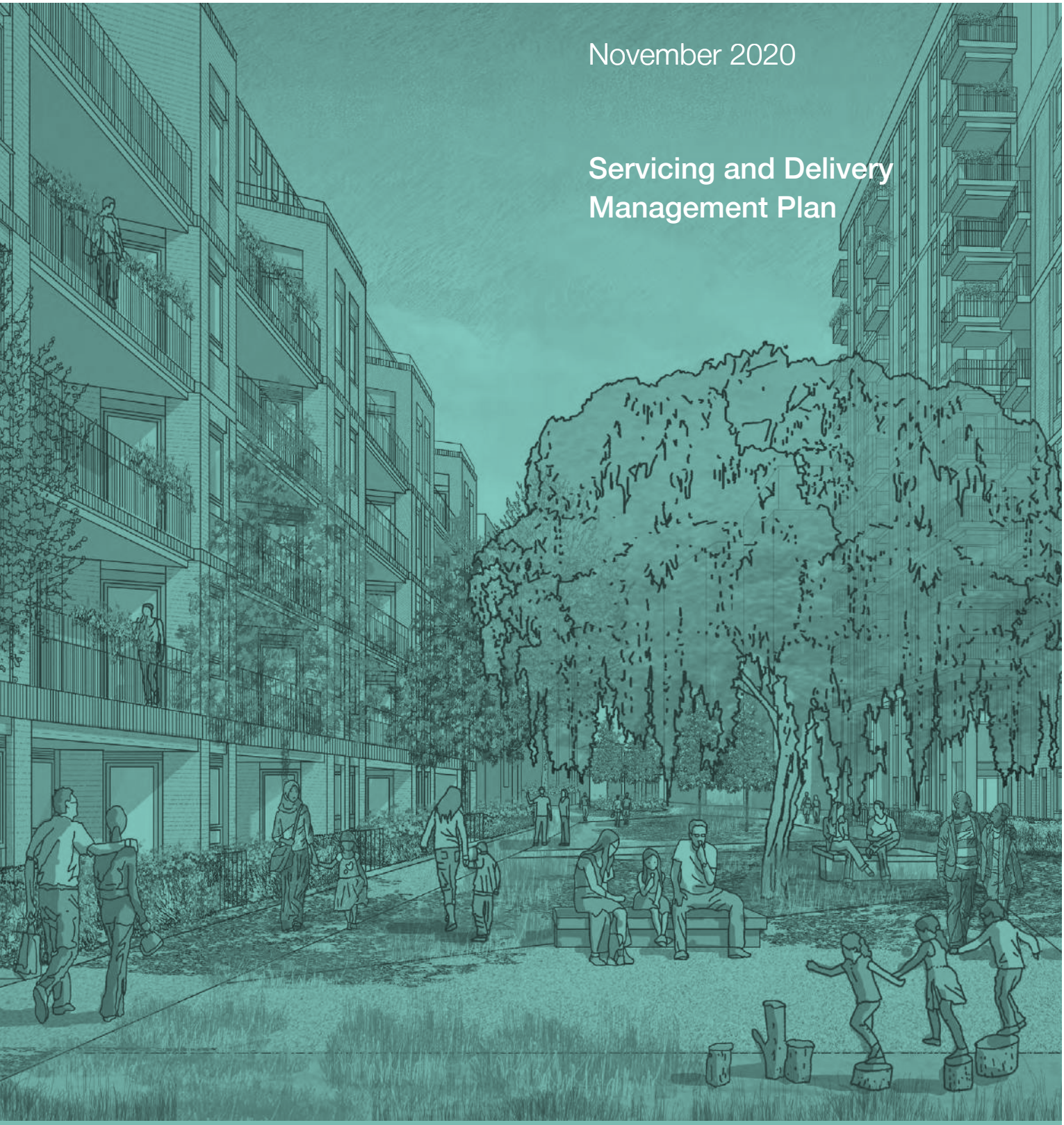
# CAMBRIDGE ROAD ESTATE – PLANNING APPLICATION 20/02942/FUL

## SERVICING AND DELIVERY MANAGEMENT PLAN

## **NO AMENDMENT TO DOCUMENT SINCE SUBMISSION OF APPLICATION IN NOVEMBER 2020 – ORIGINAL SUBMISSION DOCUMENT**

Patel Taylor

**Cambridge Road Estate**
Hybrid Planning Application



November 2020

# Servicing and Delivery Management Plan

CRE
CAMBRIDGE ROAD ESTATE

COUNTRYSIDE
Places People Love

THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

## The Applicant

**Cambridge Road (Kingston) Ltd**

c/o Countryside Properties
Aurora House
71-75 Uxbridge Road
Ealing
London W5 5SL

## The project site

**Cambridge Road Estate**
**Project hub**

2 Tadlow
Washington Road
Kingston Upon Thames
Surrey
KT1 3JL

## Application forms

Covering letter

Application Form and Notices

CIL Additional Information Form

## Design proposals

Planning Statement

Design and Access Statement
- Vol.1 - The Masterplan
- Vol.2 - The Detailed Component

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- Parameter Plans
- Illustrative Plans
- Design Guidelines

Phase 1 Architecture and Landscape
- GA Plans, Sections and Elevations

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Statement of Community Involvement

Rehousing Strategy

Financial Viability Appraisal

Draft Estate Management Strategy

Transport Assessment
Phase 1 Travel Plan
Car Parking Management Plan
Servicing and Delivery Management Plan

Construction Logistics Plan
Construction Method Statement and Construction Management Plan
Sustainable Design and Construction Statement (Including Circular Economy Statement)

Environmental Statement
- Non Technical Summary
- Vol.1 – Technical Reports
- Vol.2 – Technical Appendices
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Energy Statement (Including Overheating Assessment and Whole Life Cycle Assessment)

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Internal Assessment of the Detailed Component
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Noise Impact Assessment

Arboricultural Report and Tree Conditions Survey
Arboricultural Impact Assessment & Method Statement
Preliminary Ecological and Bat Survey Report
Biodiversity Net Gain Assessment

Archaeology and Heritage Assessment
Ground Conditions Assessment

Utilities Report

Flood Risk Assessment
Phase 1 Drainage Statement

Fire Strategy Report

Accessibility Audit
Health Impact Assessment
Equalities Impact Assessment

# Outline Delivery and Servicing Management Plan

## Cambridge Road Estate

**29 September 2020**

**Prepared for**

**Cambridge Road (RBK) LLP**

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| C | Final | EJ | MH | EJ | MH | 12/11/20 |

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## Appendix

# 1. Introduction

## 1.1 Preamble and Development Proposals

1.1.1 Markides Associates (MA) have been commissioned by Cambridge Road (RBK) LLP (hereafter referred to as 'the applicant') to prepare this Phase 1 Outline Delivery and Servicing Plan (DSP) in support of the application to redevelop the Cambridge Road Estate (the site). This DSP also provides a framework Delivery and Servicing Strategy for the entire Masterplan. This document can be updated to accommodate future phases and updates that will follow to support the regeneration of the site.

1.1.2 The purpose of this DSP is to inform the local authority as to how the applicant will manage service vehicle trips to and from the development in order to minimise the impact on the local and surrounding public highway.

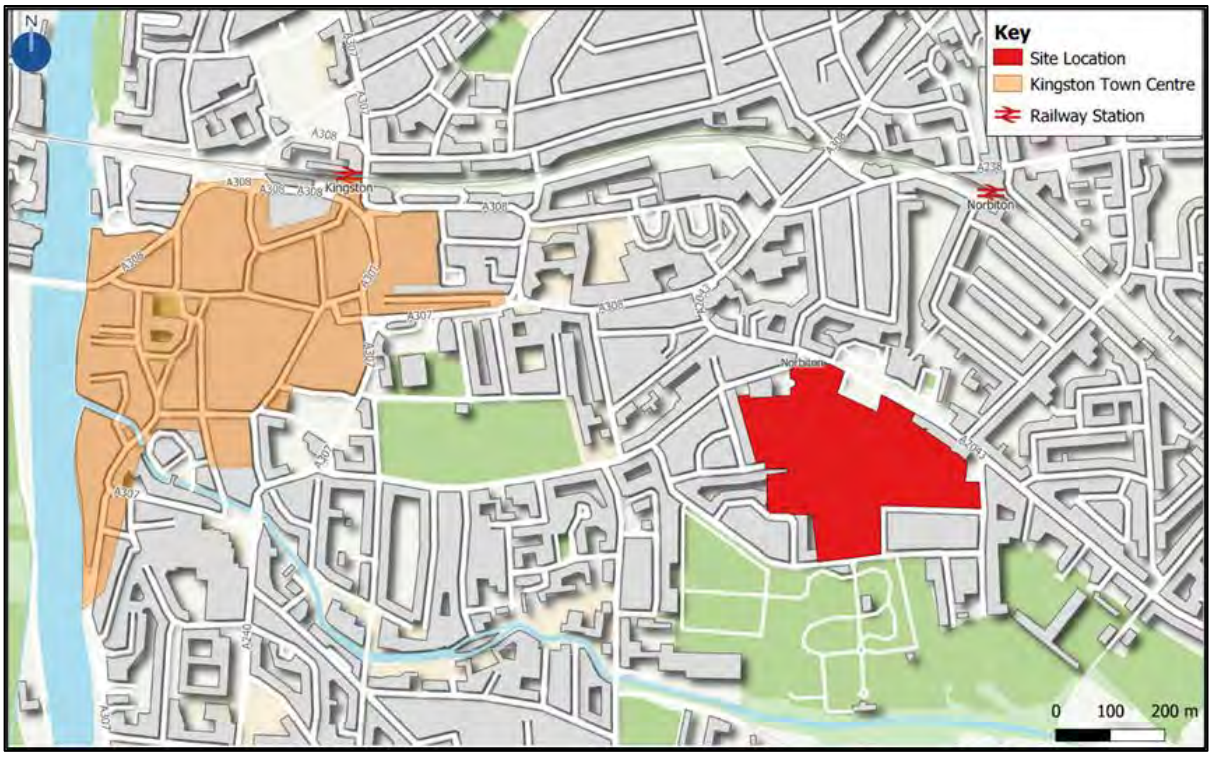
1.1.3 This report is set out as follows:

- **Section 1** summarises the development proposals and relevant national and local policy in relation to deliveries and servicing.
- **Section 2** describes the proposed servicing provision at the Site including bays and vehicle routing.
- **Section 3** contains the forecast servicing vehicle trip generation.
- **Section 4** identifies the objectives of the DSP.
- **Section 5** presents measures and initiatives to improve delivery and servicing efficiency at the site.

