



Westminster House, Richmond

Delivery and Servicing Plan

Client: Baden Prop Limited

i-Transport Ref: NM/LC/ITL18136-003A R

Date: 04 September 2024

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Contents

SECTION 1	Introduction	1
SECTION 2	Proposed Servicing Strategy	4
SECTION 3	Objectives and Measures	7
SECTION 4	Trip Rates and Targets	9
SECTION 5	Management, Monitoring and Review	11

Appendices

APPENDIX A.	HSE Guide to Workplace Transport Safety
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SECTION 1 Introduction

1.1 Overview

1.1.1 This Delivery and Servicing Plan (DSP) has been prepared by i-Transport LLP on behalf of Baden Prop Limited (the 'Applicant') to discharge Condition U0182945 attached to the approved planning application at Westminster House, Kew Road, Richmond (*ref: 23/3371/FUL*) for:

“Creation of two additional levels of Class C3 accommodation comprising 7no. units, conversion and excavation of the existing Class E basement and part conversion of existing floorspace at basement, ground, first, second, and third floor levels to provide internal access and ancillary residential floorspace with external alterations and associated development.”

1.1.2 Condition U0182945 reads:

“Prior to the occupation of residential development and the Use Class E floorspace in the basement hereby approved, a delivery and servicing management plan shall be submitted to and agreed in writing by the Local Planning Authority. The development shall not be implemented other than in accordance with the approved details unless otherwise previously agreed in writing by the Local Planning Authority.”

1.1.3 Accordingly, this DSP has been prepared to provide the necessary information relating to the servicing and delivery arrangements at the site for both residential and commercial elements of the consented development.

1.2 Site Location and Consented Development

1.2.1 The site is located directly to the north of Richmond Station on the A307 Kew Road. The entrance to the station car park forms the northern boundary, the car park itself the eastern boundary, the pedestrianised station forecourt the southern boundary, and Kew Road the western boundary. It lies within the jurisdiction of the London Borough of Richmond-upon-Thames (LBRuT). The site location is indicated in **Image 1.1** overleaf.

1.2.2 The building is currently a four-storey mixed use building comprising retail units at the ground floor and office accommodation above. Access to the retail units is from Kew Road, whilst the office access is taken from the southern end of the building fronting to the Richmond Station entrance and public realm area. Rear access to the site from the Richmond Station car park is available via an external ramp to a basement level serving a former basement car park and cycle parking area, as well as refuse store (ancillary areas to the offices).

- 1.2.3 The development consented comprises the addition of seven residential apartments and conversion of the basement car park to a gym. No car parking is to be provided to serve the scheme, but appropriate cycle parking is to be installed in the basement in separate stores to serve both the gym and residential apartments.

Image 1.1: Site Location



1.3 Purpose and Benefits of a DSP

- 1.3.1 Policy T7 of the London Plan (March 2021) requires developments to operate a DSP that outlines how the development facilitates safe, clean, and efficient deliveries and servicing. It recognises DSPs should be developed in a way which reflects the scale and complexities of developments.
- 1.3.2 The London Freight Plan identifies DSPs as one of four key projects for delivering freight in London more sustainably. The other three measures are the Fleet Operator Recognition Scheme (FORS), Construction Logistics Plans (CLPs) and the Freight Information Portal (FIP).
- 1.3.3 DSPs are intended to help optimise delivery and servicing activities at sites to reduce the negative impacts to premises, specifically in relation to CO₂ emissions, congestion and collisions. They cover both delivery and servicing arrangements at a site for all relevant land uses and are live documents that are continuously monitored and reviewed to ensure measures are being

followed and improvement is being made. DSPs aim to reduce delivery trips, particularly during network peak periods.

1.3.4 The benefits of implementing a DSP include:

- Ensuring goods and services are delivered, and waste is removed, in a safe, efficient and environmentally friendly way;
- Reducing, re-timing or consolidating deliveries to increase efficiency and improve air quality;
- Helping to reduce congestion on the local highway network and lessen environmental impacts;
- Improving the reliability of deliveries;
- Reducing the operating costs of building occupiers and freight companies; and
- Reducing the impact of freight activity on local residents and other businesses.

