



TR Property Investment Trust plc

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# THE COLONNADES, BAYSWATER

SERVICING MANAGEMENT PLAN





**TR Property Investment Trust plc**

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**THE COLONNADES, BAYSWATER**  
**SERVICING MANAGEMENT PLAN**

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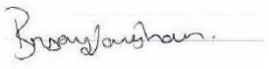

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# 1. INTRODUCTION

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## 1.1. OVERVIEW

1.1.1. This Servicing Management Plan (SMP) has been prepared by WSP on behalf of TR Property Investment Trust plc to set out servicing arrangements for The Colonnades shopping arcade in the City of Westminster.

1.1.2. Condition 12 of the planning permission which relates to application 13/12442/FULL requires that servicing operations of The Colonnades are undertaken in accordance with an approved SMP to avoid the blocking of surrounding streets and to protect the environment of people in neighbouring properties. Condition 12 states:

*“You must apply to us for approval of a Servicing Management Plan, which includes details of how the service yard will be managed to ensure that all of the retail units can be serviced and the residential accommodation refuse collected within the approved service yard. You must not occupy the new and enlarged retail units until we have approved what you have sent us. Thereafter you must then manage the service yard in accordance with the Servicing Management Plan that we approve, unless we agree an alternative Servicing Management Plan in writing.”*

## 1.2. SMP APPROACH

1.2.1. This SMP focuses solely on the management of deliveries to, and collections from The Colonnades shopping arcade. It should be made clear, however, that Waitrose and the other Class E units cannot be held accountable for factors beyond their immediate control that prevent compliance, such as road traffic accidents, which may delay the arrival and departure of delivery and service vehicles. The content of this SMP should therefore be viewed as the ‘guiding principles’ for the servicing of The Colonnades.

1.2.2. It should be noted that, while servicing of The Daniel Gooch public house will also take place from the service yard, it is not subject to the arrangements outlined in this SMP.

1.2.3. The unit operators at The Colonnades will comply with the content of this SMP, unless changes are otherwise agreed in writing with the local authority, Westminster City Council (WCC). In this respect, TR Property Investment Trust plc and the operators will work with WCC to review and amend this SMP as and when necessary and any future amendments to this document must be agreed by all parties and complied with thereafter. The content of this SMP cannot be varied temporarily or permanently without prior approval of WCC.

1.2.4. It will be the responsibility of the on-site Facilities Manager to ensure that all operators at The Colonnades shopping arcade, as well as refuse collection operators, are familiar with the content of this SMP and that the means of delivery set out herein are strictly implemented, where reasonable.

1.2.5. This SMP has been prepared to help reduce the impact of delivery vehicles on the local road network, by adopting a bespoke package of measures to provide financial, health and environmental

benefits to both the Site and the local community in relation to the commercial use. This report should be read in conjunction with the TA submitted with the original planning application.

### 1.3. BENEFITS OF A SMP

- 1.3.1. A SMP is a framework identifying the requirements to manage the transport impacts associated with the delivery and collection of goods, servicing of equipment and to provide details on the management of dropoff/pick-up from the servicing roads.
- 1.3.2. A SMP needs to be bespoke to all the organisations and the site it is developed for. It should aim to improve the efficiency of activities such as deliveries, collection, servicing trips and catering as appropriate to the organisation.
- 1.3.3. The London Freight and Servicing Plan (2019) highlights SMPs as one of the initiatives helping improve freight and servicing in London. The other initiatives include the Fleet Operator Recognition Scheme (FORS) and Construction Logistics Plans (CLPs).
- 1.3.4. The *'Managing Freight Effectively: Delivery and Servicing Plans'* document produced by TfL (2007) identifies the benefits of SMPs to local authorities and residents, building developers and businesses and freight operators. In summary, SMPs will:
- Help developers and local authority planning officials to comply with the National Planning Policy Framework, which requires the promotion of more sustainable transport choices for moving freight, the Traffic Management Act, the London Plan and any borough-specific policies that cover issues such as road safety and air quality action plans;
  - Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and sustainable way;
  - Identify deliveries that could be reduced, re-timed or consolidated, particularly during busy periods;
  - Help cut congestion on London's roads and ease pressure on the environment;
  - Improve the reliability and efficiency of deliveries to the site concerned;
  - Reduce the operating costs for building occupants and freight companies; and
  - Reduce the impact of freight activity on local residents and site users.
- 1.3.5. The London Freight Plan (2007) recognises that:
- The improvement of the efficiency of the freight sector will help reduce the environmental and social impacts of freight transport on London, particularly the contribution to climate change;
  - Achieving sustainable freight distribution in London will make a real and positive contribution to improving the lives of those who live, work and visit London; and
  - Road network efficiency will be increased by each traffic authority's response to its Network Management Duty, which will include the reduction of freight vehicle Penalty Charge Notice (PCN) hotspots to improve congestion and help reduce CO2 emissions.

## 1.4. OBJECTIVES OF THE SMP

- 1.4.1. The overall objective of this SMP is to provide improvements to procurement practices, supplied management, environmental management procedures, facilities management and safe and legal loading arrangements.
- 1.4.2. Once in place the SMP will ensure:
- That goods and services can be delivered, collected and waste removed, in a safe, efficient and environmentally friendly way;
  - Identifies deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
  - Improve reliability of deliveries to the site concerned;
  - Reduce the operating costs of building occupants and freight companies; and
  - Reduce the impact of freight activity on local residents.

## 1.5. SMP STRUCTURE

- 1.5.1. This SMP will be structured as follows:
- Chapter 2: Site Location;
  - Chapter 3: Planning Policy Context;
  - Chapter 4: Servicing Arrangements;
  - Chapter 5: Managing Deliveries
  - Chapter 6: Monitoring and Awareness
  - Chapter 7: Management / Enforcement; and
  - Chapter 8: Review.