1.1.4 The site falls within the administrative authority area of the Royal Borough of Kingston upon Thames (RBK) who act as both the planning and highway authority.

1.1.5 The Cambridge Road Estate (CRE) indicated in **Figure 1.1** is located approximately 1km to the east of Kingston and is surrounded by largely residential development to the north, east and west, with Kingston Cemetery to the south.

**Figure 1.1 Site Location Plan**




## 1.2 Description of Development

1.2.1 The Cambridge Road Regeneration proposed development is:

*"Hybrid Planning Application for a mixed use development, including demolition of existing buildings and erection of up to 2,170 residential units (Use Class C3), 290sqm of flexible office floorspace (Use Class E), 1,395sqm of flexible retail/commercial floorspace (Use Class E/Sui Generis), 1,250sqm community floorspace (Use Class F2), new publicly accessible open space and associated access, servicing, landscaping and works.*

*Detailed permission is sought for Phase 1 for erection of 452 residential units (Use Class C3), 1,250sqm community floorspace (Use Class F2), 290sqm of flexible office floorspace (Use Class E), 395sqm of flexible retail/commercial floorspace (Use Class E/Sui Generis), new publicly accessible open space and associated access, servicing, parking, landscaping works including tree removal, refuse/recycling and bicycle storage, energy centre and works*

Outline permission (with appearance and landscaping reserved) is sought for the remainder of the development ("the Proposed Development")."

1.2.2 The proposed masterplan is shown in **Appendix A** of the related Transport Assessment Report.

1.2.3 The overarching servicing and delivery strategy for the masterplan development is based on:

- Residential refuse collection will occur on street from waste collection points situated around the site.
- Residential delivery and servicing trips are accommodated on-street due to the low level of movement, and to make the most efficient use of land when considering other factors such as parking provision, public realm, landscaping etc.
- Commercial delivery and servicing vehicles will use specific bays situated in close proximity to those commercial units.
- A method of control will prevent unauthorised vehicles from accessing parts of the site such as pedestrian priority routes and underground parking areas using methods of control such as ANPR barrier or a collapsible bollard.

## 1.3 DSP Policy Context and Guidance

### Adopted London Plan 2016 Consolidated with Alterations Since 2011

1.3.1 The London Plan identifies under Policy 6.3 Assessing Effects of Development on Transport Capacity and Policy 6.14 Freight, that DSP's should be secured to help ease congestion and improve safety.

### Draft London Plan (2019)

1.3.2 The draft London Plan sets out in Policy T7 '*Deliveries, servicing and construction*', that "*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."* Furthermore, development proposals "*should facilitate safe, clean and efficient deliveries and servicing*," as well as providing adequate space for servicing and storage.

1.3.3 In terms of location of deliveries, these "*should be made off-street, with on-street loading bays only used where this is not possible*," while in terms of timing of deliveries, "*developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time*."

1.3.4 Policy T7 makes clear that missed deliveries are a key concern, with "*as many as two in every three delivery slots [are] missed*" with efficient consolidation and management required. In addition, DSPs should include measures to minimise the instances of missed deliveries, such as the provision of "*large letter or parcel boxes and concierges accepting deliveries."*

1.3.5 Development proposals should "*demonstrate 'good' on-site ground conditions ratings or the mechanisms to reach this level,*" with the introduction of a Fleet Operator Recognition Scheme (FORS) to plan for and monitor site conditions.

### TfL DSP Guidance: Making Freight Work for You

1.3.6 Transport for London (TfL) have also produced guidance to formulate DSPs, stating that they can be used to:

- Manage deliveries to reduce the number of trips, particularly during peak hours.

- Identify where safe and legal loading can take place.
- Promote the use of delivery companies who can demonstrate their commitment to best practice, e.g. the Fleet Operator Recognition Scheme (FORS).

1.3.7 The guidance also states that implementing a DSP can result in the following benefits:

- Save time and money.
- Reduce the environmental impact of an organisation.
- Improve the safety of delivery and servicing activity at a site.
- Cut congestion in the local area.
- Ensure an organisation is supplied during planned events.

## Fleet Operator Recognition Scheme (FORS) and Construction Logistics and Community Safety (CLOCS)

1.3.8 FORS is a voluntary compliance scheme designed to promote best practice for commercial vehicle operators. FORS includes all facets of vehicle safety, efficiency, and environmental protection by encouraging operators to measure, monitor and improve the performance of their vehicle or fleet so they can achieve a competitive advantage to stand out from others in the industry.

1.3.9 CLOCS is a national Standard that requires all stakeholders in construction to take responsibility for health & safety. It demands collaborative action to prevent fatal or serious collisions between vehicles servicing construction projects and vulnerable road users: pedestrians, cyclists, and motorcyclists.

1.3.10 The Contracts Manager will give priority to contractors able to demonstrate FORS and CLOCS compliance or compliance to similar schemes.

## RBK Servicing Policy

1.3.11 Policy SB1(d) states the Council will work with businesses "to manage freight movements to their sites to minimise the impact on surrounding residential areas".

1.3.12 The council adopted the Sustainable Transport SPD in 2013 which states that:

- Development proposals need to "Demonstrate that delivery and servicing activities for the site can take place without disruption to pedestrians, cyclists, and vehicles; both on and off the site."
- "Applicants are required to submit a Delivery Servicing Plan where the development involves significant or disruptive servicing activities
- "Delivery Servicing Plans should contain a range of measures that outline how the development will minimise the impact of delivery and servicing activities on the surrounding highway network when the development is operational. Delivery Servicing Plans should demonstrate a process of surveying and analysing delivery and servicing activities on site (gathering information) leading to the identification

> of measures to consolidate, manage, and improve delivery and servicing activities. It should also include identifying the most appropriate route for delivery vehicles to and from the development site."

1.3.13 The process of a Delivery and Servicing Plan is in 3 stages as set out in RBK's SPD:

- Stage 1: Outline of development and a snapshot of issues that will be addressed
- Stage 2: Survey of delivery and servicing activities after the site has been operational for 6 months. The stage 1 report should be revised and amended on the basis of these surveys and resubmitted to the council.
- Stage 3: Ongoing monitoring and revisions to the document to meet objectives and initiatives where appropriate.

## 1.4 DSP Requirement, Status and Scope

1.4.1 As set out above, the requirement for the planning application to be supported by a DSP has been established in both the regional and local policy context and has also been identified during pre-application discussions with RBK / TfL.

1.4.2 This DSP has therefore been produced to address that requirement.

1.4.3 This Phase 1 outline DSP acknowledges that the management of deliveries is a constantly evolving process and identifies the wider strategies that site occupants will adopt. This DSP also considers the impact of delivery and servicing across the entire masterplan and provides a framework for the delivery and servicing strategy as later stages of the site are developed.

1.4.4 It is anticipated that a condition on the planning permission will require the submission and approval of a detailed DSP for each phase of the development which will detail the exact location and operation of the delivery and servicing arrangements.

1.4.5 The focus of the DSP is on strategies associated with the residential and commercial elements of the development proposals as these will generate the most delivery movements. The movements for the commercial elements are likely to be regular and planned, enhancing the chance of success of the DSP.

1.4.6 The management of residential deliveries is more problematic given their frequency is varied both in terms of operator and time. The DSP will however identify where residential delivery movements can be safely accommodated, including refuse collection and identify measures to improve efficiency.

## 1.5 Transport Assessment

1.5.1 The planning application is also supported by a Transport Assessment (TA), which includes estimates of the number of vehicle movements generated by the proposed scale of development and should be read in conjunction with this document.

1.5.2 The TA provides a thorough description of the local highway network as well as existing land uses, established access strategies and existing traffic flows.

# 2. Delivery and Service Vehicle Access

## 2.1 Overview

2.1.1 Delivery and servicing demands will be generated by all the proposed land uses. Residential development typically results in deliveries by post, online shopping orders, online food deliveries and refuse collection movements.

2.1.2 Commercial development is typically associated with stock replacement and deliveries and waste collection. The development will also generate occasional servicing trips associated with general maintenance.

## 2.2 Masterplan

### Residential Servicing

2.2.1 Residential servicing is expected to occur on-street given the levels of traffic outlined below in Section **3**. No servicing will occur from basement/podium parking areas, with all servicing activities occurring at street level.

2.2.2 The on-street parking courts have been designed to accommodate panel vans and 7.5t box vans where they can turn and load/unload, which reduces the impact on the main vehicular routes within the estate.

