

Ham Close Regeneration

Planning Application:

Outline Delivery
and Servicing Plan

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HAM CLOSE, RICHMOND

OUTLINE DELIVERY AND SERVICING PLAN

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TABLE OF CONTENTS

1	INTRODUCTION	1
2	PLANNING POLICY	3
3	AIMS AND OBJECTIVES.....	6
4	SERVICING DEMAND	7
5	SERVICING ACCESS AND PROVISIONS.....	9
6	SERVICING MANAGEMENT AND MEASURES	11

FIGURES

FIGURE 1-1: SITE LOCATION AND LOCAL CONTEXT	1
FIGURE 4-1: DELIVERY AND SERVICING PROFILE	7
FIGURE 5-1: REFUSE STORAGE AND ACCESS STRATEGY	10

APPENDICES

APPENDIX A - SWEEP PATH ANALYSIS



1 INTRODUCTION

1.1 INTRODUCTION

1.1.1 Velocity Transport Planning (VTP) has been appointed by Hill Residential (the Applicant) to prepare this Outline Delivery and Servicing Plan (DSP) in support of the redevelopment proposals at Ham Close, Ham, Richmond Upon Thames, TW10 7PG (the site).

1.1.2 This Outline DSP has been prepared to accompany a Healthy Streets Transport Assessment (TA) as part of a planning application for the redevelopment of the site.

1.1.3 The site is situated within the administrative boundary of the London Borough of Richmond upon Thames (LBRuT).

1.2 SITE LOCATION

1.2.1 **Figure 1-1** indicates the location of the site. It is bound by Ashburnham Road to the south, a primary school to the west, Woodville Road to the north, Wiggins Lane to the north east and a mixed use block to the south east.

Figure 1-1: Site Location and Local Context



1.3 PROPOSED DEVELOPMENT

1.3.1 The proposed development description is as follows:

“Demolition of existing buildings on-site and phased mixed-use development comprising 452 residential homes (Class C3) up to six storeys; a Community/Leisure Facility (Class F2) of up to 3 storeys in height, a “Maker Labs” (sui generis) of up to 2 storeys together with basement car parking and site wide landscaping.”

1.4 SCOPE OF PLAN

1.4.1 This Outline DSP has been prepared to detail the delivery and servicing arrangements for the proposed development and set out the key principles for the management, mitigation and monitoring of all delivery and servicing activity.

1.4.2 Overall, the Outline DSP aims to ensure that servicing at the proposed development can be carried out sustainably and efficiently. The aspiration is to achieve wider benefits for the local highway network, including contributing towards a reduction in congestion, a safer pedestrian environment and an improvement in road safety conditions.

1.4.3 It is anticipated that this Outline DSP will be secured by way of planning condition on any permission. The full DSP will be provided to LBRuT for review and will detail the exact measures that will be implemented across the site.

1.5 DOCUMENT STRUCTURE

1.5.1 Following this introduction, the remainder of this Outline 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 and provision; and
- ⦿ **Section 6** - describes the servicing management and measures.



2 PLANNING POLICY

2.1.1 Relevant local and regional planning policies and guidance have been reviewed to provide context for deliveries and servicing in relation to the proposed development.

2.2 LONDON PLAN

2.2.1 The London Plan (2021) is part of the statutory development plan. It aims to ensure that London's transport is easy, safe and convenient for everyone and actively encourages walking and cycling.

2.2.2 The London Plan sets out the need to provide DSPs (Policy T4 Assessing and mitigating transport impacts; Policy T7 Deliveries, servicing and construction).

2.2.3 Part A of Policy T7 states that development plans and proposals should facilitate sustainable freight movement by rail, waterways and road.

2.2.4 Part E of Policy T7 highlights that consolidation and distribution sites at all scales should be designed to enable the 24-hour operation to encourage and support out-of-peak deliveries.

