APPENDIX 7.7
DELIVERY AND SERVICING MANAGEMENT PLAN FOR RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Richmond Education and Enterprise Campus

Delivery and Servicing Management Plan

August 2020

transport planning practice

Contents

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1 INTRODUCTION

1.1.1 Transport Planning Practice (TPP) have been appointed by Richmond upon Thames College to prepare a Delivery and Servicing Management Plan (DSP) for the approved new replacement college facilities on the Richmond Education and Enterprise Campus.

1.1.2 Outline planning permission was granted in August 2016 (15/3038/OUT). This DSP has been prepared to discharge the pre-occupation planning obligation clause U07968 Servicing/Delivery Plan, which states that:

"Prior to the occupation/use of any building within a particular Development Zone, or phase thereof, a delivery and servicing management plan, including vehicle tracking, for that Development Zone, or phase thereof, shall be submitted to and agreed in writing by the Local Planning Authority. The scheme approved by the Local Planning Authority shall be implemented at all times in accordance with the approved details. The strategy submitted shall have taken account of the different highway conditions encountered on Harlequins Match/Event Days, RFU Match/Event Days and non-match/event days and include detailing management of deliveries to and throughout the Development Zone, emergency access throughout the Development Zone, collection of waste and recyclables, times of deliveries and collection, use of vehicle booking systems, scheduling of deliveries outside peak hours, informing suppliers of delivery locations, use of supply chain operations, use of operators who can demonstrate best practice such as FORS and who promote more sustainable deliveries, silent reversing methods/location of loading bays and vehicle movement and staff/resident responsibilities in connection with the enforcement of the management plan. The scheme approved by the Local Planning Authority shall be implemented at all times in accordance with the approved details.

Reason: To ensure a safe and convenient form of development with limited impact on local roads and to safeguard the amenities of nearby occupiers and the area generally."

1.1.3 The site is located to the north west of Twickenham town centre and it is bounded by Chertsey Road immediately to the north, and The Richmond upon Thames School / Clarendon School to the east, proposed new residential dwellings to the south and Marsh Farm Lane (footpath) and Harlequin's Stoop Stadium to the west.

1.1.4 The college forms part of the wider redevelopment of the Richmond upon Thames College site. The new college will provide capacity for circa 3,000 day students and circa 300 full time staff. Staff parking will be provided and a service yard will be provided for the educational uses on the campus.

1.2 Report purpose

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

2 DELIVERY AND SERVICING PLAN OBJECTIVES

2.1.1 The objective 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 in the context of the guidance provided within the London Freight Plan and TfL's best practice guidance.

2.1.2 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 can 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 of freight activity on local residents and the environment.

3 POLICY CONTEXT

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

3.2 The London Plan (March 2016)

3.2.1 The London Plan provides the 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 deliveries'. It also states that development proposed will be encouraged which:

"Locate developments that generate high numbers of freight movements close to the major transport routes'. As well they should; 'Promote the uptake of Freight Operations 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 Intend to Publish London Plan 2019

3.3.1 Policy T4 'Assessing and Mitigating Transport Impacts' states that delivery and servicing plans will be required in accordance with the relevant TfL guidance.

3.3.2 Policy T7 'Freight and Servicing' states that:

"Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and delivery off-street. Construction Logistic 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 scales 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 enabled micro-consolidation should be provided, with management arrangements set out in the Delivery and Servicing Management Plans."

3.4 Freight and Servicing Action Plan (March 2019)

3.4.1 Following the adoption of the new Mayors Transport Strategy in 2018, a new Freight and Servicing Action Plan has been published. The Freight and Servicing Action Plan identifies and addresses the challenge of delivering freight sustainably in London.

3.4.2 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.

3.5 Mayors Transport Strategy (March 2018)

3.5.1 The Mayors 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 servicing.

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

3.5.3 Furthermore, the strategy states that new developments are 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 deliveries.

3.5.4 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.

3.6 Delivery and Servicing Plans: Make freight work for you

3.6.1 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 that can be implemented.

3.6.2 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 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.

4 DELIVERY AND SERVICING DESIGN PROPOSAL

4.1.1 The majority of delivery and servicing, including refuse collection will take place within a designated servicing yard to the east of the main college building. Small deliveries for the Sports Centre and STEM building such as drinks and snacks for vending machines will take place in the loading bay between the STEM building and Sports Centre.

4.1.2 The largest expected delivery and servicing vehicle for the approved scheme will typically be a refuse vehicle. A 15.0m coach will occasionally access the site for college trips to drop-off/pick-up students. A swept path plot of a 10.0m refuse vehicle, 15.0m coach, 10.0m rigid and large skip lorry accessing the service yard is shown in drawings 30713/AC/073d to 30713/AC/076d. These are the largest size vehicles that would reasonably be expected to deliver or service the development. However it is likely that the most frequent delivery vehicles will be Ford Transit type panel vans or Luton vans.

4.1.3 The largest vehicle that would deliver to the STEM building and Sports Centre would be a 7.5 tonne box van, a swept path plot of this type of van accessing the loading bay between the Sports Centre and STEM building is shown in drawing 30713/AC/092b. Any larger deliveries for the Sports Centre and STEM building can be undertaken in the main service yard.

4.1.4 All delivery and servicing vehicles will access the site via Langhorn Drive only. Access to the site from Langhorn Drive will be restricted by a barrier control point along the access road to the north of the STEM building. During typical days the control point will not be manned and drivers will use the intercom system connected to the college reception, who will remotely operate the barrier to allow entry. Authorised drivers regularly passing through the control point will be issued key fobs or similar to gain entry.