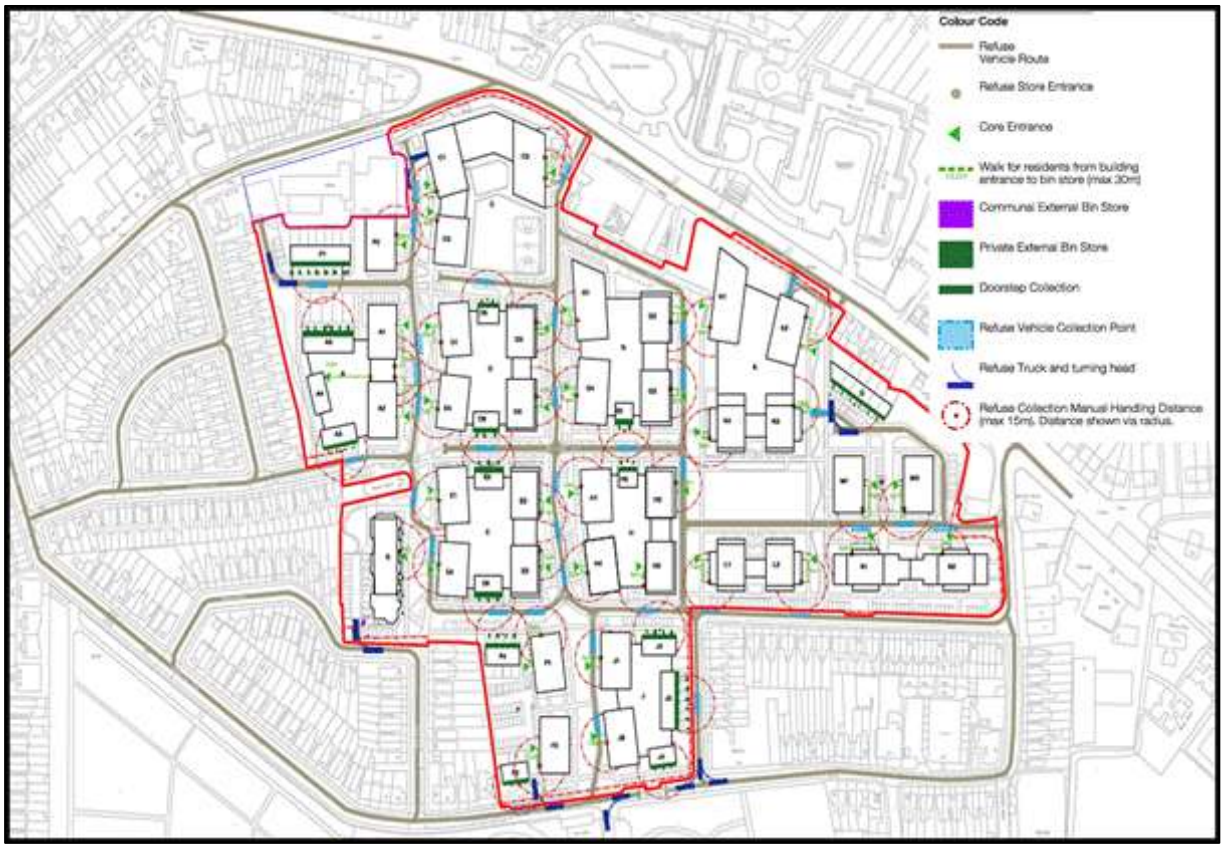
2.2.3 Due to their infrequent use it is expected that larger HGV's will stop on-street to load and unload, which is appropriate when balancing the different needs of the masterplan in achieving appropriate parking numbers, providing appropriate landscaping and good public realm and making the most effective use of the land available.

### Residential Refuse Collection

2.2.4 Under the masterplan development, residential delivery vehicles will be able to access the site from Somerset Rd, St Peters Street, Burritt Rd, Vincent Rd, Willingham Way and Rowlls Rd. The masterplan layout allows for refuse vehicles to access all parts of the site.

2.2.5 Residential refuse collection will occur on-street with **Image 2.1** showing the routes, stopping locations and the proximity to the bin store.

### Image 2.1 Residential Refuse Collection Routes




*Source: Extract from Patel Taylor Drawing 503-PTA-MP-00-DR-A-1228 P03*

2.2.6 The above plan shows the location of communal and private bin stores, the refuse vehicle collection point and the proposed turning head.

## Commercial Servicing and Deliveries

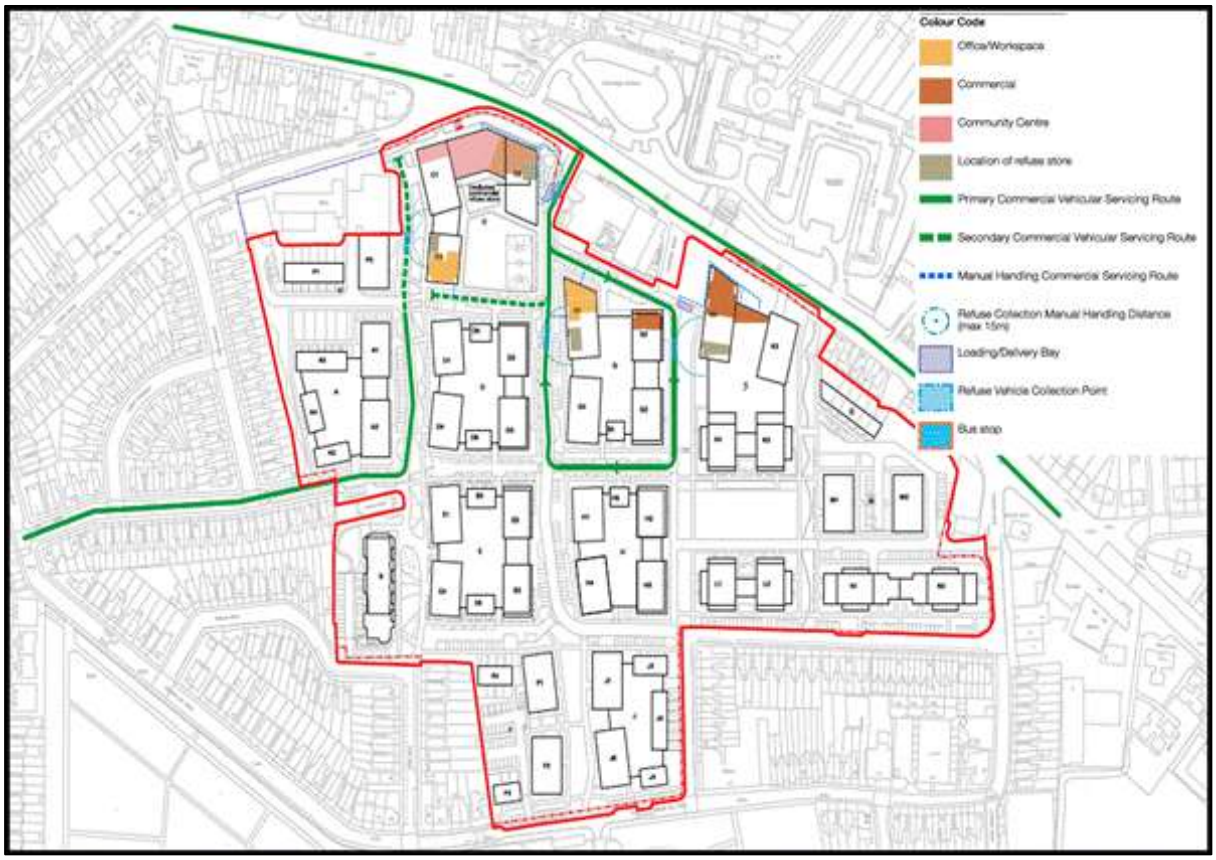
2.2.7 **Table 2.1** shows which roads that will be used to access the commercial units within each block. Tenants will be required to inform delivery companies which accesses to use.

### Table 2.1 Main Road Access for each Commercial Unit

| Road | Block |
|---|---|
| **Somerset Road** | C2 |
| **St Peters Road** | C1, C2, C3, G1, G2, K1 |

2.2.8 **Image 2.2** shows the main routes for commercial servicing.

### Image 2.2 Commercial Servicing and Delivery Routes




*Source: Extract from Patel Taylor Drawing 503-PTA-MP-00-DR-A-1227 P04*

2.2.9 Three loading bays are proposed within the site. All bays can accommodate a 12m rigid vehicle. Vehicle tracking will be provided for each RMA demonstrating that each phase can accommodate refuse vehicles.

## Commercial Refuse Collection

2.2.10 Commercial and retail waste will be stored by the tenants in their own demise, with all tenants encouraged to ensure recyclable and non-recyclable waste streams are separated adequately, until the point it reaches capacity where it will then be transferred to a collection point by the tenant. Private contractors appointed by the facilities management team will then collect the commercial waste.

2.2.11 The private commercial and retail waste collection will occur from the three loading bays provided for within the site in close proximity to the commercial uses.

