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SYON GARDENS

HOMEBASE BRENTFORD SITE, TW7 5QE

Delivery & Servicing Plan

Consultant: RHDHV



HASKONINGDHV UK LTD.

2 Abbey Gardens
Great College Street
London
SW1P 3NL
Transport UK
VAT registration number: 792428892

+44 207 2222115 **T**
info.london@uk.rhdhv.com **E**
royalhaskoningdhv.com **W**

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Author(s): Amin Fouladi

Drafted by: Amin Fouladi

Checked by: Chris Slack

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1 Introduction

1.1 Preface

1.1.1 Royal HaskoningDHV (RHDHV) has been appointed by St Edward Homes Ltd (the 'client') to prepare a Delivery and Servicing Plan (DSP) in association with a proposed development at Homebase, Brentford, in the London Borough of Hounslow (LBH). The planning application that forms the topic of this report is associated with:

“Full planning application for the demolition of existing building and car park and erection of buildings to provide residential units, a replacement retail foodstore, with additional commercial, business and service space, and a flexible community space, and ancillary plant, access, servicing and car parking, landscaping and associated works”

1.1.2 For information purposes this includes:

- Delivery of 473 high quality homes;
- 38% affordable housing (on a habitable room basis);
- A new and modern Tesco retail store of circa 10,550 sqm (GIA) with community space of 200 sqm;
- 137 sqm (GIA) of flexible commercial, business and service space;
- 400 retail car parking spaces;
- 100 residential car parking spaces;
- 3 residential visitor car parking spaces and 2 car club spaces;
- 204 retail cycle parking spaces; and
- 896 residential cycle parking spaces.

1.1.3 Throughout this report 'the site' refers to the land located at the aforementioned address and the 'development' refers to the buildings that are proposed to be constructed in the future.

1.2 Site Context

1.2.1 The Homebase site (proposed development site) is situated at Syon Lane, Isleworth, TW7 5QE, approximately 100m north of Syon Lane rail station, in the London Borough of Hounslow.

1.2.2 The Homebase site is a rectangular plot of land located on the corner of Syon Lane and the A4 Great West Road at Gillette Corner. The site has an area measuring approximately 1.4 ha. The site is developed with a large single level Homebase store (4,180sqm) and associated car surface level car parking.

1.2.3 The location of the site is indicated at **Insert 1.1**.

Insert 1.1: Site Location Plan



- 1.2.4 At the southern perimeter of the site, Syon Gate Way is a privately maintained (by M&G Investments) access road predominantly serving parking for commercial properties that are situated to east of the site.

1.3 Development Proposals

- 1.3.1 The proposed development would provide a new Tesco store at ground floor level with 473 residential units above. It is anticipated that the Tesco store would be provided with 400 customer car parking spaces, with the residential development provided with up to 106 parking spaces.
- 1.3.2 The proposed scheme incorporates a dedicated on-site service yard and further includes provision of a servicing layby at the southern boundary of the site and its interface with Syon Gate Way, a privately managed access road.
- 1.3.3 The Homebase site, Syon Lane, is being developed in parallel with redevelopment proposals for the Tesco, Osterley site, to facilitate the re-location of the operational Tesco Extra Osterley store. The existing Tesco Extra store is currently situated approximately 500m north of the proposed development site. This provides an opportunity to unlock the wider strategic development potential and release of the 5.45 hectare Tesco Osterley site for comprehensive redevelopment.
- 1.3.4 As part of the redevelopment proposals, the Tesco store would be re-provided from Tesco Osterley to the Homebase site; however, the Petrol Filling Station (PFS) associated with the existing Tesco would not be re-provided as part of the proposed development at the site.

1.4 Plan Purpose and Guidance

- 1.4.1 DSPs seek to ensure that servicing freight activity at a development site is undertaken as effectively and efficiently as possible. This is undertaken by proposing a range of tools, actions and interventions that aim to reduce the quantity, and managing the timing and frequency, of servicing movements at the associated site.
- 1.4.2 This DSP document has been prepared further to pre-application consultation with the London Borough of Hounslow (LBH), the Greater London Authority (GLA) and Transport for London (TfL).
- 1.4.3 This DSP has been produced with reference to:
- The London Freight Plan;
 - Transport for London (TfL) guidance on DSPs;
 - The London Borough of Tower Hamlets Local Plan; and
 - Department for Transport (DfT) guidance on Delivery Plans.
- 1.4.4 This document should be read in conjunction with the development's Transport Assessment (TA), which has been submitted with the planning application as a standalone document.
- 1.4.5 TfL guidance states that a DSP can help organisations to:
- Manage deliveries to reduce the number of trips, particularly during the morning peak hours, thereby reducing congestion.
 - Identify where safe and legal loading can take place to reduce the potential risk of accidents.
 - Commission delivery companies who can demonstrate their commitment to best practice and allow the site to achieve environmental goals, including reducing CO² emissions.
 - Save money by reducing the unit cost of travel through consolidation.
- 1.4.6 This DSP outlines the measures that are proposed to be implemented at the proposed development in relation to servicing, refuse collection and maintenance activities. The DSP sets out the way in which deliveries and refuse collection would be managed so as to minimise the risk of any adverse impacts on the highway. It also sets out the framework necessary to progress the DSP into a fully operational document ready for implementation.

1.5 DSP Structure

1.5.1 Following this introduction, the remainder of this report is set out as follows:

- **Section 2** provides a review of relevant national, regional and local planning policy;
- **Section 3** describes the site and relevant details of the existing highway network, including identifying on-street parking, waiting and loading restrictions at and near the site;
- **Section 4** provides a description of the proposed delivery and servicing strategy in respect of the development proposals, describing the delivery and servicing activity expected at the site as well as refuse collection and maintenance access at the proposed development;
- **Section 5** presents an estimate of the predicted servicing/deliveries trips generated by the uses that are proposed at the site;
- **Section 6** discusses proposed qualitative measures that will be used to manage servicing, refuse collection and maintenance activity at the site;
- **Section 7** presents matters relating to monitoring and update of the Plan; and
- **Section 8** provides a summary and conclusion.

2 Policy Background and Guidance

2.1 Overview

- 2.1.1 The aim of a DSP is to ensure that the site can be adequately serviced whilst reducing congestion, pollution and obstruction on the highway in the vicinity of the site.
- 2.1.2 Within London, in particular, there has been concern relating to the impact of Heavy Goods Vehicles (HGV) on the safety of vulnerable road users, including pedestrian and cyclists. With the growth of home deliveries and goods ordered via the internet, the growth of commercial delivery vehicles has been evident. A DSP is a way to manage the way deliveries and other servicing trips are undertaken to mitigate any adverse impacts.
- 2.1.3 This section sets out national, regional and local transport planning policies that are relevant to these development proposals.

2.2 National Policy

National Planning Policy Framework (NPPF)

- 2.2.1 The National Planning Policy Framework (NPPF) was published in March 2012 (updated June 2019) by the Department for Communities and Local Government and is now the primary source of national planning guidance in England.
- 2.2.2 The NPPF contains the Government's strategies for economic, environmental and social planning policies in England and is designed to be a single, focused document setting out national planning priorities.
- 2.2.3 At the heart of the NPPF is a *'presumption in favour of sustainable development'*, which for decision making means:
- *'approving development proposals that accord with an up-to-date development plan without delay; or*
 - *where there are no relevant development plan policies, or the policies which are most important for determining the application are out-of-date, granting permission unless: i. the application of policies in this Framework that protect areas or assets of particular importance provides a clear reason for refusing the development proposed; or ii. any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole.'*
- 2.2.4 With particular regard to deliveries and servicing the NPPF states that applications for development should *"allow for the efficient delivery of goods, and access by service and emergency vehicles"*.

2.3 Regional Policy

London Plan (December 2019) - Intend to Publish (ItP) Version

2.3.1 The ItP version of the London Plan provides a focus on the creation of Healthy Streets, and this specified in Policy T2, which states, *“Development proposals and Development Plans should deliver patterns of land use that facilitate residents making shorter, regular trips by walking or cycling”*.

2.3.2 Development Plans should:

- *promote and demonstrate the application of the Mayor’s Healthy Streets Approach to: improve health and reduce health inequalities; reduce car dominance, ownership and use, road danger, severance, vehicle emissions and noise; increase walking, cycling and public transport use; improve street safety, comfort, convenience and amenity; and support these outcomes through sensitively designed freight facilities.*
- *identify opportunities to improve the balance of space given to people to dwell, walk, cycle, and travel on public transport and in essential vehicles, so space is used more efficiently and streets are greener and more pleasant.*
- *In Opportunity Areas and other growth areas, new and improved walking, cycling and public transport networks should be planned at an early stage, with delivery phased appropriately to support mode shift towards active and public transport travel. Designs for new or enhanced streets must demonstrate how they deliver against the ten Healthy Streets Indicators.*

2.3.3 The document provides a focus on freight and servicing in Policy T7, which states:

‘A. Opportunity Area Planning Frameworks, Area Action Plans and other area-based plans should include freight and servicing strategies. These should seek to:

- 1. Reduce freight trips to, from and within these areas.*
- 2. Coordinate the provision of infrastructure and facilities to manage freight and servicing at an area-wide level.*
- 3. Seek to reduce emissions from freight, such as through sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles.*

Such strategies should be developed through policy or through the formulation of a masterplan for a planning application.

B. To support carbon-free travel from 2050, the provision of hydrogen refuelling stations and rapid electric vehicle charging points at logistics and industrial locations is supported.

C. Wharves and railheads involved in the distribution of aggregates should be safeguarded in line with Policy SI9 Safeguarded waste sites, Policy SI10 Aggregates and Policy SI5 Water infrastructure.

D. Consolidation and distribution sites at all scales should be designed to enable 24-hour operation to encourage and support out-of-peak deliveries.

E. Development proposals for new consolidation and distribution facilities should be supported provided that they:

- 1. Deliver mode shift from road to rail or water without adversely impacting passenger services (existing or planned) and without generating significant increases in street-based movements*
- 2. Reduce traffic volumes within London*
- 3. Reduce emissions from freight and servicing trips*
- 4. Enable sustainable last-mile movements, including by cycle and electric vehicle.*

F. Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for servicing and deliveries off-street. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments.

G. 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.

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

I. Development proposals must adopt appropriate construction site design standards to enable the use of safer, lower trucks with increased levels of direct vision on waste and landfill sites, tip sites, transfer stations and construction sites.'

London Waste and Recycling Board: Waste Management Planning Advice for New Flatted Properties (2014)

2.3.4 In respect of waste and recycling storage and consideration of waste management at the new proposal, this Plan is also informed by advice contained within the “*Waste Management Planning Advice for New Flatted Properties*” document published by the London Waste and Recycling Board (LWARB) in December 2014.

2.3.5 The LWARB guidance framework comprises three sub documents, the second of which provides a template for recycling and waste management strategy for new build flats in London. The guidance is intended “*for use by developers at pre-application planning stage*”. The guidance proposes a systematic approach to mapping the stages of recycling and waste management in new flatted properties. This Plan has been developed, in particular, with cognisance of advice provided by the LWARB document in respect of refuse collection.

2.4 Local Policy

London Borough of Hounslow Local Plan

- 2.4.1 The Hounslow Local Plan was adopted on 15th September 2015 by LBH, which sets out the planning framework of the borough up to 2031.
- 2.4.2 The necessity for management of noise and air pollution borne from inconsiderate or unmanaged freight activity is expressed within the rationale behind Policy EQ4 and EQ5 of the LBH Local Plan. In particular with reference to noise, the Local Plan states that *“noise generating uses (such as industrial and commercial operations, food and drink establishments and other town centre uses) can impact on surrounding residential properties. It may be appropriate to restrict hours of operation, deliveries and refuse and recycling collection.”*
- 2.4.3 The requirement for implementing DSPs are further implied within the principles of Policy EC2 which promotes the development of ‘a sustainable local transport network’.

