

BRIDGES
Fund Management

Bridges Healthcare (Richmond) Limited



RICHMOND INN

Revised Delivery and Servicing Management Plan
Vectos



REVISED DELIVERY AND SERVICING MANAGEMENT PLAN

Bridges Healthcare (Richmond) Limited

Richmond Inn Hotel, Richmond

August 2022

Revised Delivery and Servicing Management Plan

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1 Introduction

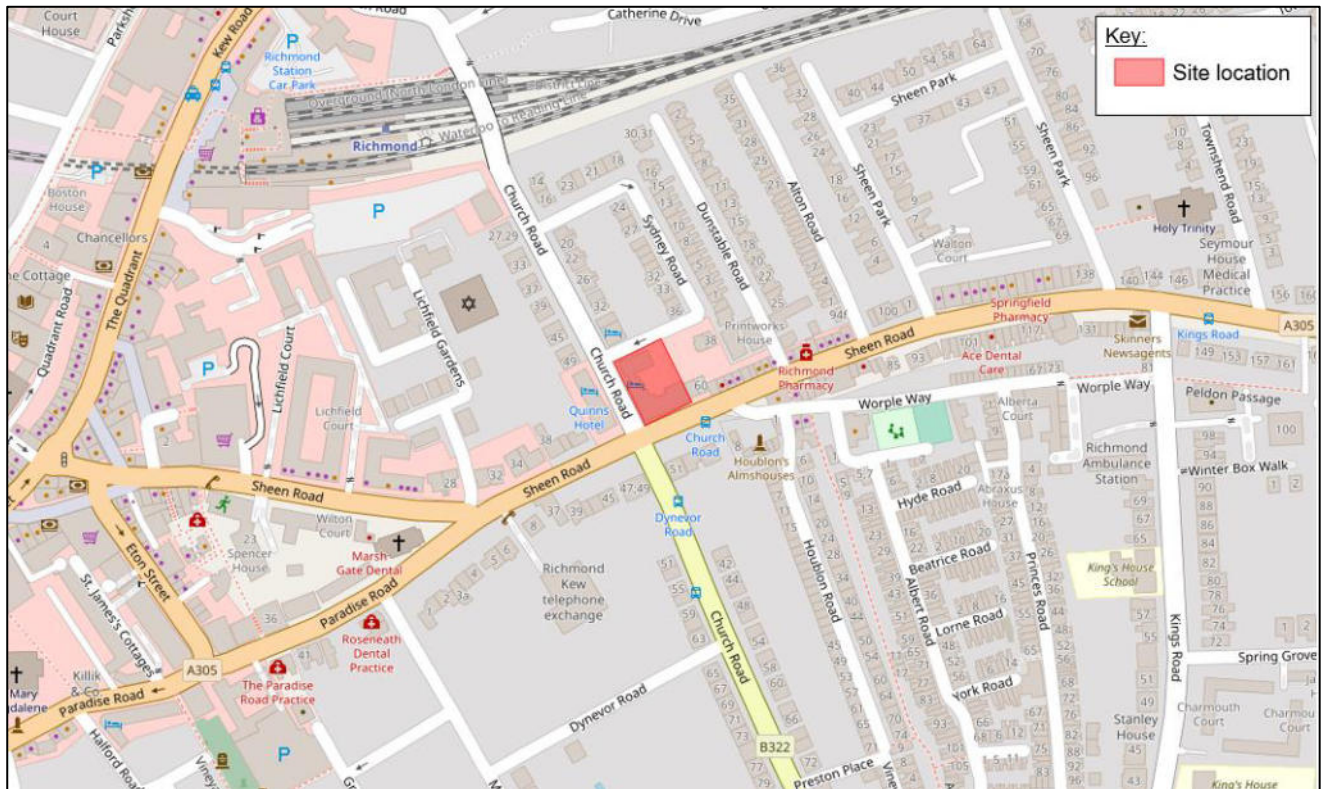
- 1.1 Vectos has been appointed by Bridges Healthcare (Richmond) Limited to provide highways and transport advice in relation to the proposed redevelopment of Richmond Inn Hotel, Richmond. The London Borough of Richmond Upon Thames (LBRuT) is the local planning and highway authority.
- 1.2 The site is located circa 0.4km east of Richmond town centre and is bound by Sydney Road to the north, Church Road to the west and Sheen Road (A305) to the south. To the east the site is bound by a residential property.
- 1.3 The site comprises the existing Richmond Inn hotel, which is a 44-bed hotel which has been vacant since its closure in March 2020.
- 1.4 The development proposals comprise:
- “Partial demolition and extension of Richmond Inn for Class C2 visitor accommodation providing care and physiotherapy-led rehabilitation, highways works, car and cycle parking, refuse storage, landscaping and other associated works.”*
- 1.5 The proposed development will provide a class C2 visitor accommodation with 57 rooms.
- 1.6 The primary objective of this Delivery and Servicing Management Plan (DSMP) is to ensure that delivery and servicing activity associated with the site can take place in a safe, efficient and sustainable manner.
- 1.7 This DSMP has been prepared in accordance with Transport for London’s (TfL) *Delivery and Servicing Plan Guidance* – December 2020.
- 1.8 Following this introduction, this DSMP is structured as follows:
- **Section 2** – Site Arrangements.
 - **Section 3** – Objectives and Measures
 - **Section 4** – Frequency of Deliveries
 - **Section 5** – Monitoring and Review