## 2. SITE LOCATION

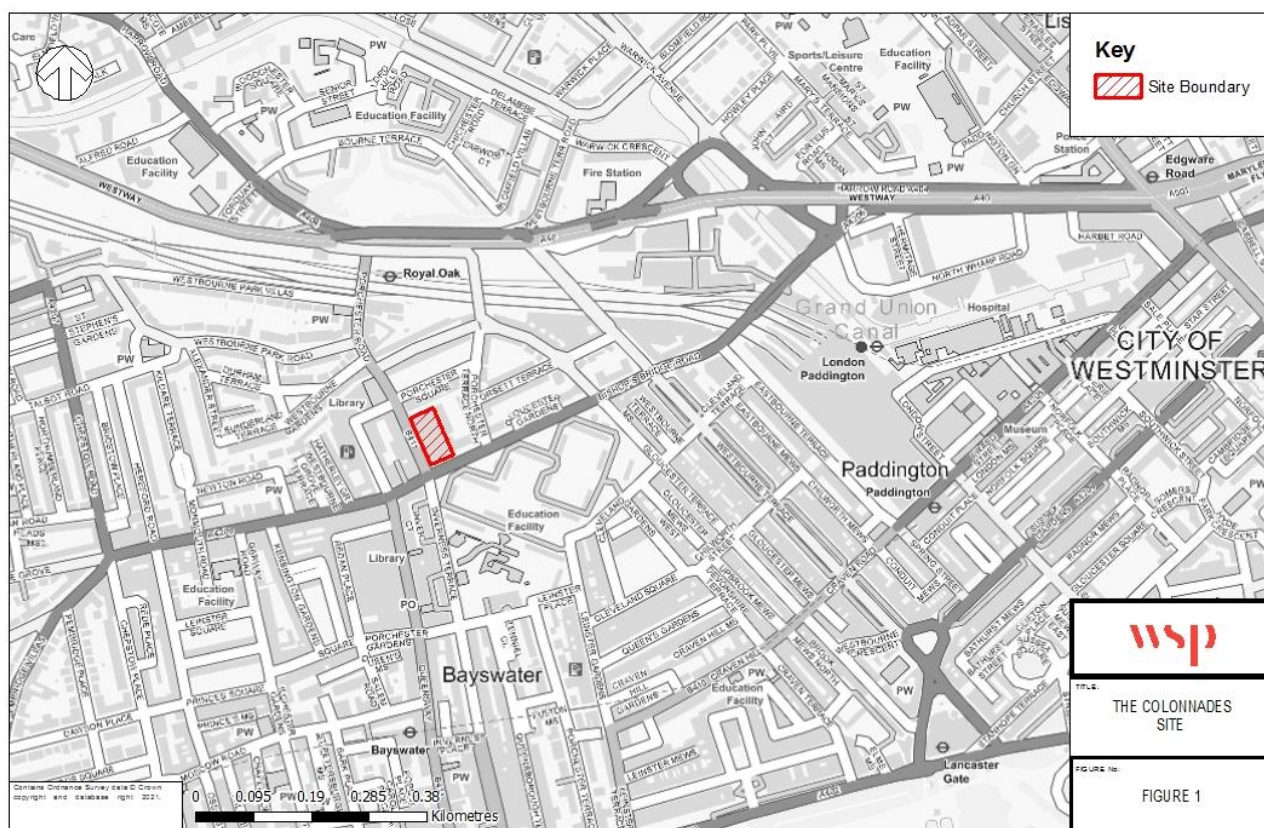
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### 2.1. SITE OVERVIEW

- 2.1.1. The Site is a large complex of six buildings, occupying a prominent corner between Bishop's Bridge Road and Porchester Road, (the Site Location is set out in **Figure 2-1**). It is situated within the Bayswater Conservation Area and forms part of the Porchester Road Local Centre. There are no listed buildings within the Site.
- 2.1.2. The residential element comprises a total of 228 flats / maisonettes across three blocks, as well as a mews block of 14 no. two-storey terraced houses. The three blocks are numbered 100, 200 and 300.
- 2.1.3. The commercial element includes:
- Waitrose Bayswater supermarket;
  - Graham and Green retail unit;
  - 1Rebel gym;
  - Happy Lamb restaurant; and
  - Specsavers.
- 2.1.4. A service yard, accessed via Porchester Road, serves all of the commercial elements for both deliveries and collections (including waste), and is also the storage and collection location for residential bins for the three blocks.



**Figure 2-1: Site Location**



## 2.2. LOCAL HIGHWAY DESCRIPTION

- 2.2.1. The nearest roads to the site that form part of the TfL Road Network (TLRN) are the Porchester Square to the north and east, Bishop’s Bridge Road to the South and the B411 to the west. The major routes in the vicinity of the site, includes A4206, A40, A5, A3220 and B410.
- 2.2.2. The Colonnades is located in the Westminster Controlled Parking Zone (CPZ) B3. In this area, parking restrictions operate over the following periods:
- Monday to Friday - 08:30 to 18:30; and
  - Saturday - 08:30 to 13:30.

## 2.3. PLANNING HISTORY

- 2.3.1. The Site has been subject to extensive planning history and benefits from a series of planning permissions and variations to these permissions.
- 2.3.2. Table 2-1 summarises the applicable planning history which has bearings on the arrangements for waste management at the Site.