4.1.5 The reception will direct delivery drivers to the service yard to the east of the main college building. This will be supplemented with signage along the internal route, as shown in Figure 1. The college delivery office is located on the eastern side of the main college building, with direct access to the service yard, thereby allowing easy access for delivery drivers dropping off goods, products etc. A member of the site management staff will be available in the delivery office to receive deliveries and they will be responsible for arranging for the goods delivered to be distributed across the college from here.

4.1.6 All delivery vehicles are expected to drive into the service yard in forward gear, drop-off/collect goods and turn around before exiting in forward gear.

4.1.7 The Egerton Road access is gated with only authorised users having the access control needed to open the gate. As shown in Figure 1 a sign is proposed on the approach to the Egerton Road access which states: 'No exit via Egerton Road, except for authorised users. Exit via Langhorn Drive".

4.2 Refuse collection and storage

4.2.1 The refuse store for the college will be located within the service yard. Refuse will be stored in wheelie bins, Eurobins and compactor skips depending on the waste stream. During collection the wheelie bins and Eurobins will wheeled from the store into the service yard and to the back of the refuse vehicle by waste collection operatives.

4.2.2 All refuse vehicles will drive into the service yard in forward gear, collect the waste and turn around before exiting the service yard in forward gear. The number of collections are expected to be as follows:

Compactor skip – fortnightly collections

General waste – twice a week collections

Recyclable waste - once a week

4.3 College delivery vehicle trip generation

4.3.1 The College is expected to generate approximately 24 delivery trips a week associated with catering during normal college hours, but this would reduce to approximately eight deliveries a week during college holidays. Refuse collection is expected to be undertaken circa once a week.

4.3.2 Deliveries for stationary, furniture, photocopiers etc. are likely to vary. On average, it is likely circa 2 deliveries per week associated with stationary, furniture and photocopiers.

4.3.3 Throughout the day there is expected to be circa 4-5 deliveries a day for miscellaneous deliveries associated with the college and will vary in size between multiple boxes to small individual packages. There will be on average 2 delivery trips a day to the site to drop-off and pick up mail.

4.3.4 During exam periods (January and May/June) deliveries of exam papers will be undertaken. These deliveries will need to be signed for and logged at the point of delivery as per the Joint Council for Qualifications' rules. Deliveries will vary between 1 box to 20 boxes and will be undertaken throughout the year increasing in exam periods. During exam periods, deliveries are expected to be daily to either drop-off or pick-up papers.

4.3.5 Based on the above, the peak time for deliveries is expected to be mid-week during the exam period. The College is expected to generate circa 57 delivery and servicing trips a week, the majority of which are expected to be undertaken mid-week. This would equate to circa 11 delivery and servicing trips a day during normal term time, outside of the busy exam periods.

4.4 Access for Emergency vehicles

4.4.1 The college will have three vehicle access points which can be used by emergency vehicles. There are another two vehicle access points which can be used by emergency vehicles for the wider campus. The emergency access points for the college are:

- Langhorn Drive access
- The Richmond Upon Thames car park access
- Craneford Way emergency vehicle access. This is controlled by retractable bollards secured with fire brigade locks.

4.5 Harlequins and RFU match and event days

4.5.1 The college has an agreement in place which allows for 100 parking spaces on the college site to be used for parking during matches/events at Twickenham Stadium and The Stoop Stadium. These events primarily occur during weekday events and weekends which are outside of the normal operating hours of the college. As such the likelihood of college deliveries take place during match and event days is very small. To ensure this is the case, deliveries scheduled close to the run up an event will be made aware of the likely congestion on the approach to the start of a match/event at either of the stadiums to avoid unnecessary delays to the drivers.

4.6 Access for coaches

4.6.1 Coaches for the college will pick-up and drop-off from the service yard areas, after the coach reverses into the service yard area from the car park. Such events are expected to be infrequent and advanced notice will be provided to the delivery office such that they area where possible able to rearrange any regular deliveries to avoid potential conflicts in the service yard.

5 DELIVERY AND SERVICING PLAN MEASURES

5.1 Introduction

5.1.1 This chapter outlines the proposed measures and initiatives which will be implemented to a sustainable and well managed development with regards to delivery and servicing, with minimal impact 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 proposals are out in turn below:

Delivery and servicing facilities

5.2.2 All deliveries will access the campus via Langhorn Drive, with access being restricted by a barrier which can be operated remoted by the college reception after the driver makes contact via the intercom system. The majority of deliveries will go to the service yard and drop-off deliveries in the delivery office accessed from the service yard. A small number of deliveries that are associated with the STEM building and Sports Centre which will stop in the bay between the two buildings.

5.2.3 Most deliveries will be undertaken using lights good vehicles (i.e vans). The service yard is a sufficient size to accommodate deliveries by 10.0m rigid/15.0m

coach and the loading bay between the STEM building and Sports Centre can accommodate a 7.5 tonne box vans (up to 8m long).

5.2.4 The servicing strategy for the college is set out in Section 4 of this report.

Risk assessment of servicing area

5.2.5 A risk assessment will be undertaken by suitably trained/experienced staff from the college. The assessment will examine the following issues:

- Adequate manoeuvring.
- Interaction with pedestrians.
- Adequate unloading area.
- Level of route from vehicle to destination.
- Interactions with vehicles.
- Visibility of management staff.

