

Framework Site Delivery and Servicing Management Plan

Enderby Place

30 November 2023

Prepared for
Maritime View Ltd



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22181-MA-XX-XX-DR-C-7052 SPA Ground Level Plan

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1. Introduction

1.1 Overview

1.1.1 Markides Associates (MA) have been instructed by Maritime View Ltd ('the Applicant') to prepare this Delivery and Servicing Management Plan in relation to mixed-use development located at Enderby Place ('the site'), adjacent to Morden Wharf in the Royal Borough of Greenwich (RBG). RBG are both the planning and highways authority.

1.1.2 The proposals comprise up to 564 residential apartments (Class C3), light industrial (Class E(g)(iii)) and community / café use (Sui Generis), and associated highways, landscaping and public realm works. A site layout plan is included in **Appendix A**.

1.2 Purpose of the DSMP, Requirement, Status and Scope

1.2.1 This report comprises a Framework Delivery and Servicing Management Plan (FDSMP), which will be developed to form the final, detailed Delivery and Servicing Management Plan (DSMP) in due course.

1.2.2 At this stage, this document aims to:

- Set out the likely number of service and vehicle trips that will access the site;
- Set out how deliveries will be managed to reduce the number of trips, particularly during peak hours;
- Set out how refuse collection will be managed;
- Identify where safe and legal loading can take place; and
- Identify where parking and drop off will occur.

1.2.3 This document is considered a 'Live' plan and will be subject to update and modification as required in agreement with the Local Authorities. It should be noted that at this stage, the site is under construction and no end occupier has yet been identified.

1.3 The Site

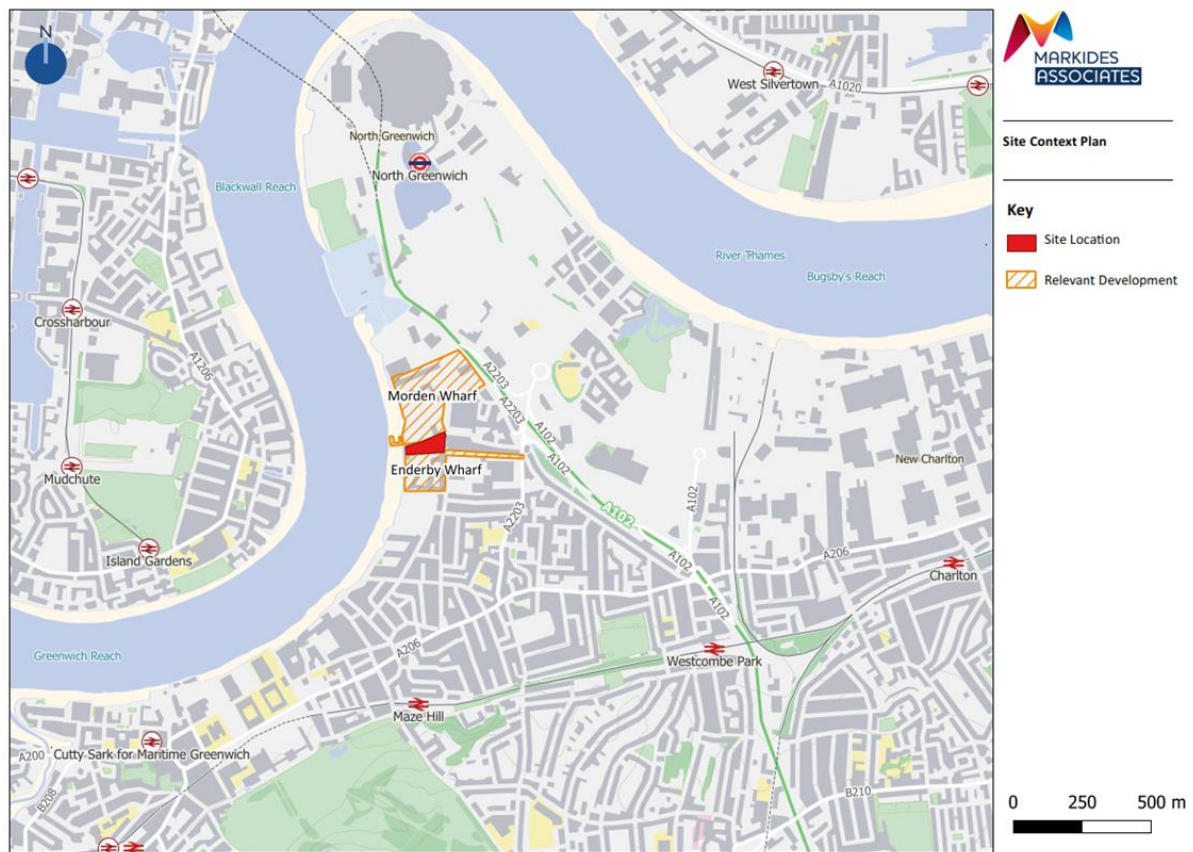
1.3.1 The site is currently un-occupied formerly being occupied by a - now demolished – Submarine Cable Works. As such it currently has no formal land use status but could otherwise be considered B2/B8 industrial. It is bound to the north by land which has planning permission for a development known as Morden Wharf, separated by a Historical Retaining Wall and light Industrial warehouses to the northeast. The river Thames bounds the site to the west along with the Thames Path walking and cycling route. The site is bound to the south by Telegraph Avenue and Telcon Way, which form the main access for all modes to the site.

1.3.2 South of Telegraph Avenue is a completed mixed-use development identified as Enderby Wharf, with the grade listed Enderby Public House retained and situated at the western end of Telegraph Avenue. Telegraph Avenue itself forms a non-vehicular cul-de-sac, providing pedestrian and cycle access to the Thames. The site context is shown diagrammatically in **Figure 1.1**.

Framework Site Delivery and Servicing Management Plan

Enderby Place

Figure 1.1 Site Context Plan



Planning Policy

1.3.3 This planning application has been prepared in consideration of national, regional, and local transport planning policies that are relevant to the development site including:

- National Planning Policy Framework – NPPF (2021);
- The London Plan (2021);
- The Mayor’s Transport Strategy (2019);
- Royal Greenwich Local Plan: Core Strategy

1.3.4 A summary of this is provided in **Appendix B**.

1.4 Responsibility for the DSMP

1.4.1 The responsibility of this DSMP falls in the first instance, at the application phase, to the Applicant.

1.4.2 If any transfer of the site to separate or new control post-planning occurs, e.g., to a management company or commercial occupier, such transfer, lease, or sale will include transfer of the responsibility of this plan and the new party made aware of their responsibility.

1.4.3 If the site is occupied by multiple commercial operators under a management company, the owner of the site will bear the responsibility for the travel plan unless devolved to the management company.