2 Site Arrangements

Site Location

- 2.1 The site is located approximately 0.5km southeast of Richmond Railway Station. The site is bound by Sydney Road to the north, Church Road to the west and Sheen Road (A305) to the south. To the east the site is bound by residential a property. **Figure 2.1** shows the location of the site in a local context.

Figure 2.1: Site Location Plan



Local Highway Network

Sydney Road

- 2.2 Access to the site is taken from Sydney Road which is a one-way single carriage way route in the westbound direction. Parking along Sydney Road is restricted by single yellow lines and controlled parking bays. Only permit holders can park in the controlled parking bays at all times. The existing carriageway is approx. 6m in width where there is no parking on both sides of the road. Sydney Road forms a priority-controlled junction with Church Road to the west.

Church Road

- 2.3 Church Road is a 20mph two-way single carriage way route between the A307 and A305. Street lighting is present at regular intervals. Parking along Church Road is restricted to permit holders only.

A316

The A316 routes to the north of the site following an east to west alignment. The road forms part of the strategic road network and is a dual carriageway subject to a 40mph speed limit. To the east it provides links to the centre of London, to the west it provides links towards Sunbury on Thames and the M3.

Site Layout

- 2.4 Access for all vehicles will be taken directly from Sydney Road into the proposed loading area.

Service Vehicle Management

- 2.5 Servicing and drop-offs will be undertaken from a loading bay located to rear of the site, along Sydney Road. This bay will benefit from a widened crossover which will ensure that vehicles can access and egress the bay in forward gear. Swept path analysis has been produced which shows a 4.6t light van accessing and egressing the site in forward gear (refer to **Appendix A**). This is the largest vehicle that will be required to enter the site.
- 2.6 The operational day to day management of the servicing area will be the responsibility of the operations teams on site. The teams will manage the arrivals and departures of vehicles to ensure a smooth and efficient operation.

Refuse Collection

- 2.7 Waste produced by the site is stored in refuse bins which are stored to the rear of the site. Refuse collection will be undertaken on street from Sydney Road as per the existing situation. The proposed bin store (refer to **Appendix B**) is located within an acceptable drag distance of a refuse vehicle on Sydney Road.
- 2.8 A private refuse collection will be employed to collect waste from the site. Waste will be collected 5-6 days per week, using a mixture of vans and small lorries.

3 Objectives and Measures

What is a Delivery and Servicing Management Plan?

- 3.1 Delivery and Servicing Management Plans (DSMPs) provide a framework for managing all types of freight vehicle and HGV movements to and from individual developments.