2.2.5 Part F of Policy T7 states:

“Development proposals for new consolidation and distribution facilities should be supported provided that they do not cause unacceptable impacts on London's strategic road networks and:

3. reduce road danger, noise and emissions from freight trips

4. enable sustainable last-mile movements, including by cycle and electric vehicle.

5. deliver mode shift from road to water or rail where possible (without adversely impacting existing or planned passenger services)”

2.2.6 Policy T7 (G) (Freight and servicing) notes that development proposals should facilitate sustainable freight and servicing, including providing adequate space for servicing and deliveries off-street. Delivery and servicing plans will be required and should be developed in accordance with Transport for London (TfL) guidance and in a way that reflects the scale and complexities of developments.

2.2.7 Part H of Policy T7 highlights that developments should be designed and managed to receive deliveries 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.

2.2.8 Part I of Policy T7 states that at large developments, micro-consolidation should be provided, with management arrangements set out in Delivery and Servicing Plans.

2.2.9 Paragraphs 10.7.4 to 10.7.6 of the London Plan state:

“10.7.4 When planning freight movements, development proposals should demonstrate through Construction Logistics Plans and Delivery and Servicing Plans that all reasonable endeavours have been taken towards the use of non-road vehicle modes. Transport for London's freight tools should be used when developing the Site's freight strategy where rail and water freight facilities are available.



10.7.5 Delivery and Servicing Plans should demonstrate how the requirements of the Site are met, including addressing missed deliveries. Appropriate measures include a large letter or parcel boxes and concierges accepting deliveries. Car-free developments should consider the facilitation of home deliveries in a way that does not compromise the benefits of creating low-car or car-free environments.

10.7.6 Construction Logistics and Delivery and Servicing Plans should be developed in line with TfL guidance and adopt the latest standards around safety and environmental performance of vehicles to ensure freight is safe, clean and efficient. To make plans effective, they should be monitored and managed throughout the construction and operational phases of the Proposed Development."

2.3 TFL DELIVERY AND SERVICING PLAN GUIDANCE

2.3.1 TfL's Delivery and Servicing Plan Guidance, issued in December 2020, assists with planning for safe, clear and efficient freight in London.

2.3.2 The guidance states the following:

- ⊙ "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.
- ⊙ The DSP should cover deliveries and servicing made to the business(es) at the site and the personal deliveries made to its employees or tenants/occupiers.
- ⊙ The DSP should be a live document that is updated over time to reflect changes."

2.3.3 There are benefits in terms of cost savings to the business, improved neighbour relations and reduced environmental impact of site occupiers where a DSP is effectively implemented:

- ⊙ "save time and money; for example, a delivery booking system can free up space and employees' time;
- ⊙ contribute to Corporate Social Responsibility; for example, out-of-peak delivery hours can reduce local congestion, and cleaner and more efficient deliveries help to achieve carbon reduction targets; and
- ⊙ improve everyone's safety, for example, by providing adequate off-street loading bays."

2.4 LBRUT LOCAL PLAN

2.4.1 Policy LP 45 of the LBRuT Local Plan (2018) states:

"Freight and Servicing 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."

2.4.2 This requirement for the provision of a DSP is acknowledged further within paragraph 11.2.7 of the Local Plan which states:

"Delivery and Servicing Plans and Construction and Logistics Plans will be required for all major developments. Details regarding the requirements for these plans will be set out in a forthcoming Sustainable Transport Choices SPD."





2.5 LBRUT TRANSPORT SUPPLEMENTARY PLANNING DOCUMENT

2.5.1 Section 5 of the LBRuT Transport Supplementary Planning Document (SPD) adopted June 2020, states:

“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 OVERVIEW

3.1.1 The Outline DSP outlines the aims and objectives with respect to servicing of the proposed development, to establish management and mitigation measures that will be implemented to ensure that any activity associated with deliveries, servicing and refuse collection does not have adverse impacts on the site or local area.