Servicing restrictions

5.2.6 It is not expected there will be a size restriction on the general type of vehicle which will deliver or service the college development. However, vehicles which are likely to deliver or service the site are:

- Transit van (Width 2.2m; Length 5.5m; Height 2.4m)
- Refuse vehicle (Width 2.49m; Length 9.930m; Height 3.74m)
- 7.5t box van (Width 2.5m; Length 8.35m; Height 3.5m)
- Coach (Width 2.55m; Length 15m; Height 4.57m)
- 10.0m rigid (Width 2.5m; Length 10.0m; Height 3.64m)

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

Accommodating special deliveries

5.2.8 Any special deliveries to the site, such as maintenance vehicles will need to be pre-arranged. The delivery time and duration would be agreed to minimise the impact upon the daily delivery and servicing requirements of the development. Out of peak hour deliveries will be encouraged for such deliveries where possible.

5.3 Procurement strategy

5.3.1 Procurement process will take into account all vehicles activity associated with the site, its impacts and appropriate means to reduce it. Where possible the procurement strategy will seek that purchases are coordinated such that various departments are using common suppliers for a range of goods to avoid the need for multiple deliveries from different suppliers selling the same goods/produce.

Freight Operator Recognition Scheme

5.3.2 When selecting suppliers the college will take into contact suppliers registered with the best practice scheme, such as a Freight Operator Recognition Scheme (FORS). Full details of the benefits associated with FORS can be found at: https://www.fors-online.org.uk/cms/

Sustainable suppliers

5.3.3 The college will also take into account the sustainability of the supplier's fleet when contracting suppliers. Supplier's that operate a green fleet, or are based nearby, reducing the kilometres travelled would be preferred.

5.4 Operational efficiency

Communication of delivery procedures

5.4.1 The delivery procedures in operation at the site will be communicated to freight operators upon completing an order. Freight operators will also be able to contact the site management prior to arriving at the site so they can be informed of the site arrangements for deliveries.

5.4.2 This will include informing suppliers about the intercom system connected to the college reception, who will remotely operate the site access barrier to allow entry. Authorised drivers regularly passing through the control point will be

issued key fobs or similar to gain entry. The service yard will be signed posted on the internal roads. This ensures the delivery of goods and services to site is undertaken safely and efficiently.

Timing of deliveries

5.4.3 The design of the site is such that care will need to be taken for permitting deliveries during peak travel period times, when most college students and staff will be arriving at the site. Delivering outside of peak hours is largely self-regulating, with delivery drivers wanting to avoid periods of heavy congestion. The college will also advise freight operators to undertake deliveries outside of the peak travel times where possible.

5.5 Waste Management

Waste reduction, storage and removal measures

5.5.1 The proposals provide sufficient facilities for storage and collection of segregated waste. The refuse store will be located by the service yard, where a refuse vehicle will stop. Refuse bins will be wheeled from the refuse store to the back of the refuse vehicle by waste collection operatives.

5.6 Road Trip Reduction

Delivery and servicing vehicle frequencies

5.6.1 The number of delivery and servicing trips that will be generated by the college has been considered earlier on in Section 4 of this document. It predicated a total of 14 individual delivery and servicing trips generated by the site on a daily basis for the overall development.

Encouraging deliveries by sustainable modes

5.6.2 The college, where possible will contact suppliers who are affiliated with the FORS scheme and operating green fleets. In so doing this measure will contribute to encouraging more delivery and maintenance to sue electric vehicles.