Benefits of a DSMP

- 3.2 Transport for London (TfL) have produced a 'Delivery and Servicing Plan Guidance' document which identifies the benefits of DSMPs to local authorities, residents, building developers, businesses and freight operators.

- 3.3 In summary, this DSMP will:

- Help developers and local authority planning officials comply with:
 - The National Planning Policy Framework (NPPF); and
 - The Traffic Management Act and any borough specific policies, such as road safety and air quality action plans.
- 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;
- Help cut congestion and ease pressure on the environment;
- Improve the reliability of deliveries to the site concerned;
- Reduce the operating costs of building occupants and freight companies; and
- Reduce the impact of freight upon residents.

DSMP Objectives

- 3.4 The overall objective of this DSMP is:

To minimise the impacts of freight movements and facilitate sustainable freight travel to and from the proposed development.

- 3.5 To support the realisation of this overarching objective, several sub-objectives have been set out, and include:

- Promoting smarter operations of freight that reduce the need for freight movement overall or that reduce or eliminate trips particularly in peak periods;

- Encouraging greater use of sustainable freight modes;
- Encouraging the use of greener vehicles;
- Managing the on-going development and delivery of the DSMP;
- Communication of the site servicing / delivery facilities (through dissemination of information);
- Communication of the DSMP measures; and
- Encouraging the most efficient use of freight vehicles and servicing/delivery trips.

3.6 Several measures will be adopted by the proposed occupier to ensure the safe and efficient management of delivery and servicing vehicles to minimise the impact of deliveries.

3.7 In relation to delivery and servicing, the following management measures are proposed:

- Co-ordinate and book in deliveries so that there are not instances where delivery vehicles need to wait on street.
- Work with delivery companies to minimise the number of arrivals per day and to consolidate deliveries, where possible.
- The management team will ensure that deliveries use the loading area to the rear of the site for as little time as required and that vehicle engines are switched off while stationary (where possible).

4 Frequency of Deliveries

- 4.1 This section of the report sets out the number of delivery and servicing trips expected at the site.
- 4.2 The proposed occupier has advised that servicing requirements and frequency will be like a 4 - star hotel. Therefore, the frequency of servicing and refuse collection vehicles associated with the site has been determined on this basis.
- 4.3 The likely daily servicing vehicle movements for the proposed site are presented in **Table 4.1** below. This information has been taken from an application at the Mandeville Hotel in London which was supported by Vectos (planning ref: 16/10598).

Table 4.1: Likely Servicing Trip Generation

	Type of Delivery	Frequency
4.4	l Linen Collection	Daily
	a Refuse and Recycling Collection	Monday-Friday
	b Dry Cleaning	2-3 times per week
	l Bread/Dairy	Daily
	e Fish/Meat	Daily
	Alcohol/Beverage	Weekly

- 4.5 Table 4.1 shows that there will be a maximum of 12 daily two-way vehicle movements associated with refuse collection and servicing at the site. Deliveries to the site will be undertaken using panel van type vehicles. Excluding refuse collection, there would be 3 – 5 servicing vehicles visiting the site on a typical day. This is considered to be a robust figure.
- 4.6 The operator will seek to ensure that deliveries take place at times outside guest/visitor arrivals/departures in order to avoid conflicts and reduce traffic congestion.
- 4.7 In terms of the net impact of servicing movements, the existing site is a hotel and as such there would be a slight reduction in servicing movements. As mentioned, given the bespoke nature of the site, servicing movements would similar but less than a hotel development.