3.1.2 The aims of this Outline DSP are as follows:

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

3.1.3 The intended benefits of the DSP are as follows:

- ⊙ For residents and the local community - reduced risk of accidents, particularly those involving children on journeys to/from school and reduced congestion on the roads surrounding the site;
- ⊙ For the local and wider environment - reduced carbon and noise emissions; and
- ⊙ For the residents and supply chain operators - reduced operating costs and improved reliability of deliveries.

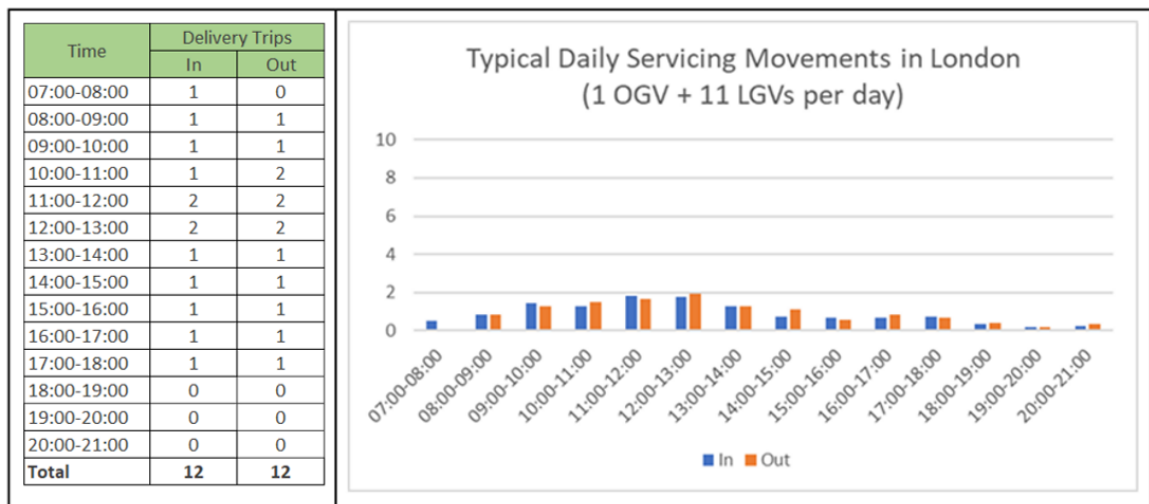


4 SERVICING DEMAND

4.1.1 Full details of the methodology for determining servicing trip generation for the proposed development is provided within Section 8 of the supporting TA.

4.1.2 The calculated delivery and servicing profile for a typical residential site is presented below in **Figure 4-1**.

Figure 4-1: Delivery and Servicing Profile



**Note: numbers may not sum due to rounding.*

4.1.3 The assessment suggests that residential developments generate on average (mean, median and mode) 12 servicing vehicle arrivals per day and no more than 22 servicing vehicle arrivals per day (with c.92% of deliveries by LGV and 8% by OGV).

4.1.4 Based on the TRICS data available and analysed within the TA, it is considered that the trends observed within the data could be applied to the servicing demand for both the existing and proposed site, suggesting there will be no significant change in servicing activity in the future scenario when the proposed development is in operation.

4.1.5 As an alternative interpretation of this TRICS data, as a robust scenario it could be assumed that all 22 daily servicing vehicles visit each of the access roads associated with the proposed development (total of five access roads x 22 trips = 110 servicing trips total), which equates to an overall total of nine deliveries per hour across the site. However, as noted above this would still equate to no more than approximately two servicing vehicles per hour across each of the access roads.

4.1.6 As an alternative sensitivity test, reference is made to the servicing trip generation identified by TfL during determination, which suggested approximately 150 daily servicing vehicle trips or up to approximately 13 vehicles per hour. This is the equivalent to one servicing vehicle every five minutes (assuming a window of 07:00-19:00 for deliveries) arriving across the site.