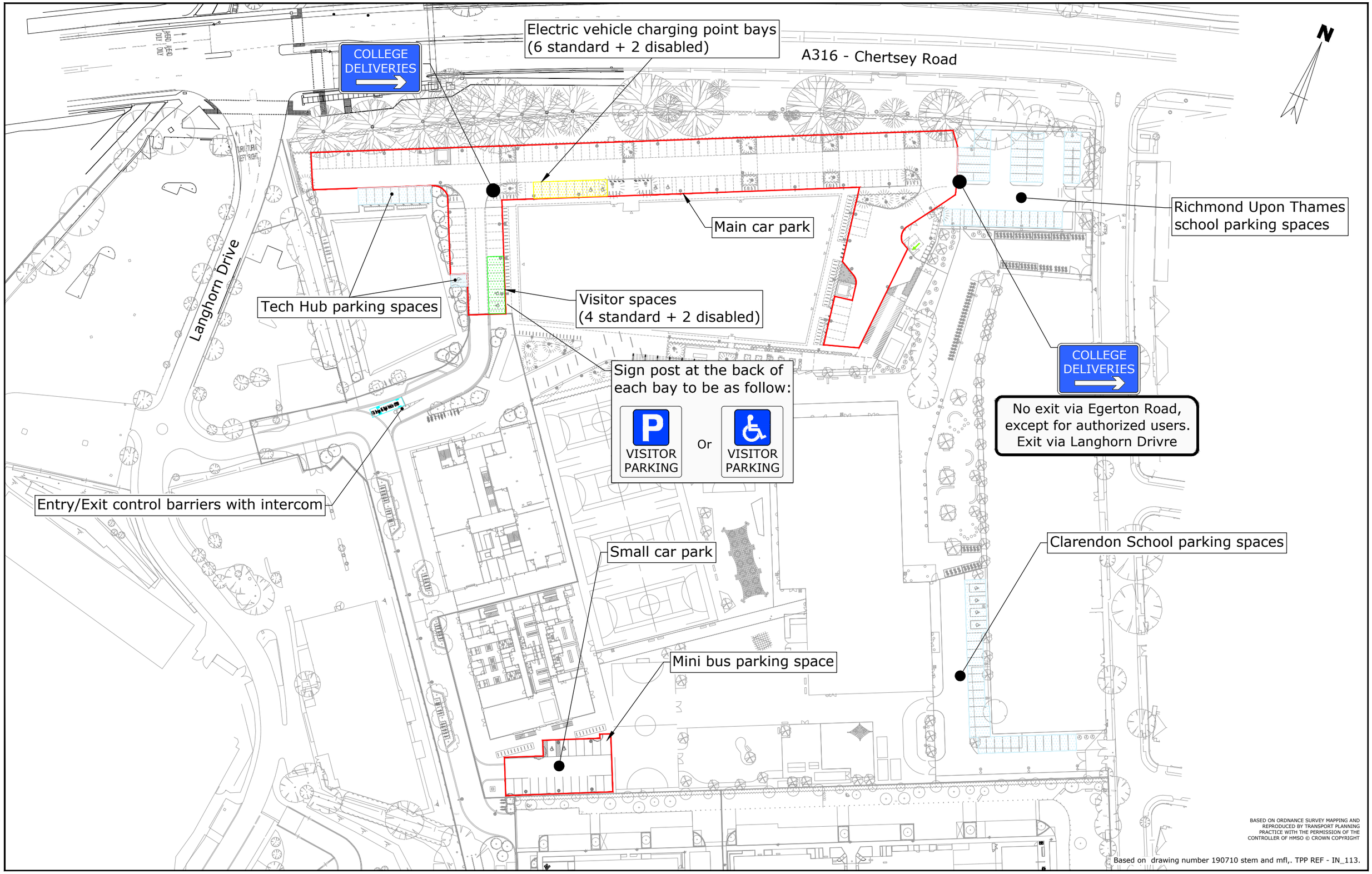
6 SUMMARY AND CONCLUSION

6.1.1 Transport Planning Practice (TPP) have been commissioned by Richmond upon Thames College to provide transport planning advice to support the new approved Richmond College.

6.1.2 This DSP has been prepared to discharge Pre-occupation Condition U07968 of the approved scheme and minimise the impact of delivery and servicing trips on the surrounding highway network. Section 4 sets out the proposed servicing arrangement, which involves deliveries and refuse vehicles stopping in the service yard, and a small number of deliveries stopping in the loading bay between the STEM building and Sports Centre.

6.1.3 A servicing and delivery trip generation assessment has been undertaken for the approved development. The approved scheme is expected to generate 14 daily delivery and servicing trips. The majority of these trips are expected to be undertaken using Ford Transit type vans.

6.1.4 Section 2 and 5 sets out the objectives and measures of this DSP respectively. The range of measures is in accordance with TfL's best practice guide and includes servicing restrictions, security measures and waste reduction measures.



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Car park layout

Figure 1

TPP transport planning practice
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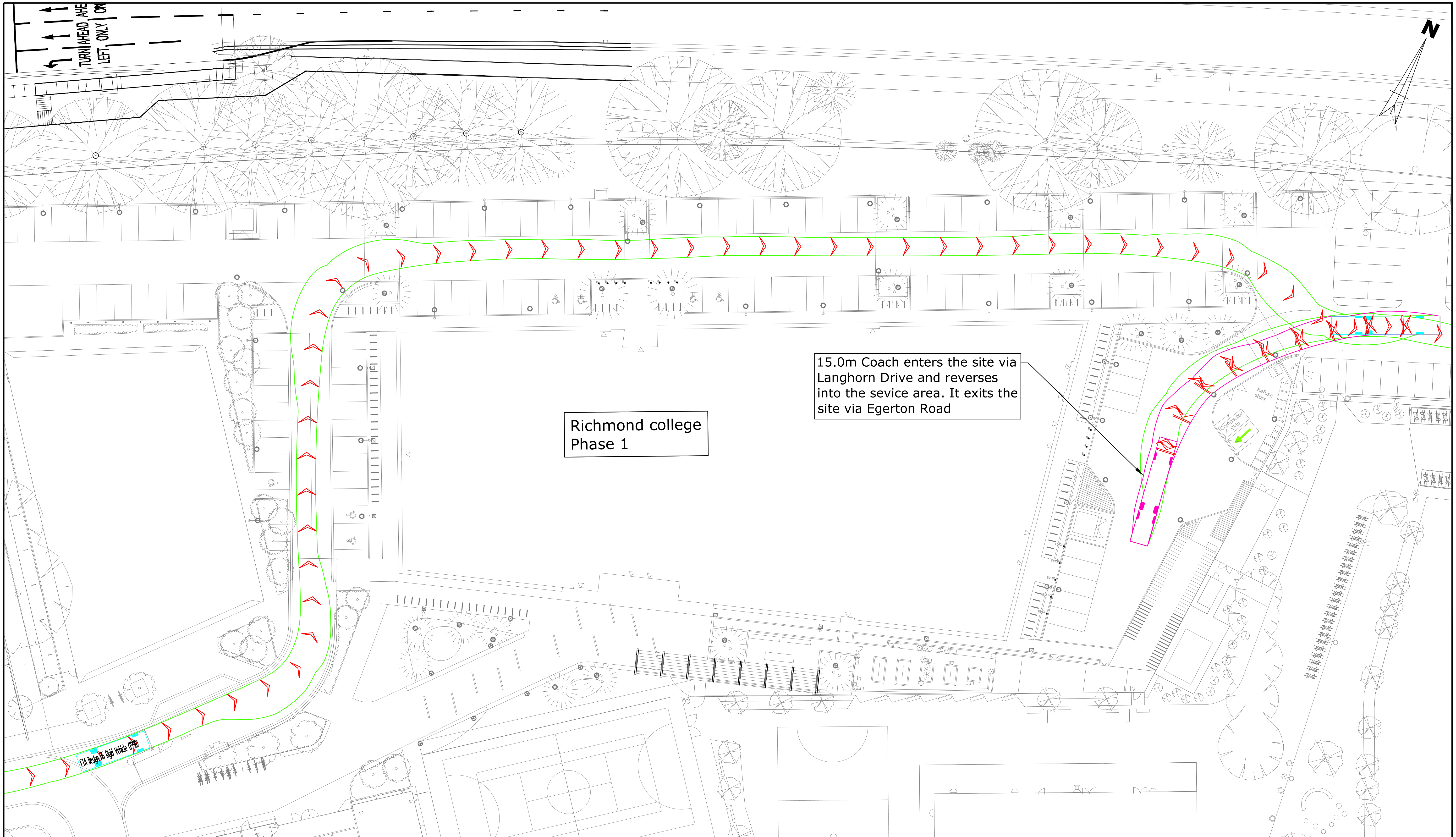
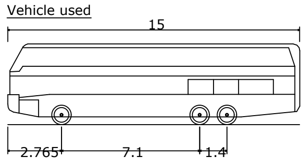
Drawings