3 Highways Context

3.1 Site Location

- 3.1.1 The proposed development site is situated at Syon Lane, Isleworth, TW7 5QE, approximately 100m north of Syon Lane Rail Station, in the London Borough of Hounslow. The location of the site is presented at **Insert 1.1**.
- 3.1.2 The site is currently occupied by a Homebase retail store and is bound to the north by the A4 Great West Road, and to the west by Syon Lane. At the southern perimeter of the site, Syon Gate Way is a privately maintained (by M&G Investment) access road predominantly serving parking for commercial properties that are situated to east of the site.
- 3.1.3 The surrounding area is comprised of a mix of uses, including commercial and residential development. There are semi-detached houses on the western side of Syon Lane, opposite the site. Along the Great West Road, there is a variety of commercial and industrial uses, as well as some residential property, and further along Syon Lane the uses are predominantly residential.
- 3.1.4 Syon Lane Rail Station is situated approximately 100m to the south of the site, along Syon Lane. The station provides National Rail services that operate to London Waterloo, via locations including Brentford, Chiswick, Putney, Clapham Junction and Vauxhall.
- 3.1.5 The site is served by a single point of vehicular access from Syon Lane. The site access junction operates with priority control and a turning lane is provided in the Syon Lane carriageway to accommodate right turners accessing the site from the east. The existing site vehicular access is located approximately 90m to the east of the A4, The Great West Road.
- 3.1.6 Two points of pedestrian access are provided to the existing site. One point is located on the A4 Great West Road, adjacent to the junction between the A4 Great West Road and Harlequin Avenue and is provided in the form of a stepped footpath. The second access is located alongside the vehicular access and is provided in the form of pedestrian footways located to both sides of the access.

3.2 Highway Network

Syon Lane

- 3.2.1 Syon Lane is a local distributor road that routes along a northwest-southeast alignment, forming the western boundary to the site. Syon Lane accommodates two-way traffic in the vicinity of the site and extends from Osterley Park and House in the north to the A315 London Road at its southern extent. A 30mph speed restriction operates on Syon Lane.
- 3.2.2 The carriageway at Syon Lane provides a width of approximately 13m adjacent to the site access and incorporates a ghost island for right turning traffic on the northbound approach to the site. The carriageway incorporates two northbound and two southbound lanes adjacent to the site access junction.

- 3.2.3 A staggered signalised pedestrian crossing is provided approximately 30m north of the site access junction whilst a 'straight across' signalised crossing is provided around 75m south of the junction in proximity of Syon Lane Rail Station.
- 3.2.4 The site access road provides a carriageway width of approximately 14m at its junction with Syon Lane and includes a central reservation segregating inbound and outbound traffic which incorporates dropped-kerbs and tactile paving.
- 3.2.5 On the western edge of Syon Lane, opposite the site, there is resident permit holder parking which operates from Monday to Friday, from 9am-6pm. This is part of the SLS Controlled Parking Zone (CPZ).
- 3.2.6 A CPZ is also enforced at the Wyke Estate, between Tesco Osterley and Nishkam School. The hours of operation are Monday – Friday, from 9.30am-5:30pm.

A4 Great Western Road

- 3.2.7 The A4 Great West Road is a two-way dual carriageway road, which forms part of the Transport for London Road Network (TLRN). The A4 Great West Road connects with the M4 at Brentford, and routes towards Central London to the east, and with Heathrow Airport to the west.
- 3.2.8 There are wide, level footways provided on both sides of the Great West Road. Both flanks of the A4 are provided with street lighting. A 40mph speed limit operates at the A4 in the vicinity of the site.
- 3.2.9 A segregated cycleway connects Osterley station to the junction of Syon Lane/Great West Road (Gillette Corner). A segregated cycleway is also provided on the southern side of the Great West Road, and these cycleways extend to the eastern side of the junction. While the cycleways are located to the east and west of Gillette Corner, the cycleways do not extend through Gillette Corner, and instead, they terminate and recommence either side of the junction.
- 3.2.10 Pedestrian crossing facilities are provided across the Great West Road at Gillette Corner. On the eastern side of the junction, an underpass is provided to allow pedestrians safe crossing.

Syon Gate Way

- 3.2.11 Syon Gate Way is a privately managed access road which operates at the southern perimeter of the site. This road serves access for parking facilities associated with commercial properties that are situated to east of the site.
- 3.2.12 Syon Gate Way forms a junction with Syon Lane at a point approximately 90m south of the site access junction. The intersection of Syon Gate Way and Syon Lane forms a simple priority junction.
- 3.2.13 Syon Gate Way provides a carriageway width of around 5.5m.

Northumberland Avenue

- 3.2.14 Northumberland Avenue is a two-way single carriageway road which connects with Syon Lane on its western side, between Gillette Corner and the existing Homebase site access. Northumberland Avenue operates with a 20m.p.h. zone and incorporates on-street car parking.

Keep Clear road markings are provided on Syon Lane at its junction with Northumberland Avenue.

- 3.2.15 There are wide, level footways provided on Northumberland Avenue. Both sides of the carriageway are provided with street lighting. Northumberland Avenue forms part of the controlled parking zone.

London Road (A315)

- 3.2.16 The A315 London Road is an arterial road that operates to an approximate east-west alignment at approximately 500m south of the site. To the east it connects to the A205 at Kew Bridge and provides connectivity with the M4 and A406 North Circular Road at Chiswick Roundabout. To the east, the A315 extends approximately 14km to Staines-upon-Thames and facilitates connectivity to the A30 and A308.

Car Dealership Access Road

- 3.2.17 A Skoda car dealership operates immediately to the east of the site, which is served by a two-way access from the A4, Great West Road. The access road flanks the eastern perimeter of the Homebase site. The access road forms a priority junction with the westbound carriageway of the A4 and operates as a left-in and left-out junction.

3.3 Waiting Restrictions

- 3.3.1 Waiting restrictions deter drivers from misusing the highway and causing obstructions by waiting or parking in sections of highway that are not suitably allocated to such uses. LBH do not publish specific guidance in respect of loading from kerbside areas that incorporate waiting restrictions, however, the London Councils online publication states that *“loading and unloading is permitted on single and double yellow lines for a maximum of 40 minutes if loading is observed. You must not cause an obstruction and ensure that there is no loading ban”*
- 3.3.2 As outlined above, the site is surrounded by various road types consisting of A4, B454 (Syon Lane) and several unclassified local roads that operate various restrictions to waiting. Waiting restrictions also restrict loading beyond a certain period of time and as such of relevance to activity considered within this Plan.
- 3.3.3 The A4 Great West Corridor (GWC) forms part of TLRN *‘red routes’* that operate every day and is subject to *‘no stopping at any time’*.
- 3.3.4 Syon Lane (B454); from the junction with A4 up to Northumberland Avenue forms part of the of the A4 *‘Red Route’* hence subject to the same waiting restrictions as A4. The south-eastern section of Syon Lane from the signalised pedestrian crossing of Syon Lane station forms a narrow road with no kerbside road markings.
- 3.3.5 The Northumberland Estate road network; of which Northumberland Avenue forms its main distributing road, is situated to the south of the site. Northumberland Avenue is predominantly subject to single yellow line road markings that restrict waiting between the hours of 9:00am to 6:00pm, from Monday to Friday. Double yellow lines are provided to the entry of Northumberland Avenue and subsidiary roads which prohibit waiting at any time.

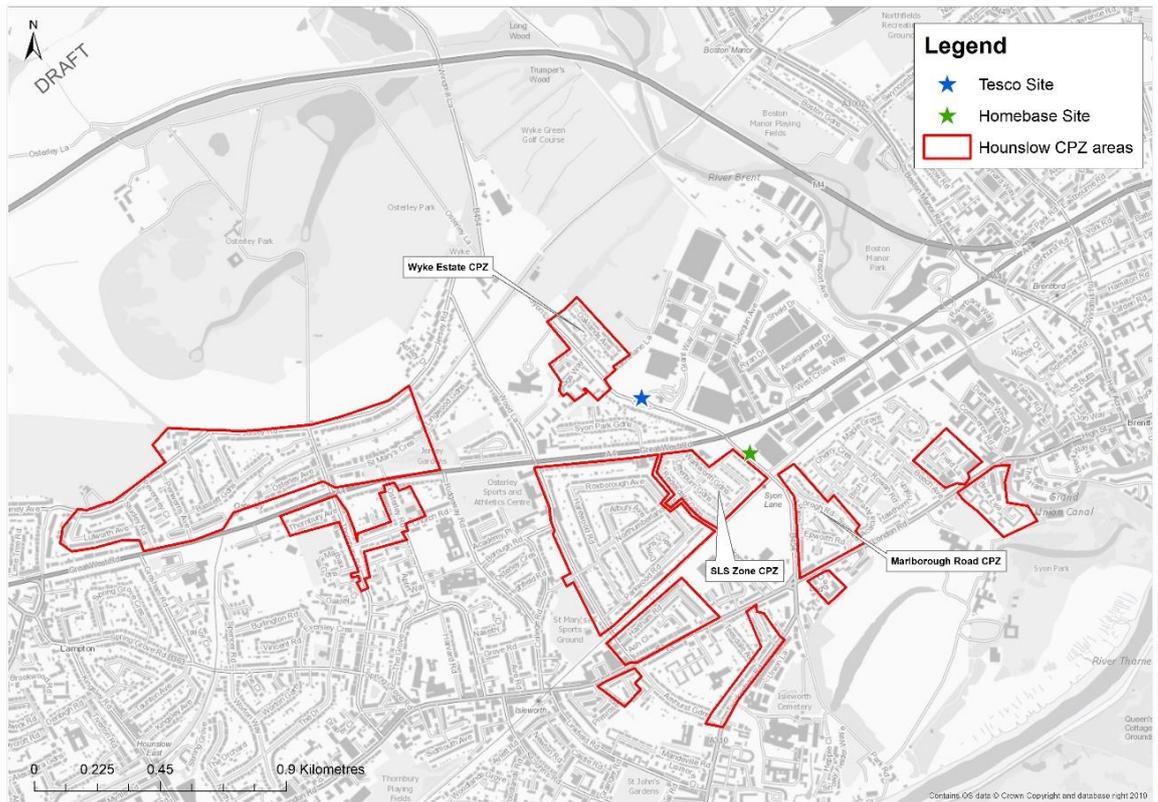
- 3.3.6 Syon Gate Way to the east of the site is a private road, under the ownership of M&G Investments, and incorporates double yellow line markings at its intersection with Syon Lane. St. Edward has rights of access along Syon Gate Way.

On-Street Parking (Waiting) Restrictions

- 3.3.7 The site is surrounded by various categories of road, including strategic highway (A4), distributor road (Syon Lane) and residential access roads (Northumberland Avenue). Parking (waiting) restrictions are in place on some roads locally and these either prevent parking from taking place in areas that are not appropriate for this purpose, or they control who is permitted to park on-street.
- 3.3.8 The A4 Great West Corridor (GWC) forms part of TLRN and is therefore a 'red route' which is subject to 'no stopping at any time'.
- 3.3.9 Syon Lane (B454), from the junction with A4 up to Northumberland Avenue, forms part of the A4 'red route' and is hence subject to the same parking (waiting) restrictions as A4.
- 3.3.10 To the south-east of Northumberland Avenue, parking on Syon Lane is controlled by a mixture of double yellow line waiting restrictions, zig-zag markings associated with the pedestrian crossings, bus stops or defined parking bays in the residents parking zone SLS (on the western side of the carriageway only).
- 3.3.11 To the south, from the railway bridge, Syon Lane is not provided with on-street parking (waiting restrictions), however the carriageway width and traffic volume make it impractical to park on the carriageway during the day.
- 3.3.12 The Northumberland Estate road network; of which Northumberland Avenue forms its main distributing road, located to the south of the site from Syon Lane, is predominantly subject to single yellow line road markings that restrict waiting between the hours of 9:00am to 6:00pm Monday to Friday. Double yellow lines are provided to the entry of Northumberland Avenue and all its branches prohibiting waiting at any time.
- 3.3.13 Syon Gate Way, to the east of the site, is a private road and incorporates double yellow line-markings at its intersection with Syon Lane.
- 3.3.14 The site is not located within an existing Controlled Parking Zone (CPZ) but is situated within the immediate adjacencies of an existing CPZ which, combined with the red route restrictions operational at the A4 and Syon Lane, significantly limit opportunities for on-street (kerbside) parking in the vicinity of the site.
- 3.3.15 A CPZ (Zone SLS) is operated by Hounslow Council between 9:00am-6:00pm Monday to Friday on streets to the south of Syon Lane, within Northumberland Estate 'area'. Parking within this zone consists of resident permit holder bays. On the western edge of Syon Lane, opposite the site, there is resident permit holder parking that forms part of the SLS Controlled Parking Zone (CPZ).
- 3.3.16 A CPZ (Marlborough Road Zone) is enforced to the south of the site, in the area surround the southern section of Syon Lane. The hours of operation are Monday – Friday 9.30am-5.30pm.

- 3.3.17 A CPZ is also enforced at the Wyke Estate, between Tesco Osterley and Nishkam School. The hours of operation are Monday – Friday 9.30am-5:30pm.
- 3.3.18 There are also CPZs enforced in the area surrounding Osterley station. A map of relevant CPZ restrictions is shown in **Insert 3.1**.