1.4 Management of DSP

1.4.1 The implementation, management and monitoring of the DSP will be the responsibility of a Site Management Company (SMC), which is yet to be appointed. Contact details for the manager of the DSP will be updated once known and communicated to LBRuT, if required.

1.4.2 In the interim period, the Applicant, Baden Prop Ltd, will be responsible for implementing the DSP upon occupation.

1.4.3 Section 5 of this DSP provides more detail on the role of the SMC in managing the DSP.

1.5 Scope and Structure

1.5.1 This DSP has been prepared in accordance with Transport for London's (TfL) Delivery and Servicing Plan Guidance (December 2020) and is structured as follows:

- Section 2 details the proposed servicing strategy for both the residential units and gym;
- Section 3 sets out the objectives of the DSP and measures to be implemented at the site to achieve them;
- Section 4 provides an indication of the level of servicing trips expected at the site and sets some targets to improve efficiency and reduce impacts of servicing on the local network; and
- Section 5 summarises the management, monitoring and review process.

SECTION 2 Proposed Servicing Strategy

2.1 Background Context

- 2.1.1 The site is only accessible to vehicles from A307 Kew Road, via the access to Richmond Station car park, to the north of Westminster House and subsequently via an external ramp to the basement level.
- 2.1.2 Kew Road forms a primary route through the town, serving a number of bus routes and servicing to town centre properties. Bus stops/stands stretch across most of the site frontage with Kew Road. In addition, it is within the "A1 – Richmond Town" Controlled Parking Zone (CPZ) which operates between 08:30 and 18:30, Monday to Saturday and, in some locations of the zone, between 11:00 and 1700 on Sundays and Bank Holidays. Resident permit holder spaces operate between 08:30 and midnight every day in a number of areas.
- 2.1.3 There is no dedicated loading/unloading area associated with the site with yellow hatching and double yellow lines in place directly north and east (on the ramp). However, LBRuT allow exceptions for "quick" loading/unloading to occur on double yellow lines¹ which will be sufficient for the types of deliveries occurring at the site.
- 2.1.4 The development scheme comprises both commercial and residential elements which will be serviced independently. The remainder of this section details the proposed servicing strategy for each use.

2.2 Existing Servicing Arrangements

- 2.2.1 Westminster House currently includes operational retail space on the ground floor but the office space on floors 1-3 is vacant.
- 2.2.2 The deliveries and servicing undertaken at the retail units is undertaken along the A307 Kew Road, with no rear access available.
- 2.2.3 Therefore, the existing servicing arrangements at the retail units will not be impacted by the proposed delivery and servicing activities associated with the new residential apartments or gym.

¹ Source:

https://www.richmond.gov.uk/services/roads_and_transport/vehicles/road_regulations/yellow_lines

2.3 Commercial (Gym) Servicing

2.3.1 Deliveries/servicing to the gym are likely to be extremely limited and include the following:

- Refuse and recycling collections;
- General maintenance/cleaning;
- Potentially daily laundry collections/drop-offs (if towels are provided); and
- Occasional deliveries of bulky goods (e.g. gym equipment; vending machines etc.).

These movements are expected to be very infrequent.

2.3.2 A Delivery Manager will need to be appointed for the gym to organise deliveries/servicing activities and assist with the monitoring survey. It will be the responsibility of the Delivery Manager to seek to reduce the chances of two deliveries occurring at the same time; minimise vehicle dwell times; and ensure servicing does not occur at peak times on the local highway network. Should the office space become occupied and attract delivery/servicing trips, the Delivery Manager at the gym will be responsible for liaising with SMC for the office space to ensure there are no conflicts with servicing schedules.

2.3.3 Full details on management measures are set out in Section 3 and the number of estimated vehicle trips associated with delivery and servicing activities are presented in Section 4.

2.3.4 For refuse collection, the bin store is to be located adjacent to the lower ground access and collection is expected to be once a week in line with the existing arrangements for the office units. The Delivery Manager will liaise with any future office occupiers to seek to agree the same refuse collection firm as the offices so as to reduce the number of trips to the building.

