CANARY WHARF
GROUP PLC

NQ.PA.13

North Quay
Delivery and Servicing Plan

Steer
July 2020

Contents

1. Introduction

Background

1.1 This Delivery and Servicing Plan (DSP) has been prepared by Steer on behalf of Canary Wharf (North Quay) Limited ("the Applicant") in support of the:

"Application for outline planning permission (all matters reserved) for the redevelopment of the North Quay site for mixed use comprising:

- *Demolition of existing buildings and structures;*
- *Erection of buildings and construction of basements;*
- *The following uses:*
    - *Business floorspace (B1)*
    - *Hotel/Serviced Apartments (C1)*
    - *Residential (C3)*
    - *Co-Living (C4/Sui Generis)*
    - *Student Housing (Sui Generis)*
    - *Retail (A1-A5)*
    - *Community and Leisure (D1 and D2)*
    - *Other Sui Generis Uses*
- *Associated infrastructure, including a new deck over part of the existing dock;*
- *Creation of streets, open spaces, hard and soft landscaping and public realm;*
- *Creation of new vehicular accesses and associated works to Aspen Way, Upper Bank Street, Hertsmere Road and underneath Delta Junction;*
- *Connections to the Aspen Way Footbridge and Crossrail Place (Canary Wharf Crossrail Station);*
- *Car, motorcycle, bicycle parking spaces, servicing;*
- *Utilities including energy centres and electricity substation(s); and*
- *Other minor works incidental to the proposed development."*

1.2 The full Site address is North Quay, Aspen Way, London, E14. The Site is situated in the London Borough of Tower Hamlets ("LBTH").

1.3 The Proposed Development offers an opportunity to make better use of underdeveloped land in an area with excellent public transport accessibility.

1.4 At the time of making the OPA, the Applicant is unable to determine exactly how much of the Proposed Development is likely to come forward in which land use. For this reason, the description of development provides the Applicant with flexibility as to the uses that could be undertaken on the Site.

1.5 However, in order to ensure that the level of flexibility is appropriately restricted, the OPA seeks approval for three Control Documents which describe the principal components of the Proposed Development, define the parameters for the Proposed Development (the "Specified Parameters") and control how the Proposed Development will come forward in future. They provide the parameters, design principles and controls that will guide future reserved matters applications ("RMAs"). These Control Documents are – (1) the Development Specification; (2) the Parameter Plans; and (3) the Design Guidelines:

- The Development Specification sets out the type and quantity of development that could be provided across the Site (including setting a maximum floorspace across the Site);
- The Parameter Plans set the parameters associated with the scale, layout, access and circulation and distribution of uses classes and public space for the Proposed Development. They also establish the Development Zones and Development Plots across the Site; and
- The Design Guidelines set the design principles and controls for future development.

1.6 Together, these documents set out the information required to allow the impacts of the Proposed Development to be identified with sufficient certainty as future RMAs will be required to demonstrate compliance with the Specified Parameters and controls in these Control Documents.

1.7 In order to test and validate the OPA, an Indicative Scheme showing the potential location of buildings, uses and open spaces has been produced. This scheme provides a vehicle for examining the possible architectural, environmental, operational and social impacts of the project. It remains schematic but it conforms to the development parameters as defined in the Development Specification, Parameter Plans and Design Guidelines. It has been essential in testing these development parameters. The Indicative Scheme is not a design template or submitted for approval; it represents one possible way the principles as defined in the above listed documents could be interpreted/achieved and developed into a design. The Development Specification, land use floorspace ranges and Indicative Scheme schedule are summarised at Table 1.1 and the Indicative Scheme residential unit mix is provided in Table 1.2. This Indicative Scheme and its Development Plots have been used to generate the images and diagrams for the Design Guidelines. In some instances, these Development Plots are used as reference in the Guidelines to help illustrate the point.

1.8 The Indicative Scheme demonstrates one interpretation of the Specified Parameters but is used throughout this DSP to illustrate the type of mixed-use development that could come forward and the associated car and cycle parking, servicing and delivery and waste storage requirements. The Indicative Scheme basement 1/2 and ground level plans can be found at **Appendix 1**.

1.9 The maximum Site wide total floorspace permitted within the Development Specification is 355,000m^2 (GIA) and the Indicative Scheme floor area totals 354,927m^2 (GIA).

Table 1.1: Development Specification and Indicative Scheme Area Schedule

Land Use	Minimum Floorspace (GIA)		Maximum Floorspace (GIA)	Indicative Scheme
A1-A5 Retail	Total 10,000	A1-A5 5,000	20,000	13,681
D1 Community			20,000	-
D2 Leisure			20,000	-
B1 Business	150,000		240,000	174,653
C1 Hotel	-		150,000	44,081
C3 Residential	-		150,000	84,736
C4 Co-Living	-		150,000	-
Sui Generis: Student Housing	-		150,000	-
Sui Generis: Private Members Clubs, Conference Centres, Theatres, Casinos and Launderettes	-		25,000	-
Below Ground				
A1-A5 Retail	-		5,000	-
B1 Business	-		20,000	-
D1 Community	-		5,000	-
D2 Leisure	-		10,000	-
Ancillary floorspace comprising Business, Back of House, Enclosed Plant, Storage, Servicing, Car and Cycle Parking Areas, Energy Centres, Electricity Sub Stations etc.	-		No maximum	Above ground: 9,730 Below ground: 28,047

Table 1.2: Indicative Residential Unit Mix

Type	Number of Units
Studio	30
1 bed	159
2 bed	316
3 bed	141
4 bed	56
Total	702

Site Context

1.10 The Site is bounded by Canary Wharf Elizabeth Line (also referred to as Crossrail in other supporting documentation) station to the south, Aspen Way (A1261) to the north, Hertsmere Road to the west and Billingsgate Market to the east. The West India Quay Docklands Light Railway (DLR) station and Delta Junction are located on the western side of the Site and the Site also incorporates parts of North Dock, Upper Bank Street and Aspen Way.

1.11 Currently the Site comprises mostly cleared land, being previously used as a construction laydown site for the Canary Wharf Elizabeth Line station. There are some temporary uses

currently on site, including the Tower Hamlets Employment and Training Services, WorkPath and advertising structures.

1.12 The Site is well connected to the local and regional road network. The Site is bounded by the A1261 Aspen Way to the north, and Hertsmere Road and Upper Bank Street to the west and east respectively. Existing access to the development is provided from the east via Upper Bank Street.

1.13 A Site location plan is shown in **Figure 1.1**.

Figure 1.1: Site Location Plan

What is a DSP?

1.14 DSPs provide a framework to better manage all types of freight vehicle movement to and from individual buildings. A DSP is essentially the equivalent of a workplace travel plan for freight. It will sit alongside the Framework Travel Plan (FTP) to manage freight movements, whereas the FTP is predominantly aimed at managing journeys by workers and visitors.

1.15 The Transport for London's 'Freight and servicing action plan' (2019) highlights DSPs as one of the four measures to improve freight and servicing in London. The other three measures include the Fleet Operator Recognition Scheme (FORS), Construction Logistics Plans (CLPs) and the Freight Information Portal (FIP). A Construction chapter, which forms an Outline CLP is provided as Chapter 9 of the TA, as part of this application.

DSP Context and Scope

1.16 This DSP sets out the operation of the Proposed Development and includes a strategy for managing servicing and delivery vehicle movements and measures to minimise delivery and service vehicle impacts. The construction of the Proposed Development and mitigation of its impacts have been detailed in the Transport Assessment (TA) and the Environmental Statement (ES).

1.17 The servicing strategy for the Proposed Development has been produced by Steer in consultation with the LBTH and TfL. A complementary Site Waste Management Plan has been produced by Steer and submitted separately in support of the planning application. This DSP references the Site Waste Management Plan where applicable.