1.4.4 For the purposes of this report:

- ‘The Applicant’ refers to Maritime View
- ‘Residential Site Management’ refers to any management company appointed responsible for overseeing operations on and at the site once occupied in respect of the residential land use; this may form separate management parties for the affordable and private residential offer, respectively.
- ‘Commercial Occupier’ refers to any commercial business leasing or otherwise operating from the site;
- ‘Employee’ refers to any person working at the site on a regular basis, employed by either the Site Management or the Occupier.
- ‘Resident’ refers to any person living at the site.
- ‘Visitor’ refers to any person travelling to and from the site for any purpose except employment, residence, or to perform maintenance; this includes customers of the commercial floorspace.

1.5 Report Structure

1.5.1 The remainder of this DSMP, for which this chapter has provided an introduction, is structured as follows:

- **Section 2** outlines the existing highway arrangement and Site Context
- **Section 3** sets out the objectives and measures associated with the DSMP and proposed delivery and servicing strategy;
- **Section 4** sets out the estimated delivery and service vehicle movements; and
- **Section 5** summarises and concludes

2. The Site Context

2.1 Preamble

2.1.1 This section of the Plan sets out the summary of the site as existing, its permitted and extant uses, access arrangements and accessibility by all modes. This section of the report should be read in tandem with associated Transport Assessment, which provides the full details.

2.2 Site Location and Surroundings

2.2.1 The site is located at the site of a disused submarine cable works at Enderby Wharf in the RBG. The site is bound to the north by a site known as Morden Wharf, to the west by the River Thames and Thames Walking path and to the south by Telegraph Avenue and Telcon Way which forms as the main access for all modes to the site.

2.2.2 The local pedestrian environment is of good quality and offers access to many local amenities, as well as various modes of public transport. Facilitating and encouraging access to and from the site by walking as a primary mode to and from local amenities is a fundamental aspect of the accompanying Travel Plan.

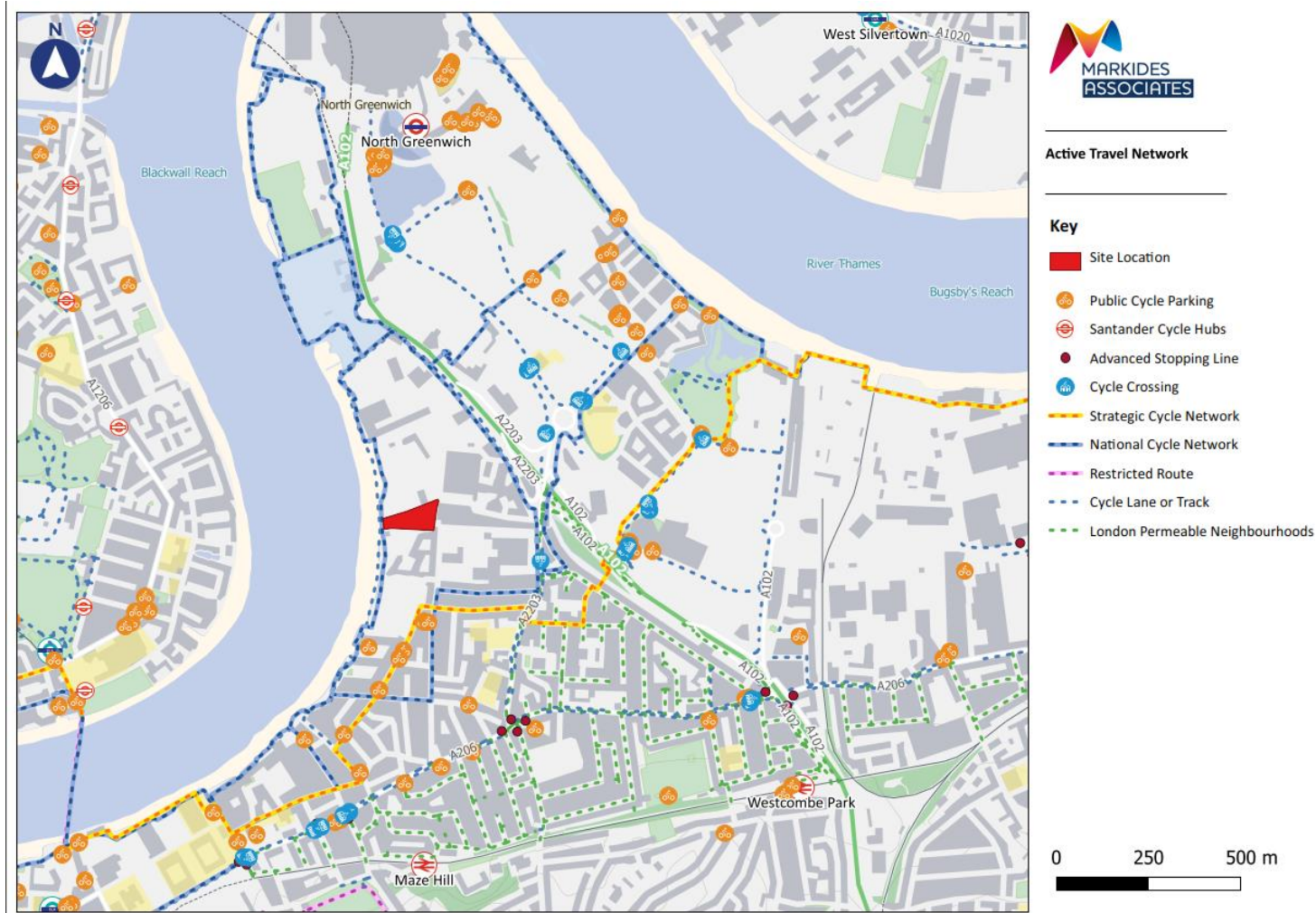
2.2.3 The site benefits from proximity to the Strategic Cycle Network, which is located a short distance to the south, and which bisects the Greenwich peninsula.

2.2.4 Locally, there is an evolving network of other cycle paths, including the Olympian Way foot and cycle link along the bank of the Thames via Enderby Wharf, providing an off-road cycle connection from Cutty Sark up to the O2 Arena, and proceeding east as far as Erith via other Thames-side cycle connections.