2.4 Residential Servicing

2.4.1 Deliveries/servicing to the residential units are likely to include the following:

- Weekly refuse and recycling collections; and
- Home deliveries including:
 - Daily postal deliveries;
 - Parcel deliveries (e.g. Amazon, DPD, Hermes etc.);
 - Occasional courier deliveries;
 - Grocery deliveries; and
 - Occasional deliveries of bulky goods (e.g. domestic white goods etc.).

- 2.4.2 With the exception of daily postal, and potentially parcel, deliveries, the above activities will either be weekly or a less frequent occurrence.
- 2.4.3 To reduce the duration time of delivery vehicles on site, residents will be requested to ensure they are either at home to receive their own deliveries or make alternative arrangements with neighbours to take in parcels, should they not be around. Upon occupation of the apartments, all residents will be made aware of this DSP and the deliveries process.
- 2.4.4 Refuse collection will be undertaken by the council collection service once a week (separate to the commercial waste collection) on the same day as other residential properties in the area. The store is to be located on the northern end of the building, adjacent to the pedestrian access to the apartments.

SECTION 3 Objectives and Measures

3.1 Objectives

3.1.1 The main objective of the DSP is to minimise the impacts of delivery and servicing movements at Westminster House and the surrounding local highway network.

3.1.2 Sub-objectives to help achieve the main aim of the DSP include:

- Promote use of low or zero emission vehicles for delivery and servicing;
- Reduce the number of delivery and servicing trips, where feasible, especially in peak periods; and
- Encourage efficient delivery and servicing with appropriate management to reduce the time taken to undertake required activities on site.

3.2 Measures

3.2.1 **Table 3.1** summarises the DSP measures that will be implemented on-site. Given the constrained nature of the surroundings of the site, these will largely be management measures to be undertaken by the SMC and the gym, as appropriate.

Table 3.1: Delivery and Servicing Measures

Measure	Description	Benefit	Timescale	Responsibility
Appoint SMC and DSP Manager	The Applicant will be responsible for implementing the DSP at first. Once the SMC has been appointed, they will take over the responsibility of the management and on-going development, delivery and promotion of the DSP.	Ensures the DSP is delivered on a 'day to day' basis.	Within 3 months of occupation	Applicant / SMC
Adoption of DSP	'Buy in' from the SMC is essential to ensure the DSP remains an active document. The DSP will be revised/updated once occupiers are known.	The involvement of the developer will ensure that policies are fully developed and that the best possible results are achieved.	Upon appointment of SMC	Applicant / SMC

Measure	Description	Benefit	Timescale	Responsibility
Appoint Delivery Manager at Gym	The gym will appoint a dedicated delivery manager who will be responsible for organising deliveries/ servicing activities and continued liaison with the SMC.	Ensures commercial deliveries/servicing activities are managed appropriately.	Prior to the occupation of gym	SMC / Gym Delivery Manager
Monitoring Surveys	Delivery and Servicing surveys in the form of questionnaires.	Informs an assessment of the DSP's performance and the development of future strategies.	Minimum of every year	SMC (supported by Gym Delivery Manager)
Residential Refuse Collection	SMC to ensure that the bin store is open and accessible for bin collection operatives.	Ensure residential refuse collection is managed efficiently	Prior to first occupation and on-going.	SMC
Raise awareness and promotion of initiatives	Site information, development management meetings.	To encourage sustainable freight movement to/from the site.	Prior to first occupation and on-going.	SMC
Gym Supplier Approval	All suppliers serving the gym will be contractually obliged to adhere to this DSP and to promote this DSP to their staff.	Ensures that deliveries to the site will adhere to this DSP. Promote awareness of this DSP.	From first occupation of gym and on-going.	SMC / Gym Delivery Manager
Provision of appropriate health and safety equipment to users.	Appropriate high visibility clothing to be provided to anybody involved in delivery activity associated with the gym.	Seek to minimise the number of incidents/accidents	On-going	SMC / Gym Delivery Manager

SECTION 4 Trip Rates and Targets

4.1 Delivery and Servicing Trip Rates

4.1.1 In order to estimate the servicing/delivery demands of the commercial and residential elements of the approved scheme, before surveys can be undertaken, servicing trip rates have been taken from the approved TRICS trip rates used within the Transport Statement submitted as part of the planning application.

4.1.2 The following sub-sections present the relevant trip rates and subsequent trip generation for each element before setting some SMART² targets to help reduce the impacts of deliveries and servicing on the local area.

