HAMMERSMITH BRIDGE TEMPORARY FERRY

DRAFT DELIVERY AND SERVICING PLAN

PROJECT NO. 2820 / 2001 DOC NO. D004

DATE: MAY 2021

VERSION: 1.0

CLIENT: UBER BOAT BY THAMES CLIPPERS

Velocity Transport Planning Ltd

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VELOCITY
Transport Planning

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1 INTRODUCTION

1.1 INTRODUCTION

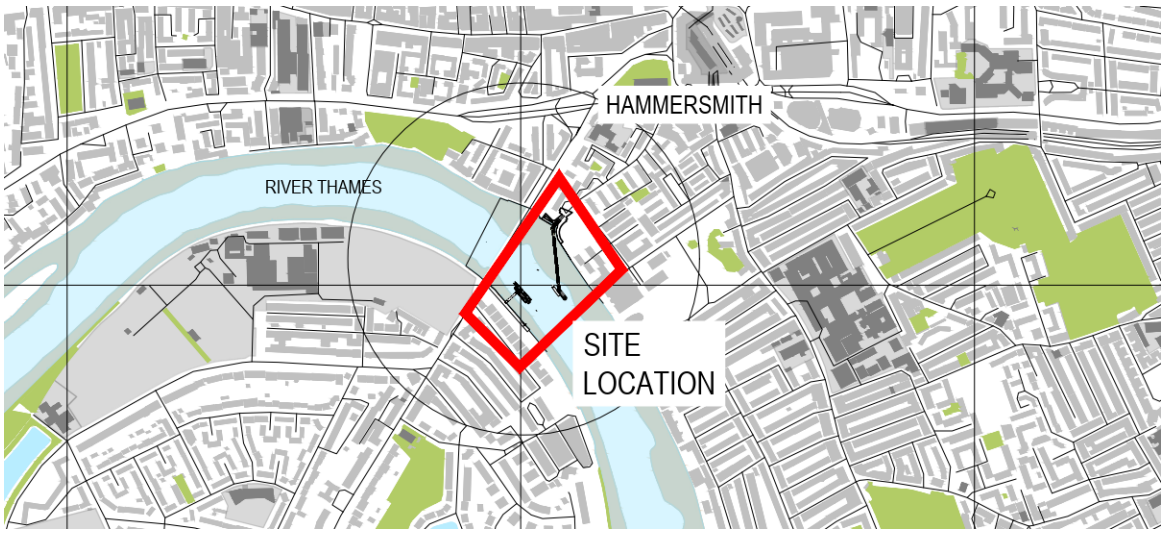
1.1.1 This Outline Delivery & Servicing Plan (DSP) has been prepared by Velocity Transport Planning to accompany full planning application in respect of a temporary ferry service spanning the River Thames between Hammersmith (to the north) and Barnes (to the south).

1.1.2 This outline DSP accompanies the Transport Assessment for the proposed development.

1.2 SITE LOCATION

1.2.1 The temporary ferry service would connect Queen Caroline Street in Hammersmith with Castelnau in Barnes, with the site location shown in its local context in **Figure 1-1**.

Figure 1-1: Site location and local context



1.3 EXISTING SITE USE

1.3.1 There is currently no use of the sites other than the public rights of way at the proposed pier access points.

1.4 PROPOSED DEVELOPMENT

1.4.1 The project has the strategic objective to reintroduce connectivity across the River Thames near Hammersmith Bridge for pedestrians and cyclists until the restoration of the main bridge is complete.

1.4.2 Transport for London (TfL) commissioned studies for a temporary bridge crossing between Queen Caroline Street and Castlenau. In late 2020, however, the Department for Transport's Hammersmith Bridge Taskforce determined that a temporary ferry service would be the best means of restoring a river crossing for pedestrians and cyclists at this location in the short term. TfL's plans for a temporary bridge were therefore put on hold. Since this option was not progressed, TfL has contracted Uber Boats by Thames Clippers (UBTC) to introduce a ferry service between temporary piers connecting Queen Caroline Street to Castelnau.

1.4.3 A temporary planning permission of up to three years is being sought from the respective boroughs. The temporary piers would be removed once the bridge is re-opened.