## 2.3 Phase 1 Servicing /Refuse Arrangements

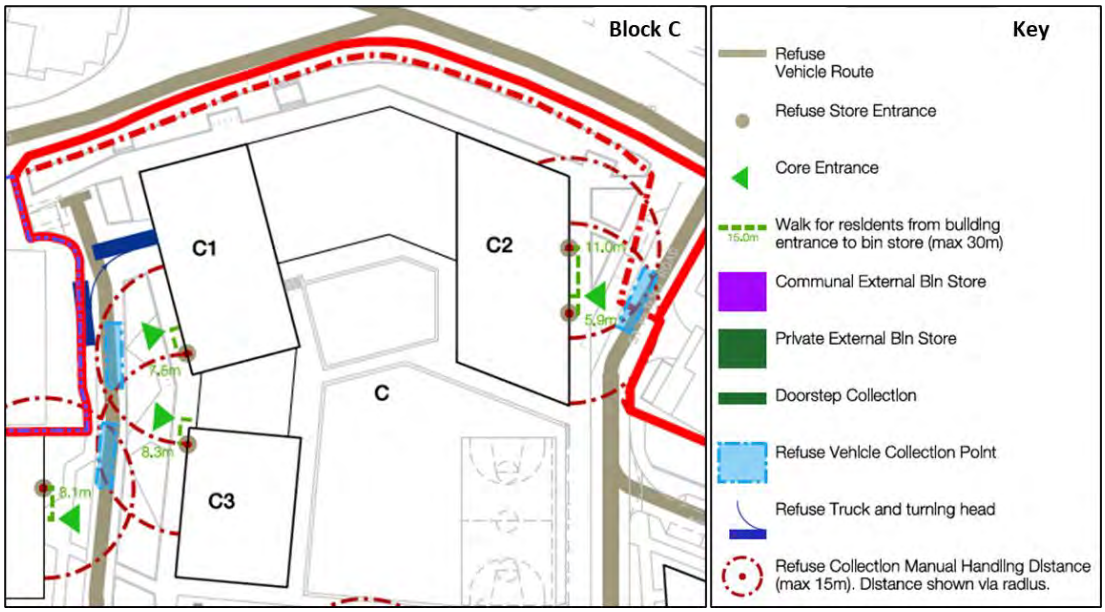
### Residential Refuse Collection

2.3.1 Residents will transfer their waste to various waste stores on site, from here the waste will be collected by the RBK refuse collection team. All the refuse storage locations are within 15m of the road. It is anticipated the waste will be collected once a week.

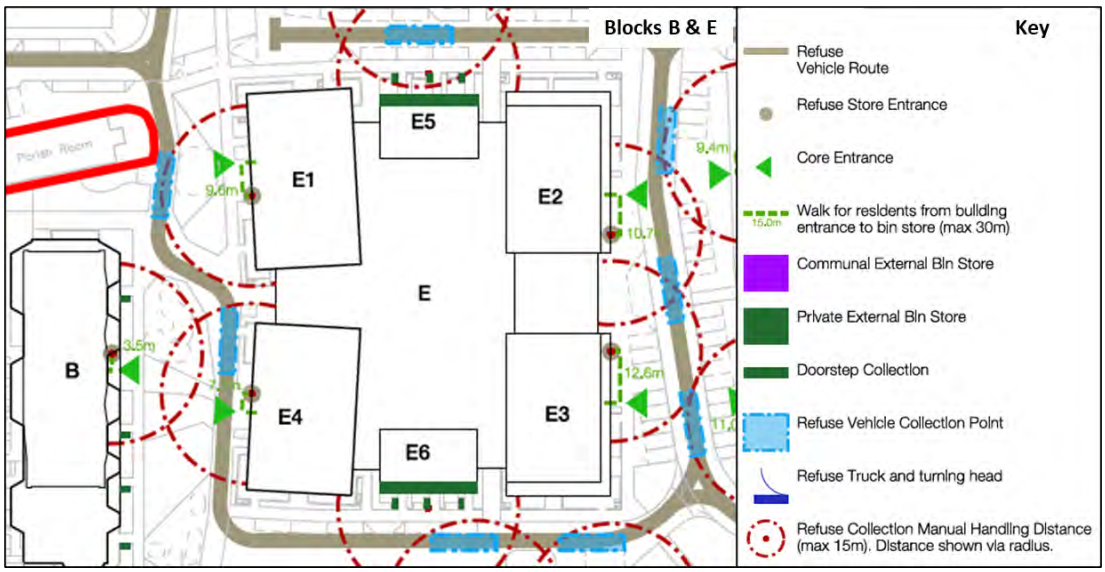
2.3.2 For Phase 1, residential delivery and refuse vehicles will enter the site via Somerset Rd, Willingham Way, and Rowlls Road and stop on the existing road network. Turning heads are provided allowing vehicles to enter and exit the site in forward gear.

2.3.3 **Image 2.3** shows the refuse collection points for Block C.

**Image 2.3 Residential Refuse Collection – Block C**



### Image 2.4 Residential Refuse Collection – Blocks B & E




## Residential Servicing and Deliveries

2.3.4 In line with the masterplan any delivery and servicing trips for Phase 1 will occur from the parking courts or from on-street. Tracking is provided in Section **2.4** which shows that turning within parking courts can accommodate Panel Vans and 7.5t Box Vans. Anything larger will load/unload from on-street.

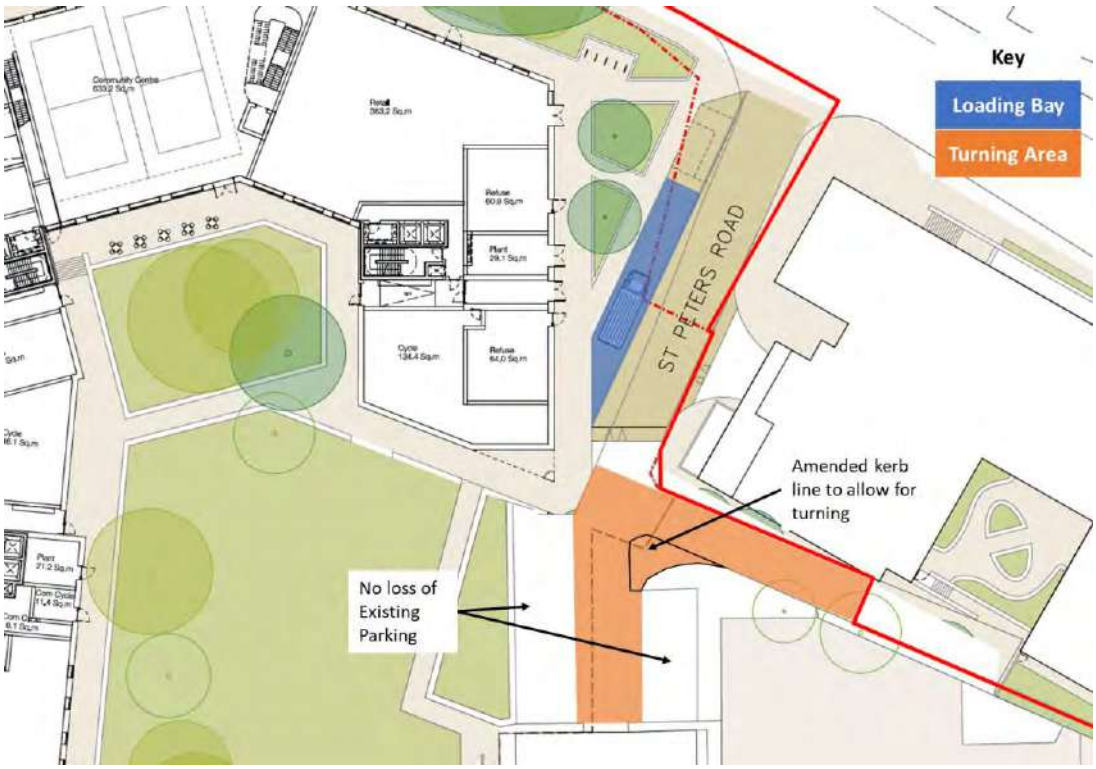
## Commercial – Deliveries and Refuse Collection

2.3.5 Commercial and retail waste will be stored by the tenants in their own demise, with all tenants encouraged to ensure recyclable and non-recyclable waste streams are separated adequately, until the point it reaches capacity where it will then be transferred to a collection point by the tenant. Private contractors appointed by the facilities management team will then collect the commercial waste.

2.3.6 Commercial delivery and service vehicles will access the site from St Peters Road using the new delivery and servicing bay situated adjacent to Block C3 to undertake deliveries for the commercial uses.

2.3.7 **Image 2.5** shows the location of the Phase 1 loading bay and turning area.

**Image 2.5 Phase 1 Loading Bay**




2.3.8 Some minor amendments to the kerb line are required in order to accommodate turning for a 12m rigid vehicle. Importantly no parking is lost for the parking areas in-front of Madingley. Smaller delivery vehicles can service Plots C1 and C2 from the parking area to the south accessed via Washington Close. Tracking is provided in the Section **2.4**.

## 2.4 Phase 1 Swept Path Analysis

2.4.1 The following vehicle swept path analysis has been undertaken for the Phase 1 development proposals to demonstrate that servicing, delivery and refuse vehicles can adequately access, turn within and egress the site:

- Drawing 19157-MA-XX-XX-DR-C-0101 – P01: Refuse Vehicle (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0102 – P01: 7.5t Box Van (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0103 – P01: Panel Van (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0104 – P01: Fire Appliance (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0106 – P01: Refuse Vehicle (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0107 – P01: 10 & 12m Rigid (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0108 – P02: 7.5t Box & Panel Van (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0109 – P01: Carriageway Amendments (Blocks C)

# 3. Masterplan and Phase 1 Delivery and Servicing Movements

## 3.1 Preamble

3.1.1 Whilst the parking ratio and nature of the residential and commercial floor space will ensure that the majority of resident, employee and visitor trips will be via sustainable modes, it is acknowledged that the land uses will generate vehicle demands associated with servicing and deliveries.

3.1.2 The number trips associated with the residential and commercial elements of the Masterplan and Phase 1 scenarios are provided.

## 3.2 Commercial Delivery and Service Trips

3.2.1 The TA forecasts the anticipated number of movements using the TRICS database. **Table 3.1** shows the split of number of commercial LGV/HGV trips for each use, with the trips associated with Phase 1 shown in red.