Commercial (Gym)

4.1.3 The servicing trip rates for the gym unit are summarised in **Table 4.1**, along with the daily calculated servicing trip generation of the gym unit (257sqm).

Table 4.1: Gym Unit Servicing Trip Rates and Trip Generation

Time Period	Servicing Trip Rates (per 100sqm)			Servicing Trips (257sqm Gym)		
	Arr	Dep	2-Way	Arr	Dep	2-Way
Daily (0700 – 1900)	0.069	0.069	0.138	1	1	2

Source: TRICS. Note 1: Numbers may not sum due to rounding. Note 2: Arrival and Departure trips have been rounded up to '1' as a 'worst case' assessment and the two-way figure calculated on this basis.

4.1.4 The above table demonstrates that at maximum two two-way servicing trip is expected per day for the gym unit (equivalent to one delivery). However, deliveries/servicing is more likely to be a weekly occurrence rather than daily.

Residential

4.1.5 The servicing trip rates for the residential unit are summarised in **Table 4.2**, along with the daily calculated servicing trip generation of the 7 residential apartments.

Table 4.2: Residential Servicing Trip Rates and Trip Generation (7 apartments)

Time Period	Servicing Trip Rates (per unit)			Servicing Trips (7 apartments)		
	Arr	Dep	2-Way	Arr	Dep	2-Way
Daily (0700 – 1900)	0.166	0.165	0.331	1	1	2

² Specific, Measurable, Achievable, Relevant and Time-Bound

Source: TRICS.

- 4.1.6 The above table demonstrates that two two-way servicing trips are expected per day for the apartments (equivalent to one delivery).

Combined Daily Servicing Demand

- 4.1.7 On the basis of **Tables 4.1** and **4.2**, the site is expected to experience a maximum daily servicing demand of two deliveries. This is a small number of vehicle movements at the site which will have minimal impacts on the local area.

4.2 Targets

- 4.2.1 As demonstrated above, the impacts of deliveries/servicing are likely to be minimal, however, a couple of SMART targets for the site to help achieve the objectives of the DSP are:

- Make all residents and the gym operator aware of this DSP at the time of occupation.
- To increase the proportion of low or no emission vehicles using the site by 5 percentage points over 5 years.

- 4.2.2 The progress against these targets will be measurable through the annual surveys undertaken at the site that will monitor the delivery and servicing activities and ensure the implemented measures are working. More detail on the monitoring strategy is set out in the following section.

SECTION 5 Management, Monitoring and Review

5.1 Management

5.1.1 As well as general management duties of Westminster House, the SMC will be responsible for ensuring this DSP is implemented at the site and adhered to.

5.1.2 The SMC will:

- Promote this DSP to all residents and the gym;
- Liaise with appropriate individual(s) at the gym to ensure compliance with this DSP; and
- Undertake the monitoring surveys and produce review report.

5.2 Monitoring, Review and Remedial Measures

5.2.1 On an annual basis, the SMC will undertake questionnaire surveys to monitor the delivery and servicing activities at the site.

5.2.2 For residents, the questionnaire will focus on determining if they are aware of the DSP measures and typically how many deliveries they have on a daily and/or weekly basis. For the gym, the Delivery Manager will need to fill out the questionnaire which will seek to quantify the typical number of delivery vehicles that visit the gym on a daily and/or weekly basis, the types of vehicles, duration of stay and whether they are low emission vehicles or not.

5.2.3 The SMC will then be responsible for producing a Monitoring Report to be kept with the DSP to track the progress against the targets and objectives set above. The report can be submitted to LBRuT, if required.

5.2.4 Following the surveys, this DSP will then be updated to ensure it reflects current practices and any changing requirements of the development. This DSP will be a live document that can be updated as and when necessary, by the SMC.

5.2.5 The SMC and gym Delivery Manager will monitor the progress of the DSP and, on the basis of the survey results, will implement any remedial measures, if necessary.

5.3 Safety

5.3.1 The DSP Manager will be aware of the appropriate health and safety risks involved in delivery and servicing activities and familiar with the Health and Safety Executive's (HSE) guide to 'Workplace Transport Safety', included as **Appendix A** of this DSP for reference.