1.18 This DSP provides a framework for the entire Site and will evolve over time as the development is built out. At present, this DSP has been prepared as an 'outline' document with interim measures which will be developed further and updated once the baseline surveys have been undertaken. It is envisaged that the DSP will be secured via an appropriately worded planning condition or s106 obligation and will provide the basis for sustainable servicing and delivery operations prior to and following occupation of the Site.

Benefits of DSPs

1.19 TfL's 'Delivery and Servicing Plans – Making Freight Work for You' (2010) document identifies the benefits of DSPs to local authorities, residents, building developers, businesses and freight operators.

1.20 In summary, DSPs will:

- help developers and local authority planning officials comply with:
  - the promotion of more sustainable transport choices for moving freight; and
  - the Traffic Management Act (2004), the London Plan, the Mayor's Transport Strategy and any borough-specific policies, 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 environmentally friendly way;
- identify deliveries that could be reduced, re-timed or consolidated;
- help cut congestion on London's roads and ease pressure on the environment;

- improve the 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.

1.21 The London Freight Plan (2007) recognises that:

- 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.

DSP Objectives

1.22 The overall objective of this Outline DSP is:

> *"To minimise the impacts of freight movements and facilitate sustainable freight travel to and from the Proposed Development".*

1.23 It is envisaged that the subsequent Detailed DSP will also be prepared in accordance with this objective. To support the realisation of this overarching objective, several sub-objectives have been set out, and include:

- promoting smarter operations that reduce the need for freight travel overall or that reduce or eliminate trips particularly those in peak periods;
- encouraging greater use of sustainable freight modes;
- encouraging use of greener vehicles;
- managing the on-going development and delivery of the DSP with the future hotel operator and retail tenants;
- communication of site servicing/delivery facilities (through dissemination of information) to staff and suppliers;
- communication of the DSP and its constituent measures to the Site occupiers; and
- encouraging the most efficient use of freight vehicles and servicing/delivery trips.

DSP Structure

1.24 This Outline DSP is divided into the following sections:

- **Chapter 1**: Introduction;
- **Chapter 2**: Policy and Guidance Context;
- **Chapter 3**: Servicing Management Strategy and Trip Calculations;
- **Chapter 4**: Access Arrangements;
- **Chapter 5**: Encouraging Sustainable Freight;
- **Chapter 6**: DSP Strategy; and
- **Chapter 7**: Conclusions

2. Policy Review

2.1 The following list outlines the transport policies and guidance documents that are relevant to this Outline DSP and the Proposed Development:

National Policy Guidance

- National Planning Policy Framework (2019)
- National Planning Practice Guidance (2014)
- Designing for Deliveries, Freight Transport Association (2006)
- BS:5906 Waste Management in buildings - Code of Practice (2005).

Regional Policy Guidance

- The London Plan – Consolidated with Alterations since 2011 (2016) (the London Plan)
- The London Plan – Intend to Publish (2019) (the Draft London Plan)
- Mayor's Transport Strategy (2018)
- Freight and servicing action plan (TfL) (2019) Freight Operator Recognition Scheme (FORS)
- Freight Information Portal (FIP).

Local Policy Guidance

- London Borough of Tower Hamlets Local Plan 2031: Managing growth and sharing the benefits (2020)
- London Borough of Tower Hamlets Planning Obligations Supplementary Planning Document (2016)
- London Borough of Tower Hamlets Draft Transport Strategy 2019-2041 (2019).

3. Servicing Management Strategy

Introduction

3.1 A servicing management strategy has been developed, based on a centralised operation for deliveries and waste collection relating to the proposed office, retail, residential, serviced apartment and other uses associated with the Proposed Development. A separate Site Waste Management Plan has been developed by Steer in support of this Outline Planning Application ("OPA").

3.2 At the time of making the OPA, the Applicant is unable to determine exactly how much of the Proposed Development is likely to come forward in which land use and for this reason the OPA is made for ranges of floorspace within each proposed land use category. These ranges ensure that the Proposed Development must deliver a quantum of development for each land use within the range that is specified.

3.3 The Indicative Scheme demonstrates one interpretation of the Specified Parameters and forms the basis of this Outline DSP to describe the servicing strategy. However, retail is the most intensive land use in terms of servicing and delivery trip generation. Therefore, to ensure a robust assessment of the impact of the scheme a Maximum Commercial Scenario, which includes the maximum level of retail floorspace permitted has also been assessed. Further details on the floor area schedules and development scenarios are provided in Chapter 5 of the Transport Assessment.

3.4 A centralised and enclosed basement servicing area would serve all the land uses as part of the Proposed Development. A total of 16 loading bays are shown in the Indicative Scheme, comprising 5 HGV bays (up to 10m Rigid vehicles), 6 medium bays (up to 8m box vans [7.5t]) and 5 smaller bays (up to 6m transit vans). There are also loading bays along North Quay Way to allow for some at-grade deliveries and servicing.

Indicative Scheme

3.5 The Indicative Scheme floor areas (excluding ancillary areas) used to derive the servicing trip generation, broken down by building are shown in **Table 3.1**.

Table 3.1: Indicative Scheme Floor Areas (sqm NIA)

Building	B1 Office	C3 Residential	A1-A5 Retail	Serviced Apartments
NQA1/A2	-	19,809	395	-
NQA4	-	39,047	263	-
NQB1	51,479	-	1,444	-
NQA5	-	-	3,396	-
NQD1/D2	56,370	-	2,085	-
NQD3	17,907	-	1,676	-
NQD4	-	-	593	31,738
Total	**125,750**	**58,855**	**9,850**	**31,738**

3.6 The Indicative Scheme basement level and ground floor plans are provided in **Appendix 1**.

Retail Servicing Trip Generation

3.7 The retail servicing trip rates below are based on data collated from Canary Wharf Crossrail Place and Jubilee Place retail servicing areas in 2016.

A1 Servicing Daily Trip Rate = **0.7** trips per 100sqm NIA

3.8 There is a significant difference in servicing trips for different types of retail. Through discussion with the Applicant on the likely make-up of the retail floorspace, Steer has assumed for the purposes of this assessment 30% of retail would be A1 use and 70% would be A3 use.

3.9 **Table 3.1** shows the servicing vehicle trips associated with retail uses at each building in the Indicative Scheme, both during the typical highway peak hour (0800 – 0900) and daily. The typical evening highway peak hour (1700-1800) is less significant as servicing activity is significantly reduced during this period and so has not been considered.

Table 3.1: Retail Servicing Vehicle Trips

Building	Highway Peak (0800 – 0900)			Daily		
	In	Out	Total	In	Out	Total
NQA1/A2	2	2	4	8	8	16
NQA4	1	1	2	6	6	12
NQB1	5	5	10	30	30	60
NQA5	12	12	24	69	69	138
NQD1/D2	7	7	14	42	42	84
NQD3	6	6	12	34	34	68
NQD4	2	2	4	13	13	26
Total	**35**	**35**	**70**	**202**	**202**	**404**

Office Servicing Trip Generation

3.10 The office servicing trip rate below is based on Steer's in-house servicing database. This includes 2016 survey data from 40 Bank Street, 25 Churchill Place and One Canada Square on the Canary

Wharf estate and has been considered robust for many planning applications at Canary Wharf, including the Wood Wharf development.

Office Servicing Daily Trip Rate = **0.21** trips per 100sqm NIA (based on multiple occupants)

3.11 The office servicing trip rates have been applied to each building in the Indicative Scheme providing commercial uses, as shown in **Table 3.2**.

Table 3.2: Office Servicing Vehicle Trips

Building	Highway Peak (0800 – 0900)			Daily		
	In	Out	Total	In	Out	Total
NQA1/A2	0	0	0	0	0	0
NQA4	0	0	0	0	0	0
NQB1	9	9	18	110	110	220
NQA5	0	0	0	0	0	0
NQD1/D2	12	12	24	118	118	236
NQD3	3	3	6	38	38	76
NQD4	0	0	0	0	0	0
Total	**24**	**24**	**48**	**266**	**266**	**532**

Residential Servicing Trip Generation

Residential Servicing Daily Trip Rate = 0.2 trips per 100sqm NIA

Highway Peak Period Distribution = 5% of trips arrive between 0800-0900

3.12 The above trip rate is based on Steer's in-house servicing database and includes an uplift to take account of ongoing general increases in home deliveries.

