m
Min Body Ground Clearance	0.251m
Track Width	2.200m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.500m

This drawing has been prepared for planning purposes and should not be used for construction.

Based on drawing number 189-CDA-A2-00-DR-A-05-0100-REV 04-GROUND FLOOR PLAN. TPP REF - IN_15.

628 - 634 COMMERCIAL ROAD

Swept path analysis of 9m refuse vehicle circulating Mill Place and Island Row

TRANSPORT PLANNING PRACTICE

70 Cowcross Street
London, EC1M 6EL

t: 020 7608 0008
w: www.tppweb.co.uk

TPP transport planning practice

SCALE @ A3	DATE	DRAWN BY	CHECKED	DRAWING NUMBER	REV
1:250 (0 2.5 5m)	12/03/19	LD	REV	31143/AC/004	-

Appendix A

Existing Delivery Log

FOR KAL

Via Hostel Delivery Log

MON
Day 1
11th February 2019

Vehicle (Type)	Time of Arrival	Reason For Delivery	Approx. Duration of Stay
WASTE COLLECTION TRUCK	8:30AM	- WASTE COLLECTION	5-6 MINS
VAN	10:30 AM	- LINEN DELIVERY	10 MINS
VAN	3pm	- FOOD DELIVERY	5 MIN
BIKE	7pm	- DELIVEROO	2 MIN

TUES
Day 2
12th February 2019

Vehicle (Type)	Time of Arrival	Reason For Delivery	Approx. Duration of Stay
VAN.	9:45AM.	AMAZON DELIVERY	3 MINS.
BIKE	1:05pm	DELIVEROO	1 MINUTE
CAR	2:25pm	TAXI DROP OFF	1 MIN.

WEDS
Day 3
13th February 2019

Vehicle (Type)	Time of Arrival	Reason For Delivery	Approx. Duration of Stay
WASTE COLLECTION TRUCK.	8:45AM	WASTE COLLECTION	5-6 MINS
VAN	7AM	LINEN DELIVERY	10 MINS

THURS.

Day 4

14th February 2019

Vehicle (Type)	Time of Arrival	Reason For Delivery	Approx. Duration of Stay
BIKE	8pm	DELIVEROO	1 MIN
CAR	9:03pm	TAXI DROP	1 MIN

FRI

~~D~~**Day 5**

15th February 2019

Vehicle (Type)	Time of Arrival	Reason For Delivery	Approx. Duration of Stay
WASTE COLLECTION TRUCK.	8:55AM	WASTE COLLECTION.	5-6 MINS
VAN	9AM	LINEN	20 MINS.

Transport Planning Practice
70 Cowcross Street
London EC1M 6EL
020 7608 0008
email@tppweb.co.uk

www.tppweb.co.uk