5 Monitoring and Review

- 5.1 A booking system will be set up and managed by the Operations Manager. A booking system will ensure all deliveries/collections are managed according to location and time. This will ensure that situations when more than one vehicle arrives at the same point at the same time are avoided.
- 5.2 As part of the booking system the following will be implemented:
- Suppliers will be offered time slots in which deliveries/collections can be made;
 - The location of delivery, time of delivery and the vehicle to be used will all be agreed up front;
 - Staff will be on hand to monitor all deliveries/collections – they will ensure that vehicles engines are switched off, and the allotted time slot is not exceeded;
 - All goods will be stored immediately so that they are not on the public highway;
 - All servicing activities will be logged.
- 5.3 The building management team will record the servicing activity which will include the following information:
- Date;
 - Delivery arrival / departure time;
 - Type of vehicle;
 - Goods delivered / taken away; and
 - Other comments.
- 5.4 The building management team will constantly monitor and review the success of the DSMP. If considered necessary, the building management team will propose changes which will be communicated to LBRuT.
- 5.5 As part of this suitable security measures will be implemented by the responsible management organisations.
- 5.6 The contact details of the building management team will be provided to TfL and LBRuT so that in the event of any issues that arise, the authorities can arrange a meeting to discuss.

Targets

- 5.7 To minimise the impact of vehicle movements on the transport network SMART (Specific, Measurable, Achievable, Realistic, Timebound) objectives will be adopted. The proposed objectives for reducing vehicle movements, and in turn vehicle emissions, are listed below:

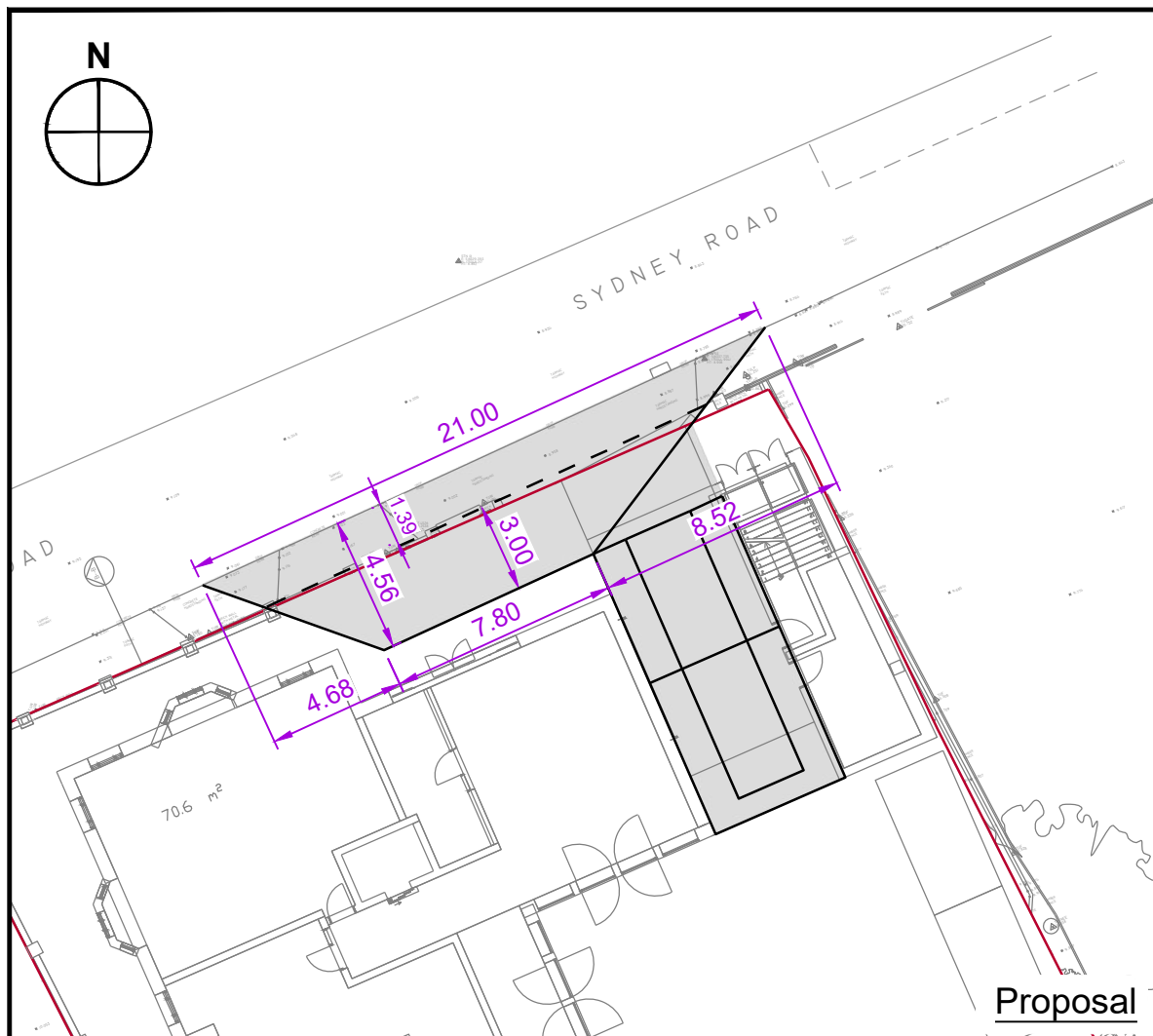
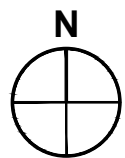
- Where feasible, deliveries will be consolidated to reduce the number of service vehicles arriving at the site.
- Dependant on operational requirements, service vehicles will seek to avoid the network peak hours. No movements are currently forecast in the evening peak hour as an example of this.
- The applicant will seek to make use of low emission vehicles for deliveries where possible.