Insert 3.1 – Local CPZ Map



- 3.3.19 There is no on-street 'pay and display' parking scheme in operation in the vicinity of the site, and no public car parks are provided locally, other than those serving the Homebase and Tesco development sites.
- 3.3.20 Free parking on-site at Homebase is restricted to a maximum of two hours, and free parking within the Tesco development is restricted to a maximum of three hours.

Loading and Weight Restrictions

- 3.3.21 Kerbside road markings such as double or single blips that restrict loading are not provided in streets surrounding the site.
- 3.3.22 An existing restriction on vehicles that weigh in excess of 5T is in operation on Syon Lane and Northumberland Avenue between the hours of 6:30pm and 8am.

4 Proposed Delivery and Servicing Strategy

4.1 Overview

4.1.1 This section presents proposed servicing arrangements at the proposed development. An assessment of the anticipated servicing requirements of the proposed development is provided including consideration of how the estimated demand for servicing activity will be accommodated during the operational phase of the development.

4.2 Proposed Development

4.2.1 The proposed development forms the topic of a planning application that seeks permission for the following:

“Full planning application for the demolition of existing building and car park and erection of buildings to provide residential units, a replacement retail foodstore, with additional commercial, business and service space, and a flexible community space, and ancillary plant, access, servicing and car parking, landscaping and associated works”

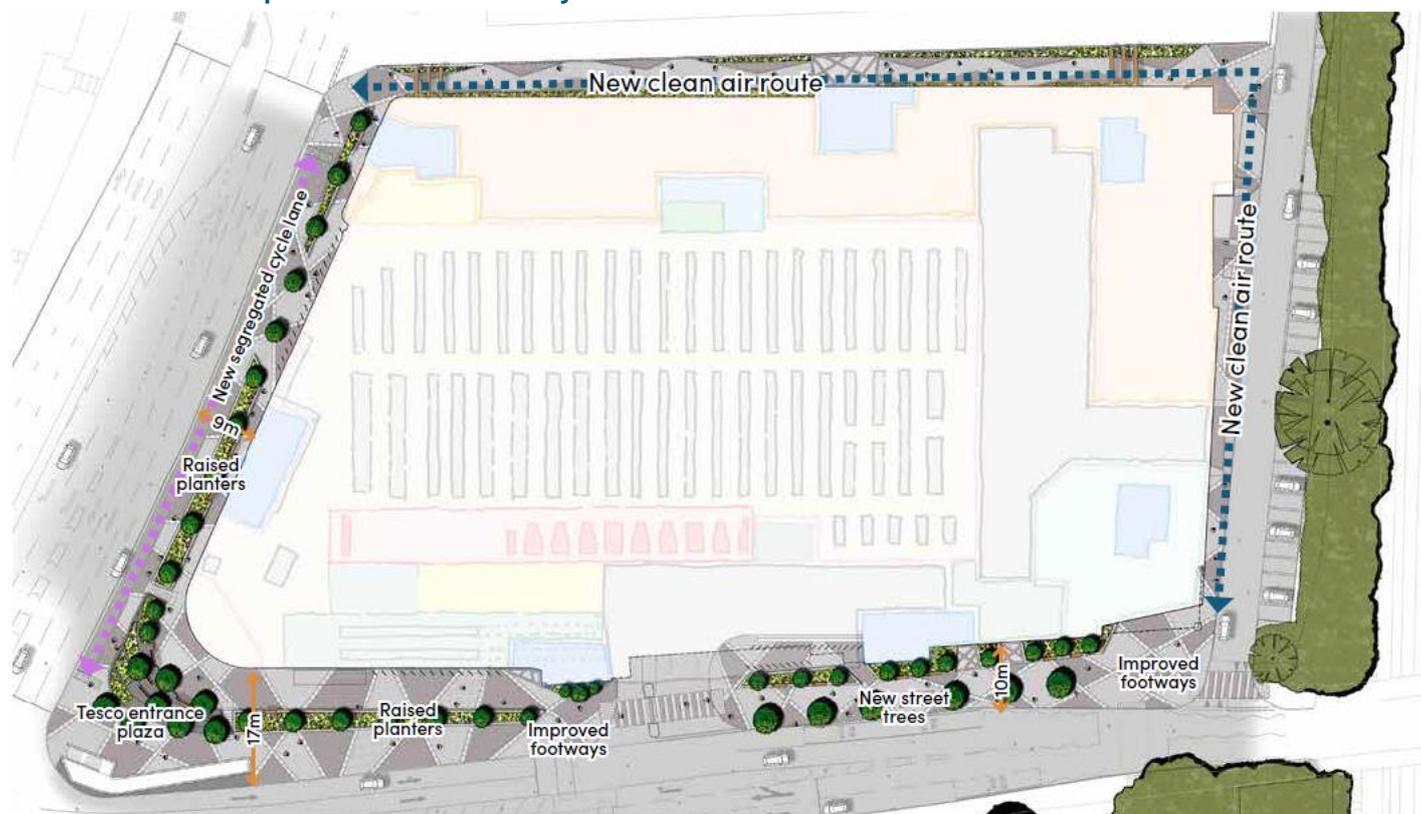
4.2.2 For information purposes this includes:

- Delivery of 473 high quality homes;
- 38% affordable housing (on a habitable room basis);
- A new and modern Tesco retail store of circa 10,550 sqm (GIA) with community space of 200 sqm;
- 137 sqm (GIA) of flexible commercial, business and service space;
- 400 retail car parking spaces;
- 100 residential car parking spaces;
- 3 residential visitor car parking spaces and 2 car club spaces;
- 204 retail cycle parking spaces; and
- 896 residential cycle parking spaces.

4.2.3 It is proposed that the Tesco store would be provided with 400 customer car parking spaces, with the residential development provided with 105 parking spaces (including Car Club parking and visitors parking). The main vehicular access to the car parking area is taken from the location of the existing site access junction via Syon Lane.

4.2.4 Proposed on-site servicing facilities are located at the southern perimeter of the site. Additionally, a servicing layby is proposed at the site interface with Syon Gate Way.

4.2.5 **Insert 4.1** below presents an overview of the proposed ground floor layout indicating key features relating to access and servicing.

Insert 4.1: Proposed Ground Floor Layout Overview


- 4.2.6 The Homebase site, Syon Lane, is being developed in parallel with redevelopment proposals for the Tesco, Osterley site, to facilitate the re-location of the operational Tesco Extra Osterley store. The existing Tesco Extra store is situated approximately 550m north of the proposed development site along Syon Lane. This provides an opportunity to unlock the wider strategic development potential and release of the 5.45ha Tesco Osterley site for comprehensive redevelopment.

4.3 Proposed Servicing Access Arrangements

Tesco Deliveries and Servicing

- 4.3.1 Syon Gate Way will serve as the point of access for all servicing vehicles accessing the site. The junction of Syon Gate Way with Syon Lane takes the form of a simple priority junction.
- 4.3.2 The proposed on-site servicing facility has been designed to accommodate access by large servicing vehicles. In assessing the suitability of the existing junction, swept path analysis has been carried out for various servicing vehicles accessing Syon Gate Way via Syon Lane, and similarly egressing Syon Gate Way onto Syon Lane. The proposed on-site servicing yard facilitates vehicle turning on-site and as such it is possible for servicing vehicles to access and egress Syon Gate Way and Syon Lane in forwards gear.
- 4.3.3 Swept path analysis of vehicles accessing and egressing the Tesco service yard are contained within **Appendix A**.

- 4.3.4 **Appendix A** demonstrates that a maximum legal articulated vehicle (16.5m) can also access Syon Gate Way and the proposed service yard and depart the site in forward gear. Furthermore, this drawing demonstrates that proposed service yard provides sufficient clearance for three maximum legal articulated vehicle (16.5m) to access, load/unload and egress in forward gear independently of each other.
- 4.3.5 **Appendix A** further demonstrates that three service vehicles can access the on-site service yard for loading/unloading simultaneously; whilst, a further two small goods vehicles, or one large goods vehicle, can access the servicing bay at the southern perimeter of the site in order to load/unload away from the public highway.
- 4.3.6 It is worthy of note that Tesco do not typically need to accommodate three large articulated lorries on site at any one time.

4.4 Residential Servicing Strategy

Deliveries and Collections

- 4.4.1 Based on general servicing requirements, the majority of items delivered to the residential units would be in the form of mail and small packages that can be posted into the mailboxes on the ground level of each residential building. Suppliers delivering mail and small packages will be allowed to access the ground floor of each residential core to access the post boxes by the site management staff via video intercom.
- 4.4.2 In order to keep the building secure, access to the lifts, stairs and upper floors will not be permitted except for residents and accompanied guests. Deliveries of larger parcels, food and takeaways will be made to the ground floor reception area where the resident will collect their delivery at ground level.
- 4.4.3 The development scheme has been designed to include residential reception areas which will allow parcels to be delivered to site at times when residents may not be at home. This will avoid the need for delivery companies to make return journeys to the site in association with the delivery of a single parcel. The concierge/site management staff will store these items within either an automatic locker (for residents to self-collect) or a locked storeroom for larger deliveries.
- 4.4.4 **Appendix B** presents the swept path assessment of a large refuse vehicle entering Syon Gate Way and turning within the proposed servicing facility to exit the site in forward gear.
- 4.4.5 **Appendix B** also presents swept path analysis for a 7.5t Box Van to access the proposed servicing layby adjacent to the site via Syon Gate Way and execute a three-point turning manoeuvre to egress onto Syon Lane in forward gear.
- 4.4.6 Swept path analysis of delivery and servicing vehicles associated with the residential units are contained within **Appendix C**.

Delivery Vehicle Access

- 4.4.7 A basement level car park accessed from Syon Gate Way would provide access to circa 33 parking spaces in addition to one delivery bay to accommodate LGV (home) delivery vehicle visits.
- 4.4.8 **Appendix C** demonstrates how a 7.5t panel van (7.5m length) can negotiate the basement ramp from Syon Gate Way.
- 4.4.9 The basement service area is provided with a clear headroom of 3.25m and is therefore able to accommodate home delivery vehicles.
- 4.4.10 The servicing bay proposed adjacent to the road carriageway with Syon Gate Way provides a suitable opportunity for larger delivery vehicles (>7.5t panel van vehicles) to load/unload away from the public highway adjacent to a network of on-site pathways that facilitate access to the on-site buildings.
- 4.4.11 Deliveries of larger items such as furniture will require the site management staff to supervise access to the resident's apartment at a prearranged time.

4.5 Retail Servicing Strategy

Deliveries and Collections

- 4.5.1 All food retail deliveries and collections will be carried out from the dedicated on-site servicing facility. The service yard is afforded internal access to the Tesco back-of-house (BOH) areas and, as such, all deliveries will be accepted and managed through the building interior.
- 4.5.2 As Tesco deliveries will be carried out by pre-approved and established suppliers, there is scope for efficient implementation of scheduling procedures as proposed at **Section 6**. Where practicable, deliveries will be subject to a suitably even temporal distribution such as to allow sufficient spare servicing capacity for residential deliveries along Syon Gate Way that will be more sporadic and unpredictable by nature.
- 4.5.3 Tesco staff will attend all deliveries and accept all goods for dissemination through the BOH areas. Internal procedures will be established such as to ensure that the service yard is not obstructed by delivered goods that are to be transferred to appropriate stocking locations.
- 4.5.4 Other smaller retail units will be required to coordinate deliveries with Tesco such as to, as far as practicable, avoid conflicts and where possible avoid transferring any goods via the external peripheries of the buildings.

Refuse Collection - Tesco

- 4.5.5 The Tesco store will have arrangements for private refuse collection to be undertaken. The refuse will be collected from within their dedicated service yard.
- 4.5.6 As the Tesco store will commission a private refuse collection contractor, it is reasonably feasible to ensure that refuse collections are scheduled such as to avoid any conflicts with

deliveries, whilst avoiding peak traffic hours and adhering to TfL's '*Code of Practice for quieter deliveries*' (TfL, May 2018).

- 4.5.7 In view of the above, it is possible for the refuse generated by the store to be collated, compacted and consolidated in allocated BOH locations prior to scheduled collection times. Tesco staff will oversee the refuse collection process and ensure that wheeled bins are rearranged such as to avoid obstruction of manoeuvring and procedural logistics for other uses at the service yard.