- 4.1.7 Assuming these 150 deliveries are split equally across the five access roads of the proposed development, this equates to 30 delivery vehicles per road, which is generally comparable to the level of trip generation presented within the TA and the equivalent to one delivery vehicle per access every 25 minutes.
- 4.1.8 Given the nature of typical residential deliveries and likely short dwell time for the majority of deliveries, it is not considered that the predicted level of servicing demand would result in detrimental highway safety impacts and that there is sufficient space allowed for within the site for delivery and servicing activity to occur safely, with limited interactions between servicing vehicles and non-motorised users.



5 SERVICING ACCESS AND PROVISIONS

5.1 OVERVIEW

- 5.1.1 It is proposed for all delivery and servicing activity to primarily take place within the site boundary on Ham Close. There is suitable space within the extents of the site and internal layout for servicing vehicles to enter the site from both Woodville Road and Ashburnham Road, turn within the designated turning head areas at the end of the access roads, before exiting the site in a forward gear.
- 5.1.2 The turning heads allow for vehicles up to a 7.5t box van to turn within the site.
- 5.1.3 Refuse and emergency vehicles will be able to drive throughout the full extents of the site, with access managed via a fire brigade style lock and bollards, preventing unwanted access for other vehicles but still allowing access for the appropriate servicing vehicles, as required.
- 5.1.4 In the rare event that servicing vehicles do not enter the site or to service the town houses fronting Woodville Road and Ashburnham Road, there is space on both roads for servicing vehicles to service the site from the kerbside, as there are no loading or waiting restrictions (excluding the double yellow lines at the junctions).
- 5.1.5 It is considered that servicing for the non-residential uses, namely the Maker Labs and Community Centre would operate with a similar arrangement, however deliveries to these spaces are likely to be on an ad hoc basis and when events are running.
- 5.1.6 The access for servicing vehicles to the site will be managed by Richmond Housing Partnership Ltd (RHP) who will be responsible for ensuring all servicing vehicles follow the appropriate procedures and do not park in inappropriate locations.
- 5.1.7 For completeness, a copy of the swept path analysis showing access for servicing vehicles is included at **APPENDIX A**.

5.2 REFUSE ACCESS AND STORAGE

- 5.2.1 Refuse access and storage facilities will be designed in accordance with the LBRuT Refuse and Recycling Storage Requirements SPD, adopted April 2015.
- 5.2.2 An overview of the refuse access strategy is provided in **Figure 5-1** (overleaf).
- 5.2.3 With respect to refuse access between Block H and Block J, it is proposed for refuse vehicles to reverse down the access road (reversing distance of 32m) to remove the need for a turning head at the end of the internal access road and provide additional landscaping amenity and public realm. However, the access road is straight and free from obstruction.
- 5.2.4 This approach is in accordance with section 4.3 of the LBRuT SPD which states:

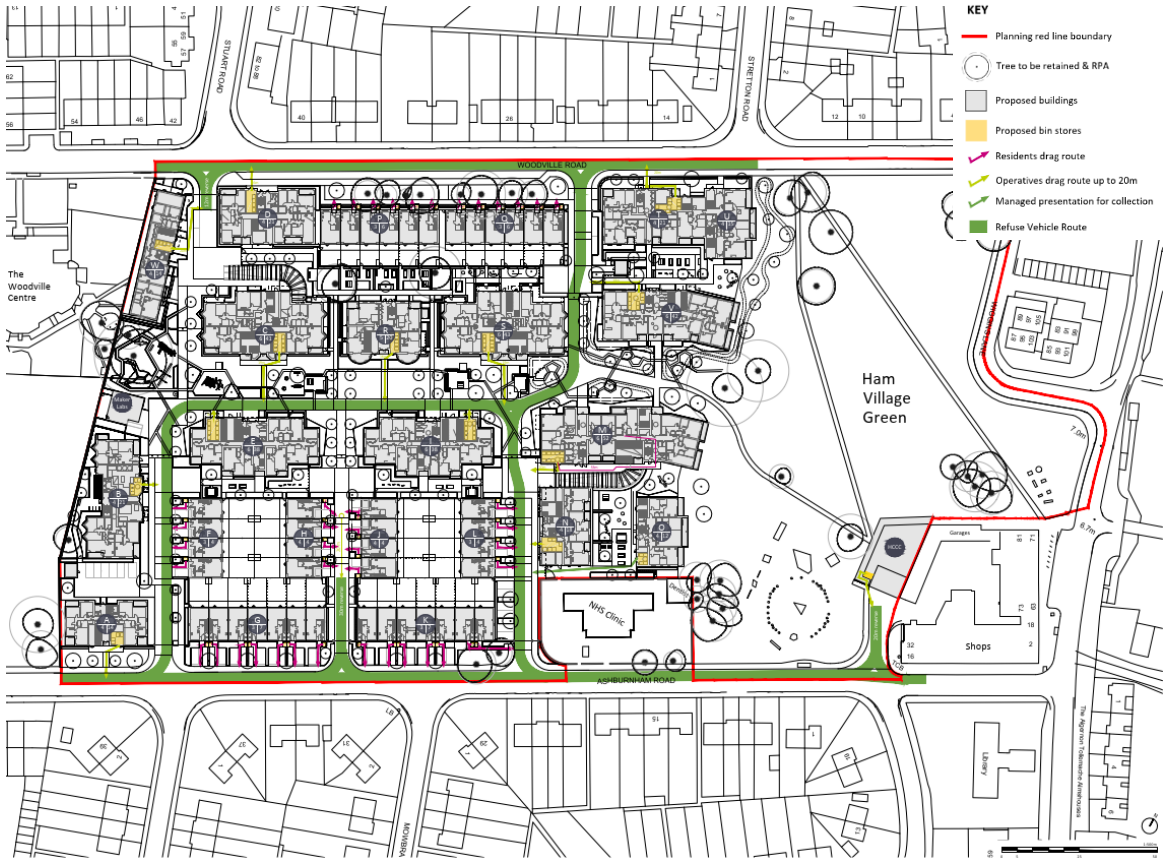
“In the event that it is not possible to create permeable through routes for collection vehicles, British Standard (BS 5906: 2005) recommends a maximum reversing distance for vehicles of 12m.”



Greater distances may be acceptable within functional limits where this would allow for substantial gains in other aspects of design. Whatever the distance agreed, any reversing routes should be straight and free from obstacles and visual obstructions.”

5.2.5 Communal bin stores will be provided within the Blocks and individual storage facilities will be provided at the frontages of the town houses.

Figure 5-1: Refuse Storage and Access Strategy



6 SERVICING MANAGEMENT AND MEASURES

6.1 MANAGEMENT

6.1.1 Deliveries and servicing will primarily take place off-street within the extents of the site boundary. RHP will be responsible for ensuring that all delivery and servicing vehicles utilise the internal access roads appropriately and do not become a nuisance to residents.

6.1.2 RHP will be on hand to provide any necessary assistance during refuse collection/deliveries and will play an important role in assisting to ensure that the time spent on-site for servicing vehicles is minimised.

6.2 TARGETS

6.2.1 Through RHP and the ongoing management of the DSP, SMART (Specific, Measurable, Achievable, Realistic and Timely) Targets will be set. As an initial overview of what these SMART targets could comprise, indicative targets are set below:

- ⦿ Reduction in the number of delivery and servicing vehicles by 5% over a five-year period from full occupation, through promotion of other last mile alternatives such as Amazon lockers etc.
- ⦿ Increase the proportion of low or no emission vehicles visiting the site by 5% over a five-year period from full occupation, through active engagement with local operators and stakeholders.

6.2.2 The initial targets of the DSP will be updated and reviewed as part of the detailed DSP, which is to be secured by way of condition.

