

Twickenham Riverside Delivery & Servicing Plan



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London Borough of Richmond upon Thames

TWICKENHAM RIVERSIDE

Delivery and Servicing Plan



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APPENDICES

APPENDIX A

SWEPT PATH ANALYSIS

1 INTRODUCTION

1.1 COMMISSION

- 1.1.1. This Delivery and Servicing Plan (DSP) has been prepared by WSP on behalf of London Borough of Richmond upon Thames Council (LBRuT or LPA) herein referred to as 'the Applicant', to provide transport planning evidence supporting the following proposed description of development, hereafter referred to as the Proposed Development:
- 1.1.2. *“Demolition of existing buildings and structures and redevelopment of the site comprising residential (Use Class C3), ground floor commercial/retail/cafe (Use Class E), and public house (Sui Generis), boathouse locker storage and floating pontoon with associated landscaping, restoration of Diamond Jubilee Gardens and other relevant works.”*
- 1.1.3. The Proposed Development is within the administrative boundary of the London Borough of Richmond upon Thames and is located at 1, 1A, 1B and 1C King Street; 2-4 Water Lane; the site of the former swimming pool and associated buildings, The Embankment; the Diamond Jubilee Gardens, Twickenham ('the Site').
- 1.1.4. The location of the Site is shown in Figure 1-1 below.

Figure 1-1 - Site Location



1.3 EXISTING SITE

1.3.1. The Proposed Development is currently occupied by a mixture of uses including:

- Retail (A1/A2) 708sqm
- Office (B1a) 265sqm

1.3.2. The Site is bound by:

- King Street and 3-33 King Street properties to the north;
- Water Lane to the east;
- The Embankment and the river Thames to the south; and
- Wharf Lane to the west.

1.3.3. The Site is accessed from Water Lane and Wharf Lane via King Street and via the Embankment from the riverside. Water Lane is a one-way southbound street which runs between King Street and the Embankment. Vehicles then egress back onto King Street via Wharf Lane, a one-way northbound street.

1.4 PROPOSALS SUMMARY

1.4.1. The Proposed Development seeks:

“Demolition of existing buildings and structures and redevelopment of the site comprising residential (Use Class C3), ground floor commercial/retail/cafe (Use Class E), and public house (Sui Generis) with associated landscaping, restoration of Diamond Jubilee Gardens and other relevant works.”

1.4.2. The Proposed Development quantum is outlined in Table 1-1 below.

Table 1-1 – Proposed Development Schedule

Land Use	Development quantum
Residential	45 (Units)
Workspace	320 (GIA)
Café	255 (GIA)
Pub	444 (GIA)
Retail	369 (GIA)
Total	1,387 (GIA)

1.6 DSP PURPOSE & OBJECTIVES

- 1.6.1. Delivery Servicing Plans (DSPs) developed through the planning process seek to support sustainable development. Transport for London's (TfL) guidance states that "a DSP is usually secured by means of a section 106 obligation or similar planning condition once planning permission is granted to a developer by the local authority". They should be live documents that are updated over time to reflect change and cover both deliveries and servicing to businesses as the site and personal deliveries of guests/residents.
- 1.6.2. A DSP should cover the physical design and layout of the site and demonstrate how it provides adequate provision for delivery and servicing activity from day one of operation. They are drafted within the context of the guidance provided within the London Freight Plan, LBRuT Local Plan, Twickenham Area Action Plan and TfL's best practice guidance. The national, regional and local policy relevant to the Proposed Development is presented in Chapter 2.
- 1.6.3. DSPs are increasingly being used to increase operational efficiency by reducing the impact of deliveries and servicing; specifically, CO2 emissions, congestion and collisions. This is achieved through the consideration of consolidation and collaborative delivery arrangements to help reduce the impact of commercial goods and servicing vehicle activity in and out of premises/developments.

DELIVERY AND SERVICING PLAN OBJECTIVES

- 1.6.4. This DSP provides a framework for delivery and servicing for the Proposed Development, and 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;
 - Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
 - Ensuring that the overall volume of trips is as low as possible to reduce the impact of freight activity on the local highway, local residents, and commercial occupiers and the environment;
 - Minimise the space required for storage and distribution of goods; and
 - Reduce air pollutant emissions from deliveries and servicing

1.7 DSP STRUCTURE

- 1.7.1. The purpose of this Delivery and Servicing Plan (DSP) is to inform the LBRuT of the intent of the applicant in managing service vehicle trips to and from the development, designed to minimise the impact of these goods' vehicle trips on the surrounding public highway.
- 1.7.2. The remainder of the report is structured as follows:
- **Chapter 2:** Policy Context
 - **Chapter 3:** Delivery and Servicing Strategy;
 - **Chapter 4:** Objectives and Measures;
 - **Chapter 5:** Servicing Demand; and
 - **Chapter 6:** DSP Targets and Monitoring

2 PLANNING POLICY AND GUIDANCE

2.1 INTRODUCTION

- 2.1.1. The national and local transport policies relevant to this Proposed Development are well documented and this section does not seek to replicate them. Instead, the key themes in the relevant national and local policies are summarised briefly in turn, and where relevant, policies which relate directly to the Proposed Development are addressed.

2.2 NATIONAL POLICY

National Planning Policy Framework, 2019

- 2.2.1. The National Planning Policy Framework (NPPF) promotes the use of sustainable transport throughout the UK, safe road design, and the efficient and sustainable delivery of goods and supplies.

The Mayor's Transport Strategy, 2018

- 2.2.2. The Mayor's Transport Strategy considers all methods of freight delivery, including road, rail, pipeline, water, bicycles and air. The document highlights the importance of the London Freight Plan, DSPs, CLPs and FORS to encourage improved efficiency and provide a framework for incentivisation and regulation.

- 2.2.3. In particular, Proposal 16 states that:

“The Mayor, through TfL, and working with the boroughs and members of the Freight Forum, will improve the efficiency of freight and servicing trips on London's strategic transport network by:

- Identifying opportunities for moving freight on to the rail network where this will not impact on passenger services and where the benefits will be seen within London.
- Increasing the proportion of freight moved on London's waterways.
- Reviewing the potential benefits of a regional freight consolidation and distribution network and completing the network of construction consolidation centres in London.”

Traffic Management Act, 2004

- 2.2.4. Part 2 of the Traffic Management Act sets out the responsibility of local authorities to manage traffic networks within their geographical area of responsibility. This includes efficient use of the network and the requirement to take measures to avoid contributing to traffic congestion. Part 5 outlines the responsibility of local authorities in Greater London to manage the strategic route network. This includes Transport for London's (TfL) role to manage certain areas of the Greater London route network.

2.3 REGIONAL POLICY

London Plan, 2021

- 2.3.1. The London Plan sets out emerging policy for London and forms part of the adopted Development Plan for LBRuT. London Plan echoes the sustainable freight promotion of the 2016 London Plan, and encourages developers to consider all reasonable endeavours to utilise non-road vehicle modes in the delivery of goods and supplies to sites.

2.3.2. Policy T7 of the London Plan states:

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

The London Low Emissions Zone, 2008

2.3.3. The Low Emissions Zone (LEZ) is a scheme that aims to improve air quality in the city by setting and enforcing new emissions standards for HGV's, large vans and minibuses, and deterring the use of the most polluting vehicles by freight operators. The London LEZ is a first for the UK and is one of the largest schemes of its type in the world. Cars and motorcycles are not affected.

2.3.4. The LEZ operates 24 hours a day, 7 days a week. A daily charge of £200 is applicable to lorries, buses and coaches, and a £100 charge applies to heavy vans and minibuses that do not meet the required standards.

2.3.5. The LEZ is enforced through fixed and mobile cameras, which read vehicle registration number plates within the LEZ and check them against a database of vehicles that meet the LEZ emissions standards, or are either exempt or registered for a 100% discount, or have paid the LEZ daily charge.

The London Freight Plan, 2007

2.3.6. The vision for sustainable freight distribution in London over the next five to ten years is for:

“...the safe, reliable and efficient movement of freight and servicing trips to, from, within, and, where appropriate, through London to support London's economy, in balance with the needs of other transport users, the environment and Londoners' quality of life”.

2.3.7. The plan identifies FORS, DSPs, CLPs and the Freight Information Panel (FIP) as key projects for delivering freight more sustainably in London.

2.4 LOCAL POLICY

Local Plan (2018)

2.4.1. LBRuT adopted their current Local Plan in July 2018 and March 2020, which replaced the previous policies within the Core Strategy and Development Management Plan. The Plan sets out policies and guidance for the development of the borough until July 2033 or until superseded.

2.4.2. Two legal challenges were made regarding the adoption of the Local Plan, and on 3rd March 2020 the Council adopted the two matters relate to the legal challenges within the Local Plan. As such, the Council is now in the process of preparing a new Local Plan for Richmond, which will also take into account policy changes at a regional level since the current Local Plan was adopted. The new Richmond Local Plan is scheduled to be adopted in summer 2024.

2.4.3. At the time of writing, the Richmond Local Plan (2018 and 2020) remains the prevailing policy guidance for the borough and has been considered through the guidance provided within this document.