2.2.5 A plan showing the local pedestrian and cycle infrastructure is included in **Figure 2.1** overleaf.

Framework Site Delivery and Servicing Management Plan
Enderby Place

Figure 2.1 Local Pedestrian and Cycle Infrastructure



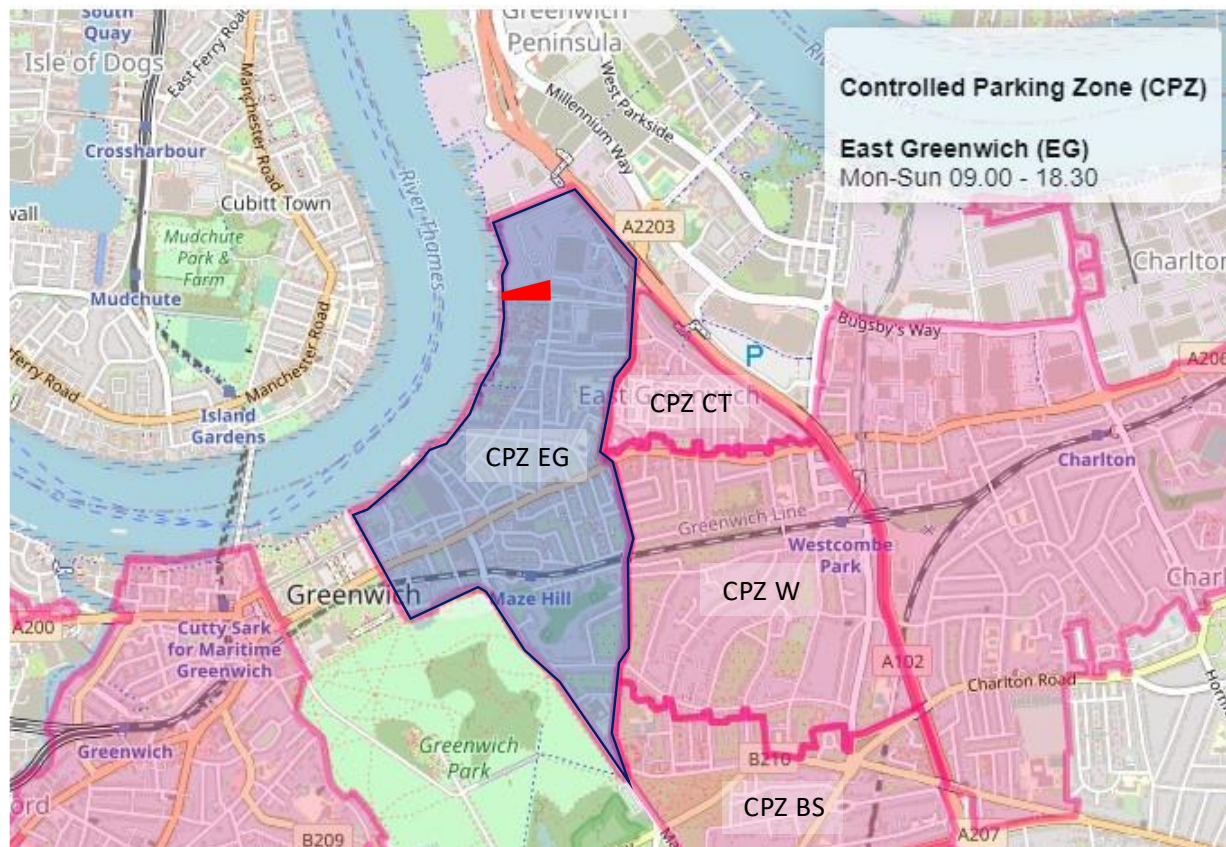
2.3 Local Highway & CPZs

- 2.3.1 At the local level, the site is bound to the south by Telegraph Avenue, a private road with no general access to vehicles, which forms a pedestrian and cycle connection from the public highway to the Thames Path via the northern edge of the Enderby Wharf development. The built form of Enderby Wharf sails Telegraph Avenue in some locations, precluding tall vehicle access, excepting some emergency vehicles.
- 2.3.2 Telegraph Avenue junctions with Christchurch Way and Telcon Way at a simple priority junction. Christchurch Way functionally forms a continuation of Telcon Way connecting south to the A206. Christchurch Way is a single-carriageway road, primarily residential, which for most of its length is adopted public highway subject to on-street parking in marked bays on each side of the road. This parking falls within Permit Holder Zone EG, operational Monday-Sunday between 09:00 and 20:00, with some Pay & Display spaces with a maximum stay of 2 hours. The location of all local Controlled Parking Zones is shown below in **Figure 2.2**, Between Attwood Lane and Telcon Way, Christchurch Road is a narrow, private access road.
- 2.3.3 Telcon Way is a single-carriageway two-way street connecting the site to the east to Blackwall Lane/Tunnel Avenue. It is subject to parking controls in the form of double yellow lining and forms the northern boundary of Enderby Wharf and the eastern boundary of the site. Footways are wide and in good condition, and the road is subject to a 10mph speed limit.
- 2.3.4 The junction of Telcon Way/Blackwall Lane forms a priority box junction, with a dedicated right hand turn lane into Telcon Way from Blackwall Lane southbound. The junction is approximately 50m south of the complex box signal junction of Blackwall Lane/Tunnel Avenue/A102 slipway.
- 2.3.5 Tunnel Avenue is a single-carriageway road connecting Blackwall Lane and Drawdock Road, and which runs parallel to the northbound carriageway of Blackwall Lane for its entire length. The footway on the western side of Tunnel Avenue is wide at some 5-6m and supports a shared foot-cycle connection and two bus stops with shelters, which until recently were served by the 108-bus route. At the time of writing there are works along Tunnel Avenue, particularly at the northern end, which are associated with adjacent development and/or the Silvertown Tunnel. Tunnel Avenue is not continuous for vehicle traffic, with a section of some 150m requiring diversion onto the A102; however, this is expected to be connected as part of the Silvertown Tunnel works.
- 2.3.6 Local Controlled Parking Zones are shown in Figure 2.2. The site (shaded Red) is located in Controlled Parking Zone EG (shown in Blue) which is in operation between 09:00 and 18:30. CPZ EG is located adjacent to CPZ CT, W and BS which are also in operation between 09:00 and 18:30.

Framework Site Delivery and Servicing Management Plan

Enderby Place

Figure 2.2 Local Controlled Parking Zones



3. Servicing Strategy, Objectives and Measures

3.1 Preamble

- 3.1.1 This section of the site sets out the measures proposed to manage waste management, storage, and operations on the site and objectives for futureproofing the site.
- 3.1.2 In general, measures can be assumed to fall into one of two categories; namely 'hard measures,' such as physical facilities built into the scheme, and 'soft measures' such as management policies.

3.2 Servicing Strategy

Overarching Principles

- 3.2.1 To manage delivery and servicing trips over the day and coordinate between the commercial uses and residential units, a management strategy would be required. The key principles of the delivery and servicing area management strategy would include the following:
- The management strategy should include a scheduled delivery booking system to avoid deliveries being made during peak periods.
 - The commercial staff and residential management team would be encouraged to coordinate with the commercial staff and residential management teams within the surrounding developments, particularly the Trego Square and Wickside schemes, to best coordinate deliveries and servicing.

Access

- 3.2.2 All vehicle access will be taken from Telcon Way, including all servicing and delivery movements. Speeds and movements are expected to be limited therefore to operational demand only and 10mph. It is proposed that Delivery and Servicing Vehicles unload from Telcon Way. After unloading, vehicles will proceed From Tecton Way into the lower ground/podium level to turn around. Swept path of the proposed parking area and delivery and servicing vehicle maneuvers is included as Drawing **22181-MA-XX-XX-DR-C-7051** and Drawing **22181-MA-XX-XX-DR-C-7052**

Waste Storage

- 3.2.3 The waste storage provision for the site by land use is shown in **Table 3.1**, which is in accordance with the guidelines provided by the Royal Borough of Greenwich Waste Guidance Notes in **Appendix B**.