Refuse Collection - Residential

- 4.5.8 Residents will transport waste from their unit to the localised bin store via internal lifts.
- 4.5.9 Once bins within the localised stores are full, the internal management team will exchange these bins with empty containers dependant on the material stream via the use of tugs. The internal management team will then transfer the full bins to the main bin store located within the Lower Ground Floor via tugs through the use of service lifts.
- 4.5.10 The main bin store located on the Lower Ground Floor will have adequate storage space to house bins for the weekly collection of plastic, cardboard, paper, cans/aerosols, glass, food and residual waste. It should be noted, recycle and residual materials are currently collected on a weekly basis however, in the near future, residual waste will be collected by LBH on a fortnightly basis. Bin storage requirements based on the weekly collection frequency of residual waste are sufficient for the future fortnightly collection frequency.
- 4.5.11 Prior to the time of collection (or as agreed), the internal management team will transfer the full bins via tugs to the presentation area located on the Lower Ground Floor.
- 4.5.12 It is envisioned the internal management team will be on hand to rotate bins at the time of collection. From the presentation area, the collection operatives will transport the bins to the Refuse Collection Vehicle (RCV) for emptying purposes. Once these bins have been emptied, the collection operatives will return these bins to the presentation area from where the internal management team will transfer these bins back to the main bin store and localised stores as necessary.
- 4.5.13 Where bins are manoeuvred by the Proposed Developments internal management team, the route from bin stores to a designated presentation area will not exceed ramps of 1:12 (as in line with BS 5906:2005 requirements). It should be noted, all routes and areas of collection made by the council's external management team will not exceed slopes of 1:20, as in line with LBH guidance. The council's external management team will not at any point be required to move waste and recycle bins from the bin store to the designated presentation area, this will be the responsibility of the Proposed Development's internal management team only.
- 4.5.14 **Appendix D** indicates the tracking of tug vehicles that will drag up to four bins at a time (with the use of a tug trailer) within the podium level paths as shown in blue within the attached marked up landscape plan.
- 4.5.15 A refuse bin presentation area would be indicated within a zone immediately to the north of the Tesco service yard access on Syon Gate Way. Bins would be transported from the bin store locations within each of the residential block bin store locations on collection day.

4.5.16 The bin presentation collection area will be located as shown in **Insert 4.2**.

Insert 4.2 – Bin Presentation Area – Syon Gate Way



4.5.17 **Appendix D** indicates how the tug vehicle would drag the bins from the residential main bin store to the bin presentation area.

4.5.18 It should be noted, the internal management team will be on hand to monitor and manage this area of the public footpath at the time of collection. The location of the bin presentation area will allow for both residential access of the footpath and bin presentation to coincide with one another.

4.6 Maintenance Access

4.6.1 It is envisaged that maintenance activity will generally involve small to medium-sized transit vans, and car-derived vans, accessing the on-site circulation area for maintenance access.

4.7 Waste Storage

4.7.1 It will be the task of the DSP coordinator and the site management contractors to coordinate collection times with the local authority and private refuse collection contractors in order to designate suitable times for respective refuse receptacles to be transferred to the assigned collection point. Specific refuse collection points will be defined for each respective use at the site in further updates of this Plan.

Residential Waste Storage

4.7.2 Temporary storage areas will be provided within the fourth floor of the Proposed Development. Localised bin stores will be located within each core (A, B1, B2, B3, C, D and E). Within each localised bin store, one bin per material stream will be held.

4.7.3 The number of residential waste storage bins as calculated by Aecom and presented within the report, “*Operational Waste and Recycling Management Strategy*” is summarised below:

- Plastic – 11 x 1,100 litre (L);
- Cardboard – 11 x 1,100 L;
- Paper – 15 x 360 L;
- Cans/aerosols – 12 x 360 L
- Glass – 11 x 1,100 L;
- Food – 30 x 240 L; and
- Residual – 48 x 1,100 L

Retail Waste Storage

4.7.4 From the Applicant’s previous experience working with Tesco Stores, the approximate breakdown of waste and recycling for Tesco as a business overall, is as follows;

- Recycling (card, plastic, oil and metal): 69 %
- Food waste: 10 %
- Residual waste: 18 %
- Surplus materials: 3 %

4.7.5 Segregated waste will be stored in wheeled cages in back of house areas for removal (or ‘backhauling’) by empty delivery HGV’s. These will leave the store for transit via the Tesco distribution network for disposal at Recycling Service Units (RSU). It should be noted, empty HGV movements to the Tesco store will not interrupt the day to day operations or waste collection routes of the residential and commercial uses of the Proposed Development.

4.7.6 A central bin store will be provided within the commercial building that would provide sufficient space to hold bins for all material streams (i.e. MDR, Food and Residual waste) based on a weekly collection frequency.

4.7.7 Daily (or as agreed), the commercial tenants will collect waste / recycle material from all commercial units (excluding Tesco) and dispose of this material into the bins store, into separate bins dependant on material stream (i.e. MDR, food and Residual waste). The commercial bin store will be free of any residential waste / recycle material as to comply with BS 5906:2005 requirements.

4.7.8 At this stage, it is envisioned that a private contractor will be commissioned to undertake the collection of waste / recycle material arising from the commercial elements of the Proposed Development. Prior to the collection time (or as agreed), the internal management team will transfer full bins for the appropriate material stream (i.e. MDR, food and residual waste) scheduled to be collected on the day to the presentation area located on the Lower Ground Floor (that has been designed to be located within 10m of the collection point).

4.7.9 From this area, the collection operatives will transport the bins to the RCV for emptying purposes. Once, these bins have been emptied, the collection operatives will return these bins to the presentation area from where the internal management team will return these bins to the central commercial bin store.

- 4.7.10 Further details are provided within the “*Operational Waste and Recycling Management Strategy*” report, prepared by Aecom which forms **Appendix D** of this report.

5 Servicing Trip Generation

- 5.1.1 This Section presents an assessment of service vehicle trip attraction for the proposed development in order to provide a baseline estimate of the typical daily servicing activity at the site once the scheme is fully operational.
- 5.1.2 This assessment considers all proposed land uses, based on the following schedule of development:
- Residential development – 473 units;
 - Tesco Food Retail Store – 10,550sqm (GIA);
 - 137 sqm (GIA) of flexible retail floorspace .
- 5.1.3 Given the fact that the flexible retail floorspace use is unknown, in the interest of carrying out a robust service vehicle trip attraction exercise, this proposed floorspace is included within the food retail offer.
- 5.1.4 The assessment is based on surveys of sites that include a record of service vehicle trips as contained in the TRICS 7.6.3 database. The TRICS database has been interrogated in respect of food retail and residential sites in order to derive suitably representative trip generation rates that can be applied to the

5.2 Residential Servicing Trips

- 5.2.1 Through interrogation of the TRICS database in respect of surveys of residential developments with similar locational and accessibility characteristics, four sites have been identified as suitably representative of the residential element of the proposed scheme. A breakdown of similar surveyed sites that have been used as part of this assessment, and the associated servicing trip rates, are contained at **Appendix E**.
- 5.2.2 The estimated number of servicing trips associated with the residential element of the proposed development, by vehicle type, is presented at

5.2.3 **Table 5.1.**

Table 5.1: Proposed Residential Servicing Trips

Time	INBOUND					OUTBOUND				
	Car	LGV	OGV1	OGV2	Total	Car	LGV	OGV1	OGV2	Total
07:00-08:00	0	1	0	0	1	0	1	0	0	1
08:00-09:00	1	1	1	0	3	1	1	0	0	1
09:00-10:00	1	1	1	1	3	1	2	1	0	3
10:00-11:00	0	2	3	0	4	0	2	1	1	3
11:00-12:00	1	3	1	0	4	0	2	3	0	5
12:00-13:00	1	3	0	0	4	1	3	1	0	4
13:00-14:00	1	0	0	0	1	1	1	0	0	2
14:00-15:00	0	2	1	0	2	0	1	1	0	2
15:00-16:00	0	2	1	0	2	0	1	0	0	1
16:00-17:00	1	0	0	0	1	1	1	1	0	3
17:00-18:00	2	1	0	0	3	2	2	0	0	3
18:00-19:00	1	2	0	0	2	1	2	0	0	2
19:00-20:00	0	2	0	0	2	0	2	0	0	2
20:00-21:00	0	0	0	0	0	0	0	0	0	0
Total	6	17	6	1	29	6	17	6	1	29

- 5.2.4 The servicing trip generation exercise identifies that the proposed 473 unit residential development could attract in the order of 29 service vehicle arrivals over the course of a typical day (07:00-21:00). Of these, the majority will be Light Goods Vans (LGVs) or cars. The peak times of residential deliveries are shown to be between 10:00-13:00, which does not coincide with the wider network traffic peaks. On average, this would equate to four deliveries per hour.

5.3 Food Retail Servicing Trips

- 5.3.1 The assessment of Tesco service vehicle trip attraction is presented in **Appendix C**.
- 5.3.2 The proposed Tesco Superstore is largely similar to the existing store at the Tesco, Osterley site that will be removed at that site, to the north of the A4. With specific reference to service trips, it is however noted that the proposed Tesco use, unlike the existing use at the Osterley site, will not include online shopping services.
- 5.3.3 The assessment is further informed by surveys of sites that include a record of service vehicle trips as contained in the TRICS 7.5.1 database. The TRICS database has been interrogated in respect of food retail and residential sites in order to derive suitably representative trip generation rates that can be applied to the proposed development.
- 5.3.4 The servicing trips to the proposed Tesco are estimated based on surveys of the currently operating Tesco, Osterley store which has a comparable floor space. The Tesco Osterley surveys have carried out between the hours of 10:00 and 17:00 for a representative weekday. TRICS database surveys for representative sites within the sub-category 'Food Superstore' have

been used to complement the Tesco Osterley surveys in order to derive an estimate of the quantum and temporal distribution of trips beyond the surveyed hours.

5.3.5 It has been established that the Tesco potential servicing hours would be between 07:00-22:00.

5.3.6 The estimated weekday servicing trips to the proposed Tesco site is presented in **Table 5.2**.

Table 5.2: Proposed Tesco Servicing Trip

Time	Arrivals	Departures	Total
07:00-08:00	2	1	3
08:00-09:00	2	2	4
09:00-10:00	1	2	3
10:00-11:00	2	2	3
11:00-12:00	2	2	4
12:00-13:00	2	2	4
13:00-14:00	2	2	4
14:00-15:00	2	2	3
15:00-16:00	1	1	3
16:00-17:00	1	1	3
17:00-18:00	1	1	2
18:00-19:00	1	1	2
19:00-20:00	1	1	2
20:00-21:00	1	1	2
21:00-22:00	1	1	1
Total	22	22	44

5.3.7 The estimated trip generation exercise indicates that servicing trips for a proposed large foodstore are spread over the course of a day with the majority of deliveries occurring between 07:00 and 13:00. The proposed Tesco could generate in the order of 44 two-way trips over the course of a typical weekday. Not all trips would be undertaken by a large articulated lorry.

5.3.8 In order to provide further context, the Transport Assessment additionally provides an estimate of the daily servicing trips generated by the existing Homebase use at the site. That servicing trip generation exercise suggests that the existing Homebase use generates around 13 two-way trips during a typical weekday and that the peak hour for servicing movements is from 10:00 to 11:00 in the morning.

5.4 Summary

- 5.4.1 A servicing trip generation exercise, based on surveys of similar/representative sites as included in the TRICS database, for the residential element of the scheme has estimated 30 servicing trips in and out of the proposed scheme over a typical weekday.
- 5.4.2 Similarly, a servicing trip generation exercise for the retail element of the scheme, as informed by surveys of the existing Tesco Osterley site, has derived an estimate of 22 inbound and 22 outbound trips over a typical weekday.
- 5.4.3 In view of the above, the proposed development is anticipated to result in an overall increase of 31 two-way retail servicing trips to the site (44 proposed trips minus 13 trips associated with existing Homebase servicing), over a typical working weekday, compared to the current Homebase store. However, these servicing trips to Tesco already exist on the highways network and would simply be reassigned to the Homebase site.
- 5.4.4 Inspection of

- 5.4.5 **Table 5.1** and **Table 5.2** demonstrates that the combined peak demand will be approximately between 11:00 and 12:00 during which a total of 7 vehicles (one car, three LGV's and three OGV1 vehicles) may attend the site within this one hour period. The proposed service yard can accommodate 3 no. maximum legal articulated vehicles at the same time.
- 5.4.6 The basement level delivery bays can accommodate two LGV's and additionally the proposed servicing loading bay Syon Gate Way can accommodate up to two LGV servicing vehicles simultaneously.
- 5.4.7 Given that a large proportion of servicing trips generated by the residential element of the scheme will be by cars and light goods vehicles with short dwell times (<15 minutes), it is considered that the proposed servicing facilities will suitably accommodate the estimated demand. Nonetheless, management measures set out in this Plan will be of significance in ensuring the efficient operation of the proposed scheme.
- 5.4.8 Of relevance to measures presented at **Section 6** this Plan, the above exercise demonstrates that there is tangible scope for managing deliveries and servicing movements at the proposed development, via a dedicated scheduling system, in order to transfer servicing trips out of peak traffic periods. Other measures such as consolidating and back-loading deliveries, that seek to reduce the number of servicing trips generated/attracted by/to the site, in addition to environmental benefits, can result in benefits such as more efficient use of the available servicing facility/capacity.