Vehicle used



Plaxton Panther Bus	
Overall Length	15.000m
Overall Width	2.500m
Overall Body Height	4.157m
Min Body Ground Clearance	0.397m
Track Width	2.500m
Lock to Lock Time	5.00s
Wall to Wall Turning Radius	12.500m

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

Based on drawing number 160 ga.TPP REF - In_116.

RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Swept path analysis of 15.0m coach

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Richmond college
Phase 1

10.0m rigid HGV enters the site via Langhorn Drive and reverses into the sevice area. It exits the site via Langhorn Drive

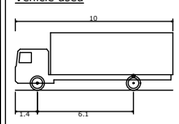
Vehicle exiting

FTA Design HG Rigid Vehicle (1998)

Refuse store

Contractor Store

Vehicle used



FTA Design HG Rigid Vehicle (1998)	
Overall Length	10.000m
Overall Width	2.500m
Overall Body Height	3.645m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to Lock Time	3.00s
Kerb to Kerb Turning Radius	11.000m

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

Based on drawing number 160 ga.TPP REF - In_116.

RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Swept path analysis of 10.0m rigid HGV accessing and turning in service area

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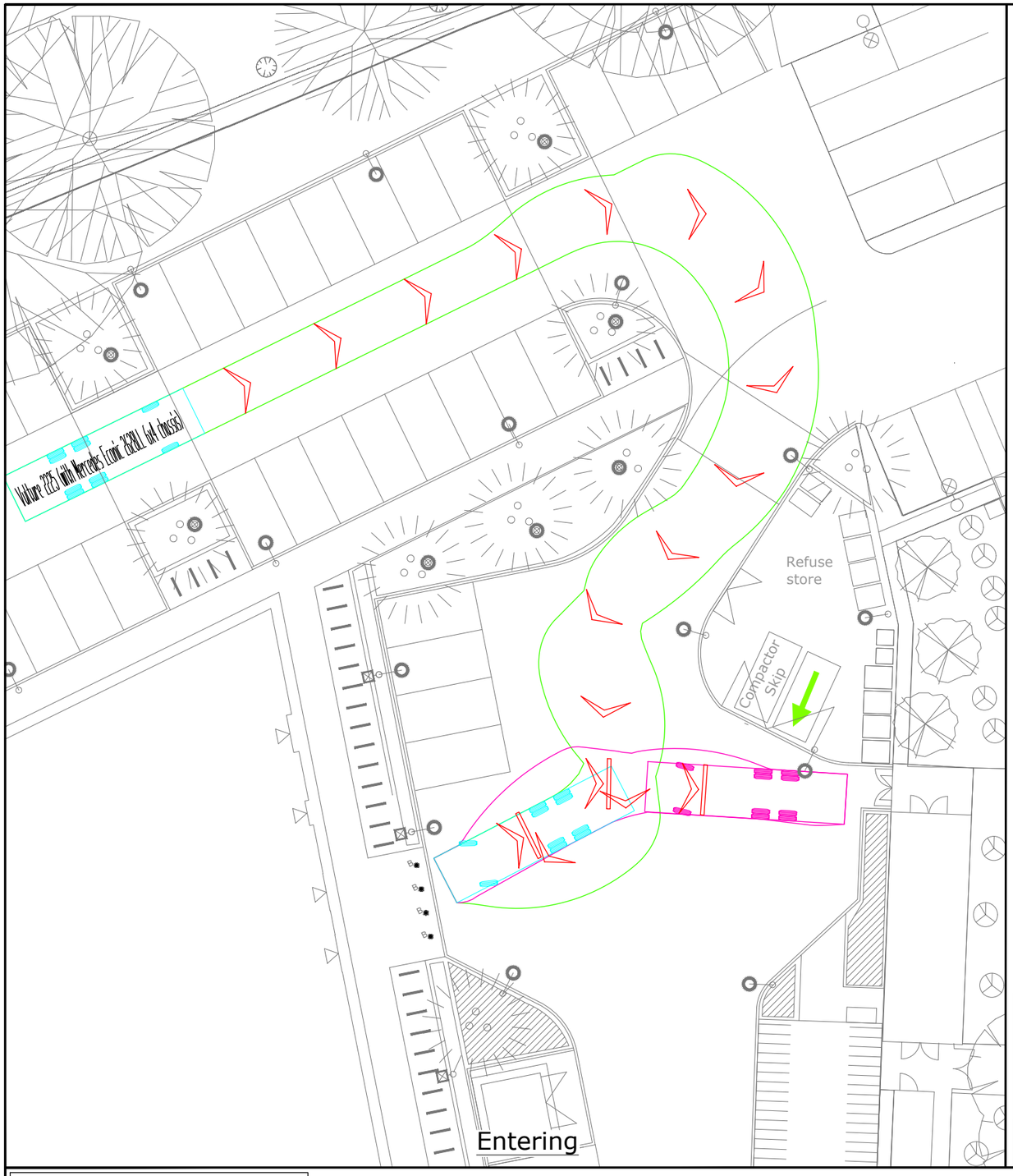
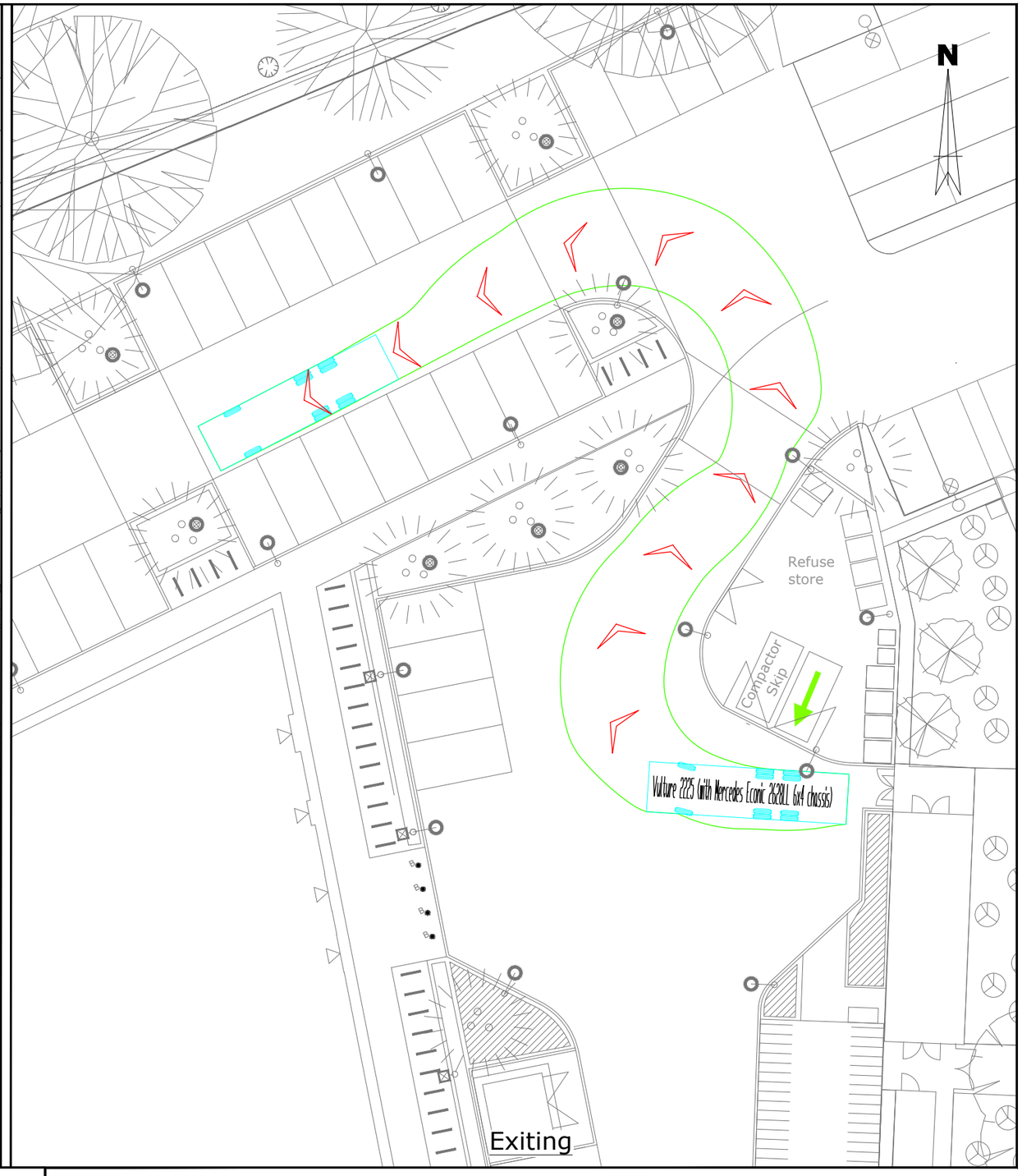
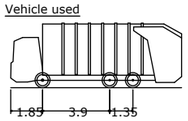




Vehicle used



Vulture 2225 (with Mercedes Econic 2628LL 6x4 chassis)	
Overall Length	9.930m
Overall Width	2.490m
Overall Body Height	3.749m
Min Body Ground Clearance	0.302m
Track Width	2.490m
Lock to Lock Time	4.00s
Wall to Wall Turning Radius	9.250m

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Based on drawing number 160 ga.TPP REF - In_116.

RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Swept path analysis of refuse vehicle