APPENDIX A. HSE Guide to Workplace Transport Safety

Workplace transport safety

A brief guide



This is a web-friendly version of leaflet INDG199(rev2), published 05/13

Introduction

Every year, there are over 5000 accidents involving transport in the workplace. About 50 of these result in people being killed (www.hse.gov.uk/statistics).

The main causes of injury are people falling off vehicles, or being struck or crushed by them.

This guidance has been produced by the Health and Safety Executive (HSE) to help people involved in workplace transport reduce the chances of accidents happening. It is mainly aimed at managers but operators and their safety representatives will also find it useful.

Employers have a legal duty to ensure that the health and safety of their employees, contractors and members of the public are not put at risk as a result of the work they do. Employees and the self-employed also have a duty to look after their own health and safety and that of anyone who might be affected by their work.

What is workplace transport?

Workplace transport is any activity involving vehicles used in a workplace. Vehicles driven on public roads are excluded, except where the vehicle is being loaded or unloaded on a public road adjacent to a workplace.

Managing workplace transport safety

To manage workplace transport effectively, there are three key areas to consider when carrying out your risk assessment:

- safe site (design and activity);
- safe vehicle;
- safe driver.

Safe site – design

Segregation

Every site is different and likely to present different hazards and risks. However, a well-designed and maintained site with suitable segregation of vehicles and people will make workplace transport accidents less likely.

The most effective way of ensuring pedestrians and vehicles move safely around a workplace is to provide separate pedestrian and vehicle traffic routes. Where possible, there should also be a one-way system as this will reduce the need for vehicles to reverse, and will help pedestrians and drivers.

Your circumstances might mean that complete segregation is not possible, so you would need to have clearly marked pedestrian and vehicle traffic routes, using measures such as barriers and signs.

There should be separate entrances and exits for vehicles and pedestrians, and vision panels should be installed on doors that open onto vehicle traffic routes.

Where pedestrian and vehicle traffic routes cross, they should be clearly marked using measures such as dropped kerbs, barriers, deterrent paving etc, to help direct pedestrians to the appropriate crossing points.

Traffic routes

The general principles for safe traffic routes are as follows:

- Make sure they are wide enough for the safe movement of the largest vehicle.
- Ensure surfaces are suitable for the vehicles and pedestrians using them, eg firm, even and properly drained. Outdoor traffic routes should be similar to those required for public roads.
- Avoid steep slopes.
- Avoid sharp corners and blind bends.
- Keep them clear of obstructions.
- Make sure they are clearly marked and signposted.
- Keep them properly maintained.

Some parts of a workplace, such as cast-iron columns, storage racking, pipework and cables, are vulnerable to impact from vehicles and will need to be protected.

The law requiring traffic routes to be wide enough for traffic came into effect on 1 January 1993 but the legislation is not retrospective. On this basis, where it is not 'reasonably practicable' to widen traffic routes that existed before this date, traffic management systems and/or parking restrictions should be used if necessary.

What does 'reasonably practicable' mean?

This means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it would be grossly disproportionate to the level of risk.

Temporary traffic routes

Temporary workplaces, eg construction and forestry sites, often have routes for vehicles and pedestrians that change as work progresses. Where possible, these routes should comply with the same basic standards as for the permanent traffic routes listed above.

Visibility

Visibility should be good enough for drivers to see hazards, and pedestrians to see vehicles. Adequate visibility for drivers is related to vehicle speed and the distance needed to stop or change direction safely. Consider having mirrors where sharp or blind bends cannot be avoided.

Speed

Reducing vehicle speed is an important part of workplace transport safety. Fixed traffic control measures such as speed humps, chicanes and 'rumble strips' can reduce vehicle speed. It is important to select the most appropriate control as the wrong measure can increase risk by, for example, reducing vehicle stability.

Speed limits can also be used, but they need to be appropriate, properly enforced and, where possible, consistent across the site.

To assess an appropriate speed limit, consider the route layout and its usage. For example, lower speeds will be appropriate where pedestrians are present or where lift trucks and road-going vehicles share a traffic route.

Signs, signals and markings

Signs for drivers and pedestrians in a workplace should be the same as those used on public roads (as shown in the Highway Code¹), wherever a suitable sign exists.