6 Proposed Qualitative Measures

6.1 Overview

6.1.1 This section outlines qualitative measures that can be used to manage access by servicing and delivery vehicles. Subsequent sections will detail how the success of implementing these measures will be assessed through monitoring and update procedures.

6.1.2 The strategy will apply to:

- Deliveries and collections;
- Refuse collections;
- Maintenance trips;

6.2 DSP Responsibilities

6.2.1 The responsibility for the majority of aspects of the DSP, including the baseline delivery and servicing vehicle survey, will fall within the remit of a DSP Coordinator (DSPC). In many organisations or mixed use developments, it is more efficient for the responsibilities of DSPC to be designated to the Travel Plan Coordinator (TPC). **Section 7** of this DSP discusses the integration of this Plan with the Travel Plan and explains the TPC's responsibilities in respect of the DSP. Both Residential and Framework Workplace Travel Plans have been prepared and submitted as stand-alone documents as part of the planning application.

6.2.2 With regard to waste management, the primary responsibility lies with the producer to minimise the generation of waste. For non-residential land uses, once waste has been produced, it is the responsibility of the business tenant to arrange for collection, handling, treatment and disposal.

6.3 Commercial Delivery and Service Timing

6.3.1 The majority of deliveries and servicing trips will take place during traditional working hours of 07:00-19:00. These hours are sufficiently flexible to allow delivery and service vehicles to access the site outside of peak hours, thereby reducing its contribution to local congestion. However, some trips might be expected outside of these times, predominately associated with the site's residential development.

6.3.2 Within the context of the above it is required that the DSPC/TPC(s) give due consideration to TfL's 'retiming' initiatives¹ in establishing a routinely maintained schedule of deliveries. 'Retiming' can have cost savings and assist in satisfying corporate social responsibilities for suppliers and retailers. The TfL initiatives note that "*changing delivery times to avoid congestion can cut journey times by up to 18.5% and make timings more reliable.*" As explained in TfL's 'Retiming Deliveries' publication (May 2018) "*In addition to bringing better efficiency, there are wider benefits of changing delivery times. These include:*

- *Significant delivery cost reduction*
- *Improved air quality*
- *Reduced congestion*

¹ <https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/retiming-deliveries?cid=retime>

- *Increased road safety*
- *Sustainability of urban centres*

6.3.3 Service vehicle trips that take place in the early morning could include those associated with residential and commercial waste collection. In the evening, the site could experience some home shopping trips, which generally take place at pre-booked time slots, at times when residents are at home.

6.3.4 In conjunction with work undertaken to support sustainable travel patterns throughout the development, it is envisaged that the site's DSPC/TPC(s) and Site Management team will become aware of service vehicle arrival profiles, to ensure that the right balance is made between minimising the impact of servicing vehicles on general traffic and reducing disturbance to local residents and occupiers.

6.3.5 Part of the DSPC/TPC(s) role, and the role of the Site Management team, will be investigate with regular suppliers which goods can be delivered outside of peak hours and set up a procedure to encourage this.

6.4 Consolidation and Back-Loading

6.4.1 Consolidation is the act of transporting several part loads in one vehicle to reduce the number of required journeys, or by adopting back-loading where spare capacity on vehicle return legs is utilised. It can be organised between different commercial organisations who are aiming to reduce their delivery vehicles' impact and gain economic benefits by reducing the unit cost of transportation. Reducing the number of vehicle movements similarly reduces associated vehicle emissions and traffic congestion, and is therefore likely to be supported by surrounding residents.

6.4.2 Consolidation requires an effective communication strategy to be in place where administrators can highlight that they are about to place a specific order to other departments / organisations and allow them to share the delivery where possible.

6.4.3 Part of the Site Management team's role will be to liaise with site occupiers and to encourage communication between administrators who are responsible for ordering goods that are common across the site's commercial units. They will also need to identify which goods generate a return demand and strengthen potential for back-loading by liaising with suppliers.

6.4.4 Where opportunities exist, regular suppliers to the site's residential development could be encouraged to back-load goods or packaging, reducing waste generation and service vehicle trip attraction.

6.5 Safe Load Strategy

6.5.1 It is essential that the set-down areas identified for service and delivery vehicles are identified with regular suppliers. This will ensure service vehicle loading does not unduly obstruct access of other vehicles or create hazards to pedestrians by blocking visibility.

6.5.2 In the case of the proposed development, the on-site servicing area has been designed to enable service vehicles to access the site solely from Syon Gate Way.

- 6.5.3 It will be important to ensure that all suppliers are aware of the appropriate access point and area from which they will be servicing the development. It is therefore essential that, where possible, a communications channel is created between the suppliers and the DSPC/TPC/ Site Management team, through which this information can be sent.
- 6.5.4 The possibility of congestion outside the site can be mitigated by reducing the time a supplier needs to be loading/ delivering. This could be achieved through the adoption of a booking system where the supplier or collector details an estimated time of arrival at the site. The need for this will be determined after occupation of the development by each unit's DSPC/TPC. The impact of service vehicles on the site and the adjacent environment in Syon Lane, will be observed by the Ste's Management team on a daily basis. The Site Management team will be able to liaise with individual site occupiers, or residents, if there is a perception that on-site congestion could occur due to service vehicle demand.

6.6 Quiet Deliveries

- 6.6.1 With particular consideration of 'out of hours' or 'unsocial hour' deliveries/collections, it is required that the DSPC/TPC(s) informs suppliers and on-site management operatives of TfL's quiet delivery guidelines. In order to enable 'quiet deliveries' DSPC/TPC(s), in conjunction with residential and retail management teams, can investigate implementation of the following:
- Carry out noise assessments using TfL advisory toolkits;
 - Create a noise management plan;
 - Promote potential investment in 'quiet equipment' by referencing available technologies²
 - Promoting staff training, in particular available online training tools provided by TfL, and explain the benefits of such.

6.7 Waste Consolidation

- 6.7.1 In seeking to reduce the number of trips associated with commercial refuse collection, it is required that the DSPC/TPC(s) refer to TfL's guidance publication "Waste consolidation: Streamlining your waste and recycling collections" (TfL, May 2018) in coordinating refuse collection with retail management teams.
- 6.7.2 It is specifically recommended that larger businesses, such as Tesco, "*work together to use their collective buying power to negotiate the waste collection service they want, when they want it, and at the price they are willing to pay. Once in place, smaller businesses are able to join the scheme and take advantage of consolidated services at discounted prices.*"
- 6.7.3 Consolidation of commercial waste and recycling collection services can provide a suitable framework for smaller commercial units provided as part of the proposed development to benefit from collection contractors that serve the Tesco use.

6.8 Encourage Best Practice Amongst Suppliers

- 6.8.1 As part of the DSP, the DSPC/TPC(s) will make regular suppliers aware of best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS). FORS helps suppliers across

² <https://www.fors-online.org.uk/cms/quiet-equipment/>

London to be safer, greener and more efficient. Organisations need to fulfil certain criteria to gain membership.

- 6.8.2 The DSC/TPC(s) will investigate whether deliveries and collections associated with the site can be undertaken using smaller vehicles with lower emissions including e-cargo bikes, electric or hybrid vehicles.
- 6.8.3 With consideration of supporting a high quality living environment for the future residents at the proposed development, the DSC/TPC(s) seek to source services from suppliers that adhere to TfL's 'Code of Practice for quieter deliveries' (May 2018).
- 6.8.4 The DSC/TPC will take account of the emissions from delivery vehicles when considering the award of contracts to regular suppliers. All reasonable endeavours will be made to ensure that regular servicing and deliveries are undertaken using commercial vehicles that comply with the proposed Ultra Low Emission Zone (ULEZ) standard. For larger commercial vehicles with diesel engines this would be the Euro 6/VI standard for NOx emissions.
- 6.8.5 The ULEZ commenced operation from April 2019, covering the same area as the current Congestion Charge Zone. From 25 October 2021, the ULEZ boundary will be extended to create a larger zone bounded by the North and South Circular Zone. The site is located within some 2km distance of this zone and, as such, the access route for suppliers will need to be considered in respect of the pending changes to vehicle emission restrictions.

7 Monitoring and Update

7.1 Overview

7.1.1 This section details the future strategy in terms of monitoring, review and update of the Plan. A practical approach for ensuring the monitoring process is carried out efficiently and consistently is through integrating the DSP with the Residential and Framework Workplace Travel Plans associated with the proposed development.

7.1.2 Subsequent to gaining planning consent, the monitoring process can be reviewed in the context of tenancy considerations, and revised as part of any update of the Plan. Further updates can consider alternative monitoring approaches whereby DSP monitoring is carried out in isolation of the travel planning process. Nonetheless, the framework provided in this section provides robust principles that can facilitate monitoring and update of the Plan, regardless of the organisational structure within which it is implemented.

7.2 Data Collection and Monitoring Surveys

7.2.1 Travel Plan surveys would need to be conducted following first occupation of the development and repeated throughout the life of the Travel Plan. The purpose of the survey is to establish the travel patterns for site residents and occupiers, enabling measures to be proposed which encourage sustainable modes of travel.

7.2.2 In order to support this DSP, Travel Plan monitoring should include a review of service vehicle travel patterns. Associated surveys could include:

- The number of deliveries to the site.
- The classification of the Delivery/ Servicing Vehicle (DSV).
- The arrival time of the DSV.
- The length of stay of the DSV.
- The set down area from which the delivery/ collection is made.
- The purpose of the trip including item description.
- The department that was being serviced.
- Whether the supply company is a member of any best practice scheme, such as FORS.

7.2.3 TfL guidance details the problems that are typical of the data collection process, many of which are likely to be experienced at this Site. These, along with suggested solutions, are set out in **Table 7.1**.

Table 7.1 Data Collection Problems and Solutions

Problem	Solution
No central receiving point – goods are received on an ad-hoc or individual basis.	Ask staff to record details of the deliveries they receive and collate all of the information at the end of the survey period.
Staff unwilling to accurately or diligently record information on the nature of all delivery and servicing activities.	Early engagement of staff to help them understand the advantages of monitoring and managing freight related activity. Implement a dedicated data collection process for a specified period of time.
Lack of resources to collate the information coming from disparate parts of the organisation/ development.	Early engagement with senior management to promote the benefits of a DSP

7.3 Target Setting and Reporting

7.3.1 Subsequent targets in terms of trip reduction, time of arrivals, and consolidating similar trips could be based on the results of this survey and set out in further updates of the Plan, which can be incorporated into the site's Travel Plan update.

7.4 Monitoring

7.4.1 The TPC will carry out subsequent monitoring of the success of the DSP by undertaking update surveys in co-ordination with the wider Travel Plan monitoring.

7.4.2 The residential management contractor team would review any comments received from occupants of the development and/or third parties regarding servicing activity. The management contractor team would then notify the Council if necessary/appropriate during the annual review of the Plan, which could be communicated to the Council by email by the management team.

8 Summary and Conclusion

8.1.1 This Delivery, Servicing and Waste Management Plan (DSP) has been prepared on behalf of St Edward Homes Limited (the 'client') in association with a proposed development at the site of the existing Homebase store on Syon Lane in the London Borough of Hounslow (LBH). The planning application that forms the topic of this report seeks permission for the:

"Full planning application for the demolition of existing building and car park and erection of buildings to provide residential units, a replacement retail foodstore, with additional commercial, business and service space, and a flexible community space, and ancillary plant, access, servicing and car parking, landscaping and associated works" The proposed development would provide a new Tesco store at ground floor level with circa. 473 residential units above. It is anticipated that the Tesco store would be provided with 400 customer car parking spaces, with the residential development provided with 106 parking spaces.

8.1.2 The proposed scheme incorporates a dedicated on-site service yard (for the Tesco store), two basement level delivery bays and further includes provision of a servicing layby on the northern side of Syon Gate Way, a privately managed access road.