6.3 SERVICING SCHEDULE

6.3.1 Refuse collections would typically occur outside of peak network periods, although it is recognised that this would require liaison with LBRuT and cannot specifically be controlled by the site.

6.4 SUSTAINABLE FREIGHT

6.4.1 The proposed development would deliver cycle-friendly streets and infrastructure to enable cargo bike deliveries to be made safely and conveniently. There are significant areas of public realm where cargo bikes could be parked and loaded/unloaded, as well as Sheffield stands within the public realm to encourage last mile deliveries.

6.4.2 A number of lorry manufacturers, including 'Arrival', 'MAN' and 'E-moss', are developing and trialling electric vehicles. For instance, Royal Mail and electric vehicle manufacturer Arrival are trialling new electric vehicles for mail and parcel distribution. This has been driven by interventions such as introducing the Ultra-Low Emission Zone, which came into force in April 2019 and charges £100 per day for HGVs not meeting Euro VI standards.



6.4.3 In November 2020, the UK Government announced that from 2030 new petrol and diesel cars would end. The use of electric vehicles would minimise noise and vehicle emissions and enable overnight deliveries to take place at the proposed development with minimal impact on residents. Electric vehicle technology will likely have been developed further by the time the site is operational.

6.4.4 Further delivery and servicing mitigation measures will be included within the full DSP based on the technology at that time, which may include measures such as 'Amazon Lockers', additional dynamic storage facilities and further integration with last mile delivery solutions.

6.5 WAYFINDING STRATEGY

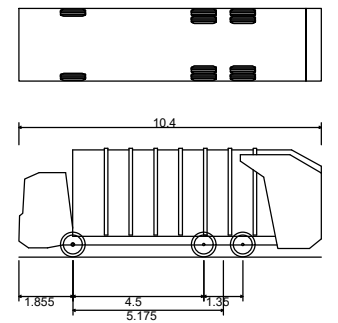
6.5.1 New residents would receive Welcome Packs, highlighting the location of the on-site refuse and recycling bins, cycle storage and postal storage.



APPENDIX A

SWEPT PATH ANALYSIS





Richmond RCV	
Overall Length	10.400m
Overall Width	2.500m
Overall Body Height	3.742m
Min Body Ground Clearance	0.295m
Track Width	2.450m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	9.350m

Key - Swept Path Analysis

- Swept Path Envelope - Forward
- Swept Path Envelope - Reverse
- Body Outline
- Vehicle wheels