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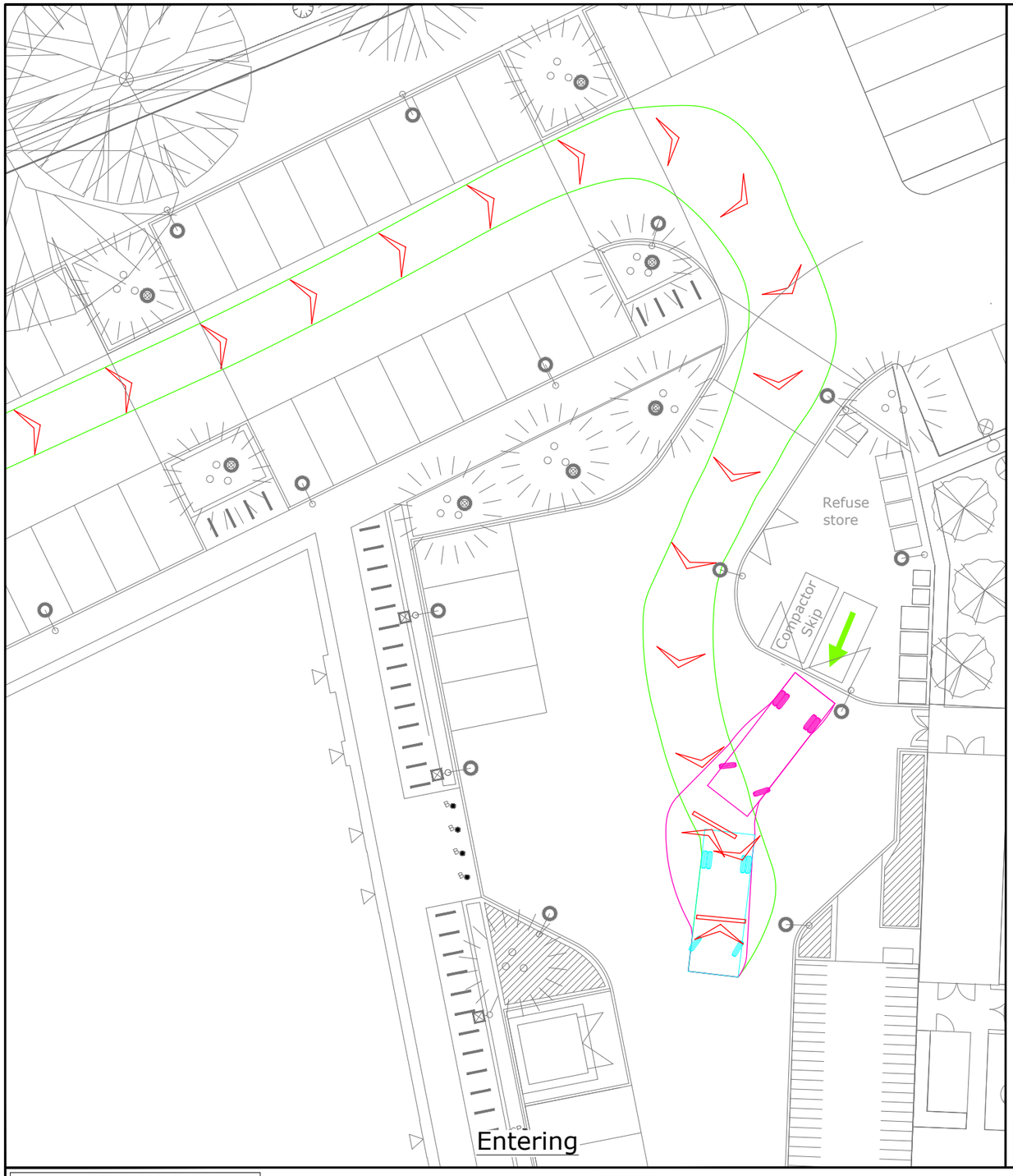