3.13 The residential servicing trip rates have been applied to the two buildings providing residential accommodation in the Indicative Scheme, as shown in **Table 3.3.**

Table 3.3: Residential Servicing Vehicle Trips

Building	Highway Peak (0800 – 0900)			Daily		
	In	Out	Total	In	Out	Total
NQA1/A2	2	2	4	39	39	78
NQA4	4	4	8	78	78	156
Total	**6**	**6**	**12**	**117**	**117**	**234**

Serviced Apartments Servicing Trip Generation

3.14 For the purposes of determining the servicing trips associated with the Indicative Scheme, the service apartments are considered as hotel land use as this presents the worst-case servicing trip forecasts. The hotel servicing trip rates derived from Steer's database are presented below.

Hotel/Serviced Apartments Servicing Daily Trip Rate = 0.3 trips per 100sqm NIA

Highway Peak Period Distribution = 12% of trips arrive between 0800-0900

3.15 The hotel/serviced apartments servicing trip rates have been applied to building NQD4, as shown in **Table 3.4.**

Table 3.4: Serviced Apartments Servicing Trips

Building	Highway Peak (0800 – 0900)			Daily		
	In	Out	Total	In	Out	Total
NQD4	12	12	24	95	95	190
Total	**12**	**12**	**24**	**95**	**95**	**190**

Total Servicing Trip Generation

3.16 The servicing vehicle trips associated with each land use presented above have been combined to provide the overall development servicing trips, as shown in **Table 3.5**.

Table 3.5: Total Development Servicing Vehicle Trips (Indicative Scheme)

Building	Highway Peak (0800 – 0900)			Daily		
	In	Out	Total	In	Out	Total
NQA1/A2	4	4	8	47	47	94
NQA4	5	5	10	84	84	168
NQB1	14	14	28	140	140	280
NQA5	12	12	24	69	69	138
NQD1/D2	19	19	38	160	160	320
NQD3	9	9	18	72	72	144
NQD4	12	12	24	95	95	190
Total	**75**	**75**	**150**	**667**	**667**	**1,334**

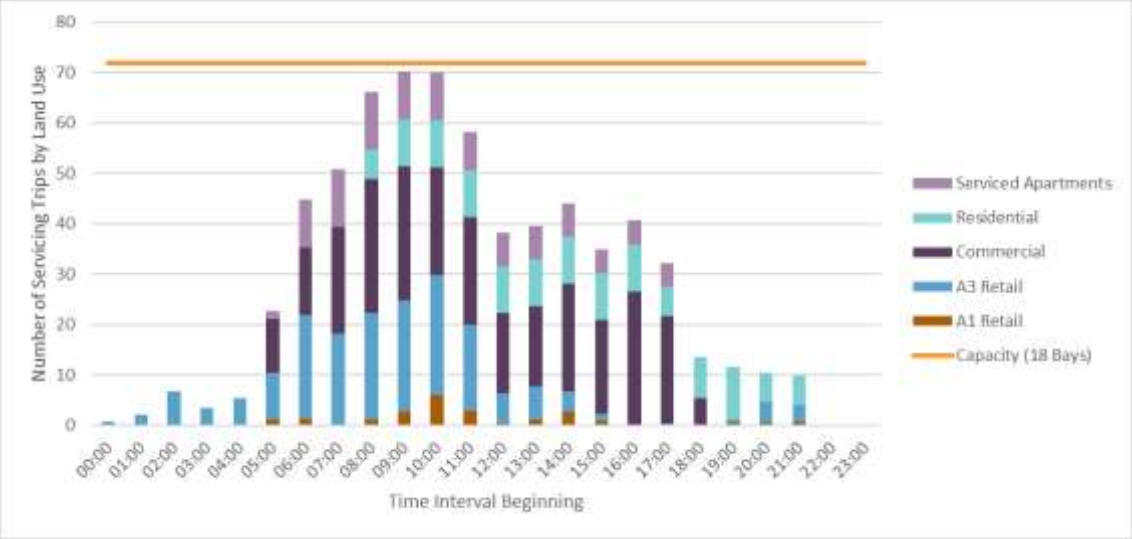
3.17 To calculate the loading bay requirement for each building, the peak servicing vehicle activity has been applied to the average vehicle dwell times - 15 minutes for cars/vans and 20 minutes for MGV/HGV. The peak hour loading bay requirements are shown in **Table 3.6**.

Table 3.6: Peak Hour Loading Bay Requirement

Building	Highway Peak (0800 – 0900)			Loading Bays Required		
	Cars/Vans	MGV/HGV	Total	Cars/Vans	MGV/HGV	Total
NQA1/A2	3	1	4	1	0	1
NQA4	4	1	5	1	0	1
NQB1	13	1	14	3	1	4
NQA5	10	2	12	2	1	3
NQD1/D2	15	4	19	2	2	4
NQD3	8	1	9	2	0	2
NQD4	8	4	12	2	1	3
Total	**61**	**14**	**75**	**13**	**5**	**18**

3.18 **Table 3.6** suggests that 18 loading bays would be required to accommodate peak servicing demand (0800-0900). However, as shown in **Figure 3.1** below the loading bays would be significantly underutilised during other periods of the day.

Figure 3.1: Combined Servicing Profile



Rationalising Servicing

3.19 The Proposed Development, with a consolidated servicing area at basement level, presents the opportunity to rationalise and better manage deliveries to North Quay so that the vehicle arrival profile is distributed more evenly across the day. A Vehicle Booking and Management System will be operational for commercial tenants from occupation. A delivery and servicing schedule to outline the most appropriate times for servicing vehicle movements. This is to ensure efficiency of the loading bay operations and ensure multiple vehicles do not arrive at the same time.

3.20 Canary Wharf retail servicing is currently 24 hours and retailers are allowed to receive deliveries at any time with no restrictions. However, the analysis below considers shorter daily servicing periods to provide a robust assessment.

3.21 The sensitivity tests outlined in **Table 3.7** are based on a worst-case assessment of a 12 hour daily operating period and a slightly extended 18 hour operating period for deliveries.

Table 3.7: Rationalised Servicing Scenarios – Indicative Scheme

Rationalised Servicing	12 Hour Servicing Period	18 Hour Servicing Period
Number of deliveries per day	667	667
Total loading bays	16	11
Maximum occupancy	768 (64 per hour)	792 (44 per hour)
Occupancy ratio	87%	84%

3.22 As shown above, the number of servicing bays may be reduced to 16 for a 12 hour servicing period, or 11 loading bays for an 18 hour period, both of which would operate at 84-87% capacity. The loading bay will be carefully managed and involve a strict pre-booking delivery system. An interim management system will also be in place to distribute deliveries as quickly as possible to ensure a maximum 15 minute dwell time for servicing vehicles. This will involve staff coming to collect goods from the loading area or a servicing manager distributing goods from the loading bay to individual buildings/units.

3.23 It should be noted that data taken from Jubilee Place for a 3 month period (November 2016 to January 2017) shows that on average 10% of retail servicing vehicles are articulated lorries. No provision is to be made for articulated lorries within the basement, therefore restrictions will be put in place and communicated to future occupiers to ensure that no vehicles larger than 10m rigid vehicles deliver to North Quay.

3.24 Based on the above, 16 loading bays is considered to provide sufficient capacity and flexibility to accommodate all servicing activity associated with the Indicative Scheme. This also assumes that all servicing activity will take place via the basement servicing yard, however loading bays are to be provided along North Quay Way to allow for some at-grade delivery and servicing activity, primarily for retail uses, which will improve the operational capacity of the basement servicing yard.