2.4.4. Paragraph 11.1.10 states that:

“All planning applications for major developments must be accompanied by a Transport Assessment, or for minor developments a Transport Statement. This may include Travel Plans, Delivery and Servicing Plans and Construction and Logistic Plans.”

2.4.5. Policy LP 45 on Parking Standards and Servicing outlines the requirements of a Delivery and Servicing Plan for major developments to provide evidence that the proposed impacts of freight movements and servicing will be mitigated, stating that:

“New major development which involves freight movements and has servicing needs will be required to demonstrate through the submission of a Delivery and Servicing Plan and Construction and Logistics Plan that it creates no severe impacts on the efficient and safe operation of the road network and no material harm to the living conditions of nearby residents.”

Twickenham Area Action Plan

2.4.6. The Twickenham Area Action Plan (AAP) was adopted in 2013 and sets out the framework for developing the centre, including site specific proposals. Section 4.6 of the AAP, specifically Principles 3 ‘Principles for Servicing’ state that the following principles will be followed regarding servicing:

- Existing rear service areas to be retained unless equivalent alternative arrangements can be provided;
- Existing service bays or on-street servicing spaces to be retained or replaced with adequate, convenient and safe alternative arrangements; this can include shared areas;
- Any new developments to have adequate, convenient and safe servicing arrangements in line with the Council’s SPD on Transport Standards;
- Ensure adequate access and servicing arrangements for the residents and businesses on Eel Pie Island;
- Servicing hours to be controlled where necessary for safety or amenity reasons.

3 SERVICING STRATEGY

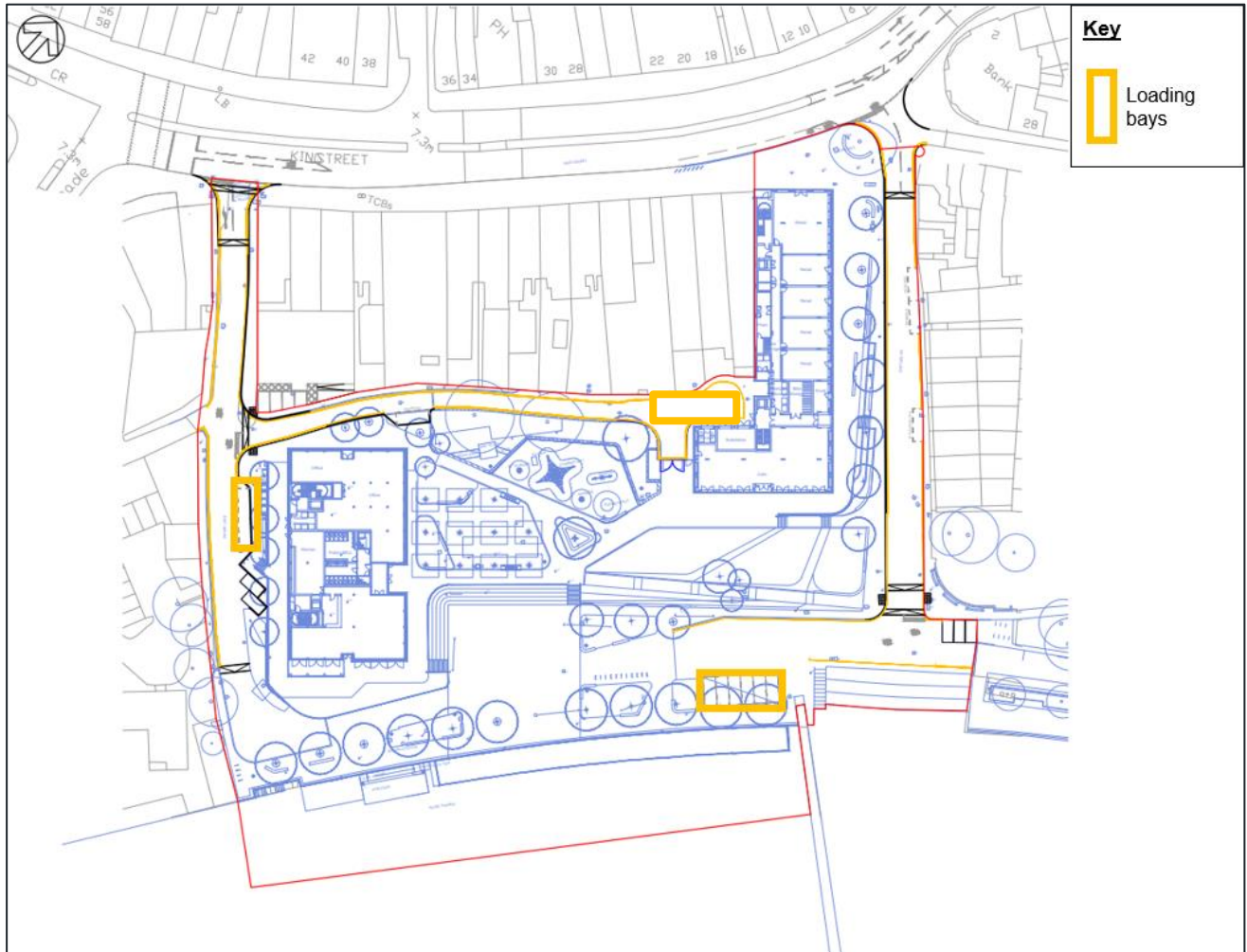
3.1 INTRODUCTION

- 3.1.1. This Chapter outlines the delivery and servicing strategy applicable to the Proposed Development. This DSP specifically aims to ensure that servicing of the Development can be carried out efficiently, whilst minimising any other effects on the local highway network, residents and commercial occupiers within the vicinity of the Site.

3.2 DELIVERY AND SERVICING PROPOSALS

- 3.2.1. The servicing and deliveries will be carried out from on-street facilities, distances will follow LBRuT guidelines and Manual for Streets best practice guidelines as closely as practicable.
- 3.2.2. The Wharf Lane building will be serviced from a delivery bay along the northern front of the proposed building whilst the Water Lane building will be served from the rear access alongside the service road.
- 3.2.3. The service road will feature landscaping and a secure perimeter to manage footfall within the proposed gardens. A gate to the west of the café will provide access to the gardens for servicing and maintenance and will be opened to allow vehicles larger than 7.5t box van to reverse.
- 3.2.4. A small-medium delivery van (up to 7.5t box van) can service the Proposed Development and reverse whilst the gates are closed.

Figure 3-1 - Proposed Development Servicing



3.2.5. Figure 3-1 shows the location of the proposed loading and servicing bays across the Site. A proposed servicing bay is proposed to the end of the Service Road and one is proposed along Wharf Lane. The existing 3 Eel Pie Island delivery bays are re-provided, with additional 3 bays at disposal in proximity of the pedestrian bridge.

3.3 REFUSE COLLECTION

3.3.1. As per the deliveries, refuse collection is proposed to take place from the two loading bays located within 20 meters circa of the Proposed Development refuse stores. This distance has been confirmed as acceptable by LBRuT.

3.3.2. The current LPA refuse collection vehicle fleet uses a 10.8m long vehicle which therefore will be required to pick up waste during the Embankment opening hours for vehicles (to be confirmed via TRO at later stage) and will require the gates to the west of the proposed café' to be open to allow for turning manoeuvre.

3.3.3. Should the refuse collection contractors move to a smaller vehicle fleet in future it would be possible to:

- Reverse west of the café' without opening the gates

- Access the Proposed Development servicing loading bays via Wharf Lane

3.3.4. At the moment however this is aspirational only.

3.4 EMERGENCY ACCESS

3.4.1. Emergency vehicles can access the area along Water Lane, Wharf Lane and the Embankment. Please refer to Appendix A for swept path analysis.

3.5 EEL PIE ISLAND

3.5.1. Eel Pie Island is a unique entity in terms of its operational needs and requirements and it currently hosts a small active community of residents and businesses. The client and design team have been liaising closely with representatives from the island with the aim to agree a suitable solution for servicing and deliveries.

3.5.2. It is acknowledged that the current servicing operations for Eel Pie Island take place at the southern end of Water Lane, with three parking spaces dedicated for the use of the Island residents and businesses. In addition, larger vehicles have been observed to park and carry out loading and unloading operations along the stretch of the Embankment between the pedestrian bridge and Water Lane at the top of the slip way.

3.5.3. As part of the Proposed Development, the vehicular access along the Embankment will be time - controlled and therefore vehicles will be required to reverse and head northbound along Water Lane when departing from the area.

3.5.4. A formal footway will be re-provided at the northern end of the Embankment leading into the pedestrian priority area to ensure that deliveries facilities for the Eel Pie Island do not affect the vulnerable road user's safety.

3.5.5. Through the Proposed Development scheme up to six parking/loading bays will be re-provided to the west of the pedestrian bridge for loading and servicing activities.

3.5.6. In addition, up to two parking spaces will be provided along Wharf Lane for the use of the Eel Pie Island residents.