5.8 A sub objective to the above and related to the number, frequency and type of vehicles used for deliveries and servicing are noise impacts.

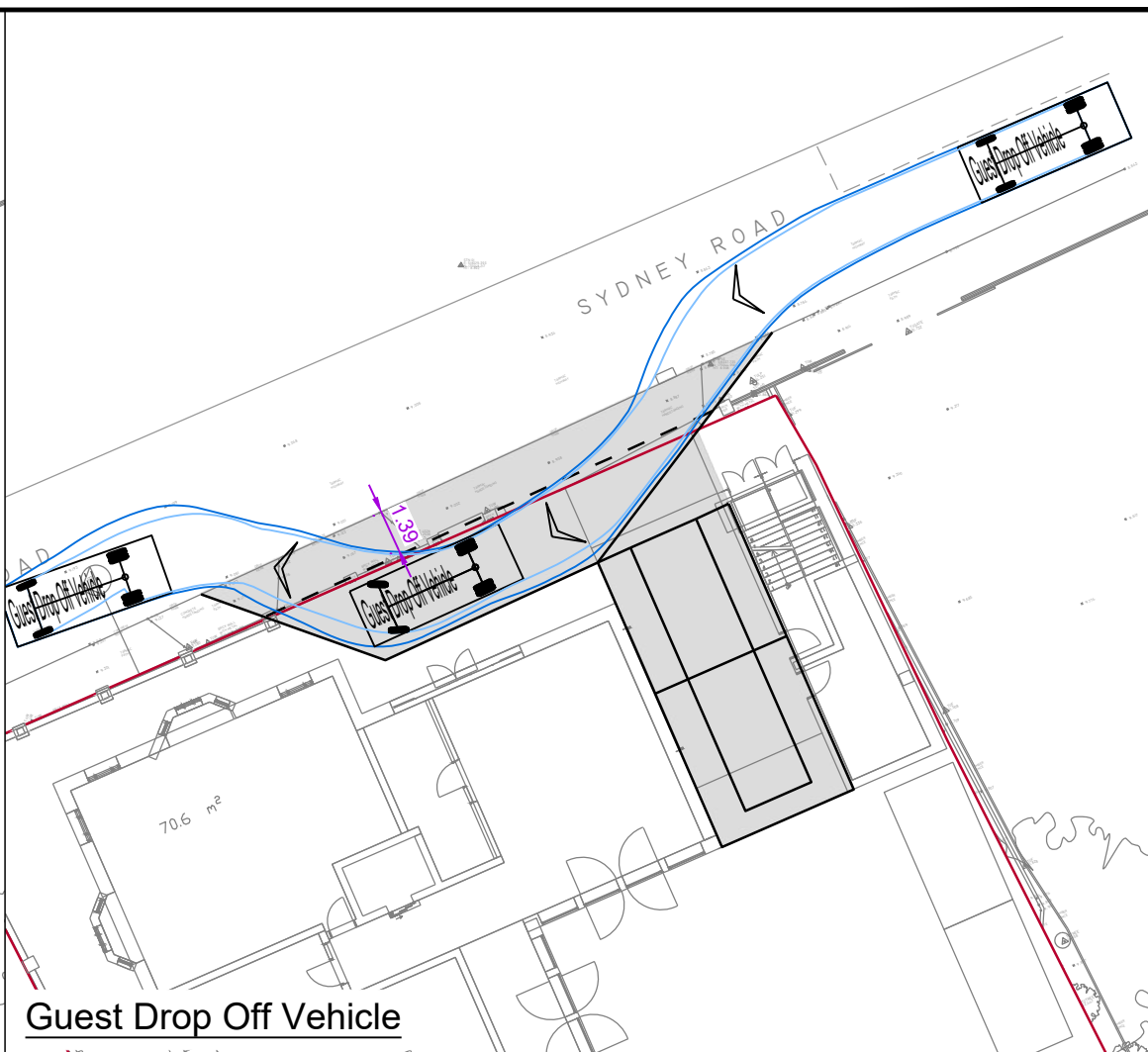
6 Conclusion

- 6.1 Vectos has been appointed by Bridges Healthcare (Richmond) Limited to provide highways and transport advice in relation to the proposed redevelopment of Richmond Inn Hotel, Richmond. The London Borough of Richmond Upon Thames (LBRuT) is the local planning and highway authority.
- 6.2 The site is located circa 0.4km east of Richmond town centre and is bound by Sydney Road to the north, Church Road to the west and Sheen Road (A305) to the south. To the east the site is bound by a residential property.
- 6.3 The site will be serviced using a loading bay located to rear of the site, along Sydney Road. Swept path analysis has been produced which shows that the necessary vehicles can access and egress the site in forward gear.
- 6.4 The use of this DSMP will ensure that the development can be serviced on a day-to-day basis without detrimentally effecting highway safety.