Table 3.1 Waste Storage Requirements

Land Use	Mixed Recycling	Residual Waste	Organic Recycling
	1,100L Eurobins	1,100L Eurobins	500L
Residential Total	72	72	4
Commercial	3	3	0
Total	75	75	4

Measures

3.2.4 **Table 3.2** below outlines the Delivery and Servicing Plan measures; the benefits they offer; implementation and timescales; and responsibility to take them forward to encourage sustainable freight. The measures aim to achieve the Delivery and Servicing Plan objectives and minimise the impact of the service and delivery vehicles forecast to assess the development.

Table 3.2 Management Strategy Measures

Measure	Description	Benefit	Timescale	Responsibility
Management of DSP				
Adoption of DSP	Involvement of building management at the earliest opportunity is important to ensure the DSMP is active and a living document	More policies can be implemented and better results delivered	Upon occupation	The Applicant.
Assign responsibility of DSMP to nominated DSMP coordinator	DSMP Coordinator to be responsible for managing the on-going development, delivery, and promotion of the DSP	To ensure that the DSMP is taken forward and results delivered	Upon occupation	Residential and office management teams
TRICS/TRAVL compliant travel surveys	Surveys of all servicing and delivery movements occurring throughout a typical weekday	To inform the future development of the DSMP and to quantify progress	One year after occupation	Nominated DSMP Coordinator
Raise awareness and promote DSMP initiatives	Provide site information and promote the DSMP to staff, residents, and other key stakeholders	To promote the measures and targets of the DSMP to a wide audience	Upon occupation & ongoing	Nominated DSMP Coordinator
Training of staff	All staff associated with the delivery and servicing of the development will be required to undertake appropriate training	To ensure staff are aware of and understand the measures of the DSMP to	Upon occupation	Nominated DSMP Coordinator

		implement them effectively		
Reducing Service and Delivery Trips				
Use of local resources / suppliers	Encourage the office tenants to source items locally or from the same supplier	To reduce the number of delivery vehicles making trips to the development	Within one year of occupation	Nominated DSMP Coordinator
Service and Delivery Operations				
Freight Operator Recognition Scheme (FORS)	Use of suppliers who are FORS members and encourage non-FORS members to sign up to the scheme	Benefits towards driver behaviour training, fleet management, safety and reducing emissions	Within six months of occupation and ongoing	Nominated DSMP Coordinator
Vehicle Booking and Management Systems	Produce a delivery and servicing schedule to outline the most appropriate times for servicing vehicle movements, i.e., avoiding peak times	Improve the efficiency of the loading bay, reduce the risk of conflict	Within one year of occupation	Nominated DSMP Coordinator

3.3 Objectives

3.3.1 The objectives of the DSMP are to:

- Manage waste in line with the Environmental Protection Act.
- Ensure that waste and recycling can be managed separately.
- Ensure that vehicle movements are identified and can be managed in an orderly manner in terms of access, manoeuvres, and parking.
- Ensure the framework strategy for delivery management is identified and communicable.
- To minimise the impact of delivery & servicing movements on the environment, public realm, and amenity of neighbouring properties
- To minimise the impact of delivery & servicing movements on the safety of all road users
- To minimise the impact of delivery & servicing movements on the efficiency of the road network.

3.4 Hard Measures

3.4.1 The site will provide:

- On-site parking and delivery space, with access directly from the parking area to the storage space and appropriate good lifts.
- Internal waste storage commensurate with the level of waste anticipated to be generated daily and space for this storage to be extended if required. Separate bins can be provided for general waste and recycling.
- Scope for parking to be equipped with EV charging facilities as required. It should be noted that all parking is at podium/basement level and although the local and regional transport policy stipulates the provision of EV charging, fire measures and Building Regulations will need to be considered in due course as to the level of provision feasible within an enclosed space.

3.5 Soft Measures

3.5.1 Soft measures will be greatly steered by the logistics of the end user, which cannot be identified at this time. The following are suggested measures which will be encouraged:

- Use of low-emission or electric fleet
- Use of cargo cycles for last-mile delivery
- Circular economy policy to maximise reuse of materials on-site and minimise empty vehicle trips, for example, a consolidated delivery-waste system
- Delivery in-out booking system.

3.6 Awareness of the Measures and Objectives

3.6.1 Occupants and residents will be made aware of this DSMP prior to lease or sale of units, and will be informed of their responsibility to update, maintain, and monitor the plan in consultation with the local authorities, or in the case of residents, to support and abide by any identified restrictions.

3.6.2 For the commercial element, this will include supporting the production of an updated DSMP setting out the particulars of their business operations, waste calculation in terms of daily/weekly arisings, details relating to vehicle fleet and trip generation and management policies applied in-house to minimise redundant vehicle use and waste.

3.6.3 The updated DSMP will be submitted to the local authority for approval.

4. Trip Generation

4.1 Preamble

4.1.1 This section of the report sets out the anticipated vehicle movements expected to be generated by the site. This section should be read in tandem with the associated Transport Assessment and Travel Plan.

4.2 Trip Generation

4.2.1 The development trip rates for servicing by land use within the TA and set out in Section 5 of that document have been extracted used to calculate the proposed development servicing trip generation across the day below in Table 4.1

Table 4.1 Delivery and Servicing Trips Across the Day

Trip Rates	Commercial		Residential		Total		Accumulation
	in	out	in	out	In	Out	
05:00-06:00	0	0	0	0	0	0	3
06:00-07:00	2	1	0	0	2	1	4
07:00-08:00	3	3	4	7	7	10	1
08:00-09:00	4	3	1	3	5	6	0
09:00-10:00	3	3	5	4	8	7	0
10:00-11:00	4	4	7	7	11	11	0
11:00-12:00	4	5	6	6	10	10	0
12:00-13:00	4	4	6	5	10	9	1
13:00-14:00	3	3	7	7	11	10	2
14:00-15:00	3	3	4	4	7	7	1
15:00-16:00	3	3	5	6	7	8	0
16:00-17:00	2	2	6	4	7	6	2
17:00-18:00	1	1	8	6	9	7	4
18:00-19:00	1	1	3	3	4	4	3
19:00-20:00	0	0	1	2	1	2	2
20:00-21:00	0	0	1	1	1	1	2

4.2.2 As shown in the table above, the site would generate a total of 99 delivery and servicing trips. Some trips, such as Royal Mail, public waste collection services, and courier trips are likely to be consolidated with trips already on the network and adjacent uses. These are therefore not 'new' or specific to the site.

4.3 Surveys and Monitoring

4.3.1 The development will also be supported by a Travel Plan, expected to be secured by S106 condition, which will provide the overarching mechanism for monitoring of the site. It is proposed that baseline travel plan surveys are undertaken within 3 months of opening, or 50% occupancy per land use, whichever threshold is first met.