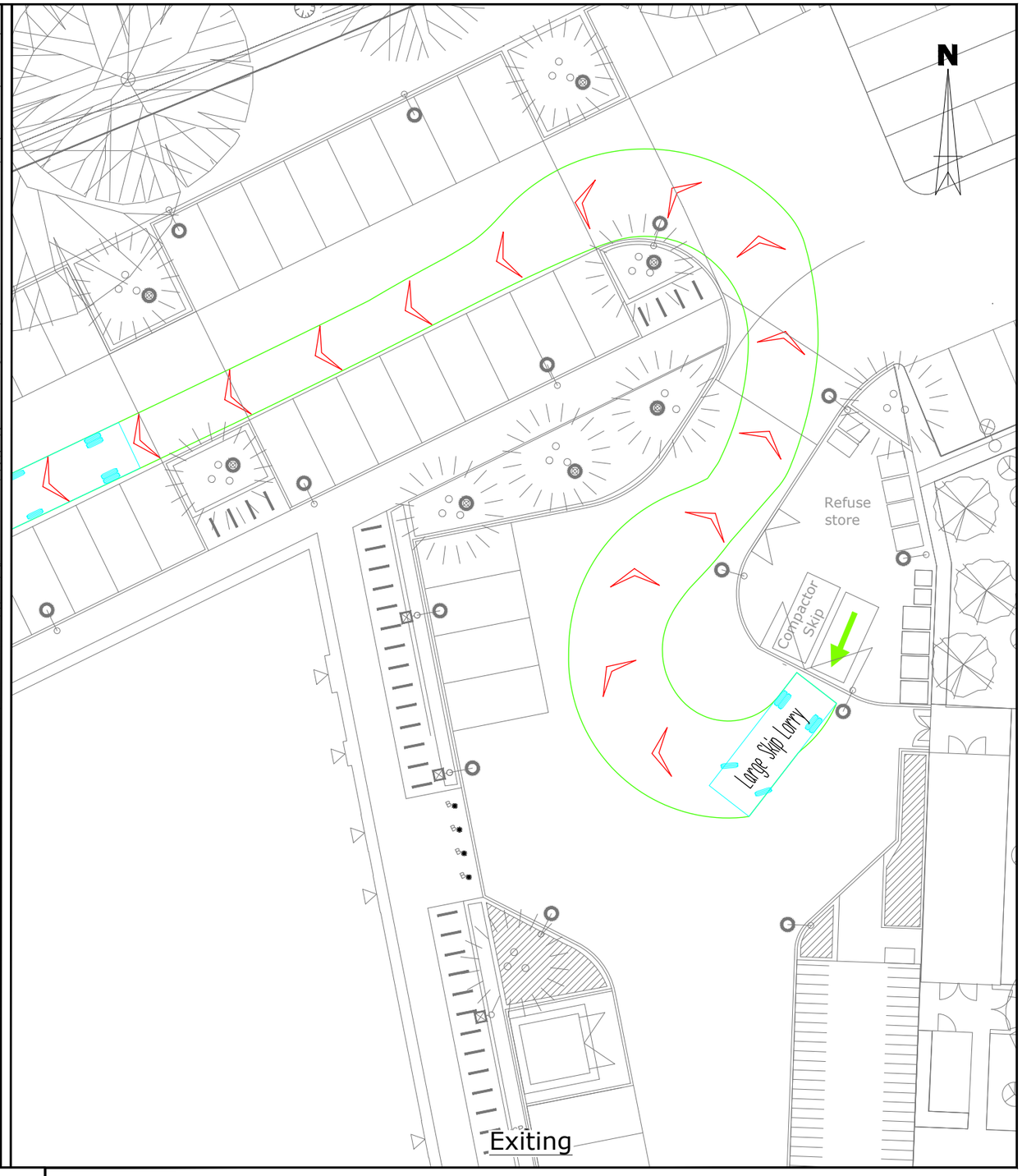

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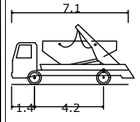

Large Skip Lorry	
Overall Length	7.100m
Overall Width	2.500m
Overall Body Height	3.650m
Min Body Ground Clearance	0.396m
Max Track Width	2.435m
Lock to Lock Time	6.00s
Kerb to Kerb Turning Radius	6.340m

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

Based on drawing number 160 ga.TPP REF - In_116.

RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Swept path analysis of large skip lorry

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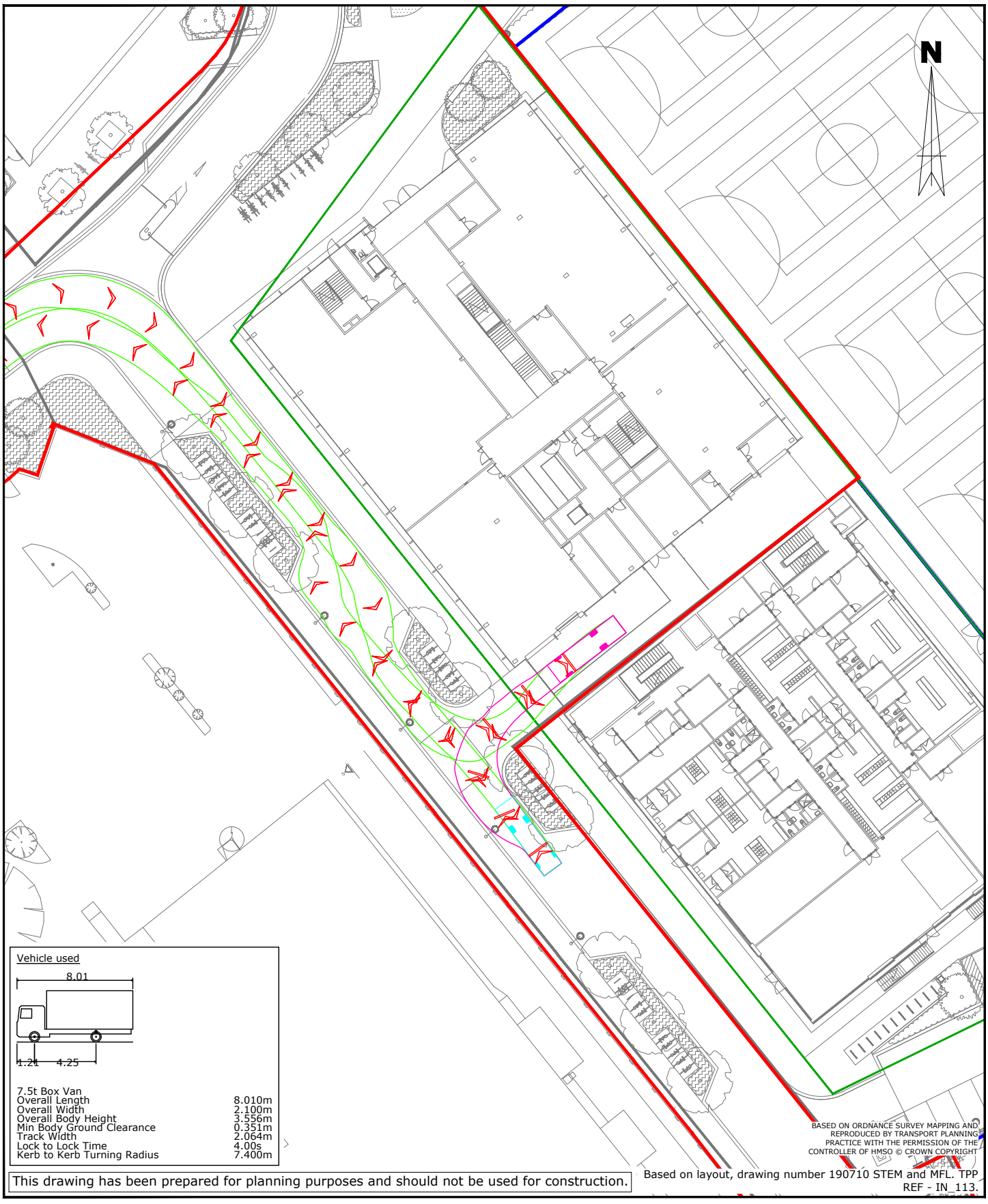

This drawing has been prepared for planning purposes and should not be used for construction.

Based on layout, drawing number 190710 STEM and MFL. TPP REF - IN_113.

RICHMOND EDUCATION AND ENTERPRISE CAMPUS

Swept path analysis of 7.5t box van using loading area between STEM and sports blocks

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