8.1.3 A review of the proposed servicing facilities in respect of swept path assessments has identified that the on-site service yard facilitates vehicle turning on-site. As such, it is possible for servicing vehicles to access and egress Syon Gate Way and Syon Lane in forward gear. The assessment has demonstrated that three service vehicles can access the on-site Tesco service yard for loading/unloading simultaneously.

8.1.4 In relation to residential deliveries, the on-site basement level carpark provides two delivery bays and; a further two small goods vehicles, or one large goods vehicle, could access the servicing bay at the southern perimeter of the site in order to load/unload away from the public highway.

8.1.5 This DSP has been prepared to provide an understanding of the likely delivery and servicing proposals generated by the proposed development. In addition, this Plan identifies how delivery and service vehicle movements will be managed to reduce the impact on other road users and local residents/ occupiers.

8.1.6 This DSP is consistent with relevant guidance and good practice promoted at the time of the planning determination.

8.1.7 This DSP has identified that:

- It is proposed that residential waste will be collected by LBH, and waste storage areas are sufficiently sized to provide waste storage, without the need for compaction.
- While compaction is not required, the Site Management team will have the ability to introduce Eurobin compaction in order to reduce the number of Eurobins that require collection at any one time.

- With respect to residential waste, Residents will transport waste from their unit to the localised bin store via internal lifts.
- Once bins within the localised stores are full, the internal management team will exchange these bins with empty containers dependant on the material stream via the use of tugs. The internal management team will then transfer the full bins to the main bin store located within the Lower Ground Floor via tugs through the use of service lifts.
- It is envisaged that maintenance activity will generally involve small to medium-sized transit vans, and car-derived vans, accessing the on-site circulation area for maintenance access.
- Waste storage areas for the site's commercial development will be demised within each individual unit. Waste collection areas will be demised with reference to the requirements in BS5906:2005 – Waste Management in Buildings – Code of Practice.
- It is estimated that the development will attract in the order of 22 service vehicles for the retail use and 30 servicing vehicles for the residential use over the course of a typical weekday. The majority of servicing trips associated with the site's residential development will be small cars or vans. Service vehicle demand will be low at times when the adjacent highway is operating at its peak.
- The DSP can link with the site's Travel Plans with the intention of minimising service vehicle demand. The site's future operators will also make all reasonable endeavours to encourage the use of smaller and more efficient delivery vehicles. This would include specifying the use of vehicles that comply with the proposed Ultra Low Emission Zone.

8.1.8 The responsibilities of a DSP Coordinator (DSPC) have been defined with relation to implementing the Plan, its associated measures, monitoring and update.

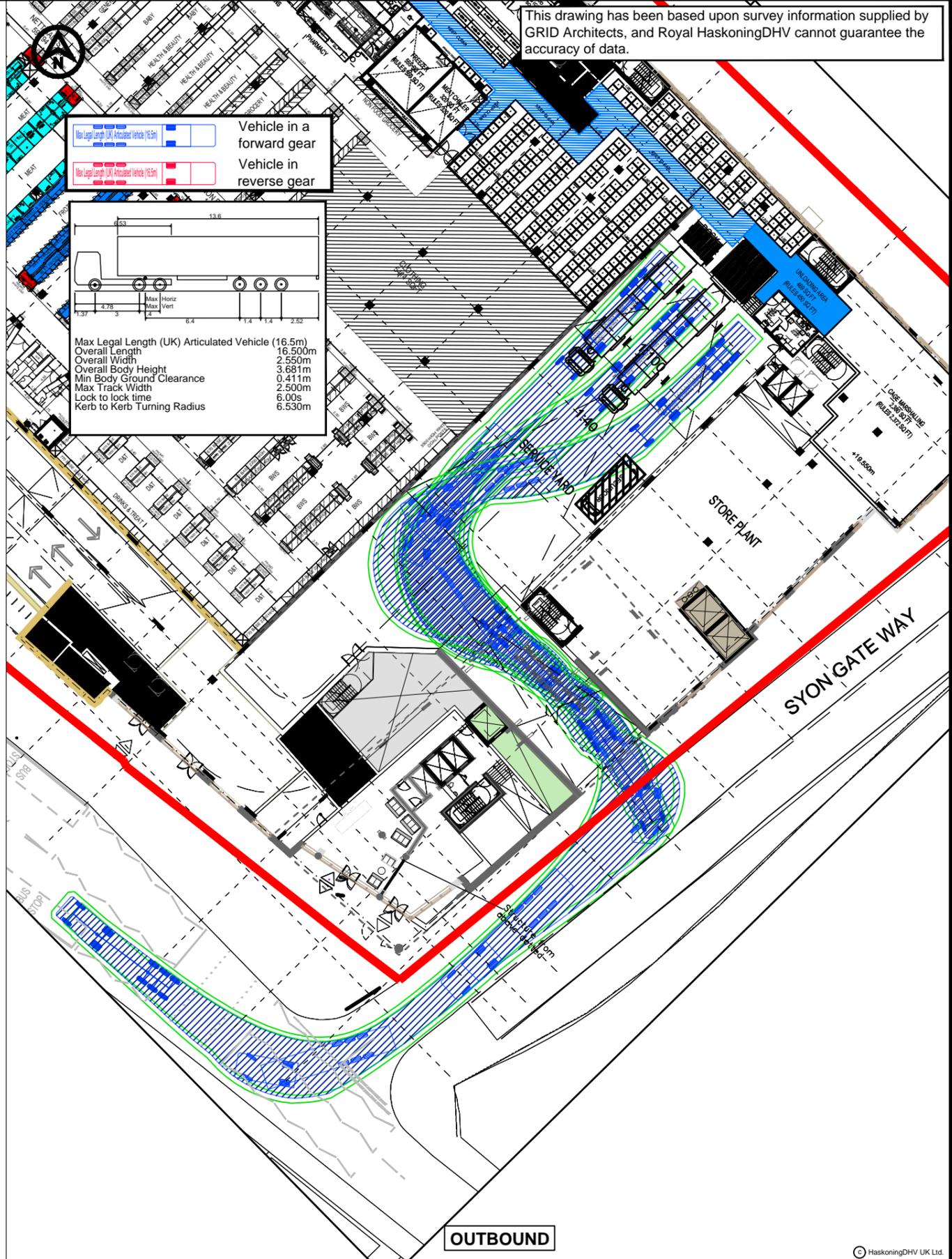
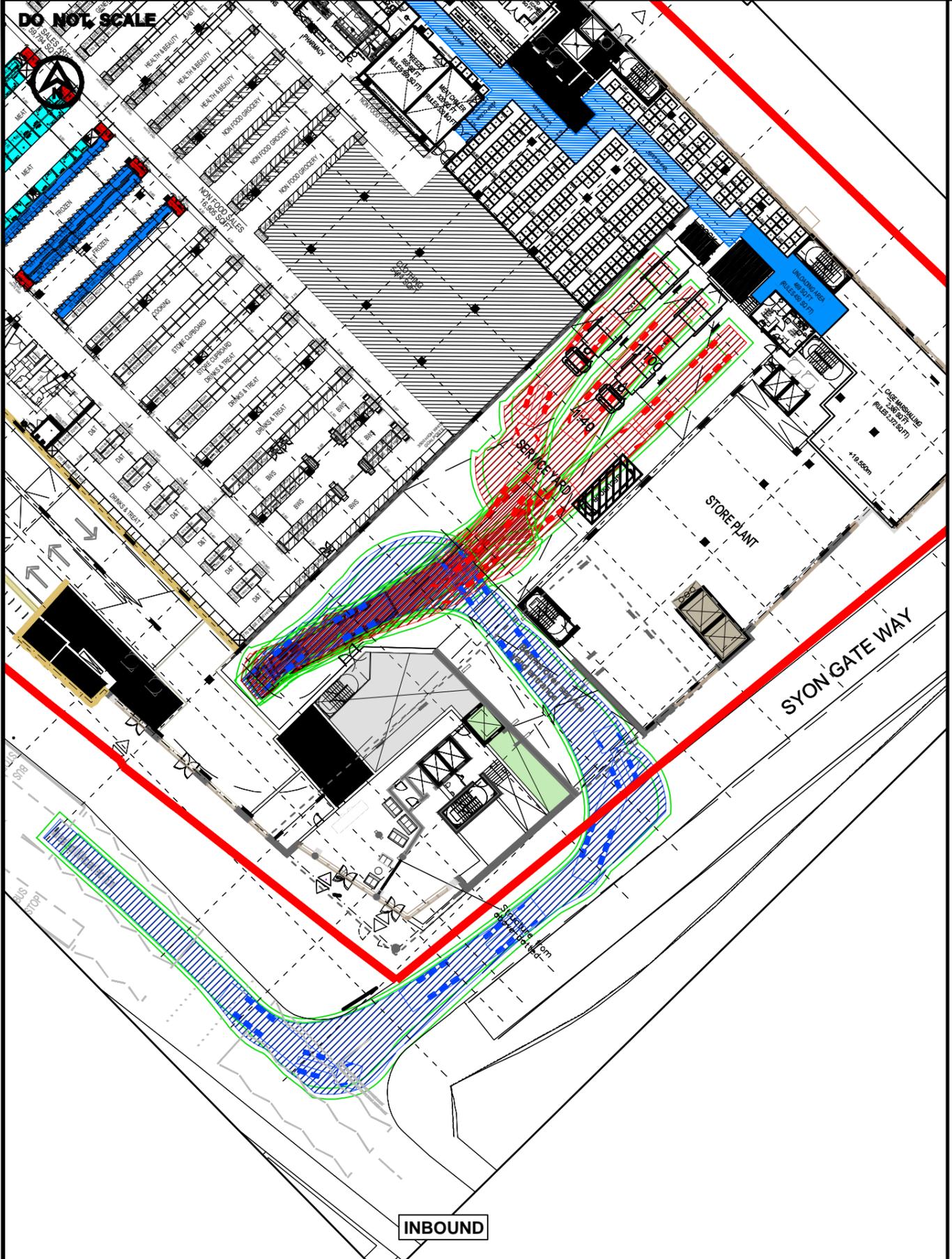
8.1.9 The Plan proposes qualitative measures that can be used to manage access by servicing and delivery vehicles with consideration of the following:

- Delivery and service timing within the context of 'retiming' initiatives stipulated by TfL;
- Consolidation and back-loading of deliveries;
- 'Safe Load' strategy;
- Quiet deliveries;
- Waste consolidation; and
- Encouraging best practice amongst suppliers.

8.1.10 The future strategy in terms of monitoring, review and update of the Plan has been discussed. The Plan proposes a practical approach for ensuring the monitoring process is carried out efficiently and consistently through integrating the DSP with the Residential and Framework Workplace Travel Plans associated with the proposed development

8.1.11 This DSP has set out the likely service vehicle demand for the Proposed Development. The assessment has established that the Proposed Development will not have a negative impact on the operation of the surrounding highway network at times when it is operating at its peak.