1.5 SCOPE OF PLAN

1.5.1 This DSP has been prepared to outline the principles associated with servicing of the proposed development and establish management measures that would be implemented in order to ensure that the activity associated with deliveries, servicing and refuse collection does not adversely impact the operation of the local highway network or inconvenience of local residents.

1.5.2 The DSP aims to ensure that servicing at the development can be 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 and the environmental and improved road safety conditions.

1.5.3 This DSP is submitted with the planning application and should be read in conjunction with the supporting Transport Assessment (TA).

1.6 DOCUMENT STRUCTURE

1.6.1 The remainder of this DSP is structured as follows:

- **Section 2** - reviews relevant transport planning policy;
- **Section 3** – provides the aims and objectives of the DSP;
- **Section 4** - provides details of the servicing demand;
- **Section 5** – summarises the servicing access;
- **Section 6** – provides a description of the servicing provision;
- **Section 7** – provides a description of the servicing management and measures;

2 PLANNING POLICY

2.1.1 Relevant local and regional planning policy and guidance has been reviewed to provide context for deliveries and servicing in relation to the development proposals.

2.2 THE LONDON PLAN 2021

2.2.1 The London Plan is part of the statutory development plan and aims to ensure that London's transport is easy, safe, and convenient for everyone and actively encourages more walking and cycling.

2.2.2 Policy T7' Deliveries, servicing and construction ' sets out, inter alia:

E. "Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.

F. Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.

G. At large developments, facilities to enable micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans."

2.3 TFL DELIVERY AND SERVICING PLANS GUIDANCE

2.3.1 To minimise the impact of freight movements on the transport network, TfL requires DSPs to be submitted as part of all referable planning applications.

2.3.2 TfL provides online guidance on its freight portal including the guidance document "Delivery and Servicing Plans: Making freight work for you". The guidance notes that:

"A DSP provides a framework for ensuing servicing freight activity is as effective and efficient as possible... DSPs consist of a range of tools, actions and interventions aimed at reducing and re-timing deliveries, redefining building operations and ensuring procurement activities account for vehicle movement and emissions."

2.3.3 The TfL guidance identifies the following strategies to effectively manage delivery and servicing:

Managing Deliveries

- Inform suppliers of the delivery location and where loading and unloading should take place.
- Implement a delivery booking system to manage the timing of arrivals and minimise peak demands and congestion on site. Suppliers should be made aware of the system. Each delivery should have a specific time slot; however, the regular time slots should have some spare capacity to accommodate unexpected deliveries.
- Move deliveries outside of peak, or normal working hours. In some circumstances, it may be possible to work with suppliers to undertake deliveries at quieter times, particularly if staff are available to receive goods on site 24/7.

- Reduce the time spent on site by suppliers by giving defined delivery times to manage loading and unloading durations and locating delivery areas near to loading bays.
- Ensure loading bays are kept free of staff parking or other unintended uses, such as waste storage.

Reviewing Supply Chain Operations

- Reduce delivery, servicing and collection frequencies by consulting with suppliers and consolidating delivery streams.
- Establish a centralised ordering system to reduce the likelihood of different suppliers being used for the same products, or of numerous orders being made to the same company.
- Use the procurement process to ensure freight vehicles are safe and lawful and operated efficiently.
- Reduce or consolidate the number of suppliers, such as suppliers delivering similar products.
- Minimise the number of courier/specialist delivery times on same day orders so that deliveries can be consolidated onto fewer vehicles.
- Review waste management processes to minimise the number of collections.
- Use a consolidation centre to minimise vehicle journeys, and also improve delivery reliability and efficiency. A consolidation centre receives multiple deliveries from suppliers and goods are grouped together before a single delivery vehicle delivers the consolidated goods to the recipient. This also enables off site security screening and minimises the amount of goods stored on site.

Working with Suppliers

- Promote the use of low or no emission vehicles/modes. Bicycles and motorcycles can be suitable for smaller items. The use of electric and hybrid freight vehicles will reduce carbon emissions.
- Promote the use of legal loading locations.
- Encourage best practice scheme membership amongst suppliers, such as TfL's Freight Operator Recognition Scheme (FORS) which helps suppliers become safer, greener and more efficient.

2.4 LBHF PLANNING GUIDANCE SPD (FEBRUARY 2018)

2.4.1 Planning Guidance advises that Servicing and Delivery Plans will be required to demonstrate that disturbance from deliveries and collections will be minimised.