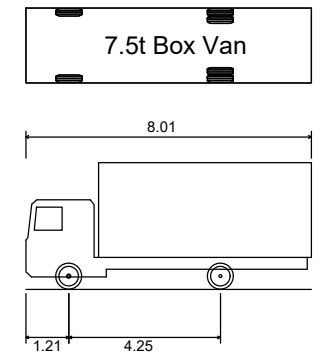


B	21.03.22	GSF	Updated Refuse Tracking
A	10.01.22	GSF	First Issue
REV	DATE	BY	COMMENT
REVISION DETAILS			
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21-102-T-015			
DRAWN	APPROVED	DATE	
GSF	CG	JAN 22	
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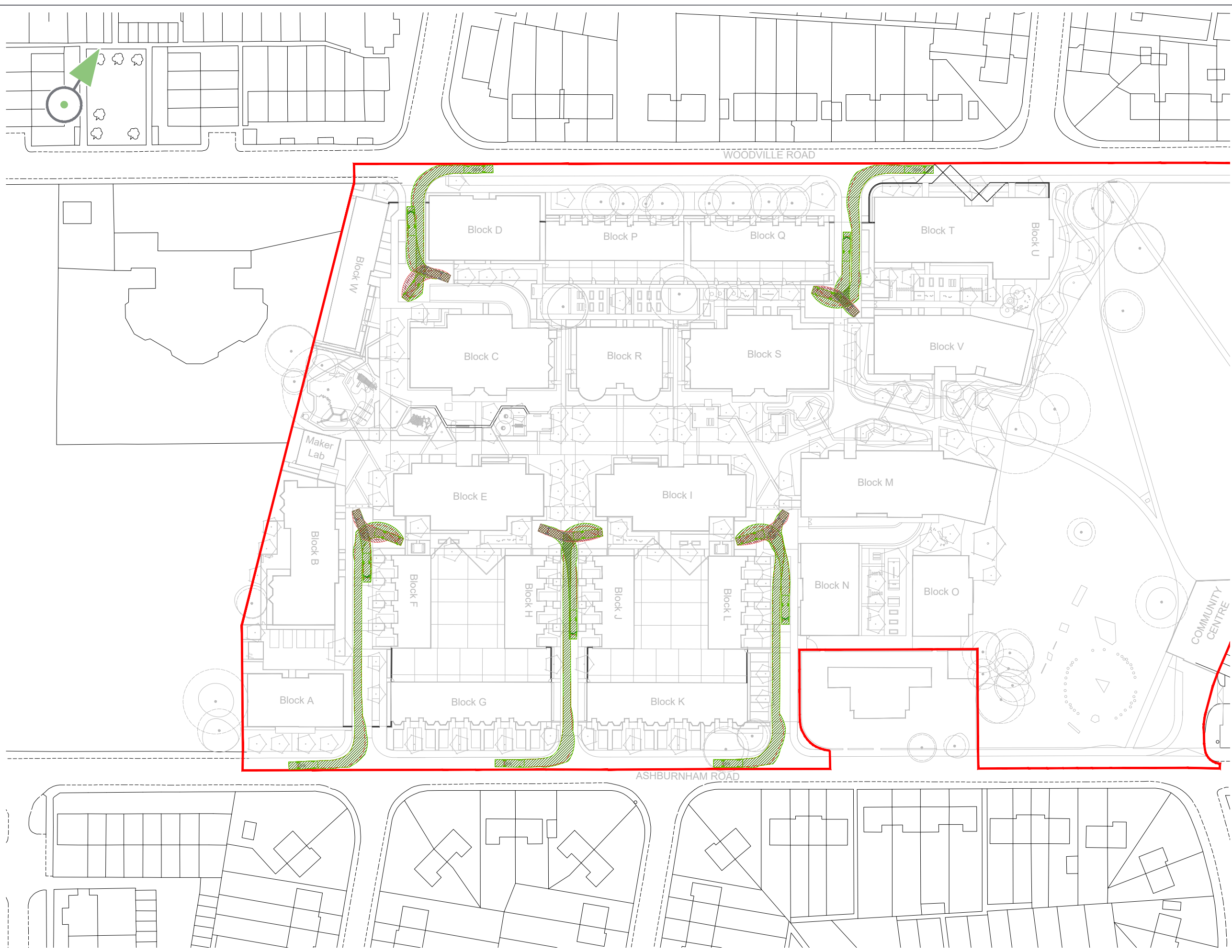
CLIENT
HILL Residential
PROJECT
HAM CLOSE

DRAWING TITLE
**SWEPT PATH ANALYSIS OF RICHMOND
REFUSE VEHICLE**





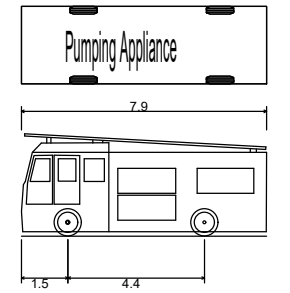
7.5t Box Van	
Overall Length	8.010m
Overall Width	2.100m
Overall Body Height	3.556m
Min Body Ground Clearance	0.351m
Track Width	2.064m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.400m