Maximum Servicing Trip Generating Scheme

3.25 As the OPA will provide significant flexibility in the quantum/mix of land uses which could be provided, consideration has been given to the most intensive scheme which could come forward in terms of servicing activity.

3.26 This is the 'Maximum Commercial Scheme' which contains the maximum retail offering, office and serviced apartments. As set out in the TA, a 10% reduction to the maximum floor areas set out in the Development Specification has been applied for servicing and delivery trip generation purposes to account for basement, plant and car/cycle parking that would inherently be required with any scheme to come forward within the Development Specification and Specified Parameters of the OPA.

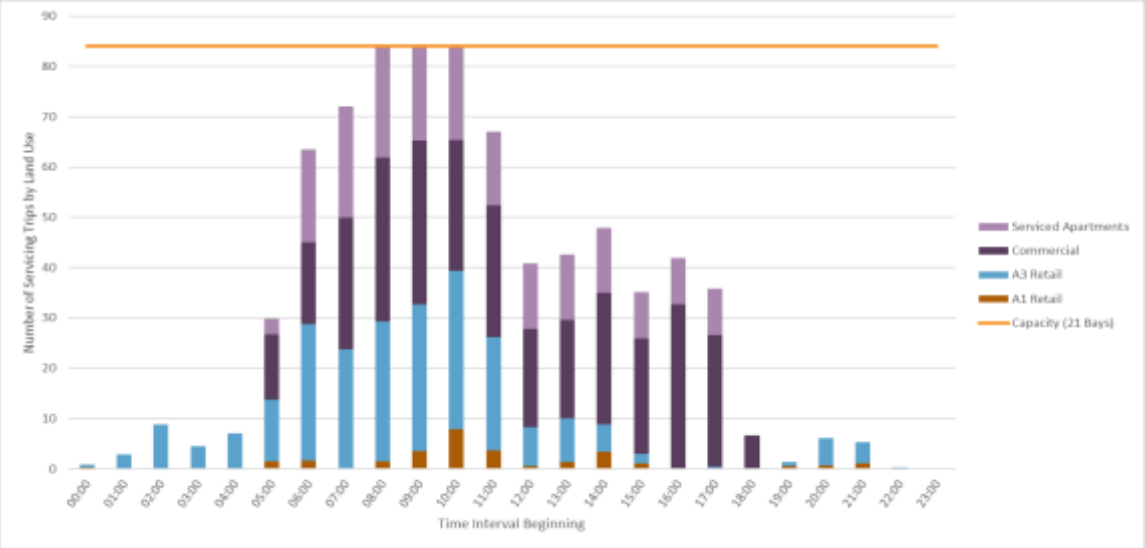
3.27 The Maximum Commercial Scheme floor areas used to provide a robust worst-case assessment are as follows:

- B1 Office – 155,520 m2 NIA
- A1-A5 Retail – 12,960 m2 NIA
- Serviced Apartments – 61,560 m^2 NIA

3.28 As set out above the serviced apartment delivery and servicing trip rates are derived from hotel surveys. The development scheme generating the highest quantum of servicing trips could therefore include either serviced apartments or hotel uses, however for consistency with the 'Maximum Commercial Scenario' presented in the TA, serviced apartments are considered within the following analysis.

3.29 The servicing trip rates presented above have been rerun for the above floor areas to assess the quantum of activity associated with a maximum servicing trip generating scheme. As shown in **Figure 3.2**, 21 loading bays would be required to meet peak demand.

Figure 3.2: Combined Servicing Profile – Maximum Servicing Trip Generating Scheme



3.30 As set out above, a consolidated loading area would allow servicing trips to be rationalised and better managed to even the daily distribution. Applying the same worst-case 12 hour and 18-hour sensitivity test, as outlined above, results in the following requirements.

Table 3.8: Rationalised Servicing Scenarios – Maximum Commercial Scheme

Rationalised Servicing	12 Hour Servicing Period	18 Hour Servicing Period
Number of deliveries per day	772	772
Total loading bays	19	13
Maximum occupancy	912 (76 per hour)	936 (52 per hour)
Occupancy ratio	85%	82%

3.31 Although the basement configuration is likely to change if the Maximum Commercial Scheme were to come forward and there is flexibility within the basement to provide more loading bays, the 16 loading bays shown in the Indicative Scheme layout, supported by the four additional loading bays on North Quay Way, would be sufficient to accommodate the 12 hour servicing demand generated by the Maximum Commercial Scheme, although that scheme is unlikely to come forward.

3.32 The loading bay will be managed with strict delivery protocols to rationalise the daily demand, whilst there is flexibility within the basement to accommodate more or fewer loading bays depending on the scheme which comes forward via the Reserved Matters Applications (RMA). As mentioned above, additional loading bays will also be provided on North Quay Way, primarily for retail use, which will further improve the operational capacity of the basement servicing yard.

4. Access Arrangements

Overview

4.1 This chapter provides details of the access arrangements for the Proposed Development with a focus on refuse collection and servicing vehicles. It is noted that the planning application is also supported by a standalone Site Waste Management Plan. This chapter should also be read in conjunction with the Transport Assessment and Design and Access Statement.

Proposed Servicing Strategy

4.2 All proposed servicing and delivery activity for the Proposed Development will be accommodated on-site, within an enclosed and centralised servicing area at basement level. The main vehicle and service access will be from a ramp via Hertsmere Road. Vehicles will travel beneath the DLR tracks at Delta Junction before passing a security check point and entering the Site.

4.3 Loading bays will also be provided on North Quay Way to allow for some at-grade deliveries and servicing.

4.4 The proposals for vehicular access from Hertsmere Road are shown in **Appendix 1**, whilst vehicle tracking plans are provided at **Appendix 2**.

4.5 A strict pre-book delivery system would operate to ensure an even arrival profile of servicing vehicles to minimise the potential for vehicle queuing. Any vehicles that arrive which are not registered on the manifest would be rejected.

4.6 The service area provides a total of 16 loading bays (as described in Chapter 3). Waste management and collection will also take place from the loading bays as described in the Site Waste Management Plan. Dedicated goods and servicing lifts will be used to move waste/deliveries to, from and around the development.

Development of the DSP

4.7 It is envisaged that a Detailed DSP will be secured and developed through an appropriate planning condition following planning approval and following completion of baseline surveys of the Proposed Development.

4.8 As the occupiers of the Proposed Development are unknown at this stage, no baseline surveys have been undertaken to determine travel patterns at the Site. A full travel survey is proposed to be undertaken within six months of full occupation or at 75% occupancy of the Proposed Development, whichever comes last. The baseline surveys will include multi-modal counts including delivery and servicing data together with resident and visitor questionnaires.

5. Encouraging Sustainable Freight

Delivery and Servicing Plan Measures

5.1 Table 5.1 outlines indicative measures to ensure that the best practice of delivery and servicing is experienced at all times. In addition to outlining the timescale and who should be responsible for their implementation, the measures aim to achieve the DSP sub-objectives and minimise the impact of the servicing and deliveries forecast for the Proposed Development.

5.2 The DSP measures for the Proposed Development need to be developed once the needs of the tenants have been identified through servicing and delivery surveys. The timescales for these surveys are set out in Chapter 6. However, at this stage it is anticipated that during its development the DSP will consider a combination of the measures outlined in **Table 5.1**.

DSP Targets

5.3 As the occupiers of the Proposed Development are currently unknown, it is difficult to develop specific targets for the DSP. Once all of the tenants are confirmed and the servicing and delivery surveys have been undertaken, a series of targets can be taken forward with the Developer to compile the Detailed DSP. The targets should align with the objectives and measures set out previously and should be SMART (Specific, Measurable, Achievable, Relevant, Time bound).