**Table 2-1 – Applicable Planning History**

Application No.	Proposal and applicable condition
13/12442/FULL	<p>Reconfiguration of the ground and first floors to provide a supermarket (Class A1) at part ground floor and first floor levels with three retail shop units (Class A1) and two restaurant/ cafe units (Class A3) at ground floor level, extension to Porchester Road and Bishop's Bridge Road elevations to infill existing colonnade and create entrance lobby to supermarket, infilling of basement vents to Bishop's Bridge Road, alterations to street facades, amendments to rear service yard, installation of mechanical plant and associated public realm works.</p> <p>Condition 12            You must apply to us for approval of a Servicing Management Plan, which includes details of how the service yard will be managed to ensure that all of the retail units can be serviced and the residential accommodation refuse collected within the approved service yard. You must not occupy the new and enlarged retail units until we have approved what you have sent us. Thereafter you must then manage the service yard in accordance with the Servicing Management Plan that we approve, unless we agree an alternative Servicing Management Plan in writing.</p> <p><u>Reason:</u>            To avoid blocking the surrounding streets and to protect the environment of people in neighbouring properties as set out in S42 of Westminster's City Plan; Strategic Policies adopted November 2013 and STRA 25, TRANS 20 and TRANS 21 of our Unitary Development Plan that we adopted in January 2007 (R23AC)</p>

## 3. PLANNING POLICY CONTEXT

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### 3.1. INTRODUCTION

3.1.1. Commentary has been provided on the National, Regional and Local SMP related policy guidance as listed below.

- The Mayor's Transport Strategy (2018);
- London Plan (2020);
- London Freight and Servicing Action Plan (2019);
- Freight Operator Recognition Scheme (FORS);
- Managing Freight Effectively: Delivery and Servicing Plans (SMPs);
- The London Low Emission Zone and Ultra Low Emission Zone; and
- Westminster City Plan 2019-2040.

### 3.2. THE MAYOR'S TRANSPORT STRATEGY (MTS) (2018)

3.2.1. This document sets out the Mayor's Transport Strategy for London over the next two decades. The document highlights the importance of the London Freight Plan, Delivery and Servicing Plans (DSPs), Construction Logistics Plans (CLPs) and Freight Operator Recognition Scheme (FORS) to encourage improved efficiency and provide a framework for incentivising and regulating operators.

3.2.2. In particular, Policy 5, Proposal 15, 16 and 81 states that the Mayor, through TfL will be working with London Boroughs, road freight operators and other stakeholders, to:

- *"Prioritise space efficient modes of transport to tackle congestion and improve the efficiency of streets for the movement of people and goods, with the aim of reducing overall traffic levels by 10-15 per cent by 2041"*;
- *"Reduce the adverse impacts of freight and service vehicles on the street network. The Mayor aims to reduce the number of lorries and vans entering central London in the morning peak by 10 per cent by 2026"*.
- *"Improve the efficiency of freight and servicing trips on London's strategic transport network by:*
  - *"Identifying opportunities for moving freight on to the rail network where this will not impact on passenger services and where the benefits will be seen within London.*
  - *Increasing the proportion of freight moved on London's waterways.*
  - *Reviewing the potential benefits of a regional freight consolidation and distribution network and completing the network of construction consolidation centres in London."*
- *Embed efficient freight and servicing in new development by:*
  - *Ensuring that delivery and servicing plans facilitate off-peak deliveries using quiet technology, and the use of more active, efficient and sustainable modes of delivery, including cargo cycles and electric vehicles where practicable.*

- Ensuring that large-scale developments and area-wide plans include a local freight and servicing strategy (consisting of measures such as shared procurement for consumables, co-ordinated waste and recycling collection, timetabled deliveries, 'click and collect' for residents and flexible loading bays).
- Piloting ambitious plans in Opportunity Areas and around major developments such as High Speed Two to reduce the impact of freight and construction trips.

### 3.3. THE LONDON PLAN, 2021

3.3.1. The London Plan 2021 sets out the guidance and advice on the Mayor's planning duties and powers. Policy T7 of the London Plan outlines the Freight and Servicing Strategy and states that:

*"The Mayor will work with all relevant partners to improve the safety and efficiency of freight and servicing across London and support consolidation within and beyond London, as well as the retiming of movements to avoid peak hours."*

3.3.2. The policy states that developments will be encouraged that:

- 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;
- reduce traffic volumes within London; and
- reduce emissions from freight and servicing trips.

3.3.3. 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.

3.3.4. 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.

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

#### TRANSPORT FOR LONDON – DELIVERIES IN LONDON

3.3.6. TfL works with operators, boroughs and partners across the freight industry to ensure that goods and services get delivered in London on time, and in a safe, clean and efficient way.

3.3.7. The 'Deliveries in London' online portal provides advice on making and receiving deliveries, including parking and loading, delivering efficiently and driving near vulnerable road users. The guidance portal seeks to:

- Ensure that London's transport networks allow for the efficient and reliable handling and distribution of freight and the provision of servicing to support London's economy;
- Minimise the adverse environmental impact of freight transport and servicing in London; and
- Minimise the impact of congestion on the carriage of goods and provision of servicing.

## TRANSPORT FOR LONDON - RETHINKING DELIVERIES REPORT

- 3.3.8. The Rethinking Deliveries Report seeks to understand different delivery strategies currently employed across the world and subsequently implement effective solutions on a wider scale in both the private and public sectors.
- 3.3.9. The goal of the report is to consolidate deliveries; reducing the number of vehicles carrying freight into a city by improving utilisation of available vehicle capacity. Consolidation solutions can be split into either behavioural or physical solutions, as follows:
- Behavioural solutions:
    - Procurement-led solutions;
    - Upstream supply chain; and
    - Click and collect at store.
  - Physical solutions:
    - Urban consolidation centres;
    - Micro-consolidation centres;
    - Locker boxes / locker banks; and
    - Pick-up drop-off (PUDO) facility shop.
- 3.3.10. The Rethinking Deliveries Report identifies that working in tandem “with neighbouring organisations in joint procurement and consolidation has the potential over the longer term to reduce costs, streamline ordering processes, enhance collaborative working and minimise environmental impacts”.