- 4.3.2 This would be supported by a similar survey of staff employed by the commercial unit and a cordon survey of in and out trips by all modes. The methodology and timing for these cordon surveys would be agreed in advance with the relevant stakeholders and will capture delivery and servicing movements.
- 4.3.3 It is also expected that the site management and its commercial occupiers will keep some record of deliveries arriving at the site.

5. Summary and Next Steps

5.1 Summary

- 5.1.1 This Framework DSMP has been prepared by Markides Associates on behalf of Maritime View Ltd ('The Applicant') as part of an application for re-development of Enderby Place, adjacent to Morden Wharf in the Royal Borough of Greenwich.
- 5.1.2 This DSMP laid out a range of management strategies and hard and soft measures that will be implemented to ensure safe and efficient operation of Delivery and Service trips to the site.

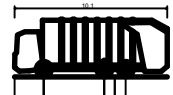
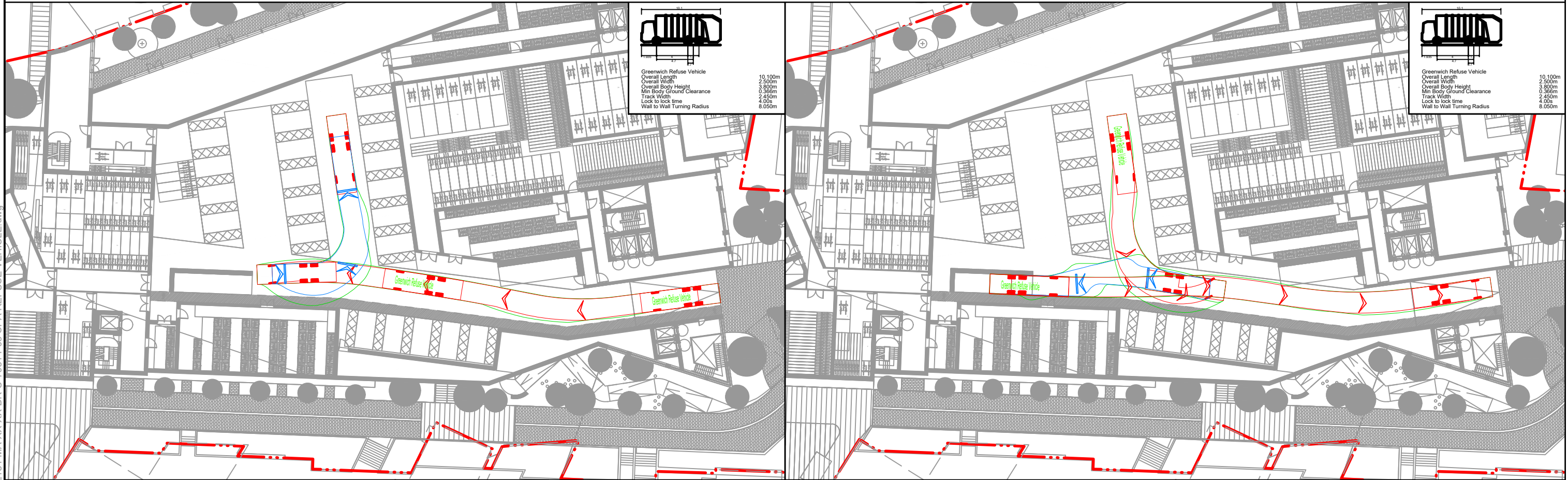
5.2 Next Steps

- 5.2.1 This document is considered a 'Live' plan and will be subject to update and modification as required in agreement with the Local Authorities.

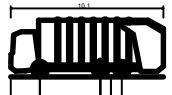
DRAWINGS

22181-MA-XX-XX-DR-C-7051 SPA Refuse Vehicle

22181-MA-XX-XX-DR-C-7052 SPA Ground Level Plan



Greenwich Refuse Vehicle
 Overall Length 10.100m
 Overall Width 2.500m
 Overall Body Height 3.800m
 Min Body Ground Clearance 0.365m
 Track Width 2.450m
 Lock to lock time 4.02s
 Wall to Wall Turning Radius 8.050m

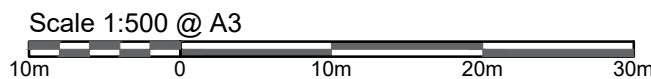


Greenwich Refuse Vehicle
 Overall Length 10.100m
 Overall Width 2.500m
 Overall Body Height 3.800m
 Min Body Ground Clearance 0.365m
 Track Width 2.450m
 Lock to lock time 4.02s
 Wall to Wall Turning Radius 8.050m

KEY

- Vehicle Body Line
- Vehicle Wheel Line
- Reverse Line

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Revision History					
P03	FOR INFORMATION	NB	BG	BG	29.11.23
P02	FOR INFORMATION	NB	BG	BG	08.11.23
P01	FOR INFORMATION	NB	SC	SC	05.10.23