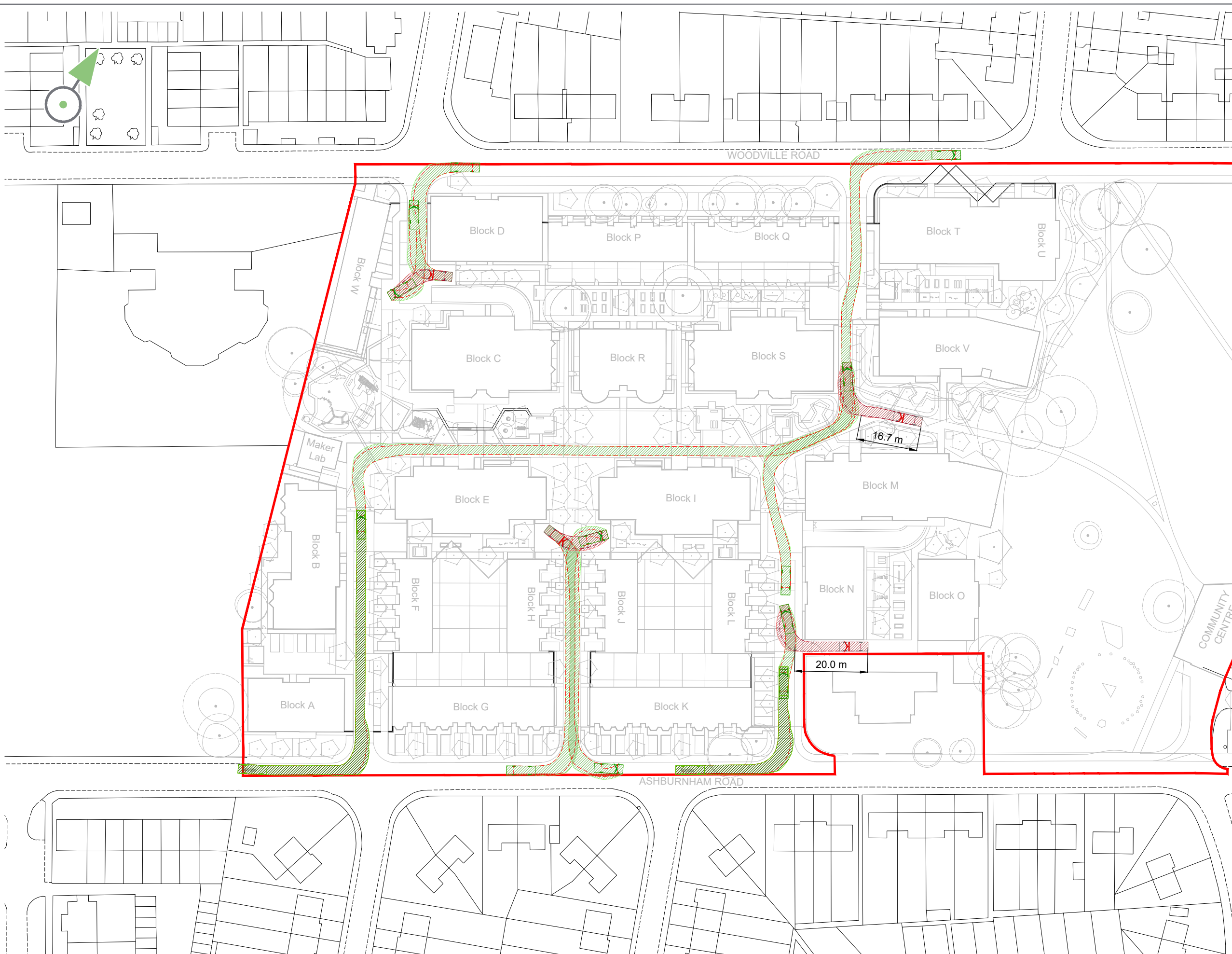
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Pumping Appliance	
Overall Length	7.900m
Overall Width	2.500m
Overall Body Height	3.300m
Min Body Ground Clearance	0.140m
Track Width	2.500m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	7.750m



Key - Swept Path Analysis

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- Body Outline
- Vehicle wheels

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