**Table 3.1 Proposed Commercial Delivery and Service Vehicle Trips (HGV's)**

| Use | Block | AM Peak Hour (08:00-09:00) | | PM Peak Hour (17:00-18:00) | | Daily Trips (07:00-21:00) | |
|---|---|---|---|---|---|---|---|
| | | LGV | HGV | LGV | HGV | LGV | HGV |
| Retail | C | 0 | 0 | 0 | 0 | 2 | 3 |
| | G | 0 | 0 | 0 | 0 | 1 | 1 |
| | K | 0 | 0 | 1 | 0 | 2 | 4 |
| Workspace | C | 0 | 0 | 0 | 0 | 1 | 0 |
| | G | 0 | 0 | 0 | 0 | 1 | 0 |
| Community | C | 0 | 0 | 0 | 0 | 3 | 0 |
| Café (Community) | C | 0 | 0 | 0 | 0 | 1 | 0 |
| **Phase 1 Total** | | 0 | 0 | 0 | 0 | 6 | 3 |
| **Phase 1 Grand Total** | | 0 | | 0 | | 9 | |
| **Masterplan Total** | | 0 | 0 | 1 | 0 | 10 | 10 |
| **Masterplan Grand Total** | | 0 | | 1 | | 20 | |

** Slight differences are observed due to rounding to form complete trips.*

3.2.2 The table above shows that the commercial units are expected to generate 1 trip in the AM peak, 1 in the PM peak and 20 trips across the day. The split between LGV and HGV across the day is 50/50 between LGV and HGV vehicles.

## 3.3 Anticipated Delivery / Service Trips – Residential

3.3.1 **Table 3.2** shows the anticipated of number of residential (LGV/HGV) trips for each Block, with the trips associated with Phase 1 shown in red.

**Table 3.2 Proposed Residential Delivery and Service Vehicle Trips**

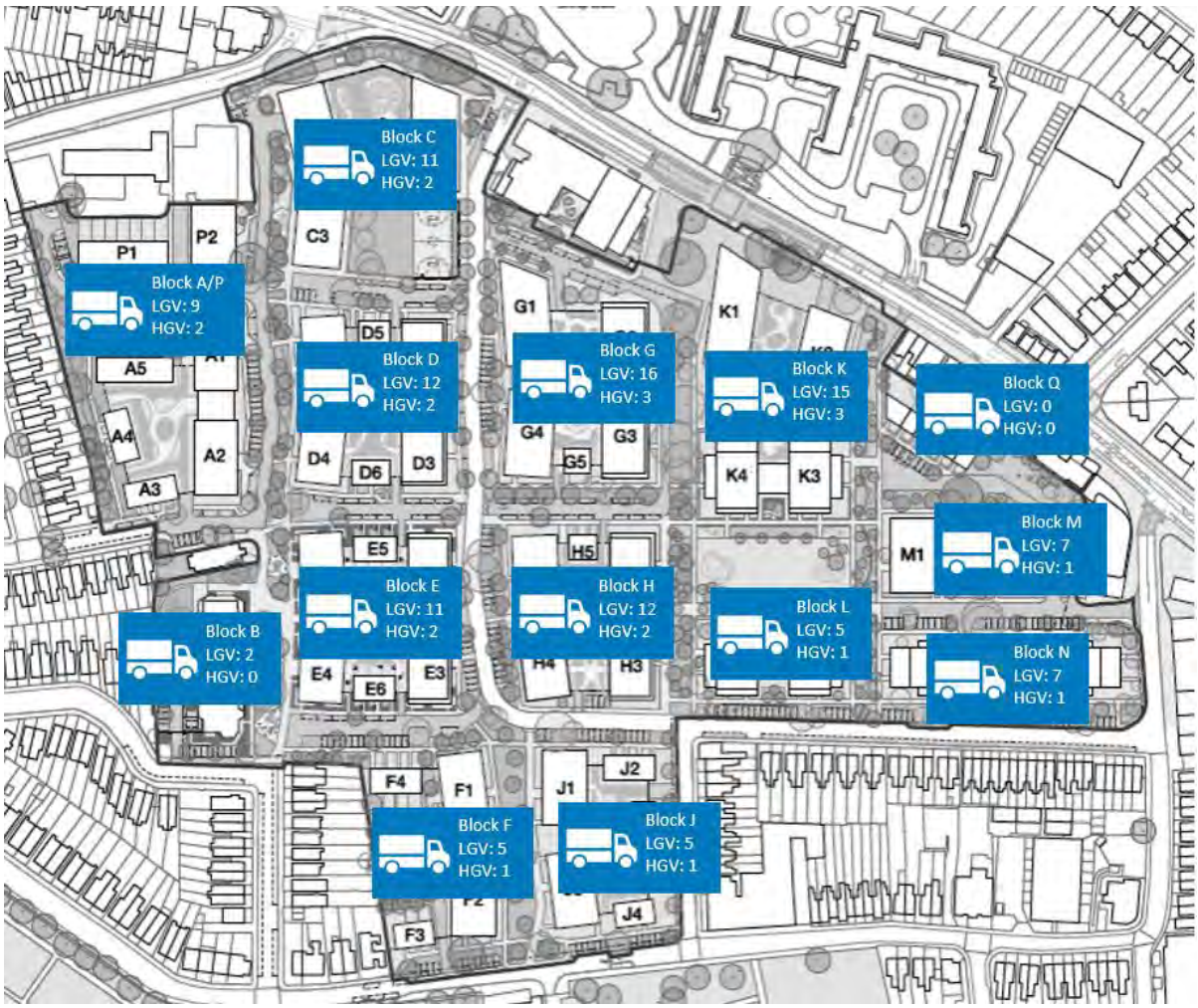
| Block | AM Peak Hour (08:00-09:00) | | PM Peak Hour (17:00-18:00) | | Daily Trips (07:00-21:00) | |
|---|---|---|---|---|---|---|
| | LGV | HGV | LGV | HGV | LGV | HGV |
| A | 0 | 0 | 1 | 0 | 6 | 1 |
| B | 0 | 0 | 0 | 0 | 2 | 0 |
| C | 1 | 0 | 2 | 0 | 11 | 2 |
| D | 1 | 0 | 2 | 0 | 12 | 2 |
| E | 1 | 0 | 2 | 0 | 11 | 2 |
| F | 0 | 0 | 1 | 0 | 5 | 1 |
| G | 1 | 0 | 3 | 0 | 16 | 3 |
| H | 1 | 0 | 2 | 0 | 12 | 2 |
| J | 0 | 0 | 1 | 0 | 5 | 1 |
| K | 1 | 0 | 3 | 0 | 15 | 3 |
| L | 0 | 0 | 1 | 0 | 5 | 1 |
| M | 1 | 0 | 1 | 0 | 7 | 1 |
| N | 1 | 0 | 1 | 0 | 7 | 1 |
| P | 0 | 0 | 1 | 0 | 3 | 1 |
| Q | 0 | 0 | 0 | 0 | 0 | 0 |
| **Phase 1 Total** | **2** | **0** | **4** | **0** | **24** | **4** |
| **Phase 1 Grand Total** | **2** | | **4** | | **29** | |
| **Masterplan Total** | **9** | **1** | **22** | **0** | **118** | **21** |
| **Masterplan Grand Total** | **9** | | **13** | | **139** | |

** Differences are observed due to rounding*

3.3.2 During the AM peak there will be a total of 9 servicing vehicle trips, with 22 trips in the PM peak and 139 over the course of a day. The table above also shows that the number of delivery and servicing trips for Phase 1 is 2 in the AM peak, 4 in the PM peak and 29 across the day.

3.3.3 **Image 3.1** below shows the number of delivery and servicing trips across the day for the masterplan graphically across each block.

### Image 3.1 Block layout - Daily servicing trips



# 4. Delivery and Servicing Plan Objectives

## 4.1 Objectives

4.1.1 This DSP has been developed through the planning process and seeks to support a sustainable development. Guidance provided within the London Freight Plan (2007) and TFL's best practice guidance (2010) form the backbone of the contents.

4.1.2 The following objectives are identified as relevant and achievable:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally friendly way.
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods.
- Improve the reliability of deliveries to the site.
- Reduce the operating costs of building occupants and freight companies.
- Reduce the impact of freight activity on local residents and the environment.

# 5. Delivery and Servicing Management Plan Measures

## 5.1 Overview and Scope

5.1.1 This section outlines a number of qualitative measures that the future occupants will be encouraged to implement as part of their ongoing operation to manage their delivery and service demands.

5.1.2 It is recognised that residential deliveries will occur on an ad-hoc basis. As such, these trips cannot be effectively regulated or consolidated.

## 5.2 DSP Responsibility

5.2.1 The responsibility for all aspects of the DSP will fall within the remit of the respective site wide residential and commercial Travel Plan Co-ordinators (TPC).

5.2.2 The site-wide assets are likely to be managed by an appointed estate management company and it is envisaged that the role of the Residential TPC can be included within this remit, fulfilled within an existing role. The management of servicing and deliveries is typically covered under someone's role in such companies for developments of this scale. Any commercial organisation which leases any of the retail or office space will, depending on the size, will nominate a Travel Plan Champion (TPCh).

5.2.3 The ancillary non-residential uses as individual units within the masterplan are unlikely meet TfL travel planning thresholds – as a result it is assumed that they will have an active role in the wider TP document for the site. This creates a more holistic approach to the site whilst avoiding the need and potential conflict of several different land uses operating on separate travel plans.

5.2.4 It is proposed that the TPCs' roles and responsibilities will be assigned 3 months before initial occupation of the both the residential and employment aspects of the development. The TPC will liaise with each commercial units TPCh regarding any delivery / servicing issues.

## 5.3 Residential Measures

5.3.1 Residents will be informed of their responsibility to liaise with the TPC and/or estate management, to inform them of any deliveries that require extended periods of set-down, such as when moving home or receiving oversized deliveries such as white goods. The TPC will then suggest to residents a time during which they should arrange these deliveries, outside of any peak periods associated with the commercial uses. This arrangement will be detailed in the residential Welcome Pack that will be produced as part of the TP.