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Project
ENDERBY PLACE

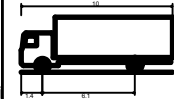
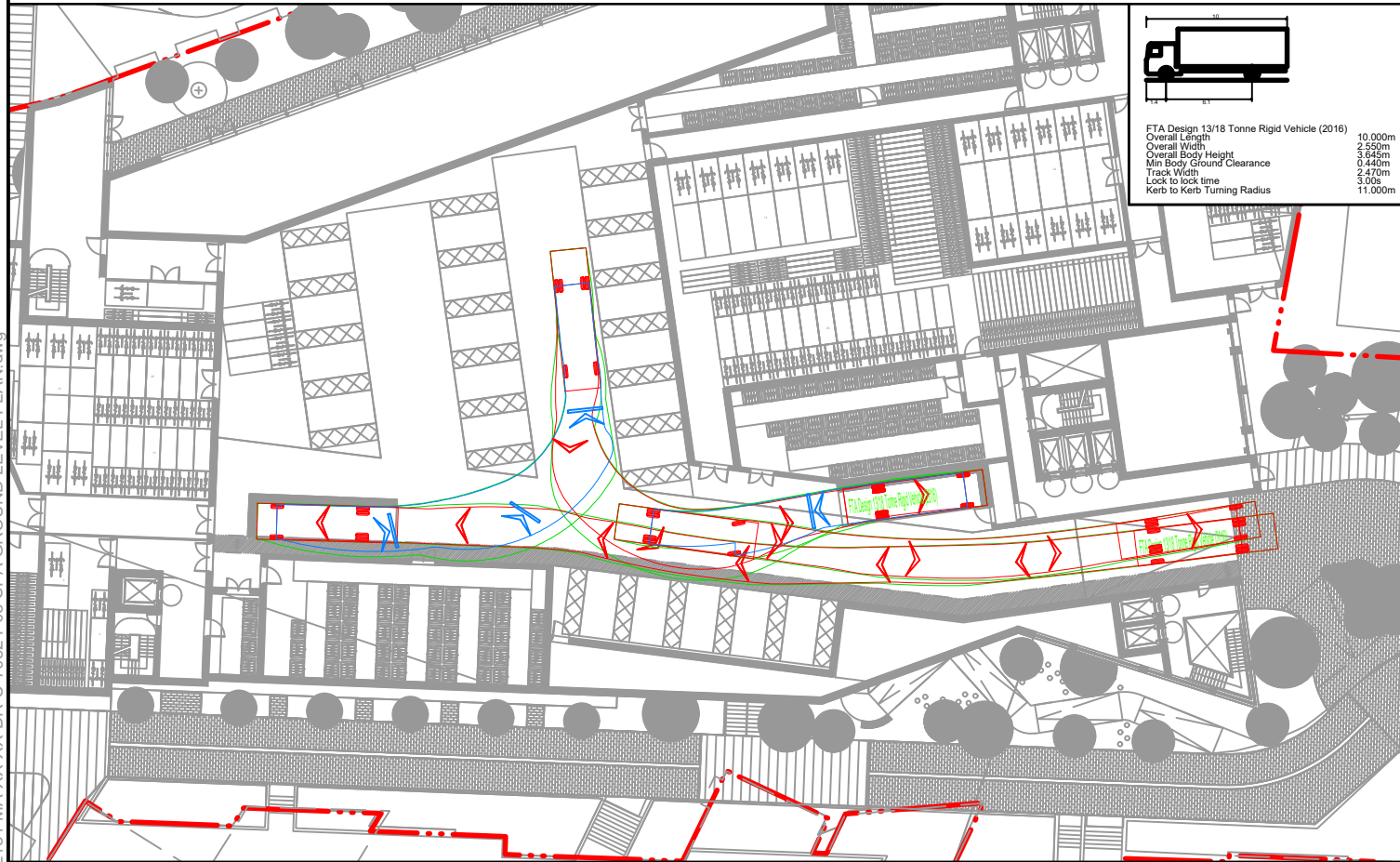
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**SWEPT PATH ANALYSIS
 REFUSE VEHICLE**

Status
S2 - FOR INFORMATION

Client
CRITERION CAPITAL

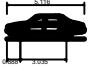
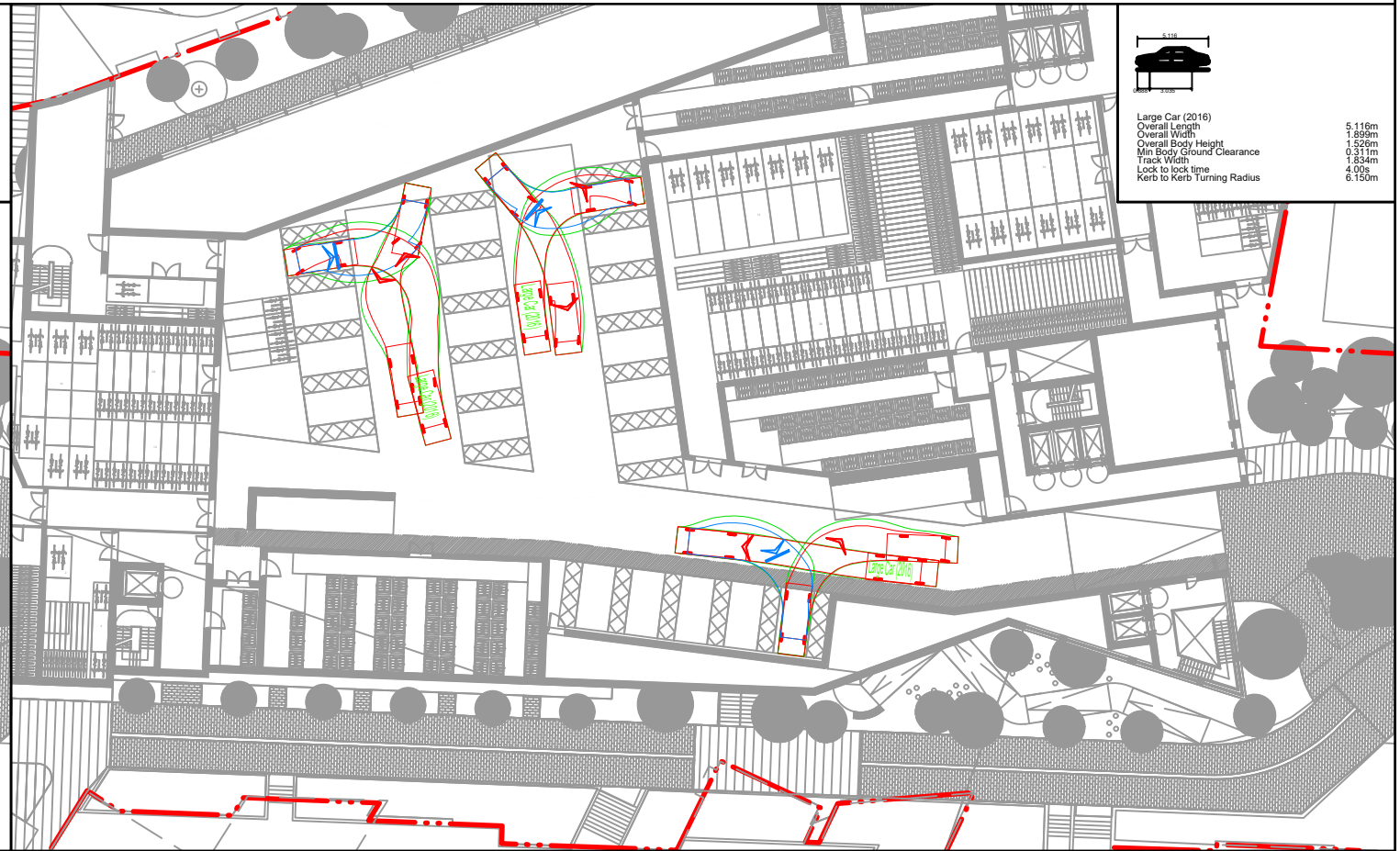
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Drawn NB	Checked SC	Approved SC
Job No 22181	Drawing No 7051	Rev P03

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FTA Design 13/18 Tonne Rigid Vehicle (2016)

Overall Length	10.000m
Overall Width	2.530m
Overall Body Height	3.345m
Min Body Ground Clearance	0.440m
Track Width	2.470m
Lock to lock time	3.00s
Kerb to Kerb Turning Radius	11.000m



Large Car (2016)

Overall Length	5.116m
Overall Width	1.895m
Overall Body Height	1.526m
Min Body Ground Clearance	0.311m
Track Width	1.834m
Lock to lock time	4.00s
Kerb to Kerb Turning Radius	6.150m

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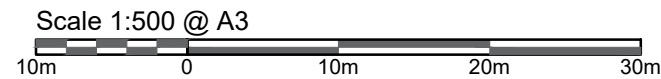
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Project
ENDERBY PLACE

Drawing Title
**SWEPT PATH ANALYSIS
GROUND LEVEL PLAN**

Status
S2 - FOR INFORMATION

Client
CRITERION CAPITAL



Revision History					
P03	FOR INFORMATION	NB	BG	BG	29.11.23
P02	FOR INFORMATION	NB	BG	BG	08.11.23
P02	FOR INFORMATION	NB	SC	SC	05.10.23

Scale	1:500	Date	05.10.23		
Drawn	NB	Checked	SC	Approved	SC
Job No	22181	Drawing No	7052	Rev	P03

APPENDIX A – SITE LAYOUT

Morden Wharf
(Proposed)

Salutation Road

Industrial Warehouse

Telcon Way

Telegraph Avenue

Telegraph Works

Christchurch Way

Enderby Wharf

River Thames

GENERAL NOTES.