3.6 KING'S STREET RETAIL AND RESIDENTIAL USES

3.6.1. To the north of the proposed site there are a number of retail and residential properties which currently benefit from access from King's Street and the service road.

3.6.2. These properties will continue to have access from King's Street and the service road, however due to the vehicle time – controlled access to the Embankment, circulation of vehicles will be operated as follows:

- Cars and LGVs (vehicles up to and including 7.5t vans) access and exit via Wharf Lane at all times.
- Larger vehicles including vehicles over 7.5t (Medium Heavy Goods vehicles and Heavy Good Vehicle) access via Water Lane and exit via Wharf Lane respecting the Embankment vehicle time - controlled periods (to be defined by TRO at later stage).

3.6.3. The parking along the western side of Wharf Lane in proximity of the junction with King's Street will be removed and in its place time limited loading will be permitted.

3.7 SITE MANAGEMENT ACTIVITIES

3.7.1. This section of the report outlines the site management activities that are expected to take place both prior to occupation and during occupation of the Proposed Development.

Infrequent Management Measures

3.7.2. The following management measures are expected to be infrequent and occur during phases such as site occupation and the arrival of new plant activity, representing more bespoke management measures that are not expected to form part of the day to day strategy. These management measures include:

- The management company will advise the old tenants and local authorities of specific day activities
- The management company is responsible for liaising with local authority to ensure the required parking suspensions are put in place as per guidance
- The management company will provide site marshalling
- The management company is responsible for agreeing temporary highway management should the local authority deem necessary

Residential Operational Management Measures

3.7.3. The following management measures are expected to form the operational day to day activities for residents of the Proposed Development after occupation. These management measures include:

- The landlord will be responsible for keeping the servicing and delivery best practice guideline updated on the residents notice boards and via email / website.
- The landlord will be responsible for providing an updated live booklet of deliveries best practice to be reviewed every 2 years. This will include:
 - Marketing and promoting green deliveries
 - Marketing local businesses and produce
 - Providing carbon footprint information for online shopping
 - Providing information on any relevant future trends at the time of document review
- The landlord will be responsible for the waste room and common area cleaning and will regularly service waste rooms and ensure step-free routes for waste bins collection is uncluttered and useable.

Commercial Operational Management Measures

3.7.4. The following management measures are expected to form the operational day to day activities for the commercial element of the Proposed Development after occupation. These management measures include:

- Tenants will be responsible for notifying the landlord of major refit and / or supply chain needs requiring extraordinary use of loading facilities.
- The landlord will be responsible for liaising with the local authority if they are advised of an unprecedented pressure for loading facilities e.g. seasonal changes, road expansion, marshalling etc.
- The landlord is responsible for notifying tenants of delivery and management of manipulating goods on the premises and the immediate surrounding area.

- The landlord is responsible for holding the tenants accountable for on-site activities and operational management best practice.

3.8 FORECAST DELIVERY / SERVICING MOVEMENTS

Residential Servicing

3.8.1. Delivery and servicing trips have been forecast using TRICS sites in order to include more recent surveys. The following sites have been identified from the TRICS database:

- Kew, Block of flats, 170 dwellings, survey 2019
- Barking, Block of flats, 40 dwellings, 2020 survey (COVID)
- Barnet, mixed private/affordable housing, 271 dwellings, 2019
- Richmond, mixed private/affordable housing, 76 dwellings, 2016

3.8.2. The residential delivery/servicing trip rates are set out in Table 3-1 below.

Table 3-1 – Residential Servicing Trip Rates (Per Dwelling)

Time Period	Weekday AM Peak (0800-0900)			Weekday PM Peak (1700-1800)			Daily (0700-1900)		
	In	Out	Total	In	Out	Total	In	Out	Total
LGV	0.014	0.015	0.029	0.015	0.009	0.024	0.199	0.200	0.399
HGV	0.001	0.001	0.002	0.002	0.002	0.003	0.016	0.016	0.033

3.8.3. The forecast servicing demand associated with the development proposals (45 dwellings) is outlined below in Table 3-2.

Table 3-2 – Servicing Demand: 45 Units

Time Period	Weekday AM Peak (0800-0900)			Weekday PM Peak (1700-1800)			Daily (0700-1900)		
	In	Out	Total	In	Out	Total	In	Out	Total
LGV	1	1	1	1	0	1	9	9	18
HGV	0	0	0	0	0	0	1	1	2

3.8.4. Applying the above servicing trips to the proposed 45 units, this generates a total of 10 servicing trips over the course of a day. This level of servicing is expected to generate maximum of one residential servicing trip in any one hour across a typical day.

B1 Office Servicing

3.8.5. Delivery and servicing trips have been forecast using TRICS sites in order to include more recent surveys. Whilst Class B1a (offices) has been superseded by the new Class E (g)(i), the TRICS data has not yet been updated to reflect this. Therefore, this section refers to B1 office as the TRICS database continues to do so.

3.8.6. The following sites have been identified from the TRICS database:

- Hammersmith, Regus Offices, survey 2018
- Kensal Green, Fruit Drinks Company, survey 2019
- Vauxhall, Start-up Offices and Studios, survey 2019
- Streatham, Music Company, survey 2020 (COVID)

3.8.7. On this basis, the Proposed Development is forecast to have a typical servicing demand of up to 2no. servicing vehicles arrivals per day. Based on typical servicing arrival profiles for commercial

developments, the peak hour of servicing activity would be forecast to generate up to 3no. service vehicle. A forecast for the B1 office servicing arrivals is shown in Table 3-3 below.

Table 3-3 – B1 Office Forecast Servicing Arrivals

Time Period	AM Peak (0800-0900)	PM Peak (1700-1800)	Daily (0700-1900)
Light Goods Vehicle	0	0	3
Heavy Goods Vehicle	0	0	0
Total	0	0	4

A3 Restaurant / Café Servicing

- 3.8.8. Similarly, to B1 Office Servicing, the Class A3 has been superseded by the new Class E (g)(i), however, the TRICS data has not yet been updated to reflect this. Therefore, this section refers to A3 Restaurant as the TRICS database continues to do so.
- 3.8.9. Delivery and servicing trips associated with the A3 Restaurant / Café proposed on Site have been forecast using the TRICS sites selected previously in the Transport Assessment. The resulting servicing rates and trips are outlined in Table 3-4 below.

Table 3-4 – Restaurant / Café Servicing Trip Rates

Time Period	Weekday AM Peak (0800-0900)			Weekday PM Peak (1700-1800)			Daily (0700-1900)		
	In	Out	Total	In	Out	Total	In	Out	Total
Service Vehicles	0.000	0.000	0.000	0.000	0.000	0.000	0.667	0.667	1.334

- 3.8.10. For the purposes of assessment and due to the size of the restaurant / café offering it has been assumed that all deliveries will be undertaken via LGV's. The proposed servicing for the restaurant / café is shown below in Table 3-5.

Table 3-5 – Restaurant / Café Forecast Servicing Arrivals

Time Period	AM Peak (0800-0900)	PM Peak (1700-1800)	Daily (0700-1900)
Light Goods Vehicle	0	0	3
Heavy Goods Vehicle	0	0	1
Total	0	0	4

Note: LGV / HGV split based on a typical 80% 20% split

A4 Pub Servicing

- 3.8.11. Whilst Class A4 (Pub) has been superseded by the new Sui Generis, the TRICS data has not yet been updated to reflect this. Therefore, this section refers to A4 (Pub) as the TRICS database continues to do so.
- 3.8.12. Delivery and servicing trips associated with the proposed pub/restaurant have been based on the TRICS selection outlined in the Transport Assessment. To note, only one of the four sites HG-06-C-01 provided delivery and servicing survey data. The resulting servicing rates and trips are outlined in Table 3-6 below.

Table 3-6 – Restaurant / Café Servicing Trip Rates

Time Period	Weekday AM Peak (0800-0900)			Weekday PM Peak (1700-1800)			Daily (0700-1900)		
	In	Out	Total	In	Out	Total	In	Out	Total
Service Vehicles	0.000	0.000	0.000	0.000	0.000	0.000	0.100	0.100	0.200

3.8.13. For the purposes of assessment and due to the size of the restaurant / café offering it has been assumed that all deliveries will be undertaken via LGV's. The proposed servicing arrivals for the pub is shown in Table 3-7 below.

Table 3-7 – Pub Proposed Servicing Arrivals

Time Period	AM Peak (0800-0900)	PM Peak (1700-1800)	Daily (0700-1900)
Light Goods Vehicle	0	0	1
Heavy Goods Vehicle	0	0	0
Total	0	0	1

Servicing Summary

3.8.14. Table 3-8 outlines the sitewide servicing trips forecast for the Proposed Development. The results outline up to one delivery and servicing trip during each of the AM and PM peak hours with a total of 22 trips across a typical day. Based on a typical 12 hour day the Proposed Development will typically generate one servicing and delivery trip across each hour with the occasional hour generating two trips. It is considered that this level of delivery and servicing trips will be accommodated within the two delivery bays proposed to serve the Site.