## GETTING THE TIMING RIGHT: MAKING THE MOST OF QUIETER TIMES FOR DELIVERIES (2014)

- 3.3.11. The guidance aims to help local authorities, businesses and fleet operators make the most of the opportunities that re-timing deliveries can offer, outlining the benefits and key issues to consider when planning deliveries.
- 3.3.12. Relating to businesses specifically, the guidance sets out that re-timing deliveries brings the following benefits:
- More cost-effective deliveries, at a time to suit the business;
  - More reliable delivery patterns, as journeys are less likely to be delayed by congestion, enabling businesses to plan the working day more effectively;
  - A better experience for customers if products are always available when they want them, premises are clear of delivery equipment and staff have more time to focus on offering a good service; and
  - Being a better neighbour and enhancing corporate social responsibility by reducing the number of vehicles delivering to site.
- 3.3.13. The guidance documents also explain that, provided deliveries are completed quietly, spreading them more evenly throughout the day ensures a better environment for businesses, residents and visitors to the area. Other benefits of spreading deliveries include:



- Safer streets, with less risk of collisions between goods vehicles and vulnerable road users;
- Reduced congestion and more efficient use of on-street loading facilities; and
- Air quality improvements, as traffic moves around the area more easily.

### **CODE OF PRACTICE FOR QUIETER DELIVERIES (SEPTEMBER 2015)**

3.3.14. TfL's Code of Practice for Quieter Deliveries, (September 2015) offers guidance on how to minimise noise from out-of-hours deliveries. The guidance provides a list of general guidance pointers, as well as measures for drivers and measures to reduce noise at the delivery point. Key measures include:

- Ensuring all equipment is well maintained and in good working order;
- Using quieter vehicles and equipment where possible e.g. quiet roll cages, rubber floor mats;
- Making sure all colleagues involved are briefed and trained appropriately, and are aware of the Code of Practice;
- Liaising with suppliers to minimise the likelihood of vehicles arriving at the same time; and
- Ensuring the driver is aware of any local access issues.

## **3.4. LONDON FREIGHT AND SERVICING ACTION PLAN (2019)**

3.4.1. The aim of the Freight and servicing action plan is to support safe, clean and efficient movement of freight in our city.

3.4.2. The actions in the plan set out how to work on this with boroughs, businesses and the freight and servicing industry itself while road space is reallocated to walking, cycling and public transport and new regulations are introduced to make vehicles safer and cleaner.

3.4.3. Key actions in the plan include:

- Working with boroughs to better coordinate the control of freight movements on London's roads, including supporting London Councils' review of the London Lorry Control Scheme;
- Reducing harmful emissions caused by lorry and van movements by launching the central London Ultra Low Emission Zone; and
- Making freight vehicles safer by launching the HGV Safety Permit Scheme, incorporating the world's first Direct Vision Standard for HGVs.

3.4.4. The Plan also recognises the role of ongoing key initiatives in delivering freight in London more sustainably including:

- Fleet Operator Recognition Scheme (FORS);
- Delivery and Servicing Plans (DSPs); and
- Construction Logistics Plans (CLPs).

## **3.5. FLEET OPERATOR RECOGNITION SCHEME (FORS)**

3.5.1. FORS is a unique, industry-led, free membership (bronze, silver, gold) scheme to help freight operators in the UK become safer, more efficient and more environmentally-friendly. The scheme

offers members a number of benefits including benchmarking information, advice, training and discounted breakdown assistance.

- 3.5.2. For bronze level membership a number of requirements under the following headings need to be met:
- Driver and vehicle management;
  - Vehicle maintenance and fleet management;
  - Transport operations; and
  - Assessment of the performance of company policies.
- 3.5.3. For silver and gold level, members need to provide data to enable benchmarked values to be produced per million kilometres for each type of vehicle for:
- Fuel use;
  - CO2 and emissions;
  - Vehicle incidents; and
  - Penalty Charge Notices and fines.

## **3.6. FREIGHT OPERATOR RECOGNITION SCHEME**

- 3.6.1. The Freight Operator Recognition Scheme, (FORS) is a voluntary scheme that encourages sustainable best practice for fleet operators. FORS promotes safe working practices, legal compliance and a corporate social responsibility to improve the performance of fleet operators. The project has been developed with trade union involvement and collaboration with freight operators and the facility of sharing information.
- 3.6.2. Operators join the scheme as members, with tiers of membership reflecting freight operator achievements. It will offer members incentives to increase the sustainability of their operations and to develop their skills, including best practice development for:
- Training to improve safety and reduce CO2 and emissions;
  - Maintenance, to improve safety and reduce fuel consumption, CO2 and emissions;
  - Management of road risk to improve safety, particularly for pedestrians and cyclists;
  - Fuel efficiency, to save costs and reduce CO2 and emissions; and
  - The use of low-carbon engine technologies such as hybrid and electric vehicles, hydrogen fuel cells and biofuels to reduce CO2 and emissions.

## **3.7. SAFER LORRY SCHEME**

- 3.7.1. The Safer Lorry Scheme came into force in September 2015. The scheme ensures that only lorries with basic safety equipment fitted will be allowed on London's roads. As a result, most vehicles that are currently exempt from national legislation will for basic safety equipment will have to be retrofitted.
- 3.7.2. HGVs are involved in a disproportionate number of fatal collisions involving vulnerable road users such as pedestrians and cyclists. In order to reduce this, vehicles over 3.5 tonnes entering the 'Safer HGV Zone' will be required to:

- Be fitted with Class V and Class VI mirrors, giving the driver a better view of cyclists and pedestrians around their vehicles; and
- Be fitted with side guards to protect cyclists from being dragged under the wheels in the event of a collision.

3.7.3. The scheme, enforced by law, operates across London, 24 hours a day, 7 days a week, and covers the same area as the Low Emission Zone.

## **3.8. MANAGING FREIGHT EFFECTIVELY: DELIVERY AND SERVICING PLANS (DSPS)**

3.8.1. DSP guidance seeks to improve the safety, efficiency and reliability of deliveries and increase building operational efficiency by reducing delivery and servicing impacts to premises, specifically CO2 emissions, congestion and collisions.

3.8.2. DSPs aim to ensure deliveries are operating efficient delivery trips (particularly during peak periods) and increase availability and use of safe and legal loading facilities, using a range of approaches including consolidation and out-of-hours deliveries. DSPs will also identify unnecessary journeys and deliveries that could be made by more sustainable modes to help reduce congestion and minimise the environmental impact of vehicular activity.