Appendix A



TITLE
SWEPT PATH ANALYSIS
 16.5m ARTIC

PROJECT
HOMEBASE SYON LANE
 BRENTFORD



2 Abbey Gardens
 Great College Street, Westminster
 London, SW1P 3NL
 Tel +44(0)207 222 2115
 www.royalhaskoningdhv.com

JOB No.
PB9144
 DATE
 29/07/20
 SCALE
 1:500

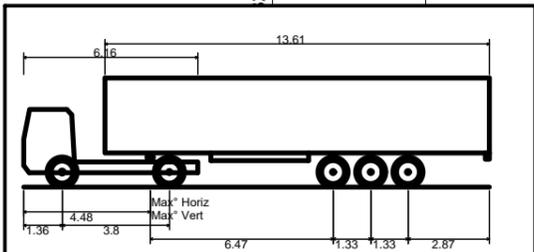
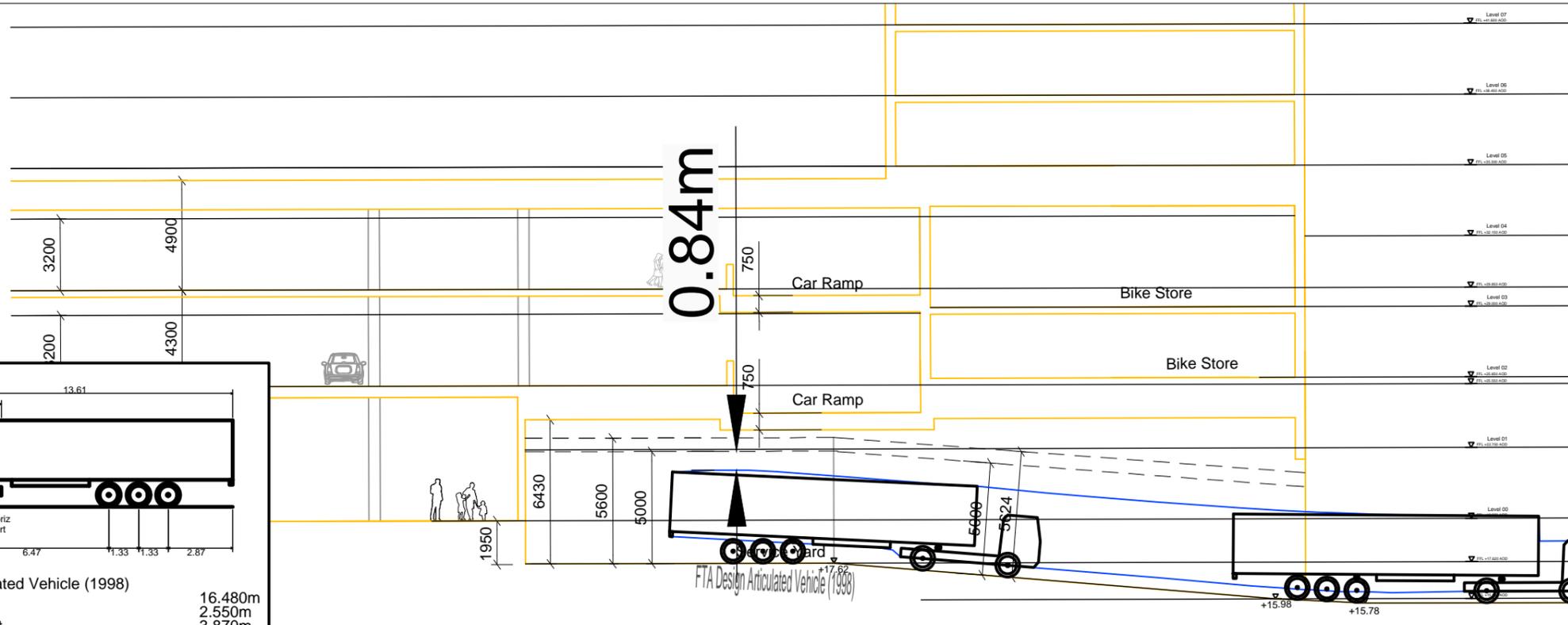
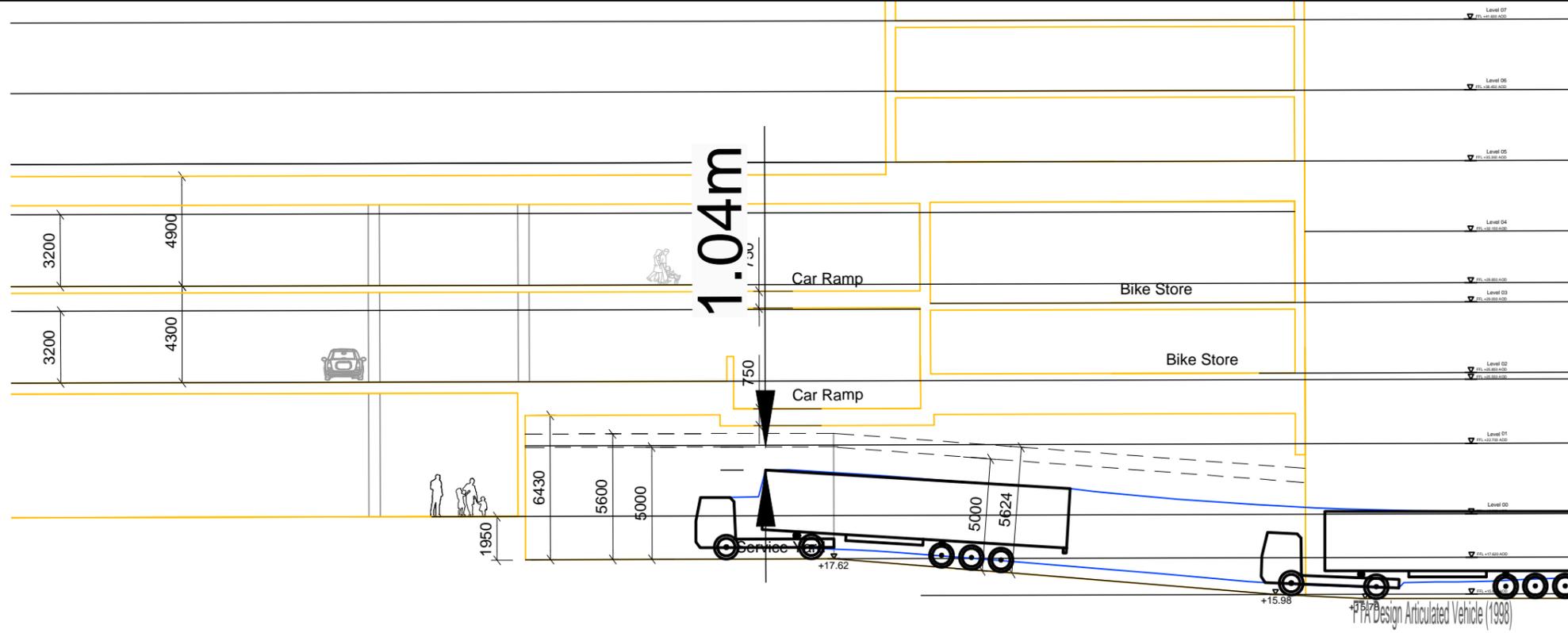
DRAWN
 KM
 REV
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 SUIT
 S3

CHECKED
 AW
 PASSED
 AW
 AUTOCAD REF.
 PB9144-0050
 DRG No.
 PB9144-RHD-GE-SW-DR-R-0050

DO NOT SCALE



This drawing is based upon the drawing SK-43 Service ramp produced by Grid Architects and Royal HaskoningDHV cannot guarantee the accuracy of the information shown.



FTA Design Articulated Vehicle (1998)	
Overall Length	16.480m
Overall Width	2.550m
Overall Body Height	3.870m
Min Body Ground Clearance	0.515m
Max Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	6.550m

TITLE
VEHICLE SWEEP PATH ANALYSIS -
16.5m ARTICULATED VEHICLE

PROJECT
SYON LANE



STATUS	S3	DATE	07.06.19	SCALE	1:250
DRAWN	JW	CHECKED	CS	PASSED	CS
DRG No.	PB9144-RHD-GE-SW-DR-R-0062			REV	P01

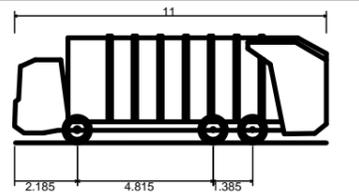
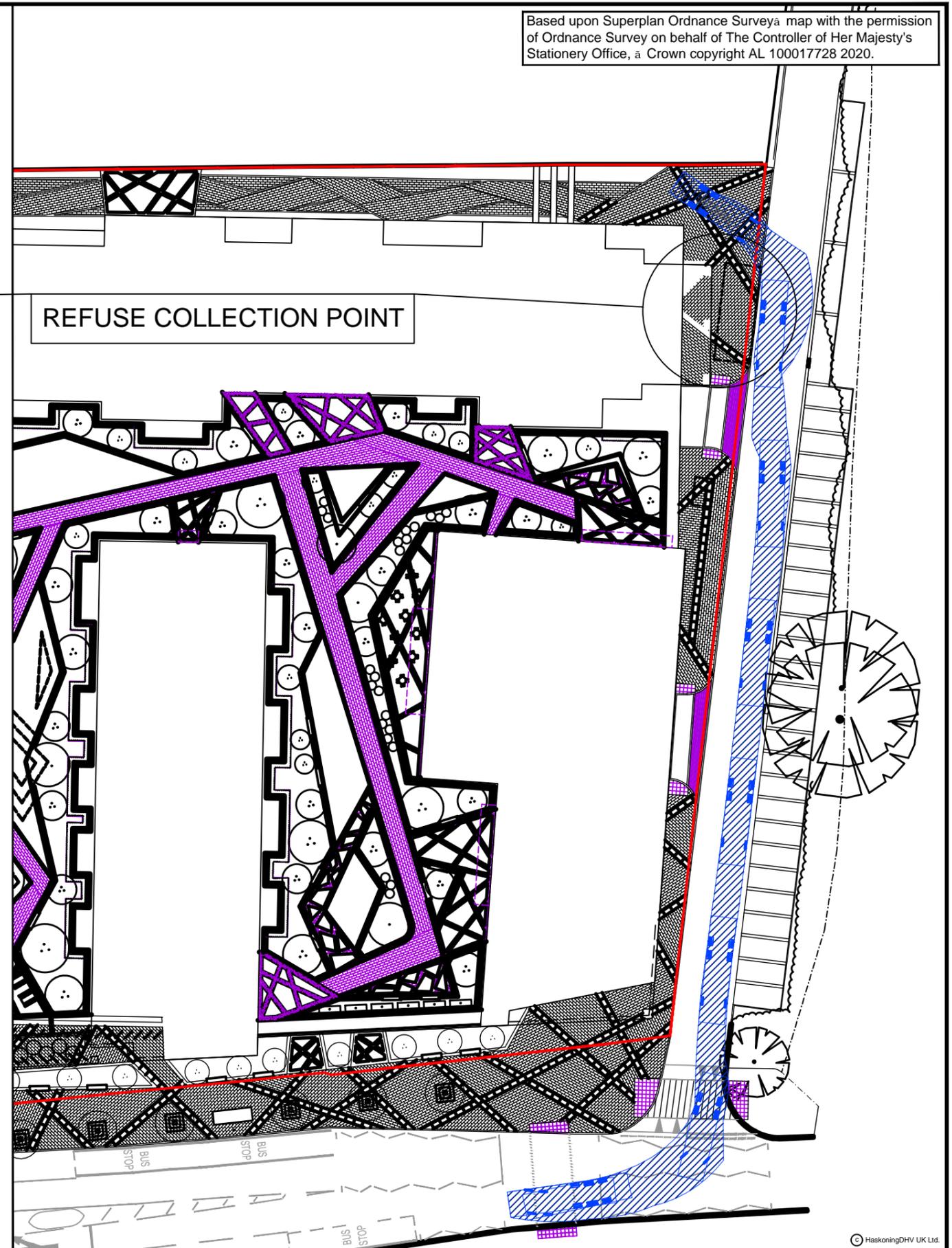
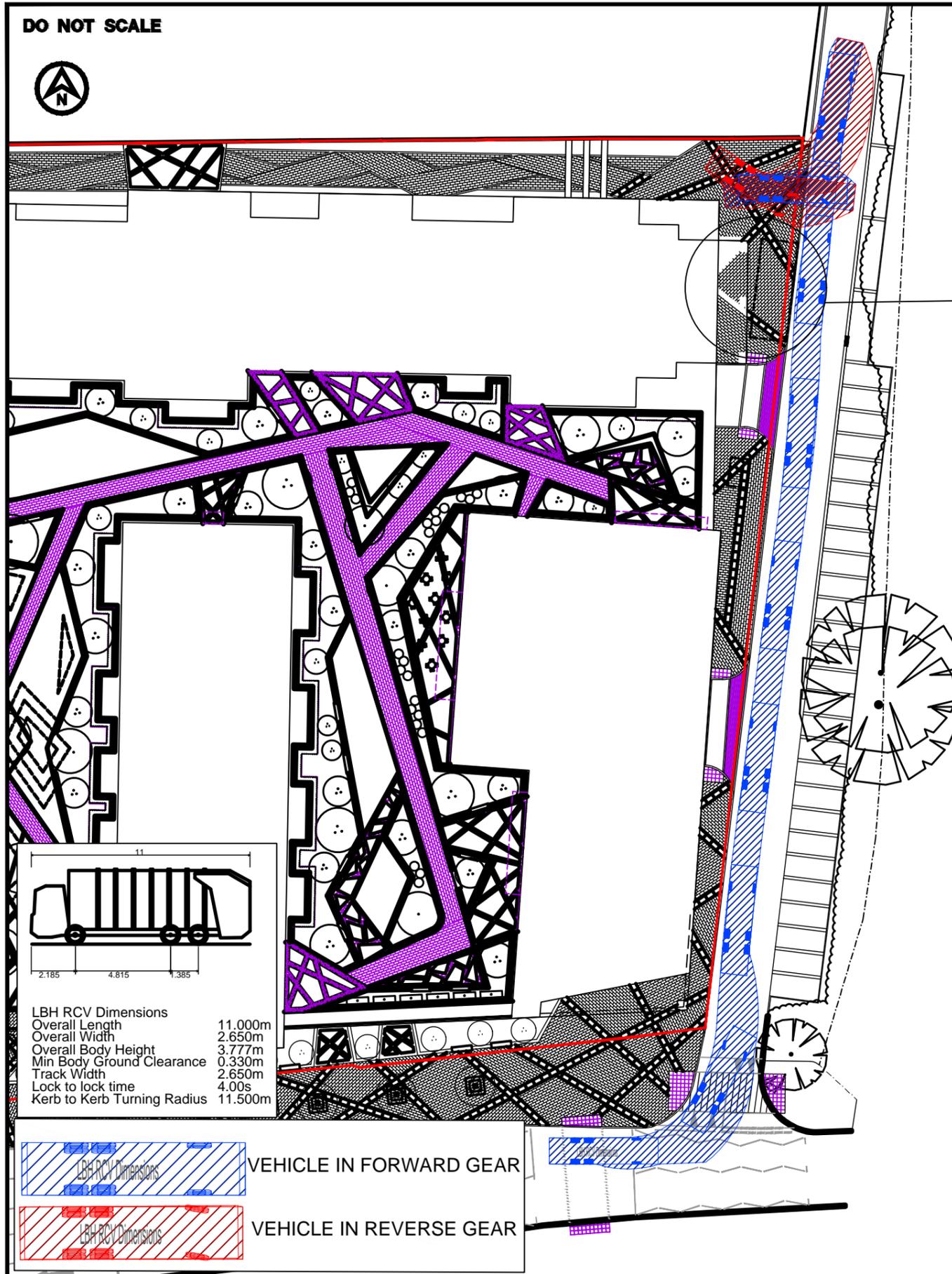
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Appendix B