Table 3-8 – Proposed Servicing Trips

Time Period	Daily (0700-1900)
Light Goods Vehicle	21
Heavy Goods Vehicle	2
Total	22

4 OBJECTIVES AND MEASURES

4.1 INTRODUCTION

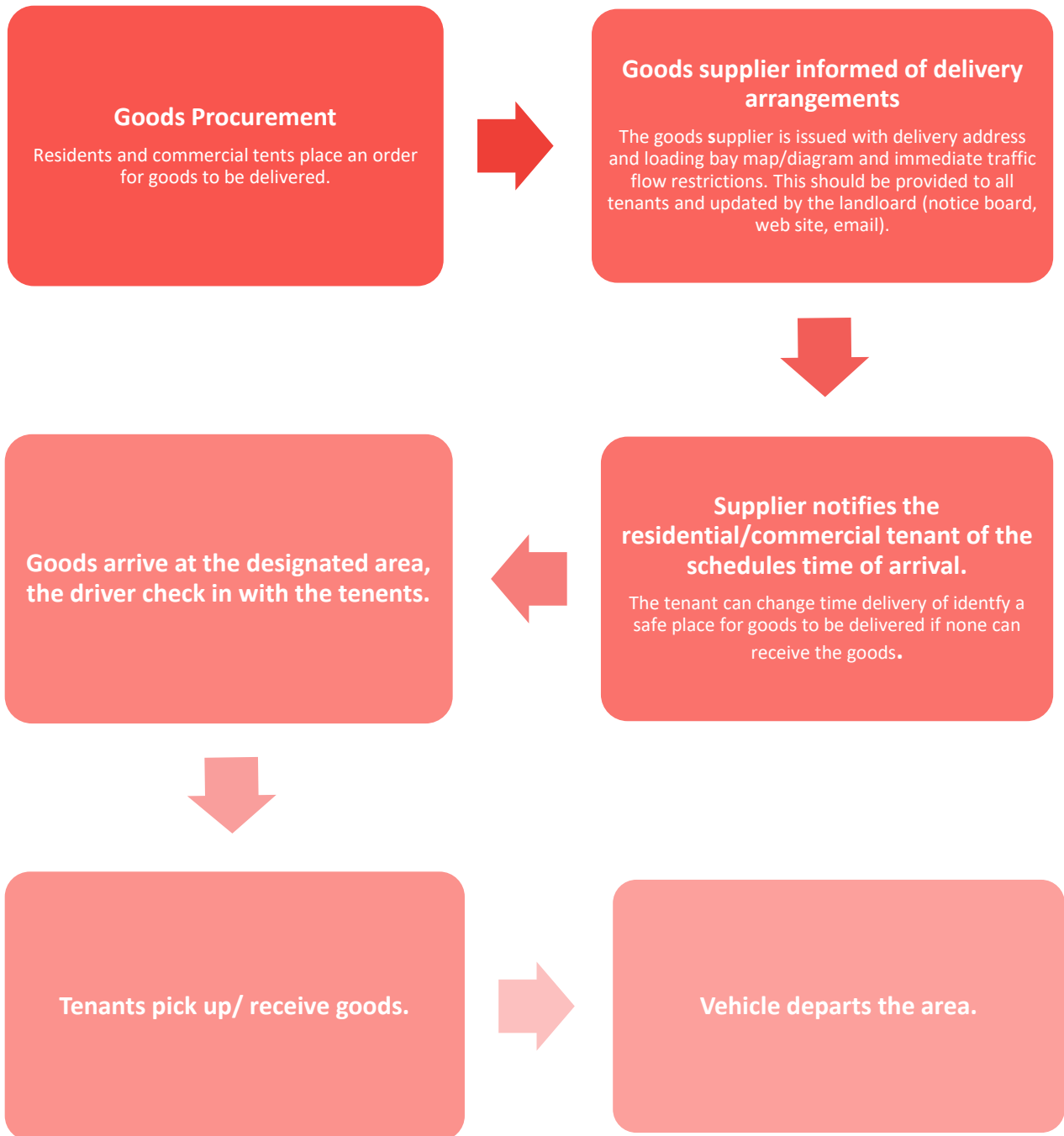
- 4.1.1. This Chapter outlines the measures and initiatives included within this DSP. The Site's Landlord will have responsibility for the implementation of the Plan.
- 4.1.2. This DSP will specifically aim to ensure that servicing of the Development can be carried out efficiently, without creating any negative impacts upon the local occupiers, residents, and businesses in the vicinity of the Site, together with the immediate highway network.

4.2 DSP OBJECTIVES

- 4.2.1. Delivery and Servicing Plans developed through the planning process seek to support sustainable development, reducing the impact of vehicular servicing on the surrounding network, and ensuring safety. They are drafted within the context of the guidance provided within the policy documents which have been presented and key relevant policies summarised in Chapter 2.
- 4.2.2. As noted in Section 1.4, This Framework DSP has been prepared for the Proposed Development and it is considered that the final document would be secured via planning condition or obligation.
- 4.2.3. This DSP will therefore seek to achieve the following objectives:
- *Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way;*
 - *Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;*
 - *Ensuring that the overall volume of trips is as low as possible to reduce the impact of freight activity on the local highway, local residents, and commercial occupiers and the environment;*
 - *Minimise the space required for storage and distribution of goods; and*
 - *Reduce air pollutant emissions from deliveries and servicing.*

4.3 DELIVERY MANAGEMENT

- 4.3.1. The on-site loading bays will ensure that delivery activity is can be carried out separated from the public highway area, pedestrian and cycle footfall.
- 4.3.2. In order to demonstrate the management principles to expedite delivery operations and outline for the servicing will occur on a day to day basis, a flow diagram has been produced as a servicing guide for both efficient delivery management, this is presented in Error! Reference source not found..



Servicing Facilities

- 4.3.3. Site specific advice should be made available where possible to service providers, suppliers and delivery companies. This is especially important for deliveries likely to require large vehicles (over 7.5t vans and Heavy Goods Vehicles).
- 4.3.4. With respect to delivery and servicing facilities, the location to the Site's servicing area, as described in Chapter 3, will be communicated amongst each party involved in servicing. This will include positions to unload/ load and of the need to observe local unloading/ loading restrictions.

4.4 WORKING WITH SUPPLIERS

Management Strategy

- 4.4.1. The landlord will work to ensure effective and efficient delivery and servicing via the DSP coordinator.
- 4.4.2. Measures which will be recommended to suppliers including choosing the most appropriate delivery mode. For example, using smaller vehicles where possible; switching to hybrid and/or electric vehicles; and seeking to ensure safe, efficient and considerate operations, such as switching off engines whilst making deliveries.

Staff Training Requirements and Responsibilities

- 4.4.3. The landlord will be responsible for providing funding and time resources for all of their site-based staff to receive appropriate training related to the processes and procedures in operation on the Site.

Locally Sourced

- 4.4.4. Where possible, the landlord will seek to source supplies locally and/or use single suppliers to reduce the number of delivery and servicing trips and reduce the impact on the wider highway network.

Environmentally Focussed

- 4.4.5. The Proposed Development should aspire to use sustainable transport for delivery and servicing trips as frequently as possible; this could include using companies who use electric or hybrid fleets of vehicles which adhere to TfL's LEZ and ULEZ requirements. This will align with over-arching objectives of reducing the air pollutant emissions and improving the surrounding environment for neighbours and guests.

Safety Considerations

- 4.4.6. There are a number of requirements already in place in London to make delivery and servicing vehicles safer – such as the Direct Vision Standard which will require HGVs to have a permit showing they meet safety standards – however the Proposed Development will seek to source supplies from operators registered with a best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS).
- 4.4.7. The provision of a dedicated loading bay adjacent to the servicing area will also help to reduce to minimise impacts of delivery and servicing activity on other road users and pedestrians within the vicinity of the development. Details of servicing area and operations will be shared with supplied in advance (as discussed in Error! Reference source not found.).

Enforcement

- 4.4.8. The contents of this Delivery and Servicing Plan have been prepared in order to inform LBRuT of the Applicant's intent for the planning application for the Proposed Development. Therefore, it must be complied with unless otherwise agreed in writing with LBRuT.

5 DSP TARGETS AND MONITORING

5.1 TARGETS

- 5.1.1. In accordance with TfL's best practice guidance, all targets identified will be SMART, in that they are Specific, Measurable, Achievable, Realistic and Time-bound. Two types of targets are generally identified. 'Action' type targets are defined as 'non-quantifiable actions that need to be achieved' (e.g. securing a final DSP before occupation), whilst 'Aim' type targets are quantifiable, for example relating to the level of reduction in delivery and servicing vehicles that the plan is seeking to achieve or other outcomes.
- 5.1.2. The targets will be defined in the final DSP once procurement and suppliers are known for the Proposed Development however it is considered that they could 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.
- 5.1.3. The targets will ultimately contribute towards achieving the DSP objectives set out in Chapter 4.