3.8.3. The document identifies the benefits of DSPs to local authorities and residents, building developers and businesses and freight operators, including:

- Local authority's and residents
  - Less congestion on local roads;
  - Reduced emissions, and use of more sustainable modes where possible, to contribute towards CO2 reduction targets;
  - Fewer goods vehicle journeys lowering the risk of collisions;
  - Opportunity to reduce parking enforcement activity costs – more deliveries will use legal loading facilities so less traffic and parking infringements should occur; and
  - Improved quality-of-life for local residents through reduced noise and intrusion and lower risk of accidents.
- Building developers and businesses:
  - Reduced delivery costs and improved security;
  - More reliable deliveries resulting in less disruption to normal business practices;
  - Time-savings by identifying unnecessary deliveries;
  - Less noise and intrusion; and
  - Opportunity to feed into a CSR programme and ensure all operations comply with health and safety legislation.
- Freight operators and service providers:
  - Legal loading areas will mean less risk of receiving penalty charge notices;
  - Fuel savings through reduced, re timed or consolidated deliveries;
  - More certainty over delivery times; and



Fewer journeys will reduce the risk of collisions.

### **3.9. THE LONDON LOW EMISSION ZONE AND ULTRA LOW EMISSION ZONE**

- 3.9.1. The Low Emission Zone (LEZ) was introduced in 2008 to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner. The LEZ covers most of Greater London. To drive within it without paying a daily charge, vehicles must meet certain emissions standards that limit the amount of particulate matter coming from their exhausts. The LEZ emission standards became more stringent in January 2012 as air pollution remains a concern despite significant improvements since 2008.
- 3.9.2. All roads within Greater London are included within the LEZ (except the M25) and it operates 24 hours a day, every day of the year including weekends and public holidays. There are no barriers or tollbooths within the LEZ; cameras read each registration plate of vehicles driving within the LEZ and check it against a database of registered vehicles.
- 3.9.3. The database is compiled using information from The Driver and Vehicle Licensing Agency (DVLA), the Vehicle Operator Services Agency (VOSA), generic vehicle weight data typical of the make and model, and drivers and operators who have registered. This automatically identifies whether a vehicle meets the LEZ emissions standards, is exempt, is registered for a discount or if the daily charge has already been paid.
- 3.9.4. The central London Ultra Low Emission Zone was launched in April 2019 with the objective of reducing harmful emissions caused by lorry and van movements, to bring in stricter exhaust emission standards for most vehicles, including vans and lorries, and supporting boroughs in introducing local zero emission zones. TfL guidance will set out a clear process to boroughs for introducing zones to tackle pollution hot spots across the capital.

### **TRANSPORT FOR LONDON – PROTECTING THE ENVIRONMENT: LOCITY: COLLABORATING TO PROTECT THE ENVIRONMENT**

- 3.9.5. LoCITY is an industry-led initiative to reduce the impact of commercial vehicles on the environment through:
  - Improving London’s air quality and delivering health benefits to Londoners;
  - Contributing towards London’s targets on reducing carbon dioxide emissions; and
  - Helping fleets save money by running clearer, more efficient vehicles.
- 3.9.6. LoCITY targets a reduction in NOx emissions from commercial vehicles, to comply with the European Commission air quality levels.

### **3.10. WESTMINSTER CITY PLAN 2019-2040**

- 3.10.1. In conjunction with the London Plan, the Westminster City Plan for the Borough sets out policies to guide the sustainable social, economic and physical development of the whole Borough. Together

these policies form the development plan which is the starting point for all decisions when deciding applications for planning permission.

- 3.10.2. The City Plan 2019-2040 was adopted on 21<sup>st</sup> April 2021 by Westminster City Council. Until 2040, it will form part of the planning framework of the City of Westminster.
- 3.10.3. The City Plan sets out the spatial strategy, long term spatial vision, spatial objectives and core policies for development within WCC.
- 3.10.4. Policy 29 sets out that:

*“The council will strongly support the provision of consolidated facilities for freight, servicing and deliveries in new development in accordance with emerging London Plan policy. The net loss of existing off-street facilities will be resisted.”*

*“Servicing, collection and delivery needs should be fully met within a development site and applicants will produce Delivery and Servicing Plans which encourage provision for low-emission, consolidation and last mile delivery mode.”*

## 4. SERVICING ARRANGEMENTS

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### 4.1. OVERVIEW

- 4.1.1. This SMP specifically aims to ensure that servicing of the development can be carried out efficiently, thereby reducing any potential impact upon the local highway network and avoiding potentially dangerous situations on the surrounding roads, as well as to minimise the noise impact for those who live in neighbouring properties.
- 4.1.2. A dedicated service yard for The Colonnades shopping arcade is located immediately to the north of the site with access taken from the B411 Porchester Road to the west. The service yard is gated to deter servicing vehicles not associated with the Colonnades from entering.
- 4.1.3. The onsite Facilities Manager will be responsible for implementing this plan, supported by the Waitrose Manager in matters specifically related to the retailer. The on-site Facilities Manager will consult with all retail occupants of the site on a regular basis.
- 4.1.4. All servicing associated with The Colonnades, as well as associated with the adjacent public house (The Daniel Gooch), will be undertaken directly from the service yard. No servicing for The Colonnades will be undertaken from the B411 Porchester Road.
- 4.1.5. The Waitrose food store, located at the first floor of the shopping arcade, will be serviced directly from the service yard and dock door on the northern elevation of the building. The other Class E units, located at ground floor level, will be serviced from a service corridor between the service yard and these units, (therefore removing the need for cages to be moved along the footway).
- 4.1.6. Deliveries to the Waitrose food store will be made by Waitrose vehicles, typically articulated lorries, as well as by external suppliers using vehicles including but not limited to articulated lorries, rigid lorries and box/panel vans.
- 4.1.7. In the unlikely event that operators other than Waitrose require deliveries by an articulated lorry, the service yard also makes adequate provision in this regard.
- 4.1.8. The servicing yard will be open from the hours of 07:00 – 19:00 in line with the arrival and departure of the Facilities Manager. During all hours in which deliveries are expected to the Waitrose shop, a delegated Partner will be available.
- 4.1.9. In accordance with TFL's best practice guidance contained within their document entitled 'Managing Freight Effectively: Delivery and Servicing Plans', the proposed management measures and initiatives have been grouped into the following areas, each of which are considered in turn below:
- Managing Deliveries;
  - Monitoring and Awareness; and
  - Management/Enforcement.