They should be well positioned and kept clean. Where driving is likely to be carried out in the dark, illuminated or reflective signs should be used.

White road markings should be used to regulate traffic flow, and yellow markings should be used for parking. Wherever possible, such markings should be reflective and maintained regularly.

Lighting

Every workplace should have suitable and sufficient lighting, particularly in areas where:

- vehicles manoeuvre, or pedestrians and vehicles circulate and cross;
- loading and unloading takes place.

Take care to ensure there are no sudden changes in lighting levels which may lead to drivers being dazzled.

Safe site – activity

Reversing

Around a quarter of all deaths involving vehicles at work occur as a result of reversing. It also results in considerable damage to vehicles, equipment and property.

The most effective way of reducing reversing incidents is to remove the need to reverse by, for example, using one-way systems. Where this is not possible, sites should be organised so that reversing is kept to a minimum. Where reversing is necessary, consider the following:

- Install barriers to prevent vehicles entering pedestrian zones.
- Plan and clearly mark designated reversing areas.
- Keep people away from reversing areas and operations.
- Use portable radios or similar communication systems.
- Increase drivers' ability to see pedestrians.
- Install equipment on vehicles to help the driver and pedestrians, eg reversing alarms, flashing beacons and proximity-sensing devices.

Signalling

The job of banksmen (or signallers) is to guide drivers and make sure reversing areas are free of pedestrians. However, in some industries, such as quarrying, banksmen are rarely used due to the size of the vehicles involved.

If you are using banksmen, make sure:

- only trained banksmen are used;
- they are clearly visible to drivers at all times;
- a clear and recognised system is adopted;
- they stand in a safe position throughout the reversing operation.

Parking

Parking areas should be clearly indicated and there should be separate parking areas for commercial and private vehicles. There should also be designated areas where commercial vehicles can be loaded and unloaded.

When vehicles are parked, their parking brakes should always be applied. On most trailers disconnecting the emergency air line does not apply the trailer parking brake.

Drivers should never leave a vehicle unattended without ensuring both the vehicle and the trailer are securely braked, the engine is off and the key to the vehicle has been removed.

Where appropriate, trailer legs should be lowered to the ground.

Coupling and uncoupling

Drivers and those who have overall control of sites (site operators) should make sure that coupling and uncoupling areas are well lit, with firm and level surfaces.

Drivers should be properly trained and have their work monitored by site operators to make sure they follow a safe system of work, involving the use of trailer and tractor unit parking brakes as appropriate.

Further guidance can be found in the Institute of Road Transport Engineers (IRTE) Code of Practice *Coupling or uncoupling and parking of large goods vehicle trailers*.²

Loading and unloading

To minimise the risks to those involved in loading and unloading, information should be provided on the nature of the load and how it should be properly loaded, secured and unloaded. This information should accompany the load and be available to those involved in the loading, transportation and unloading activities.

The loading and unloading area should be:

- clear of traffic and people not involved in the activity;
- on level ground;
- segregated from other work areas;
- clear of overhead cables, pipes, or other obstructions;
- protected from bad weather where possible.

Make sure vehicles and trailers have their brakes applied and all stabilisers are in the correct position before loading or unloading.

Throughout loading and unloading there should be a safe place where drivers can wait.

Make sure you take measures to prevent vehicles being driven off during either loading or unloading at loading bays. These can include:

- traffic lights on loading bays;
- vehicle or trailer restraints;
- keeping keys in a safe place, eg with a 'custody' system.

Guidance on how to secure a load safely can be found in the Department for Transport's Code of Practice *The safety of loads on vehicles*.³

Tipping

To reduce incidents where vehicles overturn during tipping operations, site operators and drivers should co-operate with each other and make sure:

- tipping is carried out on level ground;
- the tractor unit and trailer of articulated vehicles are aligned;
- wheel stops are used where possible;
- the tailgate is released and secured before tipping;
- no pedestrians are in the tipping area;
- the vehicle is not left unattended and cab doors are closed;
- there are no overhead obstacles, such as power lines.

If loads stick during tipping;

- the vehicle should not be driven to free the load (the body should be lowered and then raised);
- drivers should not climb onto the raised tipper section to free the load.