5.2 MONITORING

- 5.2.1. The Delivery and Servicing Plan will be a live document and implementation of the DSP will be monitored and any adjustments to its policy and targets will be made if required. In accordance with TfL's DSP guidance (December 2020) appropriate monitoring will be undertaken to assess how well the DSP is being implemented and whether it's meeting its objectives
- 5.2.2. A programme of monitoring and review will be implemented for a period of 5 years to generate information by which the success of the DSP can be evaluated against the objectives set out within Chapter 4.
- 5.2.3. Monitoring and review of deliveries to the Site will be the responsibility of Landlord and will include a delivery survey to be undertaken within 6-12 months of the Proposed Development being occupied and operational; this sets out the baseline monitoring for the Proposed Development in line with TfL's DSP Guidance.
- 5.2.4. The delivery surveys will be undertaken in accordance with Delivery Survey Methodology and will record information on number of deliveries, date/time, location, vehicle type and size and type of goods.
- 5.2.5. The Landlord will ensure that subsequent delivery surveys are undertaken at one, three and five years after the initial baseline monitoring survey. Monitoring reports will be prepared to summarise the result of each survey for submission to LBRuT, as set out below.

5.3 REVIEW

- 5.3.1. The Landlord will report the survey results to LBRuT within three months of receipt of the survey results. The results of the delivery survey will then be reviewed in consultation with LBRuT.

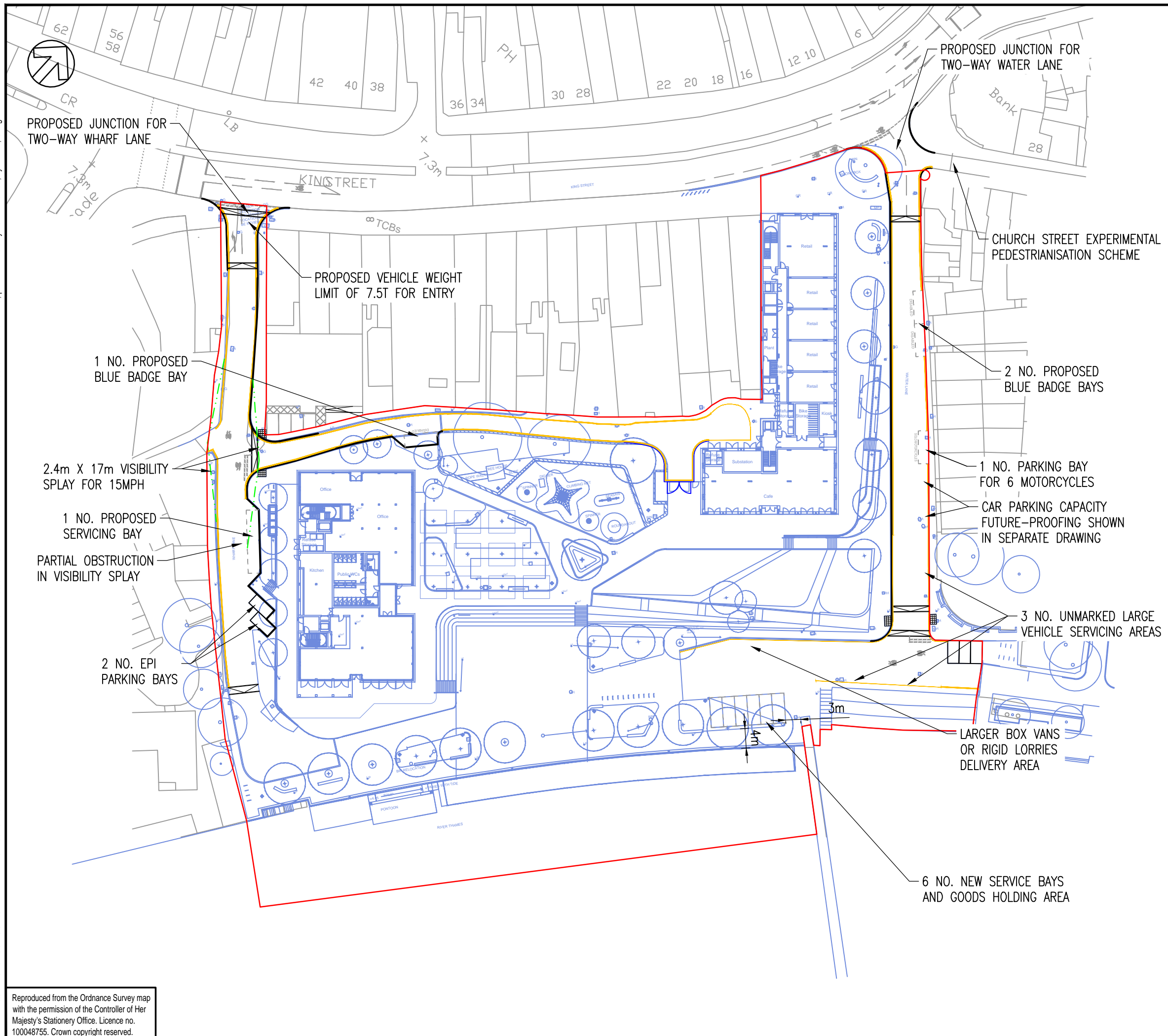
- 5.3.2. This process will provide the opportunity for current delivery operations and procedures on the Site to be reviewed and new management measures to be implemented, (if necessary) to achieve the objectives set out within Chapter 4.
- 5.3.3. In addition to the above monitoring surveys, the Landlord will review the DSP in the years when monitoring is not scheduled to be undertaken. This will include a review of the measures in place to help achieve the objectives and aims of the Plan.

Appendix A

SWEPT PATH ANALYSIS



File name \\UK.WSPGROUP.COM\CENTRAL DATA\PROJECTS\70059704 - TWICKENHAM RIVERSIDE - HOPKINS WIP\WSP TRANSPORT PLANNING\03 DRAWINGS\70059704-TP-SK-52.DWG, printed on 15 July 2021 12:37:06, by Burton, Craig



DO NOT SCALE

REV	DATE	BY	DESCRIPTION	CHK	APP
P11	15/07/2021	CRJB	RED LINE BOUNDARY ADDED	RT	TG
P10	14/07/2021	CRJB	UPDATED LANDSCAPE LAYOUT	RT	TG
P09	22/06/2021	CRJB	UPDATED LANDSCAPE LAYOUT	RT	TG
P08	01/06/2021	CRJB	UPDATED ARCHITECT AND LANDSCAPE LAYOUTS	RT	TG
P07	19/05/2021	CRJB	PARKING UPDATED AND KINGS STREET BAY ADDED	RT	TG
P06	13/05/2021	CRJB	WEIGHT RESTRICTION FOR WHARF LANE ENTRY	RT	TG
P05	07/05/2021	CRJB	UPDATED WHARF LN PARKING / SERVICING BAYS	RT	TG
P04	01/04/2021	CRJB	UPDATED LOCATION OF WATER LANE P&D BAYS	RT	TG
P03	25/03/2021	CRJB	SERVICE ROAD TURNING AREA UPDATED	RT	TG
P02	11/03/2021	CRJB	LOADING ON SERVICE ROAD & EMBANKMENT BAYS	RT	TG
P01	02/03/2021	CRJB	FIRST ISSUE	RT	TG