5.4 Examples of targets that could be developed are as follows:

- Number, or a specific percentage of, servicing and delivery trips to be undertaken during the AM and PM peak hours;
- A limited number of servicing and deliveries to be undertaken overnight (00:00 – 06:00);
- Target a specific number of servicing and deliveries to encourage the consolidation of trips to the Site;
- All, or a specific proportion of, servicing and delivery companies used to be a member of FORS; and
- A specific percentage of the Proposed Development servicing and delivery vehicles to be ‘green’ vehicles.

Table 5.1: Outline DSP Measures

Measure	Description	Benefit	Timescale	Responsibility
Management of the DSP				
Adoption of the Detailed DSP	Early buy in from the Facilities Management will be essential to ensure the DSP is an active, living document.	The involvement of the tenants will mean that more policies can be implemented, and better results delivered.	Following completion of baseline surveys and prior to the occupation of each building.	The Applicant
Assign Responsibility of the DSP to the Travel Plan Co-ordinator	Travel Plan Co-ordinator to be responsible for managing the on-going development, delivery and promotion of the DSP.	To ensure that the DSP is taken forward and results delivered.	Prior to first occupation of each building.	Facilities Management
Raise awareness and promote DSP initiatives	Provide Site information and promote the DSP to residents, FM and other key stakeholders.	To promote the measures and targets of the DSP to a wide audience.	Following first occupation of each building.	Travel Plan Co-ordinator
Training of Staff	All staff associated with the delivery and servicing of the Proposed Development will be required to undertake appropriate training.	To ensure staff are aware of and understand the measures of the DSP to implement them effectively.	Following first occupation of each building.	Travel Plan Co-ordinator
Tenant Awareness	Ensure all tenants are made aware of the DSP and its requirements upon entering the tenancy agreement.	To ensure all tenants are aware of the DSP and its likely implications.	Prior to first occupation of each building.	Facilities Management
Reducing Servicing and Delivery Trips				
Couriers	Adopt a site-wide 'smart' courier policy that could potentially reduce the number of motorised vehicle trips generated by the commercial land uses.	Using cycle couriers when viable to reduce the number and impact of motorised vehicles upon the local highway network.	Within 1 year of first occupation of each building or as otherwise agreed with LBTH.	Travel Plan Co-ordinator

Measure	Description	Benefit	Timescale	Responsibility
Use of local sources/suppliers	Encourage tenants to source items locally, or from the same supplier.	To reduce the number of delivery vehicles making trips to the Proposed Development.	Within 1 year of first occupation of each building or as otherwise agreed with LBTH.	Travel Plan Co-ordinator
Servicing and Delivery Operations				
Site information	Publish details of servicing/delivery facilities and procedures to tenants and residents indicating: preferred delivery times; delivery locations; preferred local suppliers	To encourage deliveries to take place outside of peak times, in appropriate locations and by preferred suppliers.	Prior to first occupation of each building.	Travel Plan Co-ordinator
Fleet Operator Recognition Scheme (FORS)	Encourage the use of suppliers who are FORS members and encourage non FORS members to sign up to the scheme.	To provide the mutual benefits FORS members have and the best practice operational guidelines that contribute towards driver training, fleet management, safety (including cycle safety) and reduced emissions.	Prior to first occupation of each building and on-going.	Travel Plan Co-ordinator
Vehicle Booking and Management System	Produce a delivery and servicing schedule to outline the most appropriate times for servicing vehicle movements and co-ordinate with tenants to optimise collection.	To ensure efficiency of the loading bay operations and reduce the risk of vehicles conflict resultant of overcapacity.	Within 1 year of first occupation of each building.	Travel Plan Co-ordinator

6. Delivery and Servicing Strategy

Management of the DSP

6.1 The Outline DSP will be implemented upon first occupation of the Site and will be developed into a Detailed DSP after the comprehensive servicing and delivery surveys have been carried out (within six months of occupation). The Applicant will work with the management companies to ensure the Detailed DSP is implemented and developed over time.

6.2 The Detailed DSP will be an overarching plan, setting a framework to better manage all types of freight vehicle movement to and from individual buildings. Each individual tenant will be required to comply with the Detailed DSP under the terms of their occupational lease.

6.3 The RTP/FTP and DSP documents are interlinked, and it is proposed that the management of the DSP will be the responsibility of the Travel Plan Co-ordinator(s).

6.4 The DSP will then be managed via steering groups, which will be established for the RTP and FTP. This will help ensure that the DSP is taken forward effectively and will feed back to facilities management to ensure continued support and resources for the DSP.

Raising Awareness

6.5 It will be important to inform all occupiers about this DSP including:

- the content and reason/need for the DSP;
- the importance of DSPs, freight movements and their impacts;
- what tenants can do to help encourage the use of sustainable servicing and delivery movement to and from the Site; and
- the potential benefits of successfully using and implementing a DSP.

6.6 Raising awareness will help to garner support from the tenants for the DSP and ensure that the specified targets, protocol and measures are met.

6.7 To increase awareness of the DSP, relevant staff and most importantly suppliers, will be given information on the DSP and encouraged to use sustainable freight to and from the Site.

6.8 It is essential that relevant employees working at the Site and suppliers are involved in the implementation and ongoing development of the DSP. The servicing/delivery surveys will

contribute to raising awareness at the outset. It will also allow staff and suppliers to have an input into the ongoing development and review of the DSP.

Review and Monitoring

6.9 Given the crossover in survey requirements, it is proposed that the review and monitoring of the DSP will be closely linked to the RTP and FTP that have also been prepared in support of the Proposed Development.

6.10 The Applicant will ensure reasonable funding for the DSP is provided for monitoring and review. These funds will be secured in the S106 agreement associated with this OPA, to be agreed with LBTH.

6.11 This sum of money will cover the costs for the monitoring and review of the DSP in conjunction with LBTH. The Applicant will seek agreement with LBTH regarding how this sum of money can be best utilised to ensure the DSP is most effective.

6.12 The following paragraphs outline an indicative schedule of monitoring, this will be further developed as part of the Detailed DSP.

Stage 1 – Initial Development (six months)

6.13 The first stage of the monitoring and review programme will be to undertake comprehensive servicing and delivery surveys within six months of full occupation of the first building.

6.14 In line with TfL guidance this survey should cover:

- frequency of visits;
- who the provider is;
- type of goods/materials being delivered;
- quantity or size of goods being delivered;
- urgency of the deliveries;
- access and arrival routes;
- mode of transport and vehicle size; and
- the destination of the delivery.

Stage 2 – Continued Monitoring and Review

6.15 Following the implementation of the Full DSP, regular monitoring and review will be required to maintain the live document.

6.16 **Table 6.1** sets out an indicative programme for monitoring and review of the DSP. On the basis that this is an OPA and further Reserved Matters Applications (RMAs) will be required, the precise timescales for monitoring and review may change due to the phased nature of the scheme. This will be discussed and agreed with LBTH during the RMAs for the respective Development Plots.

Table 6.1: Programme of Monitoring and Review

Action	Timescale
Baseline employee, visitor and delivery surveys	Within 6 months of full occupation of the first building.
Produce a Detailed DSP	Within 9 months of full occupation of the first building (3 months after the baseline survey).
Future servicing and delivery surveys	3rd and 5th year anniversaries of the date of full occupation of the first building (in line with the timescales set out within the FTP/RTP).
Undertake comprehensive strategic review of all aspects of the DSP (including the objectives, targets, action plan and monitoring programme)	6 months, 3rd and 5th year anniversaries from the date of full occupation of the first building (in line with the timescales set out within the FTP/RTP).

7. Summary and Conclusion

7.1 This report outlines the proposed delivery and servicing strategy for the Proposed Development and how delivery and servicing requirements can be fully accommodated.

7.2 The total number of future servicing and delivery trips has been estimated and the DSP demonstrates that the number of servicing and delivery vehicles forecast can access the Site.