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All dimensions to be checked on site prior to commencement of any works, and/or preparation of any shop drawings.

Sizes of and dimensions to any structural elements are indicative only. See structural engineers drawings for actual sizes / dimensions.

Sizes of and dimensions to any service elements are indicative only. See service engineers drawings for actual sizes and dimensions.

This drawing to be read in conjunction with all other Architect's drawings, specifications and other Consultants' information.

All proprietary systems shown on this drawing are to be installed strictly in accordance with the Manufacturers/Suppliers recommended details.

Any discrepancies between information shown on this drawing and any other contract information or manufacturers/suppliers recommendations is to be brought to the attention of the Architect

DO NOT SCALE FROM THIS DRAWING.

NOTES.



P1	10/11/23	PLANNING ISSUE		
REV. DATE	NOTE			DRAWN
BGY BUCKLEY GRAY YEOMAN + 44 20 7033 9913 BGY.CO.UK				
CLIENT	Criterion Capital			
PROJECT	Enderby Place			
DRAWING	Ground Level Plan			
SCALE	1:250 @ A1	(1:500 @ A3)		
DATE	November 2023			
DWG No.	1136_GA-00	REVISION	P1	
STATUS	PLANNING		APPROVED	AB

1 Scale: 1:250
Ground Floor Level +0.270





GENERAL NOTES.

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Sizes of and dimensions to any structural elements are indicative only. See structural engineers drawings for actual sizes / dimensions.

Sizes of and dimensions to any service elements are indicative only. See service engineers drawings for actual sizes and dimensions.

This drawing to be read in conjunction with all other Architect's drawings, specifications and other Consultants' information.

All proprietary systems shown on this drawing are to be installed strictly in accordance with the Manufacturers/Suppliers recommended details.

Any discrepancies between information shown on this drawing and any other contract information or manufacturers/suppliers recommendations is to be brought to the attention of the Architect

DO NOT SCALE FROM THIS DRAWING.

NOTES.

1 Scale: 1:250
Podium Level +6.370



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REV. DATE	NOTE		DRAWN
BGY BUCKLEY GRAY YEOMAN +44 20 7033 9913 BGY.CO.UK			
CLIENT	Criterion Capital		
PROJECT	Enderby Place		
DRAWING	Podium Level Plan		
SCALE	1:250 @ A1	(1:500 @ A3)	
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APPENDIX B – POLICY REVIEW

National Planning Policy

The NPPF was revised on 22nd July 2021. This document sets out Government planning policy, provides a framework within which local planning policies should be produced, and is a material consideration in planning decisions.

With regards to transport, the NPPF Paragraph 110 states that:

In assessing sites that may be allocated for development in plans, or specific applications for development it should be ensured that:

- a) appropriate opportunities to promote sustainable transport modes can be – or have been – taken up, given the type of development and its location;
- b) safe and suitable access to the site can be achieved for all users;
- c) the design of streets, parking areas, other transport elements and the content of associated standards reflects current national guidance, including the National Design Guide and the National Model Design Code, and
- d) any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree.

Paragraph 111 continues: *“Development should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network would be severe.”*

Paragraph 112 continues that applications for development should:

- Give priority first to pedestrian and cycle movements, both within the scheme and with neighbouring areas; and second- so far as possible – to facilitating access to high quality public transport, with layouts that maximise the catchment area for bus or other public transport services, and appropriate facilities that encourage public transport use;
- Address the needs of people with disabilities and reduced mobility in relation to all modes of transport;
- Create places that are safe, secure, and attractive – which minimise the scope for conflicts between pedestrians, cyclists, and vehicles, avoid unnecessary street clutter, and respond to local character and design standards;
- Allow for the efficient delivery of goods, and access by service and emergency vehicles; and
- Be designed to enable charging of plug-in and ultra-low emission vehicles in safe, accessible, and convenient locations.

Paragraph 111 states that: *“All developments that will generate significant amounts of movement should be required to provide a travel plan and should be supported by a transport statement or transport assessment.”*

London Plan (2021)

Policy SD7, ‘Town Centres: Development Principles and Development Plan Documents’, sets out that development proposals should “support efficient delivery and servicing in town centres including the provision of collection points for business deliveries in a way that minimises negative impacts on the environment, public realm, the safety of all road users, and the amenity of neighbouring residents.”

Policy D1B, ‘Optimising Site Capacity Through the Design-led Approach’, outlines that “new developments should be designed and managed so that deliveries can be received outside of peak hours and if necessary, in the evening or night-time” and provide appropriate facilities “to minimise additional freight trips arising from missed deliveries.”

Policy T7, ‘Deliveries, Servicing and Construction’, outlines that development proposals should facilitate sustainable freight movements, as well as “facilitate safe, clean, and efficient deliveries and servicing.” Provision of adequate space for servicing, storage, and deliveries “should be made off-street.” With regards to the timing of deliveries, Policy T7 states that “developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night-time.” Furthermore, at large developments, facilities “to minimise additional freight trips arising from missed deliveries,” in addition to appropriate “facilities to enable micro-consolidation should be provided.”

TfL’s Delivery and Servicing Plan Guidance (December 2020)

This guidance by TfL sets out the expectations for Delivery and Servicing Plans within London, the contents of these documents and other considerations. It states that the plan should cover:

- The physical design and layout of the site, and how it provides adequate provision for delivery and servicing activity from day one;
- The day-to-day policies and measures which will be implemented so that deliveries and servicing are appropriately managed, and how the disruption and environmental impact of that activity locally will be minimised over time.
- It should set appropriate targets for continuous improvement; and
- It also sets out the forecast trip rates for the site.