## 5.4 Flexible/Commercial

### Location of Deliveries

5.4.1 At first occupation, commercial occupants will be informed of the locations where delivery and servicing activity should occur, including turning movements, and any restrictions that

are in place. A map showing loading and unloading locations; will be included in communications with the supplier.

5.4.2 The occupants will then be requested to inform their appointed delivery agents prior to accessing the site.

### Timing of Deliveries

5.4.3 At first occupation commercial occupants will be encouraged to manage deliveries so that they occur outside of network peak periods, thereby removing the additional contribution to local congestion.

5.4.4 Furthermore, should demand dictate, the TPC will consider the implementation of a delivery management system that all commercial occupiers would use to centrally book available delivery slots to ensure there is not a clustering of deliveries occurring at the same time.

### Consolidation and Backloading

5.4.5 Consolidation is the act of transporting several part loads in one vehicle to reduce the number of required journeys or by adopting backloading where spare capacity on vehicle return legs is utilised.

5.4.6 The TPC will encourage the commercial occupants to consolidate and/or backload as much as possible and/or use delivery agents that adopt such a practice.

5.4.7 The TPC will also investigate if there is potential to backload across the different operators.

### Encourage Best Practice Among Delivery Agents

5.4.8 As part of the DSP, the TPC will encourage future occupants to use delivery agents that are members of a best practice scheme such as TfL's Freight Operator Recognition Scheme (FORS) and investigate whether deliveries and collections to the site can be undertaken using electric or hybrid vehicles or even cargo bikes.

5.4.9 FORS helps suppliers across London to be safer, greener and more efficient with organisations needing to fulfil certain criteria to gain membership.

5.4.10 The TPC will also encourage occupants to insist that drivers of regular deliveries to the site should undertake some form of cyclist awareness training.

5.4.11 Procurement will ensure suppliers are engaged with sustainability and look to reduce their impact on the environment, use safe practices and vehicles, reduce costs through efficient freight movement and agree to specific routing to and from the site.

## 5.5 Monitoring and Reporting

5.5.1 The TPC will undertake a Baseline Delivery and Servicing Survey 3 months after 75% occupancy of the residential units, or 6 months after first occupation of the commercial floor space, whichever is sooner.

5.5.2 The surveys will assess the delivery and service vehicle activity generated by the site. Subsequent surveys will occur on the 1st, 3rd and 5th anniversaries of the baseline survey.

5.5.3 The survey will record the following information:

- The number of deliveries to the site.
- The vehicle classification.
- The arrival time.
- The length of stay.
- The set down area from which the delivery/collection is made.
- The purpose of the trip including item description.
- Whether the supply company is a member of any best practice scheme, such as FORS.

5.5.4 The results of the surveys, along with matters raised during stakeholder meetings and the measures that have been implemented to address them, will be reported to RBK / TfL via monitoring reports.

5.5.5 Good practice from Transport for London 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 5.1**.

### Table 5.1 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 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 freight related activity<br>Implement 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 scenario management to promote the benefits of a DSP |

# 6. Summary and Conclusions

## 6.1 Summary

6.1.1 This outline DSP sets out the measures for Phase 1 of the masterplan and a framework for the masterplan as a whole to ensure that servicing has been considered for the outline element of the hybrid application. It is expected that a full DSP will be developed once the commercial operators have been identified and will subsequently provide all known details available at that stage, relating to the following:

6.1.2 In relation to the commercial element of the proposals:

- The hours of operation and shift times.
- The expected level of staffing required across the working period.
- Any related employee policy.
- Details of the expected delivery and servicing vehicle types.
- An updated trip generation assessment and details of vehicle frequencies.
- Details of the individual(s) or parties responsible for the Plan and matters of liaison.

6.1.3 In relation to the residential element of the proposals:

- Prior to occupation of the scheme, materials for the resident's Welcome Packs that include enough information for residents to order deliveries appropriately to the site.
- Following occupation of the scheme and in tandem with the Residential Travel Plan, a site survey to identify the level of delivery trips to the site.

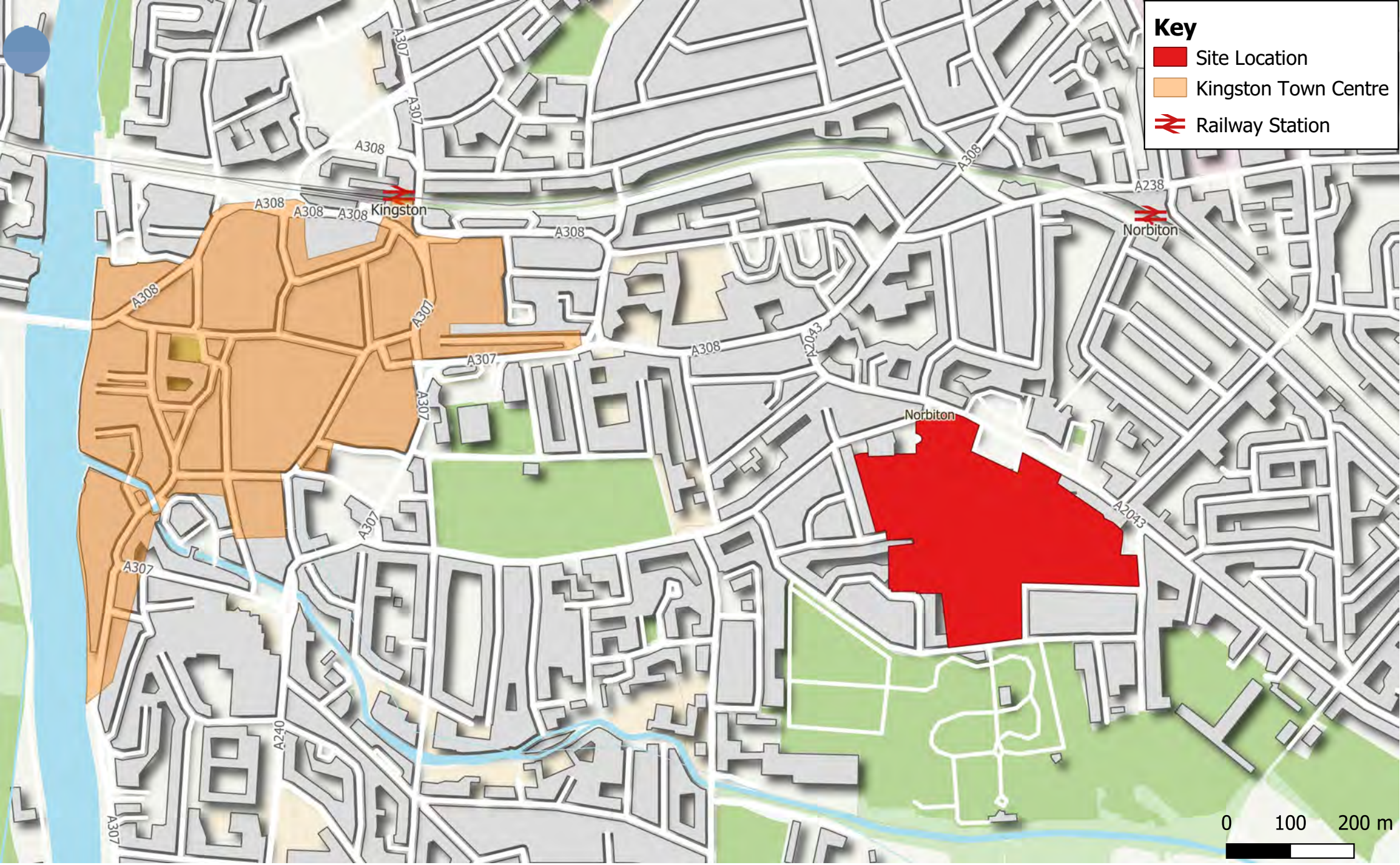
## 6.2 Conclusions

6.2.1 This DSP has been produced to generate an understanding of the delivery and servicing proposals on the site for the Cambridge Rd Estate regeneration development. In addition, this DSP identifies how delivery/service vehicle movements will be managed. All deliveries can be accommodated on site.

6.2.2 The DSP has also identified that the majority of delivery, servicing and waste collection trips will occur between 0700-1700. The developer will try to reduce the level of delivery and service vehicle trips through a number of measures including integration between the TPC and the delivery companies, consolidation and backloading.

6.2.3 It has been illustrated that the development proposal will not generate a significant number of delivery/servicing movements during peak hours.