DO NOT SCALE



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LBH RCV Dimensions
 Overall Length 11.000m
 Overall Width 2.650m
 Overall Body Height 3.777m
 Min Body Ground Clearance 0.330m
 Track Width 2.650m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 11.500m

 VEHICLE IN FORWARD GEAR
 VEHICLE IN REVERSE GEAR

TITLE
SWEPT PATH ANALYSIS - 11M REFUSE VEHICLE (LBH RCV)

PROJECT
SYON LANE



JOB No. PB9144	DRAWN TH	CHECKED CS	PASSED CS
DATE 29/07/20	REV P01	AUTOCAD REF. PB9144-0115	
SCALE 1:500	SUIT S3	DRG No. PB9144-RHD-GE-SW-DR-R-0115	

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Appendix C

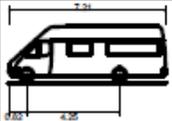
DO NOT SCALE



INBOUND

NOTE: Medium service vehicle, larger than typical home shopping delivery lorry

SYON GATEWAY



7.5t Panel Van
 Overall Length 7.210m
 Overall Width 2.192m
 Overall Body Height 2.544m
 Min Body Ground Clearance 0.316m
 Track Width 1.965m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 7.400m



VEHICLE IN A FORWARD GEAR



VEHICLE IN A REVERSE GEAR

TITLE
SYON GATEWAY ACCESS -
SWEEP PATH ANALYSIS -
7.5T PANEL VAN

PROJECT
SYON LANE

OUTBOUND

NOTE: 33 car parking spaces (inc. 2 x car club and 3 x visitor parking bays) 1 home delivery bay located in basement.

SYON GATEWAY

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JOB No. PB9144	DRAWN TH	CHECKED AW	PASSED AW
DATE 14/07/20	REV P02	AUTOCAD REF PB9144-105	
SCALE 1:500	SUIT S3	DRG No. PB9144-RHD-GE-SW-DR-R-0105	

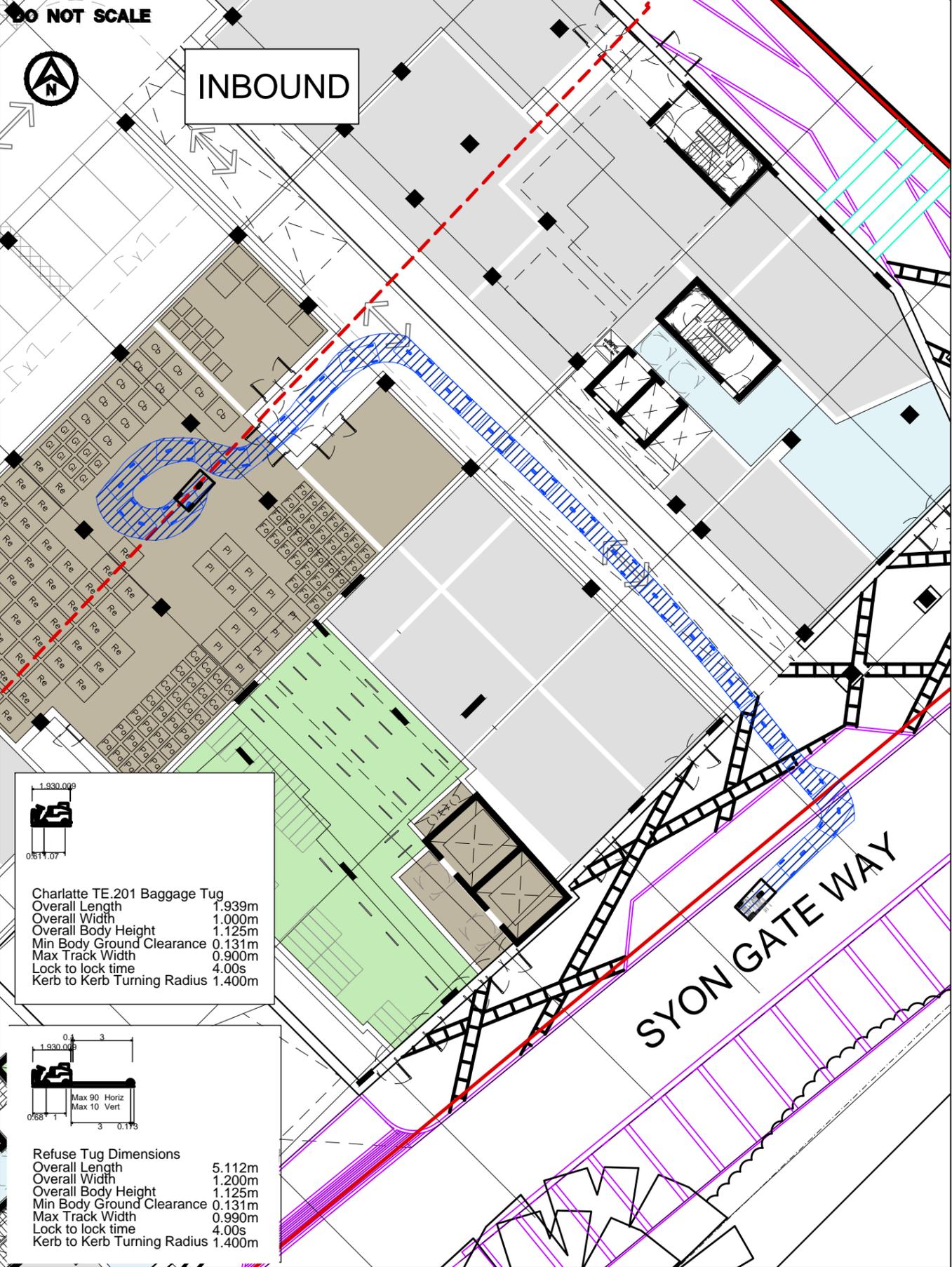


Appendix D

DO NOT SCALE



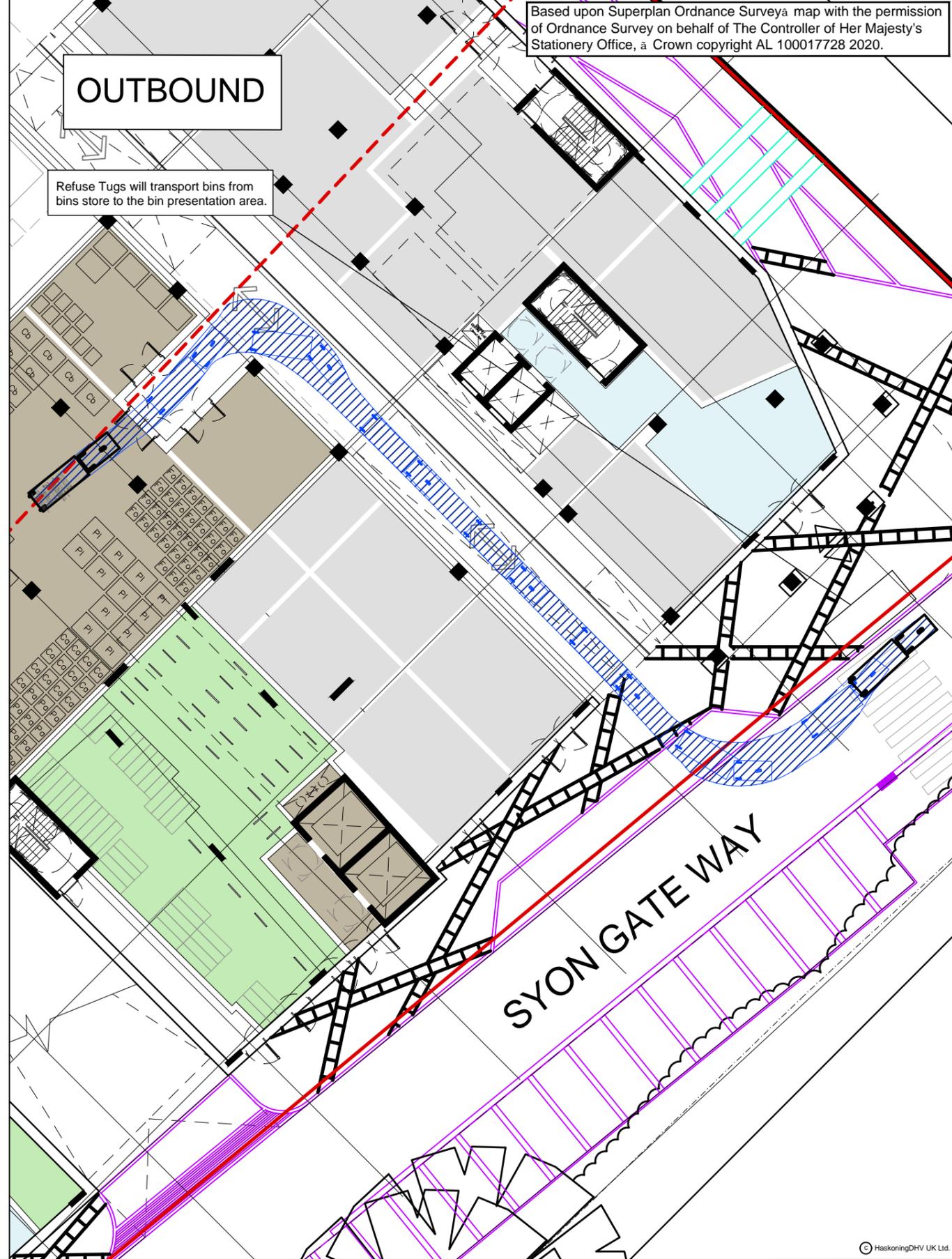
INBOUND



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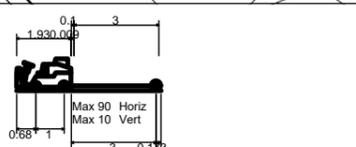
OUTBOUND

Refuse Tugs will transport bins from bins store to the bin presentation area.



1:930.009
0.911.07

Charlotte TE.201 Baggage Tug
 Overall Length 1.939m
 Overall Width 1.000m
 Overall Body Height 1.125m
 Min Body Ground Clearance 0.131m
 Max Track Width 0.900m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 1.400m



Refuse Tug Dimensions
 Overall Length 5.112m
 Overall Width 1.200m
 Overall Body Height 1.125m
 Min Body Ground Clearance 0.131m
 Max Track Width 0.990m
 Lock to lock time 4.00s
 Kerb to Kerb Turning Radius 1.400m

TITLE
**SWEPT PATH ANALYSIS -
 ELECTRIC REFUSE TOW**

PROJECT
SYON LANE



JOB No.
PB9144

DATE
29/07/20

SCALE
1:250

DRAWN
TH

REV
P02

SUIT
S3

CHECKED
CS

PASSED
CS

AUTOCAD REF.
PB9144-108

DRG No.
PB9144-RHD-GE-SW-DR-R-0108

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