ttp consulting

transport planning specialists

Cinnamond House, Croxley Green

Delivery and Servicing Plan

November 2023

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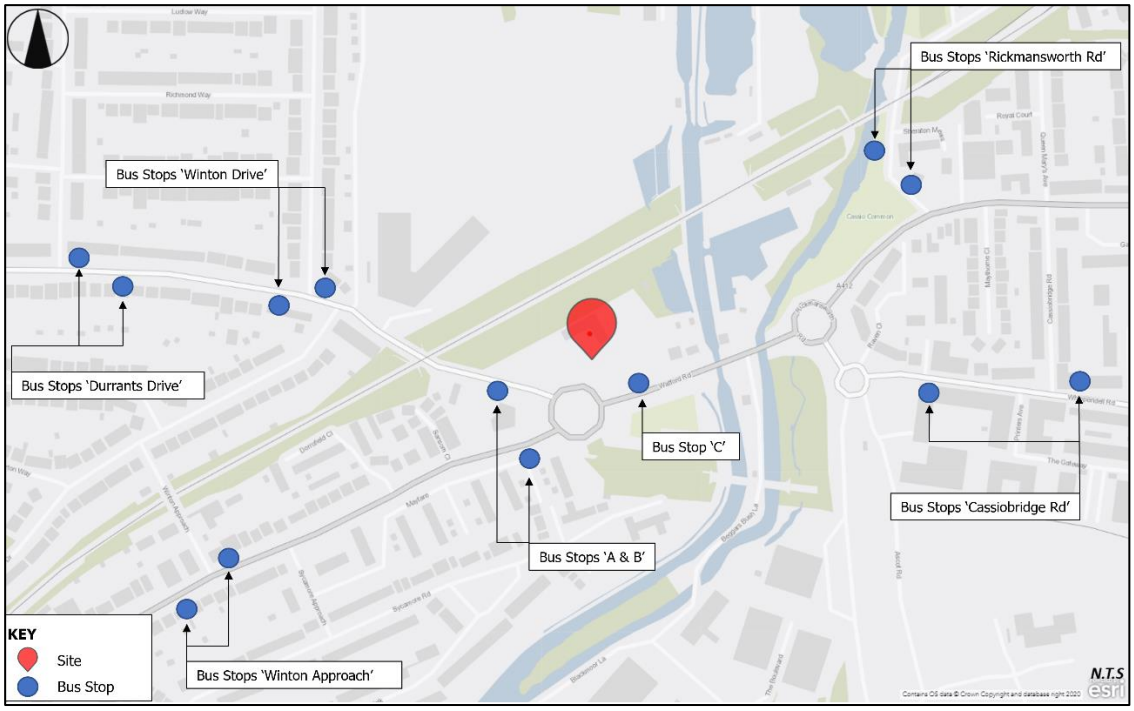
Contents

1 INTRODUCTION

1.1 This Delivery and Servicing Plan (DSP) has been prepared by TTP Consulting to accompany a Change of Use application at Cinnamond House, Croxley Green, Hertfordshire. The site location is shown at **Figure 1.1.**

Figure 1.1 – Site Location Plan



The Site

1.2 The site comprises a two-storey office building serving as the head office and main back office operations for Car Planet and associated hardstanding/forecourt area that is used to park cars for online sales, as well as a small element of staff and customer car parking. At maximum capacity, the hardstanding/forecourt area can accommodate approximately 175 cars.

1.3 The proposed development seeks retrospective temporary planning permission for the change of use of the existing (Class E) office use, to provide a mixed-use development comprising office (Class E) and car sales (Sui Generis) and the erection of two existing carport structures. Dedicated car and cycle parking will also be provided on-site. The proposed site layout plan is included at **Appendix A**.

1.4 All delivery and servicing activity would take place on-site as per the existing situation. Waste will be stored on-site, and space is provided for waste collection vehicles to stop and turn on-site. This will be organised and managed by a private arrangement and scheduled in order to meet the needs of the business.