# FIGURES




# Cambridge Road Estate
# Figure 1.1: Site Context Plan

# DRAWINGS

- Drawing 19157-MA-XX-XX-DR-C-0101 – P01: Refuse Vehicle (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0102 – P01: 7.5t Box Van (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0103 – P01: Panel Van (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0104 – P01: Fire Appliance (Blocks B & E)
- Drawing 19157-MA-XX-XX-DR-C-0106 – P01: Refuse Vehicle (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0107 – P01: 10 & 12m Rigid (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0108 – P02: 7.5t Box & Panel Van (Blocks C)
- Drawing 19157-MA-XX-XX-DR-C-0109 – P01: Carriageway Amendments (Blocks C)

DO NOT SCALE OFF THIS DRAWING

KEY:

VISIBILITY SPLAY

1 to 21 Connington

Parish Room

CYCLE ####
3B5P (WCH) ####
PLANT ####
BIN ####
ENTRANCE
CYCLE ####
2B3P (WCH) ####
3B5P #### (93)
3B6P #### (102)
4B7P #### (115)
4B8P #### (124)

3B6P-D #### (102)
Plant
External Lobby
Refuse
6B10P #### (150)
Cycle
4B5P-H #### (103)
5B8P-H #### (134)
4B5P-H #### (103)
Cycles
Energy Centre ####
Indicative Parking Layout
1B2P #### (50)
Refuse
External Lobby
Plant
Store
Cycle
4B6P-H #### (112)
5B6P-H #### (116)
4B6P-H #### (112)
3B6P-D #### (102)
3B5P-D #### (93)
Cycles

4B5P-D #### (97)
3B6P-D #### (102)
Plant
1B2P #### (50)
Lobby
Refuse
Cycle Storage
Substation
1:17 gradient
+12.100 AOD
Refuse
Lobby
Plant
Storage
1B2P-M4 #### (55)
3B6P-D #### (102)

WILLINGHAM WAY

31
35
30
22
11
23



Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m

Revision History

| | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev. | Comment | By | Chkd | Appr | Date |

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Drawing Title

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Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0100 - P01

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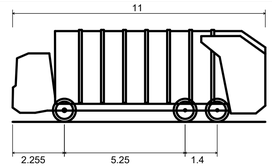


| 11m Refuse Vehicle | |
|---|---|
| Overall Length | 11.000m |
| Overall Width | 2.500m |
| Overall Body Height | 4.000m |
| Min Body Ground Clearance | 0.366m |
| Track Width | 2.450m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 8.750m |

1 to 21 Connington

Parish Room

11m Refuse Vehicle

11m Refuse Vehicle

CYCLE ####

3B5P (WCH) ####

PLANT ####

BIN ####

ENTRANCE

CYCLE ####

2B3P (WCH) ####

3B5P #### (93)

3B6P #### (102)

4B7P #### (115)

4B8P #### (124)

3B6P-D #### (102)

3B5P-D #### (102)

4B5P-H #### (103)

5B8P-H #### (134)

4B5P-H #### (103)

Cycle

Cycles

Plant

External Lobby

Refuse

6B10P #### (150)

Energy Centre ####

1B2P #### (50)

Refuse

External Lobby

Plant

Store

Cycle

Cycles

4B6P-H #### (112)

5B6P-H #### (116)

4B6P-H #### (112)

3B6P-D #### (102)

3B5P-D #### (93)

Indicative Parking Layout

4B5P-D #### (97)

3B6P-D #### (102)

Plant

Cycle

1B2P #### (50)

Lobby

Refuse

Cycle Storage

Substation

Refuse

1:17 gradient

Lobby

Plant

Storage

1B2P-M4(3) #### (55)

3B6P-D #### (102)

1B2P-M4(3) #### (102)

35

30

22

11

23

WILLINGHAM WAY

CAMBRIDGE ROAD

Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m



Revision History

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CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title

REFUSE SWEPT PATH ANALYSIS

Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0101 - P01

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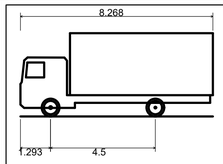


7.5t Box Van (2016)

| | |
|---|---|
| Overall Length | 8.268m |
| Overall Width | 2.300m |
| Overall Body Height | 3.575m |
| Min Body Ground Clearance | 0.371m |
| Track Width | 2.176m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 7.500m |

1 to 21 Connington

Parish* Room

CYCLE ####
3B5P (WCH) ####
PLANT ####
BIN ####
ENTRANCE
CYCLE ####
2B3P (WCH) ####
3B5P (93)
3B6P (102)
4B7P (115)
4B8P (124)

3B6P-D (102)
Plant
External Lobby
Refuse
6B10P (150)
Cycle
Cycles
4B5P-H (103)
5B8P-H (134)
4B5P-H (103)
Energy Centre
1B2P (50)
Refuse
External Lobby
Plant
Store
Cycle
3B6P-D (102)
3B5P-D (93)
Cycles
4B6P-H (112)
5B6P-H (116)
4B6P-H (112)

Indicative Parking Layout

4B5P-D (97)
3B6P-D (102)
Plant
1B2P (50)
Lobby
Refuse
Cycle Storage
Substation
Refuse
1:17 gradient
+12.10
+12.50m AOD
Lobby
Plant
Storage
1B2P-M4 (55)
3B6P-D (102)
1B2P (50)

7.5t Box Van (2016)

WILLINGHAM WAY

1 to 21
23
35
30
22



Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m

Revision History

| | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev | Comment | By | Chkd | Appr | Date |

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Project

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Drawing Title

BOX VAN
SWEPT PATH ANALYSIS

Markides Associates reference: 191577-MA-XX-XX 1:250@A1

19157-MA-XX-XX-DR-C-0102 - P01

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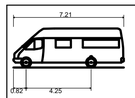


| | |
|---|---|
| 7.5t Panel Van | |
| Overall Length | 7.210m |
| Overall Width | 2.192m |
| Overall Body Height | 2.544m |
| Min Body Ground Clearance | 0.316m |
| Track Width | 1.865m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 7.400m |

FB
1 to 21 Connington
Parish Room
CYCLE ####
3B5P (WCH) ####
PLANT ####
BIN ####
ENTRANCE
CYCLE ####
2B3P (WCH) ####
3B5P #### (93)
3B6P #### (102)
4B7P #### (115)
4B8P #### (124)
3B6P-D #### (102)
3B5P-D #### (93)
4B5P-H #### (103)
5B8P-H #### (134)
4B5P-H #### (103)
Cycle
Plant
External Lobby
Refuse
Cycles
6B10P #### (150)
Energy Centre ####
Indicative Parking Layout
1B2P #### (50)
Refuse
External Lobby
Plant
Store
Cycle
4B6P-H #### (112)
5B6P-H #### (116)
4B6P-H #### (112)
3B6P-D #### (102)
3B5P-D #### (93)
Cycles
4B5P-D #### (97)
3B6P-D #### (102)
Plant
Store
1B2P #### (50)
Lobby
Refuse
Cycle Storage
Substation
Refuse
1:17 gradient
+12.10m
+12.50m AOD
Plant
Storage
3B6P-D #### (102)
1B2P-M4... #### (55)
Lobby
7.5t Panel Van
7.5t Panel Van
WILLINGHAM WAY
31
35
22
30
22
23
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Scale 1:250 @ A1 - 1:500 @ A3
5m 0 5m 10m 15m 20m 25m

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|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
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Project
CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title
PANEL VAN SWEPT PATH ANALYSIS

Markides Associates reference: 191577-MA-XX-XX 1:250@A1

19157-MA-XX-XX-DR-C-0103 - P01

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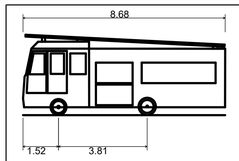


DB32 Fire Appliance

| | |
|---|---|
| Overall Length | 8.680m |
| Overall Width | 2.180m |
| Overall Body Height | 3.452m |
| Min Body Ground Clearance | 0.337m |
| Max Track Width | 2.121m |
| Lock to lock time | 6.00s |
| Kerb to Kerb Turning Radius | 7.910m |


Revision History

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|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 27.10.20 |
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|---|---|---|---|---|---|
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Project

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KINGSTON

Drawing Title

FIRE TENDER
SWEPT PATH ANALYSIS

Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m



Markides Associates reference: 191577-MA-XX-XX 1:250@A1

19157-MA-XX-XX-DR-C-0046 - P01

DO NOT SCALE OFF THIS DRAWING

KEY:

VISIBILITY SPLAY

HAWKS ROAD

WIMPOLE CLOSE

EUREKA ROAD

ST PETERS ROAD

Community Centre
####

Retail
####

Cycle
####

Plant
####

Substation
####

Refuse
####

Storage
####

Com Cycle
####

Workspace
####

2.4m X 25m VISIBILITY SPLAY

2.4m X 25m VISIBILITY SPLAY

1 to 15

97

85

9.3m

11.1m

TCB

1 to 18
Burwell

1 to 60
Madingley

1 to 33

Caldecote

12

6

Revision History

| | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev. | Comment | By | Chkd | Appr | Date |

Current Revision

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Drawing Title

BLOCK C VISIBILITY SPLAYS

Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0105 - P01

Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m

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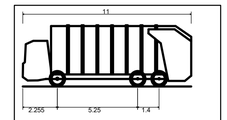


| 11m Refuse Vehicle | |
|---|---|
| Overall Length | 11.000m |
| Overall Width | 2.500m |
| Overall Body Height | 4.000m |
| Min Body Ground Clearance | 0.366m |
| Track Width | 2.450m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 8.750m |

HAWKS ROAD

WIMPOLE CLOSE

EUREKA ROAD

ST PETERS ROAD

1 to 15

97

9.3m

TCB

11.1m

1 to 18
Burwell

1 to 60
Madingley

1 to 33

1 to 39

Caldecote

12

6

Community Centre
####

Retail
####

Cycle
####

Plant
####

Substation
####

Refuse
####

Cycle
####

Cycle
####

Refuse
####

Plant
####

Cycle
####

Refuse
####

Plant
####

Refuse
####

Storage
####

Com Cycle
####

Com Cycle
####

Workspace
####

1:12

1:8

1:21



Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m

| Revision History | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev. | Comment | By | Chkd | Appr | Date |
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| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
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Project
CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title
BLOCK C 11m REFUSE

Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0108 - P01

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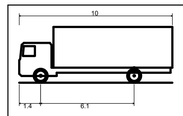
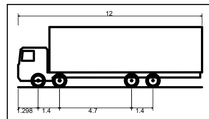



FTA Design HG Rigid Vehicle (1998)

| | |
|---|---|
| Overall Length | 10.000m |
| Overall Width | 2.500m |
| Overall Body Height | 3.645m |
| Min Body Ground Clearance | 0.440m |
| Track Width | 2.470m |
| Lock to lock time | 3.00s |
| Kerb to Kerb Turning Radius | 11.000m |




Rigid Truck

| | |
|---|---|
| Overall Length | 12.000m |
| Overall Width | 2.500m |
| Overall Body Height | 3.928m |
| Min Body Ground Clearance | 0.412m |
| Track Width | 2.471m |
| Lock to lock time | 6.00s |
| Kerb to Kerb Turning Radius | 11.900m |