2.5 LB RICHMOND TRANSPORT SPD (JUNE 2020)

2.5.1 Paragraph 5 sets out:

> "Delivery and Servicing Plans should be developed in accordance with the Local Plan and Transport for London guidance and submitted alongside the planning application…"

3 AIMS AND OBJECTIVES

3.1.1 The DSP is intended to outline the principles associated with servicing the proposed development and establish management measures that would be implemented to ensure that the activity associated with deliveries, servicing, and refuse collection does not have adverse impacts.

3.1.2 The aims of this DSP are as follows:

- Ensure adequate arrangements are made for deliveries and servicing to the site and to ensure that the plan protects the amenity of existing and future residents, and
- Assist in the management of refuse, delivery and servicing activities at the development by improving the efficiency of these activities and reducing the impact of the development on the local road network.

3.1.3 The intended benefits of the DSP are as follows:

- For the occupiers and supply chain – reduced operating costs and improved reliability of deliveries;
- For site users and the local community – reduced risk of accidents, particularly those involving children on the journey to/from the School and reduced congestion on the roads surrounding the application site; and
- For the local community and wider environment – reduced CO2 and noise emissions.

4 SERVICING AND DELIVERY DEMAND

4.1 ROUTINE MAINTENANCE OF VESSELS AND INFRASTRUCTURE

VESSEL MAINTENANCE

4.1.1 Regular vessel maintenance will take place on the pier with the necessary parts and materials arriving either via regular courier to the land side office, or via Thames Clippers river craft directly to the piers..

PIERS INFRASTRUCTURE MAINTENANCE

4.1.2 Planned inspections would be undertaken for pier and shore-based assets in the same way as vessels. The pier design would be optimised with the maintenance and operation in mind based on UBTC's experience of managing similar pier assets. A maintenance routine would be drawn up and scheduled for the new infrastructure. Inspections would be carried out by the Safety and Compliance team every three months (including the Designated Person) alongside the daily pre-service check performed by the Duty Engineer and operational teams.

VESSEL AND PIER CLEANING

4.1.3 Vessels and Piers would be cleaned daily by local cleaning contractors. Regular cleaning of the piers and vessels will take place in the evening after services finish, or in the morning before they start.

4.1.4 Ad hoc cleaning required during the day will be the responsibility of the Customer Service Assistants on the piers, and mates on the vessels.

4.2 REFUSE COLLECTION

4.2.1 All marine waste and flotsam and jetsam would be collected centrally and regularly transferred by maintenance boat to an RB6 service at Putney for transfer back to the UBTC central depot.

4.2.2 General waste and recyclling would be transferred to the shoreside office and collected via the Riverside Studios regular collection.

4.3 POSTAL SERVICES

4.3.1 A limited number of postal deliveries are expected to the rented site office via the standard postal couriers already serving the office building.

5 SERVICING ACCESS

5.1.1 Due to the nature of the proposed service with limited on site staff and river deliveries and servicing for any major activity, no regular vehicular servicing access is required to the piers.

5.1.2 Deliveries for minor engineering parts would be made to the shoreside office via standard postal couriers.

5.1.3 It is likely that a local cleaning company would be engaged to clean the boats and piers. Any vehicular access that is required will be undertaken via legally available on-street parking in the vicinity of the Sites.

6 SERVICING MANAGEMENT AND MEASURES

6.1.1 The DSP has been developed to provide an effective and efficient servicing strategy that minimises servicing impacts.

6.2 MANAGEMENT

6.2.1 UBTC's existing river asset management processes mean that the operation of the proposed ferry service would not be reliant on road-based deliveries and servicing, making efficient use of UBTCs existing assets on the river to accommodate the servicing, refuse collection and delivery demands at Hammersmith Bridge.

6.3 REDUCING DELIVERIES

6.3.1 The number of deliveries is expected to be very low, with road-based deliveries being limited to those within the existing courier systems serving the rented office space.

6.4 REVISING MODE

6.4.1 Generally, all deliveries and servicing trips are expected to be undertaken by river craft, with no impact on the highway network.

6.5 LONG DURATION SERVICING

6.5.1 Dwell times on the pontoons would not be restricted for essential long-duration servicing.

6.6 WASTE STRATEGY

6.6.1 All waste would be transferred back to UBTC's main depot via a transfer to the RB6 service.