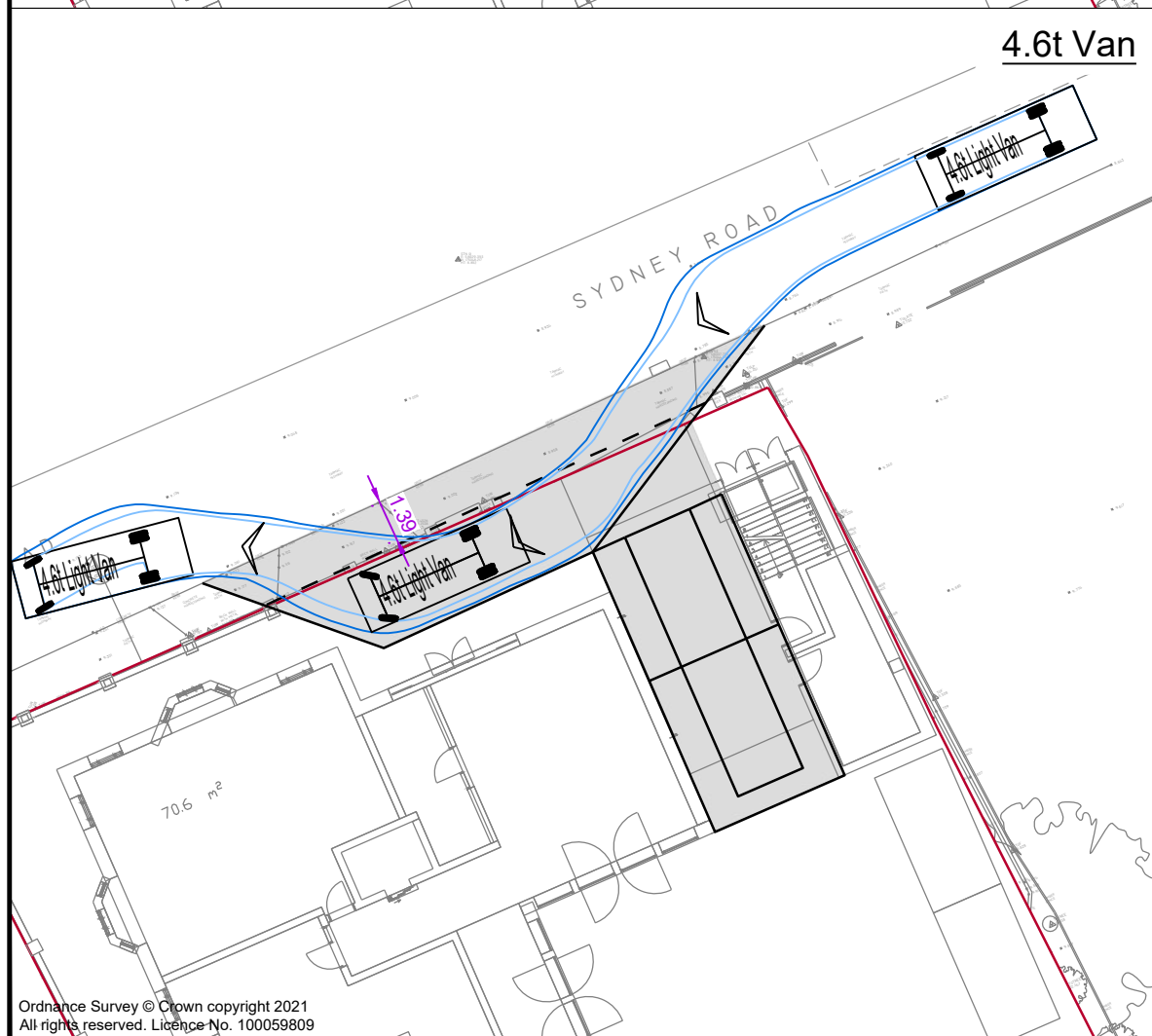
Appendix A



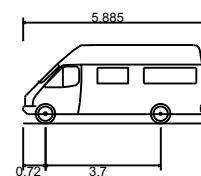
Proposal



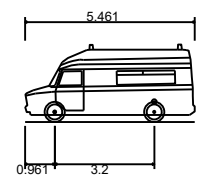
Guest Drop Off Vehicle



4.6t Van



4.6t Light Van
 Overall Length 5.885m
 Overall Width 2.000m
 Overall Body Height 2.526m
 Min Body Ground Clearance 0.299m
 Track Width 1.765m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 6.000m



Guest Drop Off Vehicle
 Overall Length 5.461m
 Overall Width 2.020m
 Overall Body Height 2.498m
 Min Body Ground Clearance 0.225m
 Track Width 1.860m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 6.500m

Notes:

1. This is not a construction drawing and is intended for illustrative purposes only
2. White lining is indicative only.
3. Based on Ackroyd Lowrie layout: LGF Plan - DRAFT

Key

Vehicle overrunable area

B	Dropped kerb length amended	PP	YA	26.04.2022
A	Bays amended	PP	YA	25.04.2022
REV.	DETAILS	DRAWN	CHECKED	DATE

STATUS:
INFORMATION ONLY

CLIENT:
Bridges Healthcare (Richmond) Limited

PROJECT:
Richmond Inn Hotel

DRAWING TITLE:
**Swept Path Analysis
Option 3
Drop off Area**

SCALES:
1:250 at A3

DRAWN: PP CHECKED: YA DATE: 22.04.2022

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DRAWING NUMBER: **226461/AT/G02** REVISION: **B**

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