## 5. MANAGING DELIVERIES

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### 5.1. OVERALL STRATEGY

- 5.1.1. Deliveries to Waitrose food stores must be made daily so food produce can be sold fresh for the day's trading and other stock adequately replenished. A Waitrose food store of the size at The Colonnades shopping arcade typically requires, on average, a minimum of 2 deliveries a day from Monday to Sunday by a full-size articulated lorry. This may increase at times of peak trade, however, such as Christmas.
- 5.1.2. In addition to the deliveries made by articulated vehicles, The Colonnades site as a whole will require, on average, a minimum of 18 deliveries a day by smaller lorries and vans which will also unload within the service yard. In respect to these deliveries, the Waitrose food store will require, on average, a minimum of 4 deliveries a day from external suppliers from Monday to Sunday.
- 5.1.3. All deliveries to and collections from The Colonnades will be managed in such a way that vehicles do not have to wait on the public highway. No deliveries or collections will be taken to, or despatched from, the service yard outside the hours of 07:00 and 19:00 Monday to Sunday unless otherwise agreed in writing with WCC.
- 5.1.4. Due to the number of units at The Colonnades shopping arcade, it is the responsibility of the on-site Facilities Manager to liaise with Waitrose, The Daniel Gooch public house and all other operators, once known.

### 5.2. ARTICULATED VEHICLES

- 5.2.1. All articulated lorries will approach the site from either the north or the south along the B411 Porchester Road. At the point the delivery vehicle reaches the service yard access, the driver, with the assistance of the Facilities Manager as a guide if required, will then drive onto the opposite side of the carriageway and then reverse into the service yard until the rear of the vehicle reaches the scissor lift. A plan indicating the location of the service yard is provided at **Appendix A** along with swept paths of a 16.5 m articulated lorry as an example.
- 5.2.2. Once unloaded, the vehicle will exit the service yard in a forward gear onto B411 Porchester Road, again with the assistance of the Facilities Manager if required.
- 5.2.3. Only one articulated vehicle will be in the service yard at any one time. It is expected to take between 45 and 60 minutes to unload a full-size articulated vehicle, while deliveries made by smaller delivery vehicles will be considerably quicker.
- 5.2.4. All goods delivered / collected in cages or otherwise, will be unloaded/loaded from the rear of the vehicle by means of a scissor lift or a tail lift. If at any time the scissor lift is out of operation, the vehicle will be unloaded / loaded in the most efficient manner ensuring that wheeled equipment movement is limited to noise attenuated areas of the service yard as much as reasonably practicable.

### 5.3. OTHER VEHICLES

- 5.3.1. Delivery vehicles will approach the site from either the north or south along the B411 Porchester Road. When the delivery vehicle reaches the site, it will pull off the highway into the service yard. All goods will be unloaded / loaded from either the rear or side of the vehicle, depending on the type of vehicle used. If wheeled equipment is used as part of the loading/unloading process its movement will be limited to noise attenuated areas of the service yard as much as reasonably practicable.
- 5.3.2. As shown in **Appendix B**, even when an articulated vehicle is parked in the service yard, most other delivery vehicles are still able to access the service yard, manoeuvre satisfactorily and load / unload, although it may be necessary for some vehicles which are not articulated to reverse into the service yard with the assistance of the Facilities Manager as a guide if required.
- 5.3.3. In order to ensure that noise associated with the Waitrose branch is kept to a minimum in the service yard, the following noise mitigation procedures are to be implemented on-site during all deliveries in line with standard Waitrose policy. This is summarised below:
- All audible warning signals, including reversing beepers, are to be disabled on all Waitrose delivery vehicles which arrive at the branch between 07:00 and 08:00 hours;
  - All members of the delivery team must talk in hushed voices during the delivery and must not slam delivery vehicle doors;
  - Delivery vehicle engines and refrigeration units, where fitted, must be turned off as soon as practicable once they are stationary within the loading bay;
  - No radios will be used by members of the delivery team during the delivery; and
  - Consideration is to be given to the flooring to mitigate any noise associated with cage movements. This is currently being investigated with Waitrose.
- 5.3.4. When required, contractor vehicles associated with essential maintenance works to the retail units will be permitted to park in the service yard providing they do not impede the swept path of any delivery vehicle and the Facilities Manager is in agreement.

## 6. MONITORING AND AWARENESS

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### 6.1. COMMUNICATION

- 6.1.1. All commercial tenants at The Colonnades shopping arcade will be made aware of delivery and servicing arrangements, including any restrictions, through the Occupiers Handbook. An updated version will be provided to existing tenants and will be provided prior to occupation for any new tenants. The on-site Facilities Manager will also advise and update the tenants on any future changes to the delivery and servicing arrangements. The service yard will be monitored continuously during the hours of 07:00-19:00 by the on-site Facilities Manager through patrols, and via The Colonnades CCTV (where camera locations permit) to ensure that all vehicles adhere to the SMP measures.