Objectives

1.5 The primary objectives of the DSP will be to outline how delivery and servicing activity will be managed and undertaken successfully. It relies on good management and initiatives to encourage better behaviour, not only within the site but also from suppliers. This way progress can be made to the objective of enabling safe, clean and efficient deliveries.

1.6 The DSP is a live document that can be updated over time to reflect changes. A dedicated staff member would be responsible for implementing the measures and approaches set out within the document. The DSP will manage deliveries and servicing to the premises in order to ensure that where possible:

Deliveries

- Deliveries are planned (where possible) so as to minimise the potential for deliveries coinciding;
- Consolidating deliveries into one vehicle where possible;
- Vehicles load/unload for the minimum time necessary, in order to ensure that the development does not cause vehicles to be delayed on-site;
- Ensure that where possible, deliveries are undertaken by small to medium-sized vehicles; and
- The site operator will promote the use of zero-emission vehicles.

Benefits

1.7 Benefits to be gained through the implementation of a DSP include the following:

- Minimise the impact on the public highway: active management of deliveries on-site, which will minimise the impact on the public highway;
- Improved safety: A lower number of deliveries reduces the number of vehicles operating on the public highway;
- Lower carbon footprint: consolidated deliveries result in a lower carbon footprint at the site;
- Reduced congestion on surrounding roads: lower delivery numbers can reduce congestion on local roads, improve air quality, and reduce noise impact; and
- Support the environmental credentials of the organisation: highlight the developer's commitment to reducing carbon emissions.

2 DELIVERY AND SERVICING ARRANGEMENTS

Deliveries

2.1 All delivery activity would take place on-site, as per the existing situation. Access to the site will be managed by site operatives, who will coordinate entry and exit movements at the site access point. Deliveries associated with the office would stop on-site, near the entrance of the main building. Deliveries associated with any sales/storage or workshop purposes would stop on-site within the desired location e.g. outside the main building or near to the workshop area.

Number of Movements

2.2 Information obtained from the current occupier states that the office would generate up to 1 – 2 deliveries per day, whilst the sales/workshop purposes would generate 2 – 3 deliveries per day (not including display/sales vehicles). Deliveries are typically undertaken by Cars or Light Goods Vehicles (LGV), such as a Transit-style van. Swept path analysis showing a Transit-style van servicing the site is included at **Appendix B**. In addition to this, there on average 6 – 8 new vehicles delivered to the site per day, to refresh and update the display/sales vehicles on site. These deliveries would be carried out by trade plate drivers.

Types of Movements

2.3 The proposed site would generate a requirement for the following delivery and servicing trips (but not limited to):

- Stock/parts deliveries for the sales and workshop activities that take place on-site;
- General office supplies, such as food, water, paper, stationery, etc;
- Non-food /Courier deliveries;
- Postal/online deliveries; and
- Waste collections.

Duration of Stay

2.4 Deliveries of small handheld parcels will typically only take a couple of minutes, with the driver handing the parcel to the recipient/office personnel. Other deliveries to the office are expected to only take between 5 - 10 minutes, with general office supplies being wheeled or carried directly into the building from the delivery vehicles which would stop near the building entrance.

2.5 Deliveries associated with the sales/workshop purposes (e.g., modifications/repairs) would last up to 30 minutes in duration, which would allow for parts to be delivered or used, and any

products or equipment to be removed/returned from the workshop as and when necessary. All deliveries would be scheduled and managed by on-site staff.

Waste Storage and Collections

2.6 Waste will be stored on-site within the bin storage location, as indicated on the proposed site layout plans included at **Appendix A**. Waste will be separated into general and recycling and source. The operator will ensure that the bin store is managed and well-maintained.

2.7 Waste will be collected via a private waste collection service, with collections typically taking place at a specific time each week, or as and when required to meet the needs of the business. Waste collection vehicles would stop on-site, collect waste, turn, and depart the site in forward gear. This ensures that any disruption to the operation of the local highway network is kept to a minimum. Swept path analysis showing a Large Refuse Vehicle attending the site in included at **Appendix C**.

3 INITIATIVES OF THE PLAN

Objectives

3.1 The main objective of the DSP is to ensure all delivery and servicing activity at the site is undertaken successfully and without incident. It also seeks to identify how this will be achieved through ongoing management and initiatives. This helps to enable safe, clean and efficient deliveries to the site, and mitigates against any negative impacts on the operation of the local highway network.