The contents of the Plan should be set out as given in the table below

Section	Description
<p>Introduction</p>	<ul style="list-style-type: none"> • Set out the purpose of the DSMP in the context of the relevant development or site • A description of the site, its various uses and classes. • Site plans, maps, internal plans, location of loading and storage provision • The different roles and who will do what in implementing the DSMP over time. This should include the names and contact details for developer, property owner and property manager.
<p>Specific Information about the Site</p>	<p>This section needs to be shaped according to the characteristics and needs of the individual site or development.</p> <ul style="list-style-type: none"> • Site Plan and map showing its location and context • Context of local roads and transport • Access and egress • Swept path analysis • Designated areas for delivery and servicing, such as on-site loading bays, • Location and description of designated storage facilities, including ambient and chilled storage • Type of occupation • Approach for different types of servicing, such as utilities servicing; waste collection and management; business services • Storage of items, sorting of items (such as items for recycling) for both personal and business deliveries
<p>Objectives and Measures</p>	<p>The most important information to include in the DSMP is the list of measures that will be taken at the site to meet the Plan’s objectives. These objectives need to derive from regional and local policy.</p> <ul style="list-style-type: none"> • Measures include both physical infrastructure and day-to-day policies and management. • An example of infrastructure is providing sufficient waste collection and storage facilities and appropriate loading bays in the site • An example of a policy is requiring suppliers to use low emission vehicles • This section should demonstrate that provision has been made for the future as well as the first day of occupation. • An example of this would be designating spaces that in future could accommodate electric vehicle charging points • Different measures may be identified for different stages: for example, some will only apply once the building is fully occupied • It should also set out how building occupants will be notified of their obligations under the DSMP and kept informed of any changes over time • It set out who is responsible for implementing what in the DSMP and how it will be monitored

<p>Data on trip rates and targets</p>	<p>In this section you need to set out the number of delivery and servicing trips you expect the site to have. This should be organised by weekday and weekend (if appropriate), the trip purpose (delivery or servicing, and what types of each).</p> <p>You should also set targets for how these trips will be reduced over time, and their impacts mitigated over time. Targets should be SMART: Specific, Measurable, Achievable, Realistic and Timely.</p> <p>The kind of targets expected in a DSMP include:</p> <ul style="list-style-type: none"> • Reduction of delivery and servicing trips by a percentage over a specified period • An increase to the proportion of low or no emission vehicles using the site by a percentage over a specified period • The installation of [additional] facilities for electric vehicle charging point on site within a certain time • Once the building is occupied and operational (6 months to a year following completion), you need to survey what is actually happening. This sets a baseline for future monitoring the DSP. • It is also important to refresh the data (and the DSMP as a whole) again if there are changes of building use or new tenants move in, or if there are other significant changes of circumstance including business growth.
<p>Monitoring and Refreshing the Plan</p>	<p>This section explains how the implementation of the DSMP will be monitored and any adjustments to its policies and targets made. It needs to link back to the objectives and explain what specifically will indicate success. For example, an aspiration to reduce the impacts of freight will need to be measured in terms of the number of vehicle trips, the types of vehicles used and so on.</p>

Mayoral Transport Strategy (2018)

Proposal 15 of the Mayoral Transport Strategy (MTS) states that through TfL the Mayor will reduce the adverse impacts of freight and service vehicles on the street network and aims to reduce the number of lorries and vans entering central London in the morning peak by 10% by 2026.

Proposal 17 of the MTS outlines that the Mayor aims to improve the efficiency of last mile deliveries and servicing, through measures including encouraging clusters of businesses to 3 jointly procure goods and services, establishing a network of micro-distribution services and facilities served by walking cycling and zero-emission vehicles and re-timing goods and services to the times where they will have the least impact on streets.

Proposal 34 of the MTS states that the Mayor will work with stakeholders across London to ensure that sufficient and appropriate charging infrastructure is put in place to support the transition from diesel- and petrol-powered vehicles to Ultra Low Emission Vehicles. Additionally, Proposal 35 sets out that the Mayor will seek to implement a zero-emission zone in central London from 2025. Freight & Servicing Action Plan (2019)

The Freight & Servicing Action Plan, produced by TfL, sets out a range of actions to support safe, clean, and efficient freight operations. Without reproducing the detailed contents of each action, they advocate for:

- Safer freight vehicles through the introduction of a Direct Vision Standard and the world’s first HGV Safety Permit Scheme.

- Continued promotion of existing best practice schemes such as the Fleet Operator Recognition Scheme (FORS) and the Construction Logistics and Community Safety Standard (CLOCS).
- Reducing conflict between goods vehicles and other road users through ensuring that new environments are created which enable freight, servicing, and construction vehicles to operate as safely as possible.
- Encouraging increased and improved training, licensing arrangements, facilities, and resources to tackle driver/rider fatigue and promote the highest standard of professional competence.
- Encouraging and promoting the use of electric vehicles and zero-emissions vehicles for use by the freight and servicing sector.
- Improving efficiency in the servicing and freight sector by making essential data open source and available for planning.
- Encouraging mode-shift from road to water and rail. Action 10 – encourage mode shift from road to water and rail.
- Collaboration between businesses, retailers, and freight operators to change consumer behaviour, encourage responsible purchasing decisions, raise awareness of the impact of personal deliveries and promote delivery options such as click and collect so customers can make the most sustainable choice for their delivery.
- Sharing knowledge and best practices.
- Consolidating delivery and servicing trips

A1.1 London Legacy Corporation Local Plan 2020-2036 (July 2020)

The Legacy Corporation Local Plan (July 2020) sets out the Legacy Corporation's strategy for the future of its area and includes the policies that will be used to direct development and determine applications for planning permission.

Policy T4.8 sets out the requirement for using travel plans, stating:

Policy T.4: Managing development and its transport impacts to promote sustainable transport choices, facilitate local connectivity and prioritise pedestrians and cyclists

7. Require major new development to demonstrate how its construction impact will be managed through a Construction Management Plan and how, once operational, servicing and deliveries will be managed through Delivery and Servicing Plans

It continues in setting put the expected Transport Priorities in Figure 23 of that document, replicated below.

Royal Borough of Greenwich Local Plan: Core Strategy with Detailed Policies

- 5.2.2 This document sets out the way the Council proposes to develop the Borough in the years leading up to 2028.
- 5.2.3 Policy IM5 Freight Relate to this Delivery and Servicing Plan. The policy states that Delivery and Servicing plans should be secured in line with the London Freight Plan and should be coordinated with Travel Plans.

Greenwich Waste Guidance Notes

This document (latest revision May 2018) sets out the Council's requirements for its waste and recycling collection services and should be used by architects and developers when designing waste storage and collection strategies.

With regards to the accessibility for collection vehicles and operatives, the guidance states the following:

Walking distance for refuse operatives from the container storage area to the refuse collection vehicle is no more than 15 metres. The vehicle stopping point should be clearly indicated on submitted drawings.

A safe collection area for operatives, such as a lay-by, is required if access to the chambers is on a dual carriageway, main fast flowing or busy road.

Roads should be laid out to ensure reasonable convenience for the collection vehicle and should be a minimum of 5.5m wide. The collection vehicle should be able to proceed in a forward direction around the development, developers must not plan for refuse vehicles to reverse in a public area and the vehicle should not be expected to reverse for more than two vehicle lengths (20m).

Adequate space for turning must be provided and demonstrated in vehicle tracking drawings.