Revision History

| | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev | Comment | By | Chkd | Appr | Date |

Current Revision

| | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 28.10.20 |
| Rev | Comment | By | Chkd | Appr | Date |

## S2 - FOR INFORMATION

## CAMBRIDGE ROAD (RBK) LLP


MARKIDES ASSOCIATES
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Project

CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title

BLOCK C 10m AND 12m RIGID

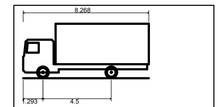
Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0107 - P01

Scale 1:250 @ A1 - 1:500 @ A3

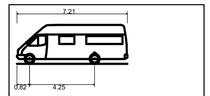
5m 0 5m 10m 15m 20m 25m

DO NOT SCALE OFF THIS DRAWING




7.5t Box Van (2016)

| | |
|---|---|
| Overall Length | 8.268m |
| Overall Width | 2.300m |
| Overall Body Height | 3.575m |
| Min Body Ground Clearance | 0.371m |
| Track Width | 2.176m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 7.500m |




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 | 1.865m |
| Lock to lock time | 4.00s |
| Kerb to Kerb Turning Radius | 7.400m |

HAWKS ROAD

CLOSE

ST PETERS ROAD

11.1m

Refuse ####
Plant ####
Com Cycle ####
Storage ####
Workspace ####
Substation ####
Cycle ####
Retail ####

Revision History

| | | | | | |
|---|---|---|---|---|---|
| P02 | REALIGNED KERB | CDT | EJ | EJ | 12.11.20 |
| P01 | FOR INFORMATION | CDT | EJ | EJ | 06.10.20 |
| Rev. | Comment | By | Chkd | Appr | Date |

Current Revision

| | | | | | |
|---|---|---|---|---|---|
| P02 | REALIGNED KERB | CDT | EJ | EJ | 12.11.20 |
| Rev | Comment | By | Chkd | Appr | Date |

S2 - FOR INFORMATION

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Project

CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title

BLOCK C BOX AND PANEL VAN



Scale 1:250 @ A1 - 1:500 @ A3

5m 0 5m 10m 15m 20m 25m

Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0108 - P02


DO NOT SCALE OFF THIS DRAWING

| Revision History | | | | | |
|---|---|---|---|---|---|
| P01 | FOR INFORMATION | CDT | EJ | EJ | 30.10.20 |
| Rev | Comment | By | Chkd | Appr | Date |
| Current Revision | | | | | |
| P01 | FOR INFORMATION | CDT | EJ | EJ | 30.10.20 |
| Rev | Comment | By | Chkd | Appr | Date |

S2 - FOR INFORMATION

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Project

CAMBRIDGE ROAD ESTATE, KINGSTON

Drawing Title

ST PETER ROAD REALIGNMENT

Markides Associates reference: 191577-MA-XX-XX AS SHOWN

19157-MA-XX-XX-DR-C-0109 - P01

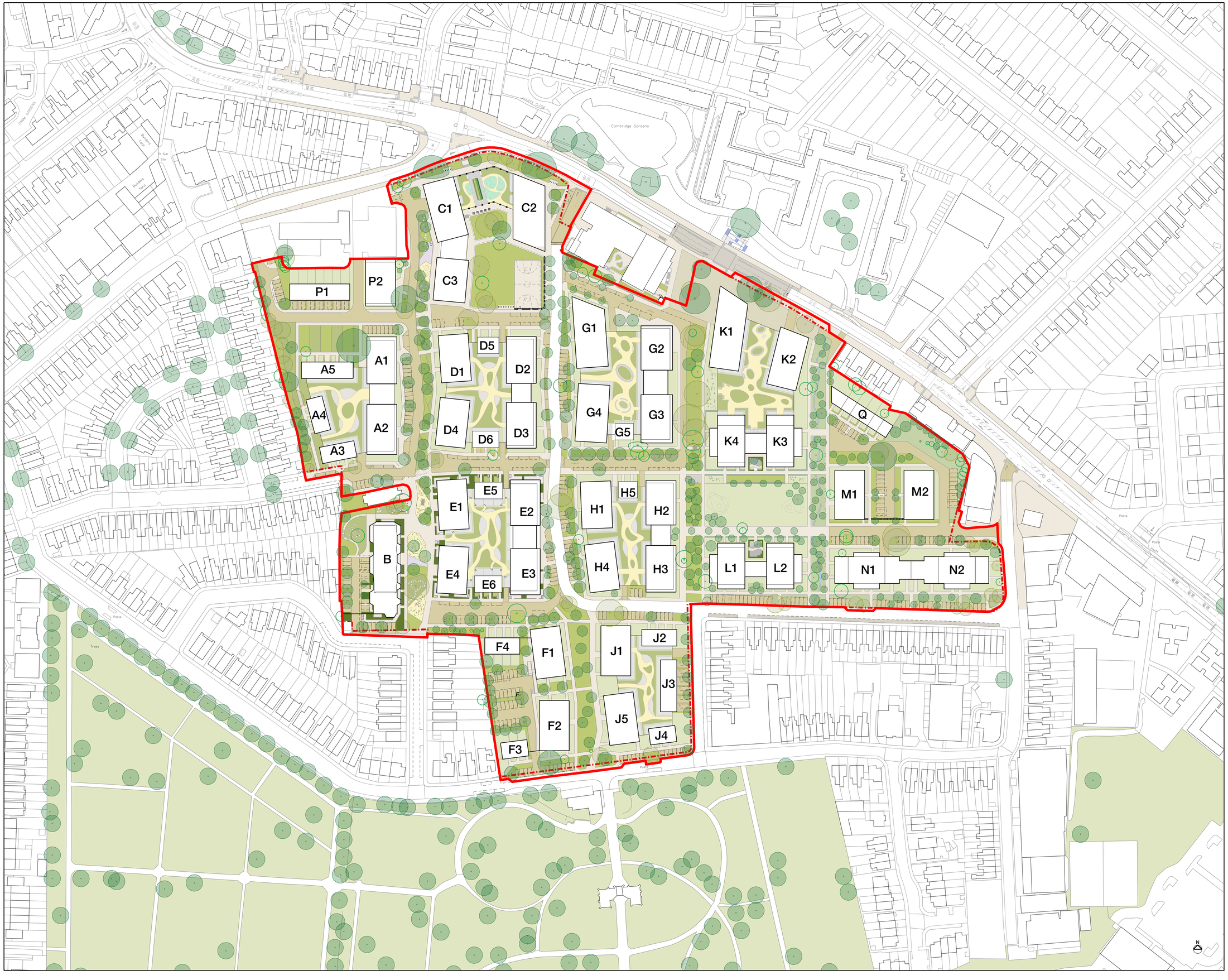


Scale 1:50 @ A1 - 1:100 @ A3

1m 0 1m 2m 3m 4m 5m

# APPENDICES

# APPENDIX A – SITE MASTERPLAN




## General Notes

DO NOT SCALE. All dimensions must be checked on site, errors are to be reported.



**Contractors must ensure that cross referenced drawings and specifications noted on these drawings are checked on a regular basis to ensure that the latest revisions are used.**

## Key Plan

## Client

Countryside
Aurora House
71 – 75 Uxbridge Road
London W5 5SL

## Architect

Patel Taylor
48 Rawstorne Street
London
EC1V 7ND

## Site Boundary

Title boundary

Planning boundary

Scale 1:1000 @ A1

0 10m 25m 50m 75m

| Issue Record | | By | Chk | Date |
|---|---|---|---|---|
| P24 | For Information | TS | RM | 23.10.2020 |
| P23 | Tracking and access | TS | RM | 15.10.2020 |
| P22 | Parking and additional trees retained | TS | TS | 12.10.2020 |
| P21 | Tracking amendments | TS | TS | 01.10.2020 |
| P20 | Title boundary added | NE | NE | 07.09.2020 |
| P19 | For information | TS | TS | 02.09.2020 |
| P18 | Planning boundary removed | NE | RM | 12.08.2020 |
| P17 | Vehicle access amendments | TS | RM | 04.08.2020 |
| P16 | For information | TS | RM | 20.07.2020 |
| P15 | For information | EP | NE | 14.05.2020 |

## Title

Proposed masterplan

## Project

Cambridge Road

## Scale

1:1000 @ A1 1:2000 @ A3

## Status

For information

## Drawing Number

503-PTA-MP-RF-DR-A-1201

## Revision

P24

Patel Taylor
48 Rawstorne Street
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Patel Taylor

# The Design Team

**ACD Environmental**
Arboricultural consultant

**Architecture in Perspective**
Visualisation artist

**AWA Consulting**
MEP engineer

**Base Models**
Physical modelmaker

**Barton Willmore**
Planning consultant
Environmental Impact Assessment
Townscape Impact Assessment

**Countryside Properties**
Developer

**CTP Consulting**
Structural & Civil engineer

**David Bonnett Associates**
Access and Inclusive Design consultant

**Ensafe**
Air Quality consultants

**GIA**
Daylight / Sunlight / RoL consultant

**Greengage Environmental**
Ecology and biodiversity consultant

**Hodkinson Consulting**
Sustainability / Energy consultant

**H+H Fire**
Fire consultant

**Markides**
Transport consultant

**Patel Taylor**
Architect / Landscape Architect

**Pipers**
Physical modelmaker

**Realm**
Visualisation and verified views

**Royal Borough of Kingston Upon Thames**
Project Joint Venture partner

**Soundings**
Community engagement consultant

**SRE**
Wind and microclimate consultant

**Terence O'Rourke**
Archaeology and heritage consultant

**ULL Property**
Viability consultant

**WYG**
Noise and vibration

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