Mechanical 'vibratory discharge systems' can help to free a stuck load.

Overturning

To minimise vehicle overturns, site operators and drivers should consider:

- vehicle suitability;
- the condition and slope of the surface;
- the operating speed of the vehicle;
- traffic routes that avoid sharp bends;
- the nature and positioning of the load.

Drivers should be monitored to ensure they follow safe systems of work, eg they are wearing seat belts which should be used even if a roll-over protection system (ROPS) is fitted.

Sheeting

To prevent falls from height when sheeting, follow these simple steps:

- avoid the need to work at height wherever possible, ie sheet from the ground;
- where work at height cannot be avoided, use measures such as platforms with barriers to prevent falls;
- if there is still a risk of a worker falling, use personal protective equipment to minimise both the distance and consequences in the event of a fall.

At each step, always consider measures that protect everyone who is at risk (eg barriers) before measures that only protect the individual (eg fall-arrest systems).

The walkways of working platforms should be made of non-slip material. Consult vehicle manufacturers before installing any vehicle-based sheeting system.

Housekeeping

Traffic routes should be free from obstructions and kept clean. Signage should be cleaned and maintained so that it remains visible and effective.

Safe vehicle

Vehicles used in the workplace should be suitable for the purpose for which they are used.

You should carefully consider the working environment in which a specific vehicle will be used and the suitability of that vehicle for the people using it. Consulting with those who will use it is a key part of developing a vehicle specification.

The Road Vehicles (Construction and Use) Regulations 1986 set the standard for the design and construction of vehicles used on public roads. Most vehicles used in the workplace should meet this standard, but in some cases there are specific supply standards for mobile plant (eg some lift trucks).

Warning devices such as rotating beacons and reversing alarms are often fitted, and conspicuous painting and marking can be used to make a vehicle stand out to pedestrians.

Drivers should be able to see clearly around their vehicle, so consider measures such as CCTV and special mirrors where visibility is restricted.

Vehicles should be designed so that, wherever possible, those who use them can do their work from the ground. Where people have to work at height on vehicles, suitable means of safe access onto and around vehicles should be provided.

Maintenance

Vehicles should be maintained in good working order so they remain mechanically sound, and any devices, such as flashing beacons, function properly. Vehicles such as lift trucks and those with tail lifts must be thoroughly examined by a competent person and reports kept.

Planned inspections are a vital part of preventative maintenance. These may include daily safety checks carried out by drivers and regular maintenance inspections based on time or mileage.

Drivers should be provided with a list of the daily checks to be signed off at the start of each shift. This should be monitored to ensure the checks are carried out properly.

Safe driver

Drivers should be competent to operate a vehicle safely and receive appropriate information, instruction and training for the vehicle they use. It is particularly important that younger or less experienced drivers are closely monitored following their training to ensure they work safely.

Competence

Consider the following:

- **For new recruits:** Recruitment and placement procedures should be in place to ensure all new drivers are competent.
- **For existing employees:** Make sure they have, and continue to have, the skills and experience needed to operate a vehicle safely. If the work changes, drivers should receive the necessary training to carry out the modified task safely.

Training

Training requirements will depend on an individual's experience and the training they have previously received. Your risk assessment should help decide the level and amount of training a person requires.

In general, newly recruited drivers have the greatest training needs but there should also be a programme of reassessment for more experienced drivers.

It is important to assess the information provided by newly appointed drivers, particularly in relation to their training and experience. They should also be monitored on-site, to establish both their actual level of competence and any further training needs.

You should keep a training record for each driver. This will help to ensure the most appropriate person is allocated a particular task and identify those requiring refresher training.

There are special requirements for the training of lift truck drivers (see HSE's Approved Code of Practice *Rider-operated lift trucks: Operator training and safe use*).⁴

Fitness to operate

A person's fitness to drive/operate a vehicle should be judged on an individual basis but the aim is to match the requirements of the task with the fitness and abilities of the driver/operator.

Detailed advice on medical standards of fitness to drive is published by the Drivers Medical Unit of the Driver and Vehicle Licensing Authority (DVLA): www.dft.gov.uk/dvla/medical/atagance.aspx.