### 6.2. MONITORING

- 6.2.1. The Facilities Manager will monitor the site for any fly-waste or litter and will collect and process any materials within the boundary of the property; this will include recycling this material where possible/appropriate.
- 6.2.2. Balers for cardboard and plastic and a compactor for the reduction of waste volume are provided on site within the dedicated store rooms. The management of commercial waste within the service yard is undertaken by the Landlord for the commercial tenants, except for Waitrose. A Waste Management Plan has been developed to confirm the proposed management arrangements for waste generated from the Site.
- 6.2.3. Bales of cardboard and plastic waste are not to be stored in the service yard, save for those pending collection and/or unless to prevent a health and safety or fire risk.
- 6.2.4. All suppliers will be made aware of this SMP and the general requirements herein by the commercial tenants. They will issue written/email instructions to their suppliers setting out the delivery procedures to be adopted by them, including the specific access arrangements to the delivery areas.
- 6.2.5. The Facilities Manager will advise the commercial tenants on re-timing deliveries to make efficient use of the servicing yard. Vehicles which arrive outside of the scheduled window may be accepted at the Development, however, will be advised to deliver within their scheduled window in future.
- 6.2.6. The Facilities Manager will also ensure that if materials / equipment are temporarily to be stored in the service yard, they do not impede the swept path of any delivery vehicle and that wheeled equipment movement is limited to noise attenuated areas of the service yard as much as reasonably practicable.

## 7. MANAGEMENT / ENFORCEMENT

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### 7.1. STRATEGY

- 7.1.1. The Facilities Manager will monitor and advise occupiers as to any potential breaches that may have occurred had it not been for their intervention and any repeat offenders that may require more robust action. Repeat offending will be based on a 'three-strike' basis where the Facilities Manager will advise occupiers to review with their suppliers where repeat offending is recorded.
- 7.1.2. The contractual agreements between Freeholder and Leaseholder of each unit also contains provision for all commercial tenants to comply with relevant planning conditions which will include the Servicing Management Plan.
- 7.1.3. Signage will be displayed to ensure that all suppliers and drivers are aware of their potential impact on pedestrian safety and that due care and consideration must be taken when within the servicing areas to prevent conflict between manoeuvring vehicles and pedestrians

## 8. REVIEW

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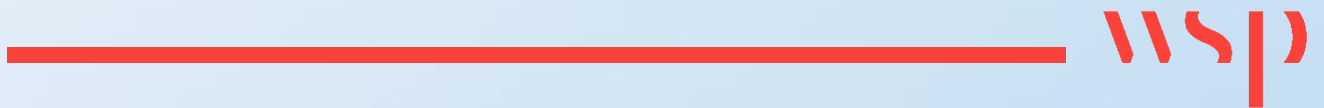
### 8.1. SUMMARY

- 8.1.1. The servicing arrangements for The Colonnades shopping arcade will be regularly monitored.
- 8.1.2. An annual review of the servicing arrangements will be undertaken with the occupiers to identify any opportunities to improve the management of the service yard.
- 8.1.3. Any revisions that may be necessary to an approved SMP will be agreed between TR Property Investment Trust, the operators at the site and WCC in writing and shall be compiled with thereafter.
- 8.1.4. For the avoidance of doubt, it is the responsibility of the on-site Facilities Manager so far as reasonably possible to ensure that this Servicing Management Plan relating to The Colonnades shopping arcade is strictly complied with.



# Appendix A

## **SWEPT PATH ANALYSIS – 16.5M ARTICULATED LORRY**





ENTRY



EXIT

**NOTES**

1. This drawing is to be read in conjunction with all relevant documents and specifications.
2. Dimensions are not to be scaled.
3. Subject to confirmation of levels/gradients.
4. Maximum permissible gradients where lorries manoeuvre is 1:30. Maximum permissible gradient for unloading position is 1:60.

Source: DLG Architects drawing no. 3646-Ground Floor Bins

**KEY**



16.5m articulated lorry – forward gear



16.5m articulated lorry – reverse gear

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Rev.	Description	Date	Chkd
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Client :  
**The Colonnades Limited**

Project :  
**The Colonnades Bayswater**

Title :  
**Proposed Foodstore Unit  
 Delivery Swept Paths  
 16.5m Articulated Lorry**

Project Engineer : J. J. Inso Scale : 1:250 @ A3  
 Project Director : T. Foxall Date : August 2014

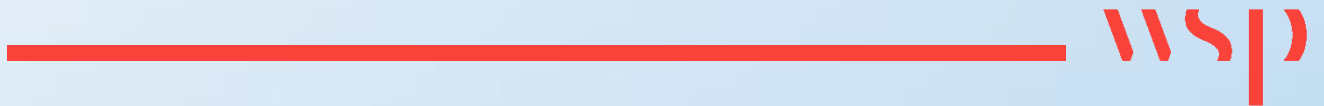
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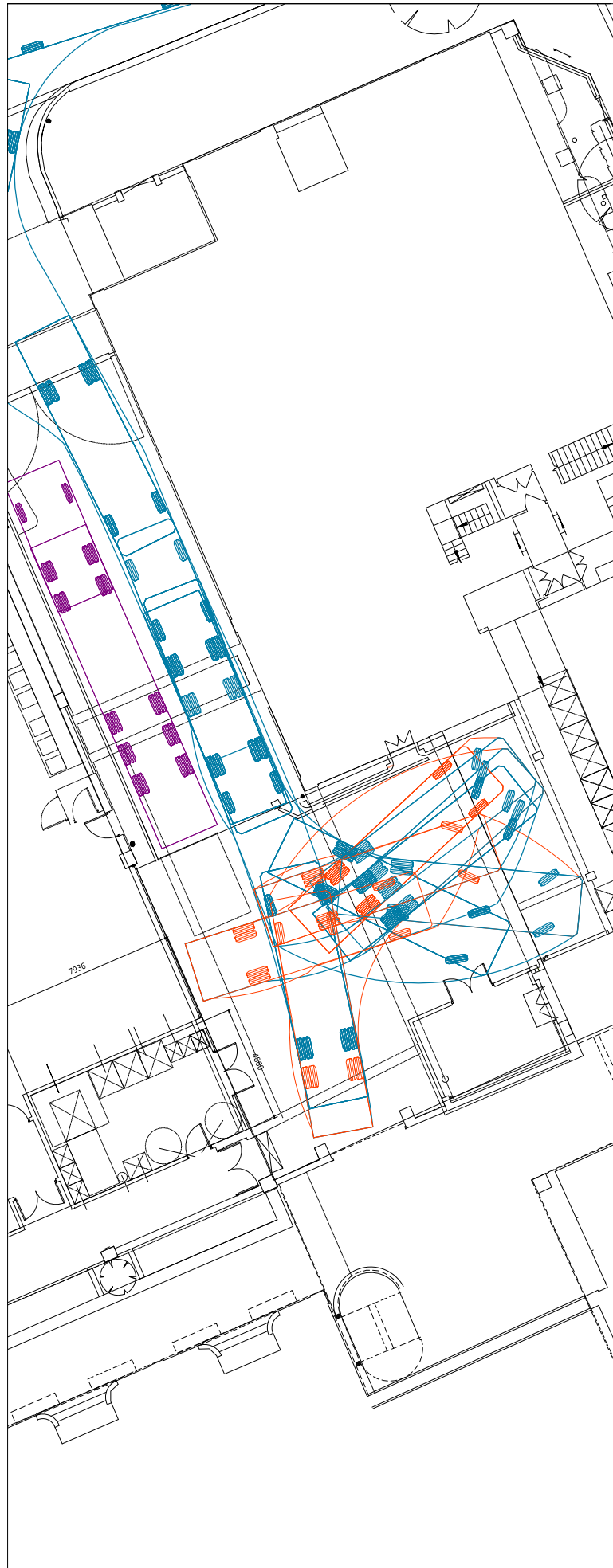
Drawing No. TR8130862/SP05