7.3 The Indicative Scheme identifies a total of 16 designated loading bays which will be provided within an enclosed and centralised servicing area at basement level. The number of loading bays has been shown as sufficient for the Maximum Commercial Scenario based on an 18-hour servicing operation, which generates a higher quantum of delivery and servicing trips than the Indicative Scheme. Servicing and delivery vehicles will access the development from the northwest via Hertsmere Road. Dedicated goods and servicing lifts will be used to move waste/deliveries to, from and around the development.

7.4 A separate Site Waste Management Plan has been prepared in support of this application which sets out the waste storage requirements.

7.5 A set of draft measures has been proposed (see Chapter 5) to be taken forward as the DSP evolves over time. This is to encourage sustainable freight movements and to reduce unnecessary servicing and delivery trips, particularly during peak times.

7.6 As none of the eventual occupiers of the Site are currently known it is not considered appropriate to identify specific targets for the DSP. These will instead be progressed with the Applicant following occupation forming the development of the Detailed DSP, followed by regular monitoring and review of the DSP.

7.7 This Outline DSP has been prepared as a framework document and provides a framework for how the Detailed DSP will be managed, reviewed and monitored. It is envisaged that the DSP will be secured and developed through an appropriate planning condition following planning approval. Thereafter, the Developer is committed to developing a Detailed DSP as the Site becomes occupied and following the baseline surveys. Therefore, this report is considered to be a living document which will be updated following the results of the proposed monitoring surveys.

7.8 Finally, this Outline DSP demonstrates that the servicing and delivery requirements can be sufficiently and efficiently accommodated at the Proposed Development. It also demonstrates the commitment by the Applicant to encourage sustainable modes of freight in the future.

Appendix 1 - Proposed Plans

CASTOR LANE

LIMEHOUSE LINK TUNNEL

POPLAR DLR STATION

ASPEN WAY PEDESTRIAN BRIDGE

ASPEN WAY

THE DELTA

ASPEN WAY GARDEN

NQA1

NQB1

NQD1

HERTSMERE ROAD

Security Hut

Vehicle Ramp to B2

Retail

Residential Amenities

Refuse Store

Cycle Lifts

Resi Lobby

Office Lobby

MUGA

POPLAR PLAZA

Office Lobby

NORTH QUAY WAY

MARRIOTT HOTEL

WEST INDIA QUAY DLR STATION

WEST INDIA QUAY

GARDEN SQUARE

reception/entrance

Cycle Store

NQA5

NQA4

QUAY SQUARE

NQD3

Office Lobby

BOH

DOCK SQUARE

NQD4

S. apt. Lobby

UPPER BANK STREET

BILLINGSGATE MARKET

CROSSRAIL PLACE

0 25.0 m 50.0 m

1:500

REV	DATE	DESCRIPTION	CKD
P0	JULY 2020	PLANNING SUBMISSION	LP

Allies and Morrison LLP

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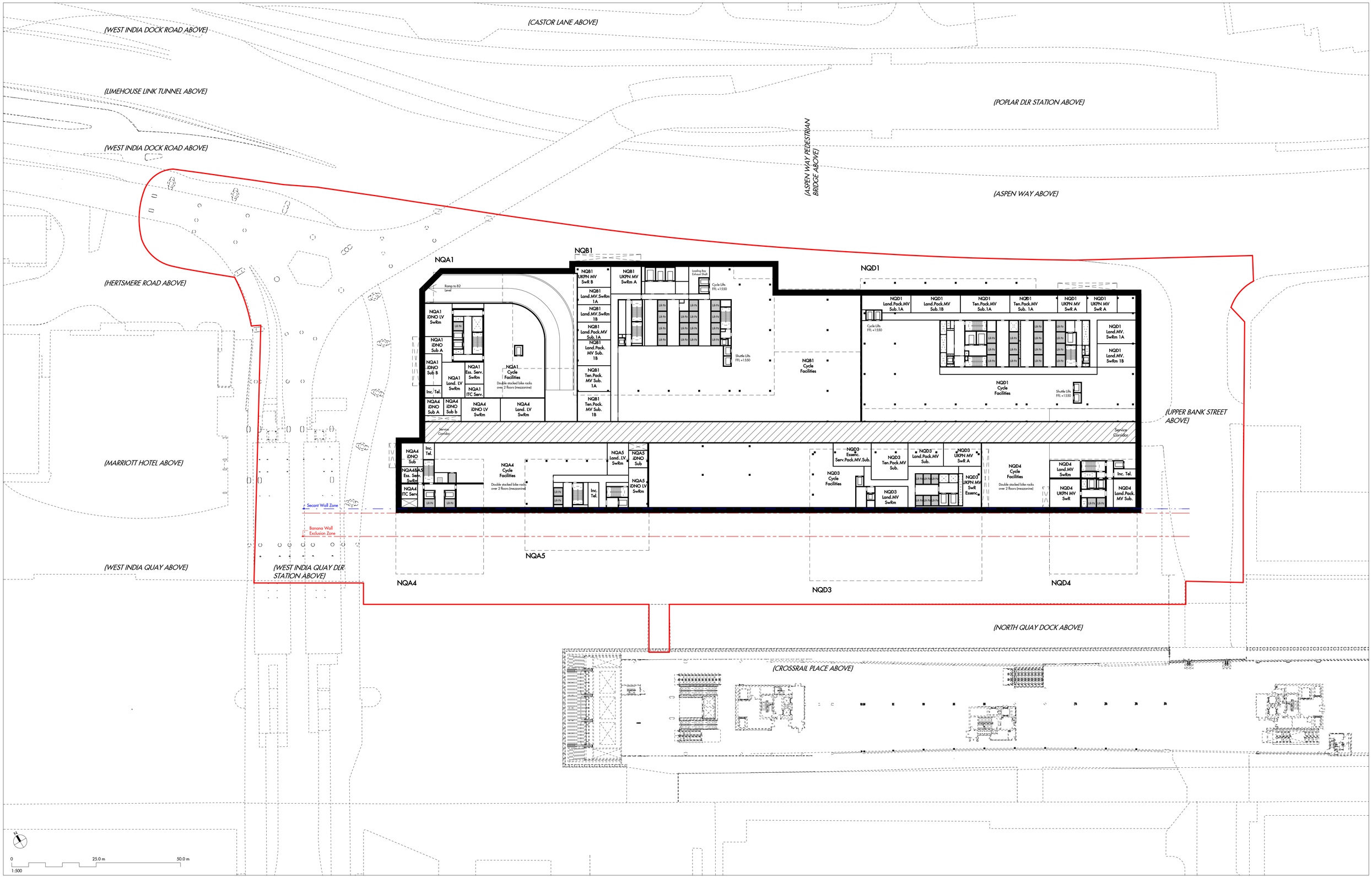
North Quay Masterplan

INDICATIVE SCHEME GROUND FLOOR LEVEL
GENERAL ARRANGEMENT
19141-00-07-100

SCALE 1 : 500 @A1 1 : 1000 @A3

P0
Revision

FOR INFORMATION



REV	DATE	DESCRIPTION	CKD
P0	JULY 2020	PLANNING SUBMISSION	LP

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telephone 020 7921 0100
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email studio@alliesandmorrison.com