Measures

3.2 A series of measures will be implemented at the site so that deliveries and servicing are appropriately managed. This will also help to reduce the impact of delivery and servicing, reduce dwell times and avoid missed deliveries.

3.3 The proposed measures include:

- Sufficient waste collection and storage facilities;
- Encourage staff/management to use delivery companies who can demonstrate their commitment to best practice – for example, the Freight Operator Recognition Scheme (FORS) will be selected;
- Staff will be encouraged to 'click and collect' and utilise pick-up points or local facilities rather than having goods or items delivered to the site;
- The operator seeks to use sustainable suppliers that use alternative modes of transport for freight, such as cargo bikes or electric vehicles;
- The operator will seek to schedule deliveries away from peak hours to minimise congestion;
- Deliveries will be scheduled as far as possible so as to avoid coinciding with waste/recycling collections;
- Drivers will be advised that the vehicle engines must be switched off whilst goods are being loaded/unloaded (i.e., when their vehicle is stationary); and,

Monitoring and Review

3.4 The operator will monitor servicing operations to allow servicing activity to be undertaken safely and efficiently. They will be responsible for the smooth and efficient operation of the plan.

3.5 The operator will regularly review delivery and servicing procedures at the site to understand how well the DSP is being implemented, i.e., are the measures being followed, and how well it is achieving its objectives, i.e., is the dwell time of deliveries reducing.

3.6 Any comments received from management/other staff members of the site and/or third parties regarding servicing activity will be considered and addressed where necessary.

3.7 Additional measures will be introduced where appropriate and monitored.

4 SUMMARY

4.1 The DSP aims to ensure that delivery and servicing activity associated with the site is managed, monitored and undertaken in a suitable manner on a day-to-day basis, where possible. This helps to enable safe, clean and efficient deliveries to the site

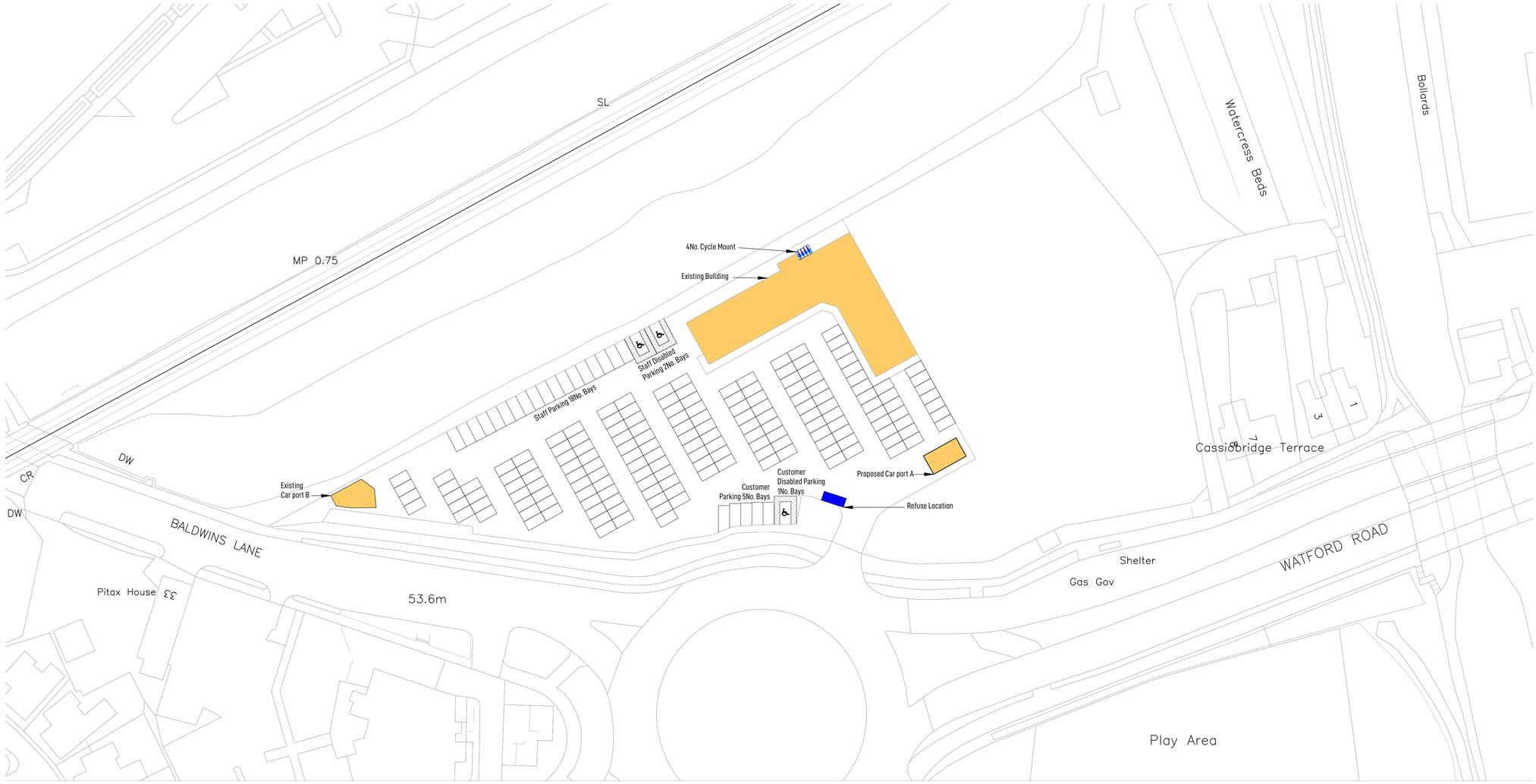
4.2 All delivery and servicing activity would take place on-site. Swept path analysis has been provided to show how delivery and waste collection vehicles would arrive and depart from the site. Furthermore, the measures and actions that are proposed as part of this document will help to reduce the impacts of delivery and servicing activity on the site, and the surrounding road network.