DRAWING STATUS: S0 - WORK IN PROGRESS



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CLIENT: HOPKINS

ARCHITECT: HOPKINS

PROJECT: TWICKENHAM RIVERSIDE

TITLE: HOPKINS MASTERPLAN
PROPOSED HIGHWAY ARRANGEMENT

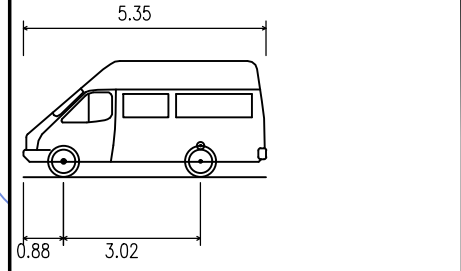
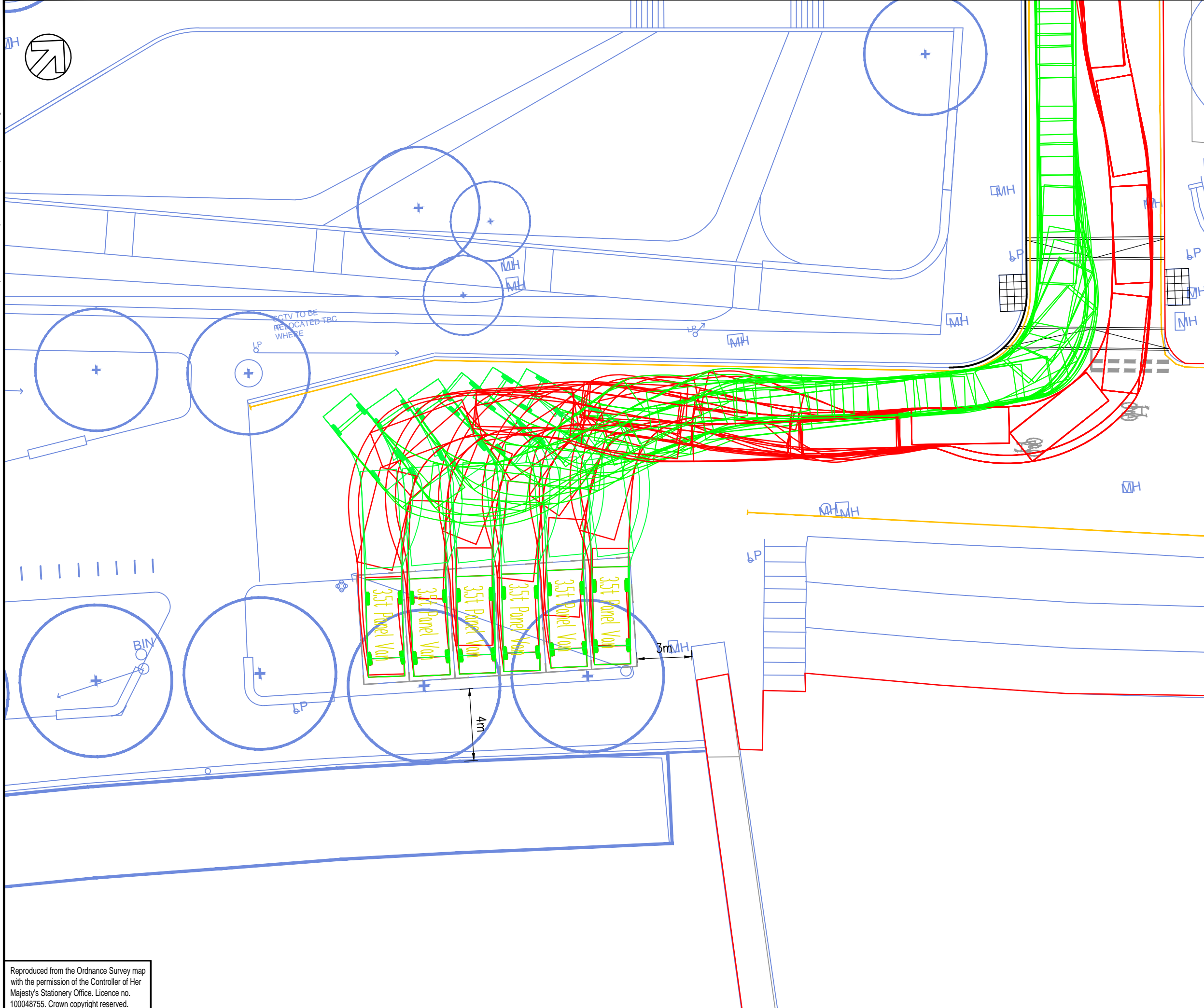
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PROJECT No: 70059704 DESIGNED: DRAWN: CRJB DATE: July 21

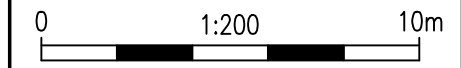
DRAWING No: 70059704-TP-SK-52 REV: P11

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3.5t Panel Van
Overall Length 5.350m
Overall Width 1.970m
Overall Body Height 2.562m
Min Body Ground Clearance 0.335m
Track Width 1.970m
Lock to Lock Time 4.00s
Kerb to Kerb Turning Radius 5.850m



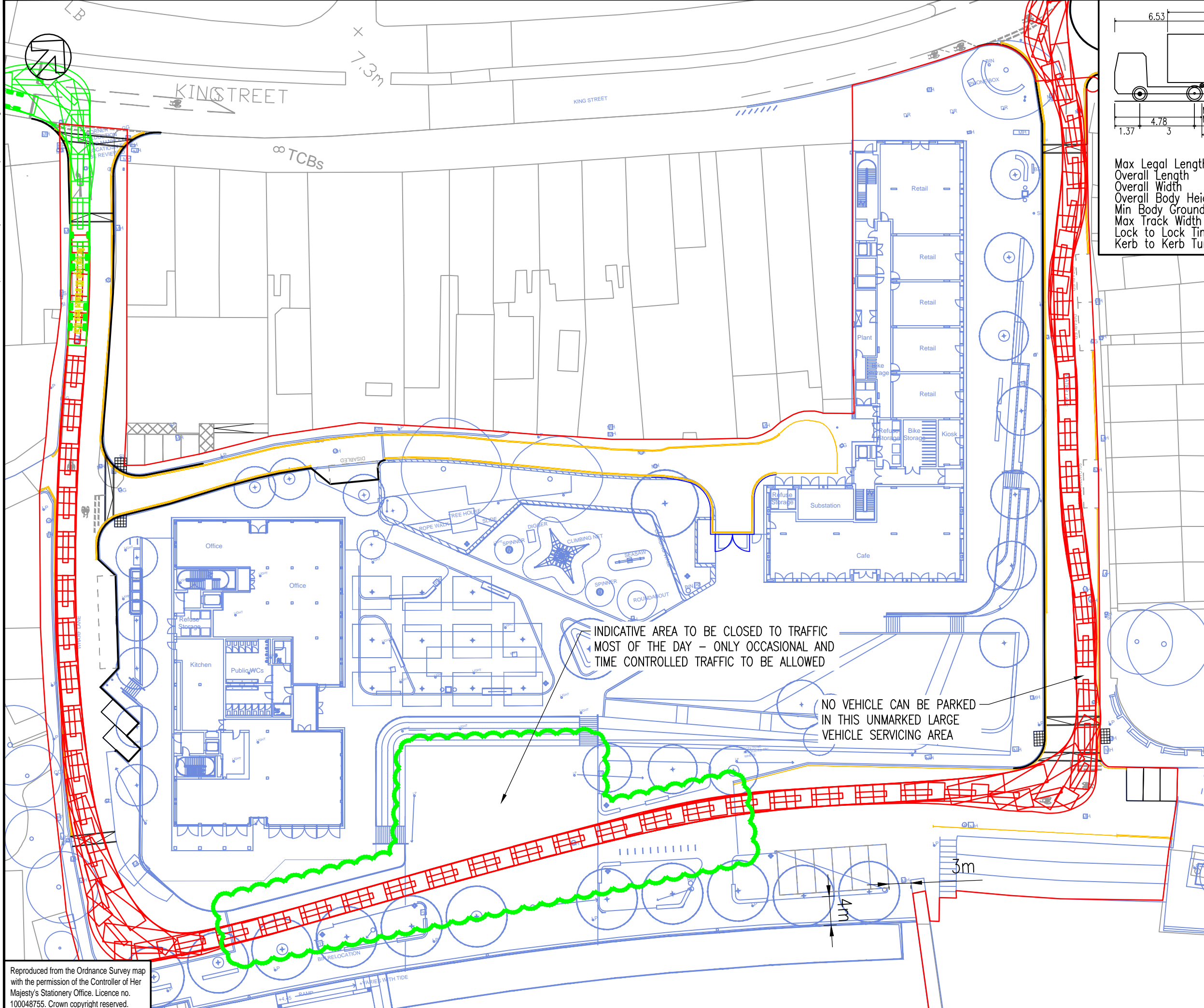
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TITLE:
HOPKINS MASTERPLAN
PROPOSED HIGHWAY ARRANGEMENT
EEL PIE ISLAND BAYS SWEEP PATHS

FIGURE No:
70059704-TP-SK-52-TR8

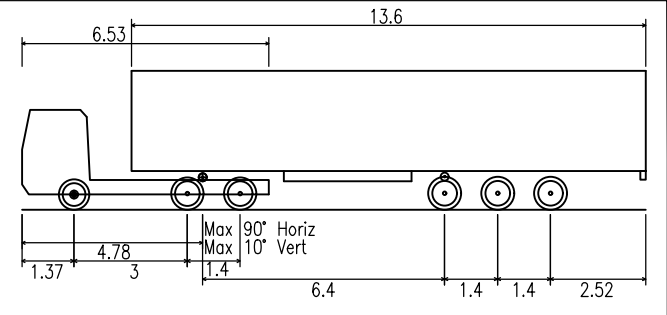
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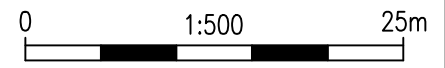


INDICATIVE AREA TO BE CLOSED TO TRAFFIC MOST OF THE DAY - ONLY OCCASIONAL AND TIME CONTROLLED TRAFFIC TO BE ALLOWED

NO VEHICLE CAN BE PARKED IN THIS UNMARKED LARGE VEHICLE SERVICING AREA



Max Legal Length Articulated Vehicle (16.5m)
Overall Length 16.500m
Overall Width 2.550m
Overall Body Height 3.681m
Min Body Ground Clearance 0.411m
Max Track Width 2.500m
Lock to Lock Time 6.00s
Kerb to Kerb Turning Radius 6.530m