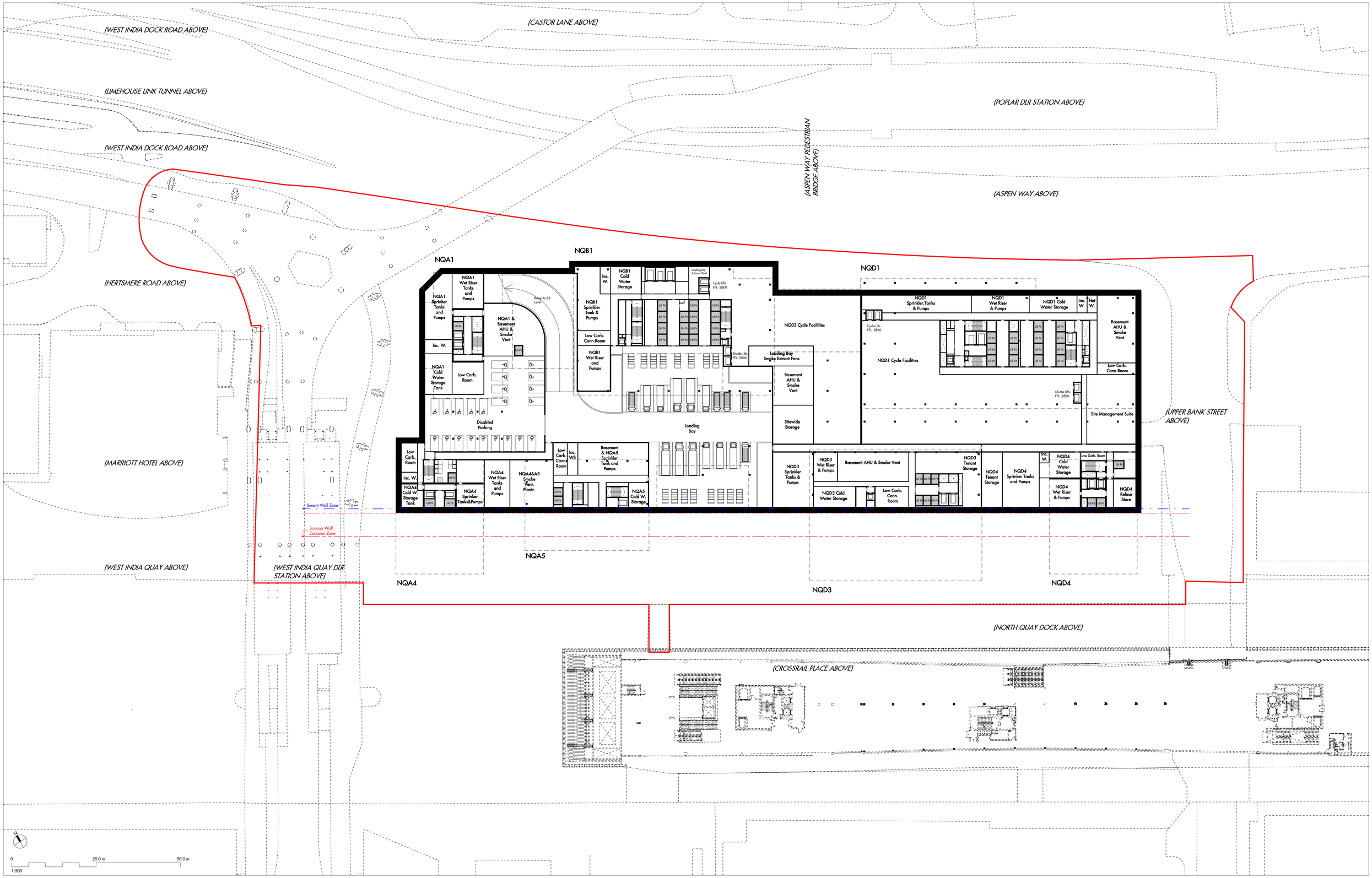
North Quay Masterplan

INDICATIVE SCHEME BASEMENT 1 LEVEL
GENERAL ARRANGEMENT
19141-00-07-099

SCALE 1 : 500 @A1 1 : 1000 @A3

P0
Revision

FOR INFORMATION



Figured dimensions are in millimetres unless noted otherwise. All dimensions and levels shall be verified on site before proceeding with works. Detailed site survey to be carried out to verify positions and level relationships with site features and ordnance survey. The Architect must be notified of any discrepancy. Boundaries are indicative only and are to be verified by others.
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North Quay Masterplan

INDICATIVE SCHEME BASEMENT 2 LEVEL GENERAL ARRANGEMENT

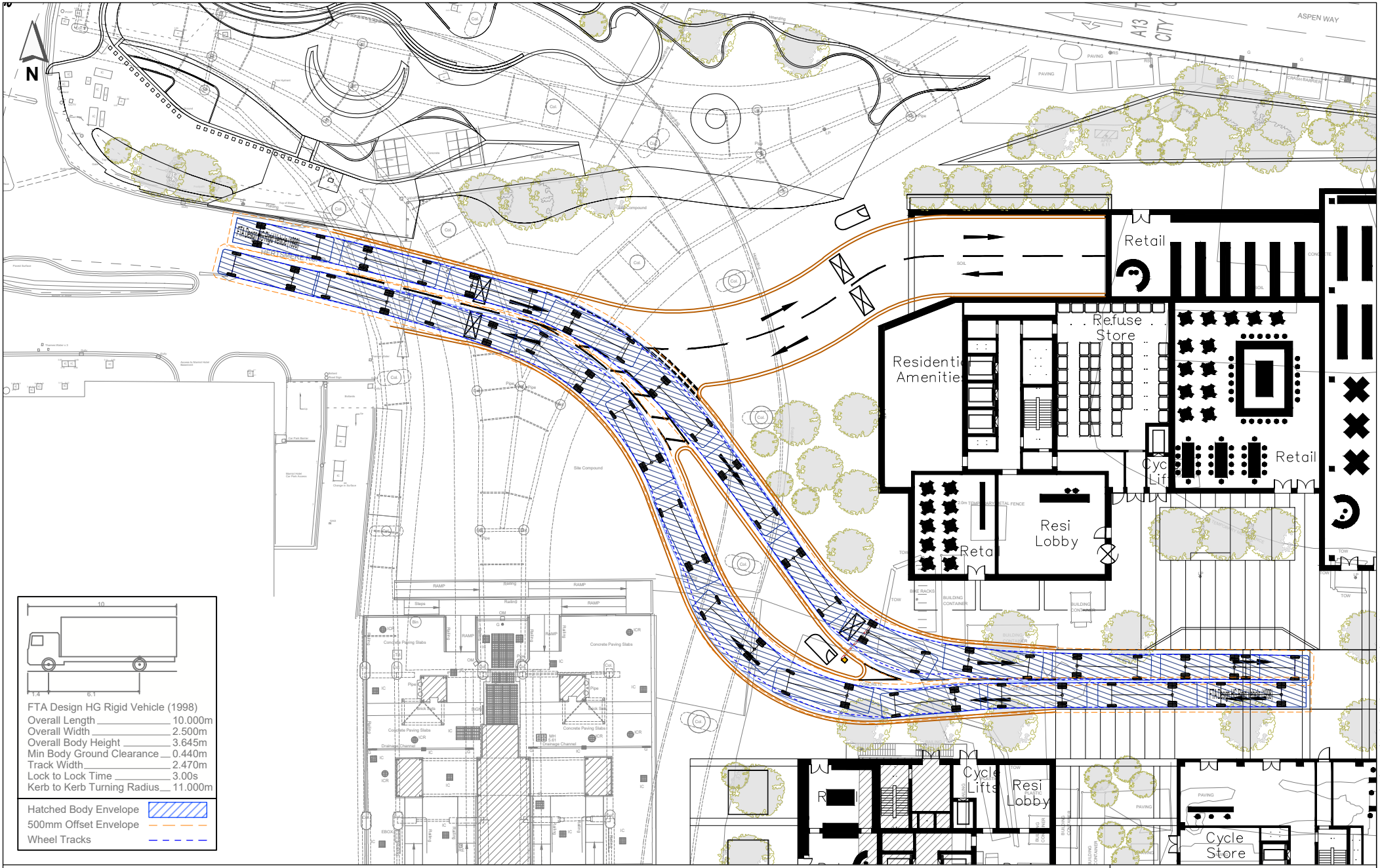
19141-00-07-098

SCALE 1 : 500 @A1 1 : 1000 @A3

P0
Revision

FOR INFORMATION

Appendix 2 - Vehicle Swept Path Analysis



North Quay

Hertsmere Road Swept Path Analysis (Level 00)