4.3 Staff and delivery drivers will form a key part of the process to ensure delivery and servicing activity is undertaken in a considerate manner.

Appendix A

Status
S0

A1



10 m 50 m 100 m

Scale Bar 1:500 @A1

Legend

Hard Landscaping

Building Footprints

Rev.	Date	Description	By	Chk
P05	06/11/2023	Customer Bays Updated	SKRS	-
P04	19/10/2023	Car Parking Updated	SKRS	-
P03	10/10/2023	Car Parking Updated	SKRS	-
P02	07/09/2023	Final Issue	SKRS	-
P01	04/09/2023	Initial submission	SKRS	-

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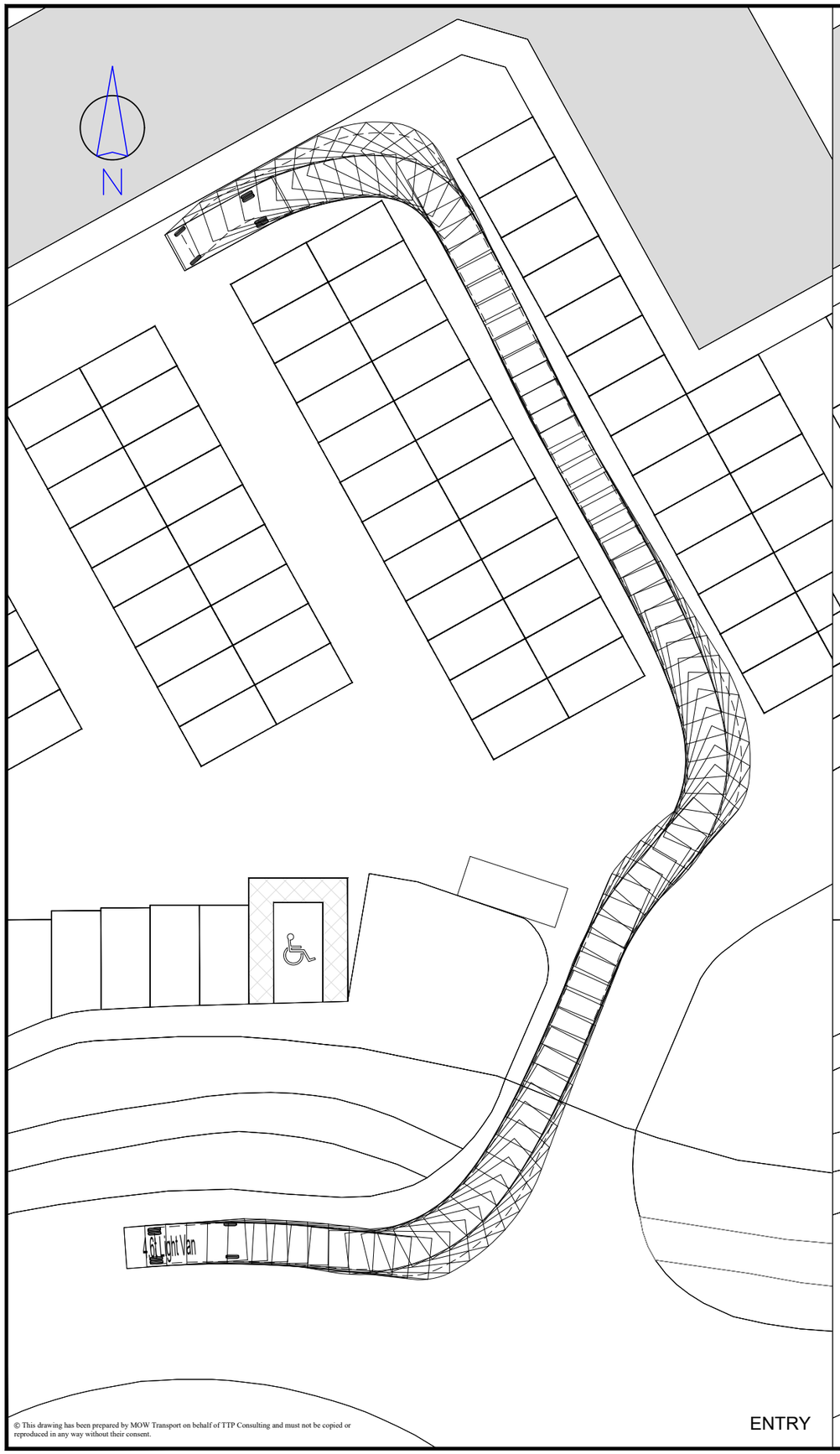
Project
Cinnamond House, Baldwins Lane, Croxley Green