Other areas to consider

In addition to the three key areas of site, vehicle and driver, the following areas should also be taken into consideration when managing workplace transport safety.

Consultation with employees

You are legally required to consult all your employees, in good time, on health and safety matters. In workplaces where a trade union is recognised, this will be through union health and safety representatives. In non-unionised workplaces, you can consult either directly or through other elected representatives.

Consultation involves employers not only giving information to employees but also listening to them and taking account of what they say before making health and safety decisions.

Issues you should consult employees on could include:

- health and safety and the work they do;
- how risks are controlled;
- the best ways of providing information and training.

Shared premises

Employers, employees and the self-employed who share a workplace should co-operate and communicate with each other on the site.

Site operators should take responsibility for co-ordinating any health and safety measures and ensuring everyone on-site understands their health and safety responsibilities and the site rules.

Vehicles on which employees of more than one company are at work are considered to be shared workplaces, for example where supermarket employees are loading a trailer owned by a distribution company.

Whenever this occurs, those involved should be fully aware of their roles and responsibilities before any activity is undertaken. Clear, written instructions and information should be available to those involved.

If you do not own the site you should liaise with your landlord as you both have legal responsibilities to ensure the site is safe.

The public

The public often have access to workplaces where vehicles operate. As they will generally be unfamiliar with the workplace, they should be kept away from any work activities wherever possible.

Where this is not possible, you should put in place suitable traffic management arrangements to:

- control pedestrian access;
- separate people from vehicles;
- control vehicle movements;
- monitor activities on-site.

Contractors

Employers and the contractors they use have duties under health and safety law. When using contractors (eg visiting drivers and agency staff), you should:

- take into account their skills, knowledge and experience;
- provide them with relevant information, such as vehicle and pedestrian traffic routes, speed limits, designated loading, unloading and parking areas and site rules. Make sure you consider foreign drivers, eg provide information in other languages;
- liaise with them to consider the risks from each other's work activities and agree how the work will be undertaken;
- monitor them to ensure they work safely and comply with the site rules;
- set up any arrangements for co-operation and co-ordination;
- ensure action is taken when they operate in an unsafe manner.

More information can be found in the HSE leaflet *Use of contractors: A joint responsibility*.⁵

References

- 1 Driving Standards Agency *The Highway Code* The Stationery Office 2007 ISBN 978 0 11 552814 9 www.gov.uk/highway-code
- 2 Institute of Road Transport Engineers Code of Practice *Coupling or uncoupling and parking of large goods vehicle trailers* IRTE 2006 www.soe.org.uk/resources/technical-guides
- 3 Department for Transport *The safety of loads on vehicles: Code of Practice* The Stationery Office 2002 ISBN 978 0 11 552547 6
- 4 *Lift trucks: Operator training and safe use. Approved Code of Practice and guidance on Regulations L117* (Third edition) HSE Books 2013 ISBN 978 0 7176 6441 2 www.hse.gov.uk/pubns/books/l117.htm
- 5 *Use of contractors: A joint responsibility* Leaflet INDG368 HSE Books 2002 www.hse.gov.uk/pubns/indg368.pdf

Further reading

Workplace transport safety: An employers' guide HSG136 (Second edition) HSE Books 2005 ISBN 978 0 7176 6154 1 www.hse.gov.uk/pubns/books/hsg136.htm

Lift-truck training: Advice for employers Leaflet INDG462 HSE Books 2013 www.hse.gov.uk/pubns/indg462.htm

HSE's 'Vehicles at work' website: www.hse.gov.uk/workplacetransport/

Further information

For information about health and safety, or to report inconsistencies or inaccuracies in this guidance, visit www.hse.gov.uk. You can view HSE guidance online and order priced publications from the website. HSE priced publications are also available from bookshops.

The Stationery Office publications are available from The Stationery Office, PO Box 29, Norwich NR3 1GN Tel: 0870 600 5522 Fax: 0870 600 5533 email: customer.services@tso.co.uk Website: www.tsoshop.co.uk/ (They are also available from bookshops.) Statutory Instruments can be viewed free of charge at www.legislation.gov.uk/.

This guidance is issued by the Health and Safety Executive. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to this guidance.

This leaflet is available at www.hse.gov.uk/pubns/indg199.htm.

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