Rev

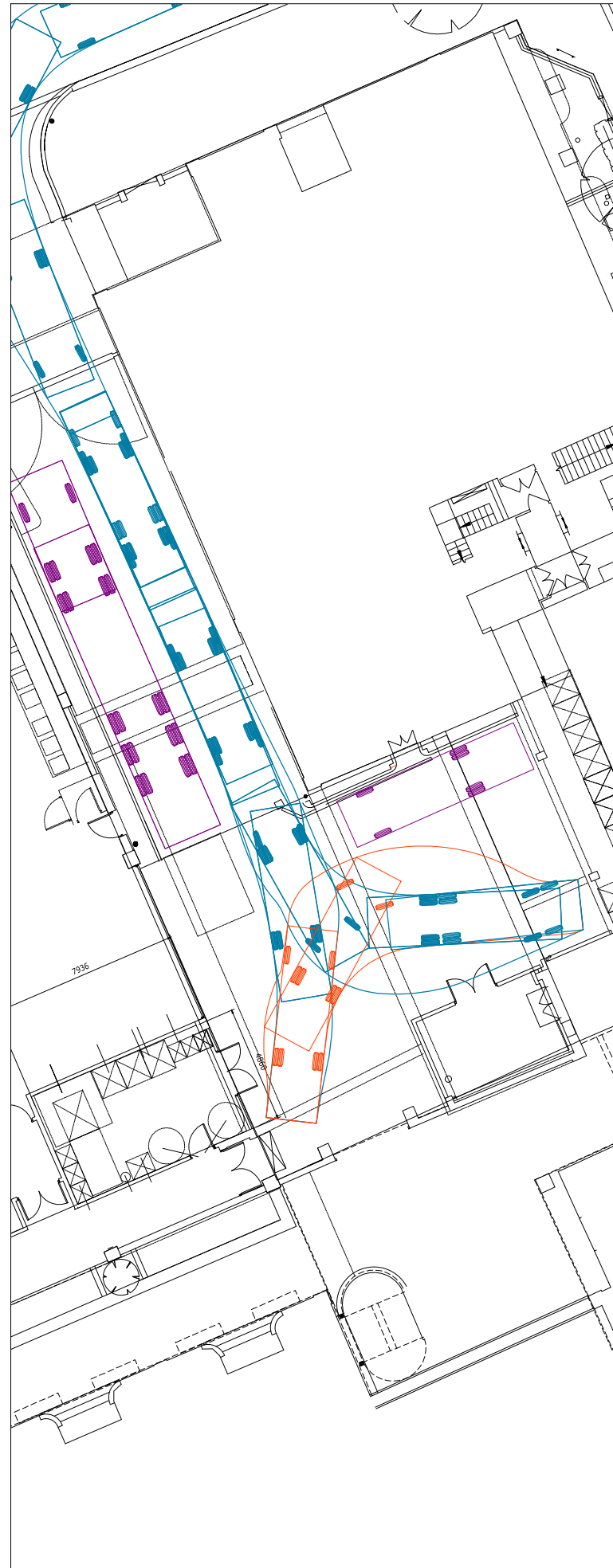
# Appendix B

## **SWEPT PATH ANALYSIS – MEDIUM DELIVERY VEHICLE**





10M RIGID VEHICLE



7.5t BOX VAN



7.5t PANEL VAN


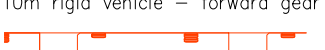
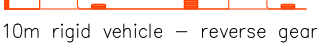


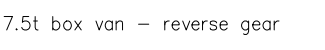


**NOTES**

1. This drawing is to be read in conjunction with all relevant documents and specifications.
2. Dimensions are not to be scaled.
3. Subject to confirmation of levels/gradients.
4. Maximum permissible gradients where lorries manoeuvre is 1:30. Maximum permissible gradient for unloading position is 1:60.

Source: DLG Architects drawing no. 3646-Ground Floor Bins



**KEY**

-  10m rigid vehicle – forward gear
-  10m rigid vehicle – reverse gear
-  7.5t box van – forward gear
-  7.5t box van – reverse gear
-  7.5t panel van – forward gear
-  7.5t panel van – reverse gear
-  16.5m articulated lorry – parked
-  7.5t box van – parked

Rev.	Description	Date	Chkd
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Client :  
**The Colonnades Limited**

Project :  
**The Colonnades  
 Bayswater**

Title :  
**Proposed Retail Units  
 Delivery Swept Paths  
 Medium Delivery Vehicles**

Project Engineer : R. Hardyman Scale : 1:250 @ A3  
 Project Director : T. Foxall Date : August 2014

Status :

Drawing No. TR8131062/SP06

Rev



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