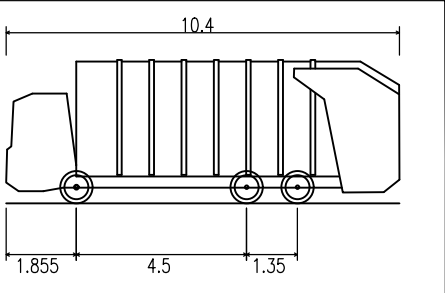
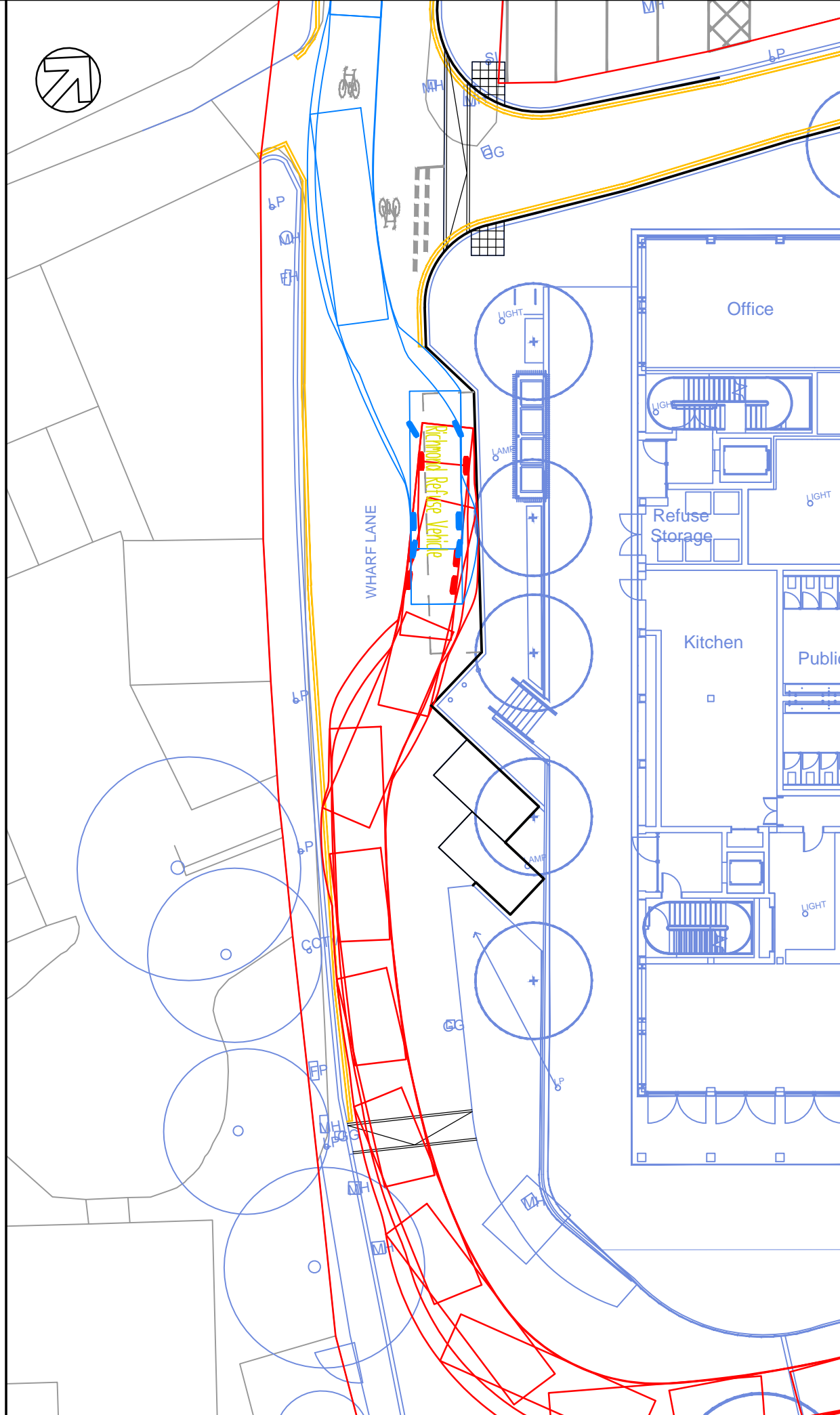
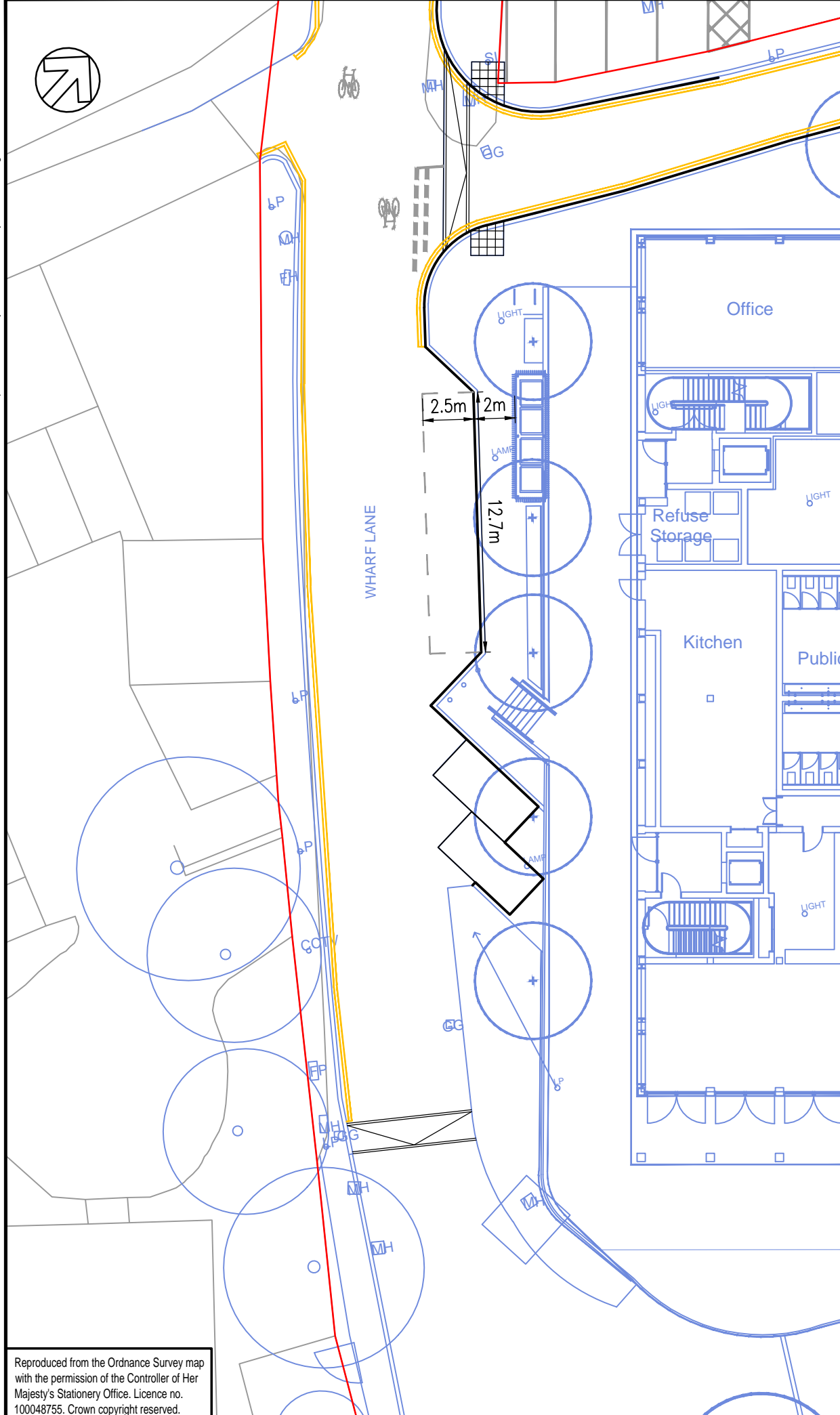
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TITLE:
HOPKINS MASTERPLAN
PROPOSED HIGHWAY ARRANGEMENT
ARTIC SWEPT PATH

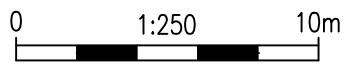
FIGURE No:
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Richmond Refuse Vehicle
 Overall Length 10.400m
 Overall Width 2.500m
 Overall Body Height 3.800m
 Min Body Ground Clearance 0.295m
 Track Width 2.450m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 9.350m