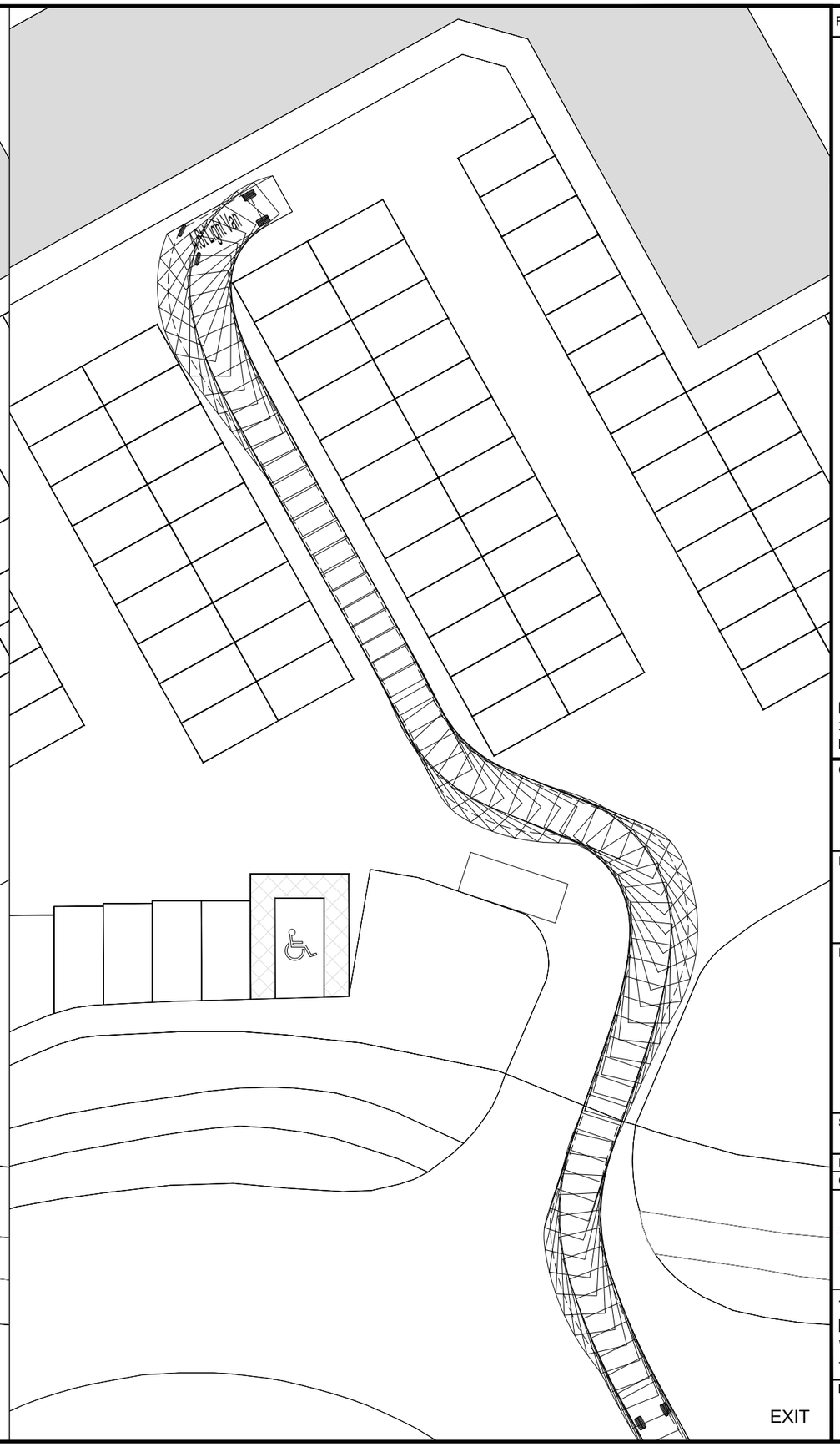
Section
Proposed Site Plan

Drawing No.	Project	Originator	Zone	Level	Type	Role	Doc. No.	Rev.
	CMND	TEC	ZZ	ZZ	DR	-	0003	P05

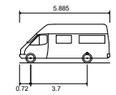
Drawn	Check	Scale	Date
SKRS	-	1:500 @ A1	04/09/2023

Appendix B





Rev	Details	Drawn	Checked	Date
A	Scheme updated	MW	KM	13.11.23



4.6t Light Van

Overall Length	5.885m
Overall Width	2.000m
Overall Body Height	2.526m
Min Body Ground Clearance	0.299m
Track Width	1.765m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	6.000m

Notes:
1. This is not a construction drawing and is intended for illustrative purposes only.