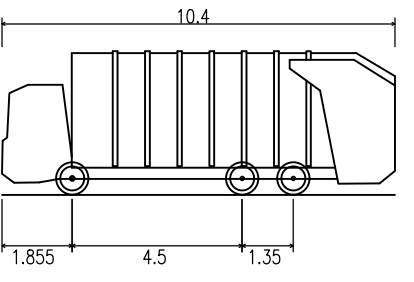
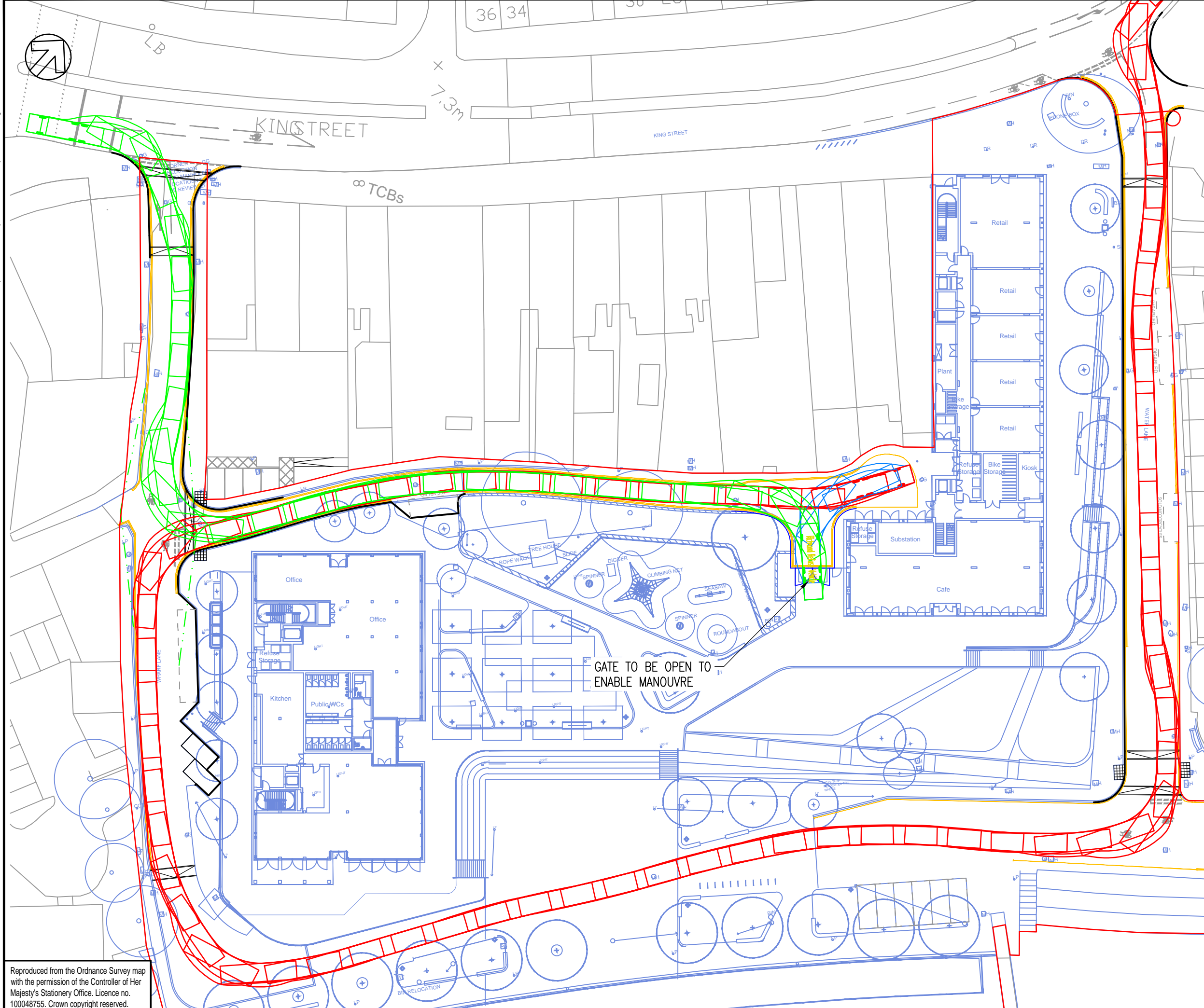


TITLE:
 HOPKINS MASTERPLAN
 PROPOSED HIGHWAY ARRANGEMENT
 PROP SERVICE RD BAY & FIRE PASSING

FIGURE No:
 70059704-TP-SK-52-TR9

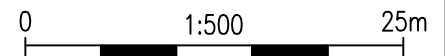
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Richmond Refuse Vehicle
Overall Length 10.400m
Overall Width 2.500m
Overall Body Height 3.800m
Min Body Ground Clearance 0.295m
Track Width 2.450m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 9.350m

GATE TO BE OPEN TO ENABLE MANOUVRE



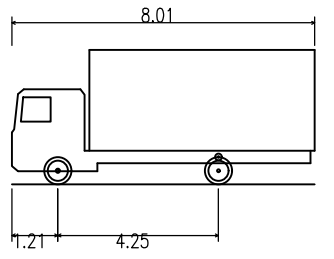
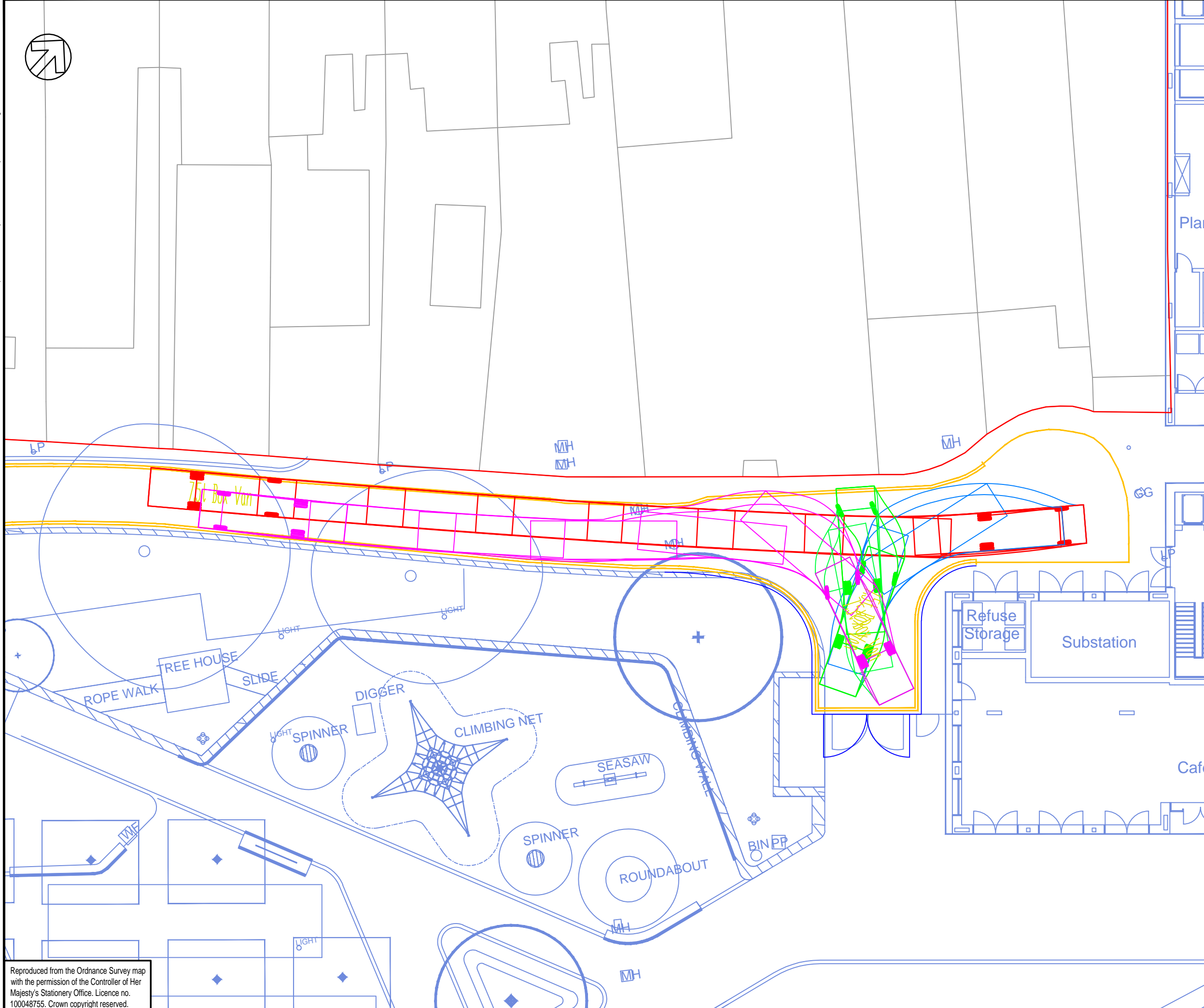
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TITLE: HOPKINS MASTERPLAN
PROPOSED HIGHWAY ARRANGEMENT
SERVICE ROAD REFUSE ACCESS
SWEEP PATH ANALYSIS

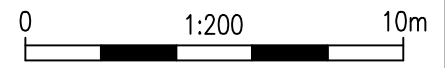
FIGURE No: 70059704-TP-SK-52-TR10

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7.5t Box Van	
Overall Length	8.010m
Overall Width	2.100m
Overall Body Height	3.556m
Min Body Ground Clearance	0.351m
Track Width	2.064m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.400m



TITLE:
**HOPKINS MASTERPLAN
 PROPOSED HIGHWAY ARRANGEMENT
 7.5T VAN 5-POINT TURN MANOEUVRE**

FIGURE No:
70059704-TP-SK-52-TR2

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