Client
-

Project
Cinnamond House,
Croxley Green

Drawing Title
Swept Path Analysis Using a 4.6t Panel Van

Scale
1:250 at A3

Drawn	MW	26.10.23
Checked	KM	26.10.23

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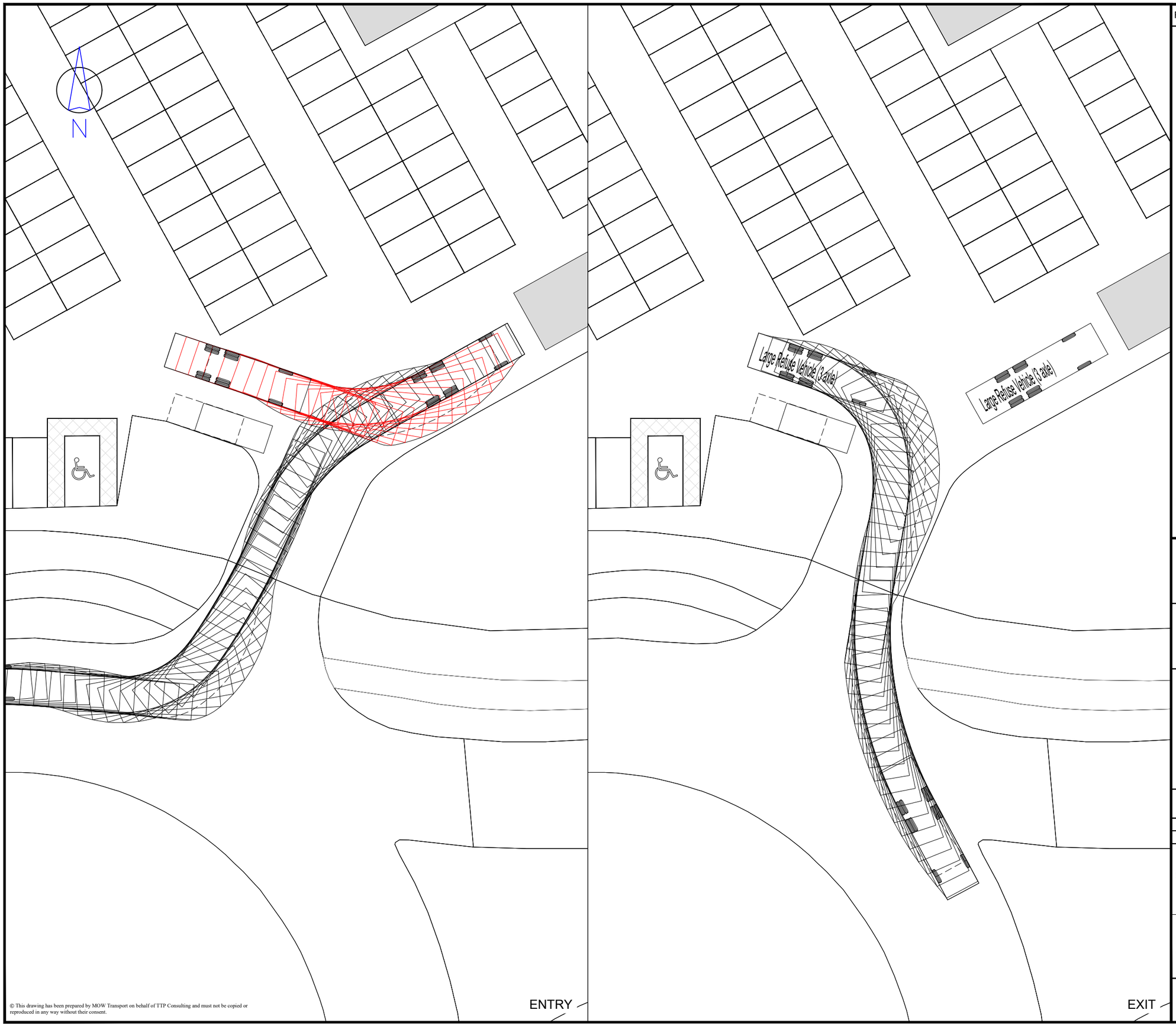
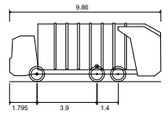
Drawing Number
2023-4878-AT-102

Rev
A

Appendix C



Rev	Details	Drawn	Checked	Date
A	Scheme updated	MW	KM	13.11.23



Large Refuse Vehicle (3 axle)

Overall Length	9.860m
Overall Width	2.450m
Overall Body Height	3.814m
Min Body Ground Clearance	0.366m
Track Width	2.450m
Lock to Lock Time	4.00s
Kerb to Kerb Turning Radius	9.500m

Notes:
1. This is not a construction drawing and is intended for illustrative purposes only.

Client
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Project
Cinnamond House,
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Drawing Title
Swept Path Analysis Using a Large Refuse Vehicle

Scale
1:250 at A3

Drawn	MW	26.10.23
Checked	KM	26.10.23

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Drawing Number
2023-4878-AT-103

Rev
A