steer

Drawing Reference	Rev.	Date	Des	Chk	App
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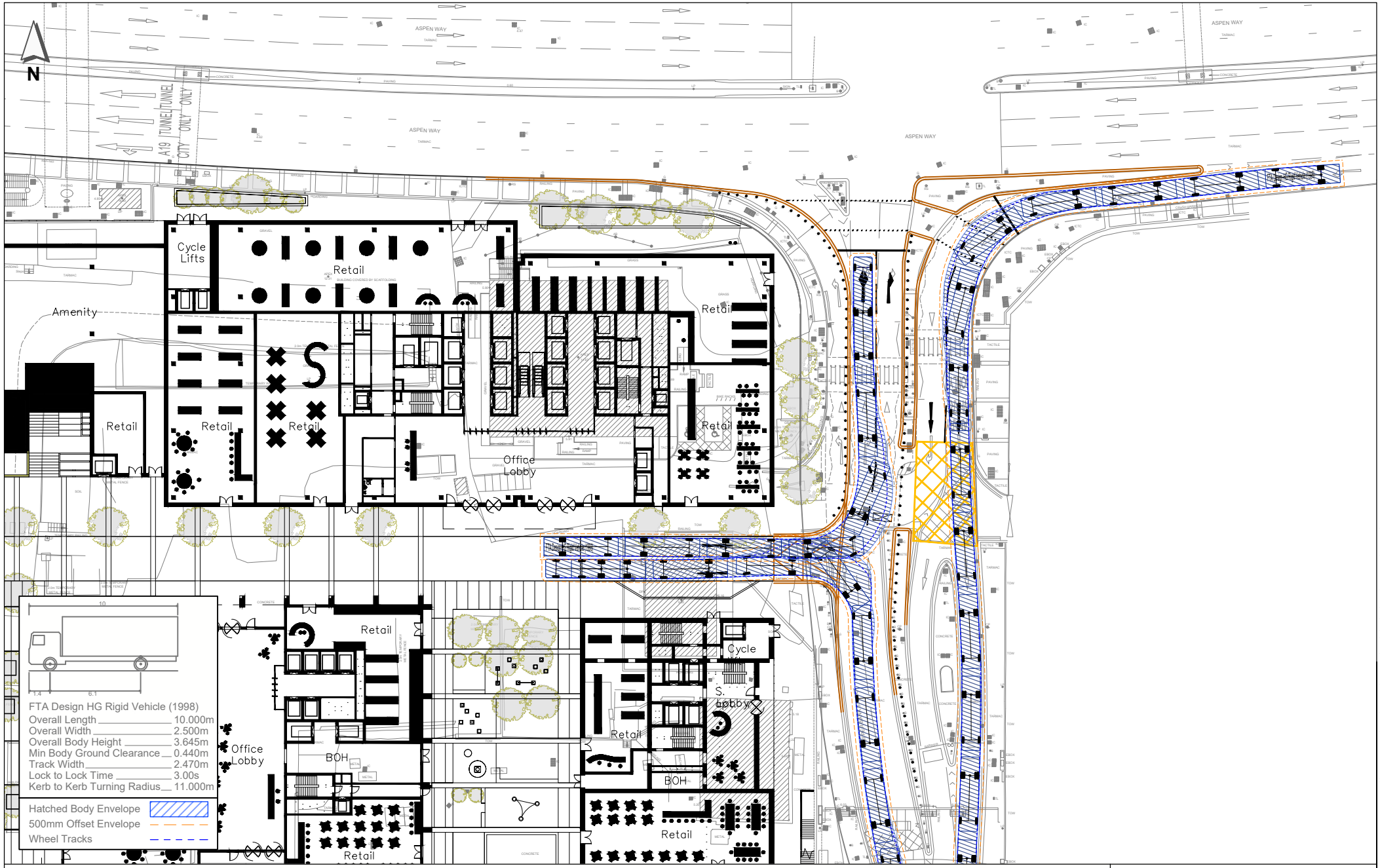
DATE: 22/04/2020



North Quay

Upper Bank Street Swept Path Analysis (Level 00)

steer

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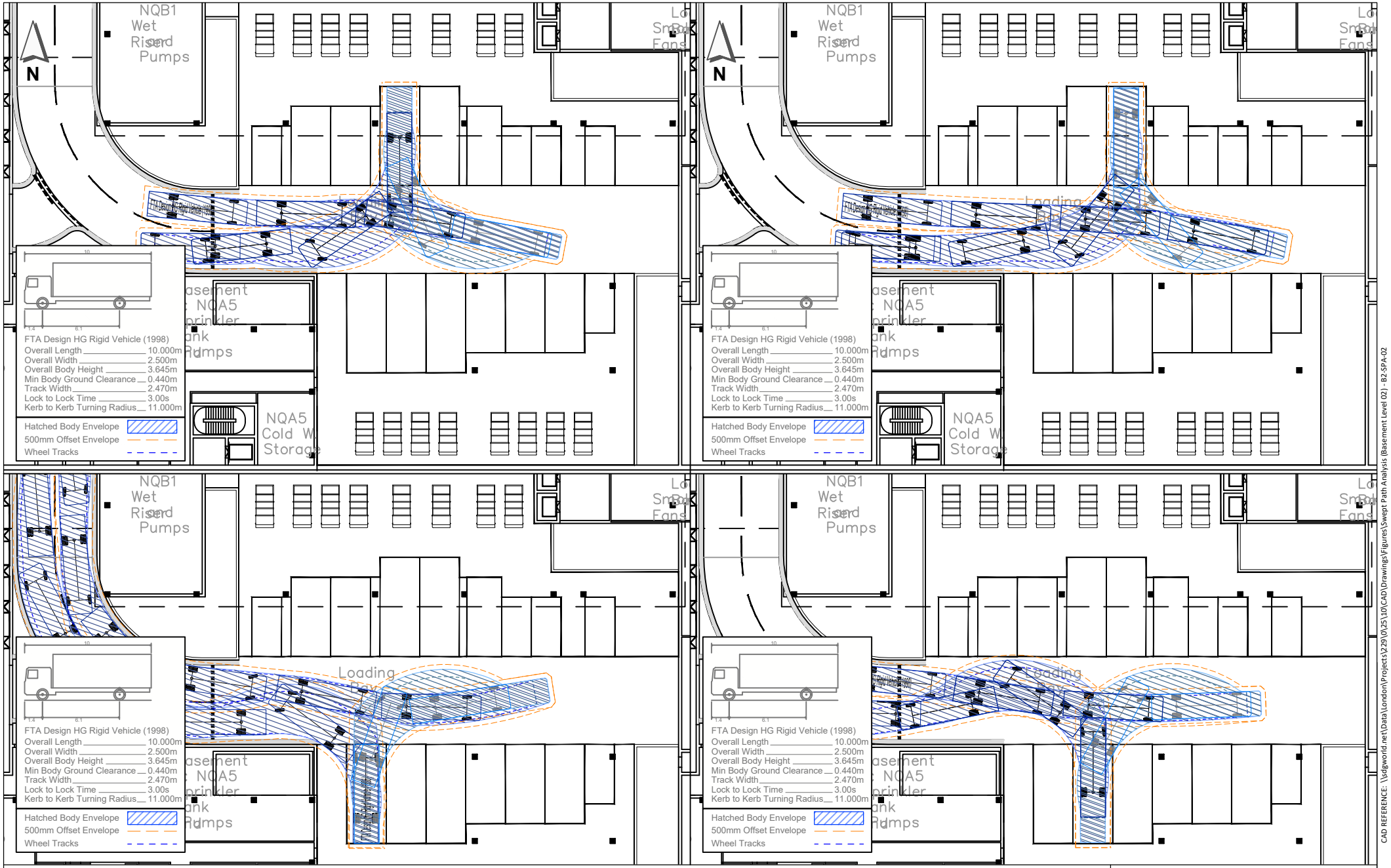

North Quay

Swept Path Analysis (Basement Level 02)

steer

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Drawing Reference	Rev.	Date	Des	Chk	App

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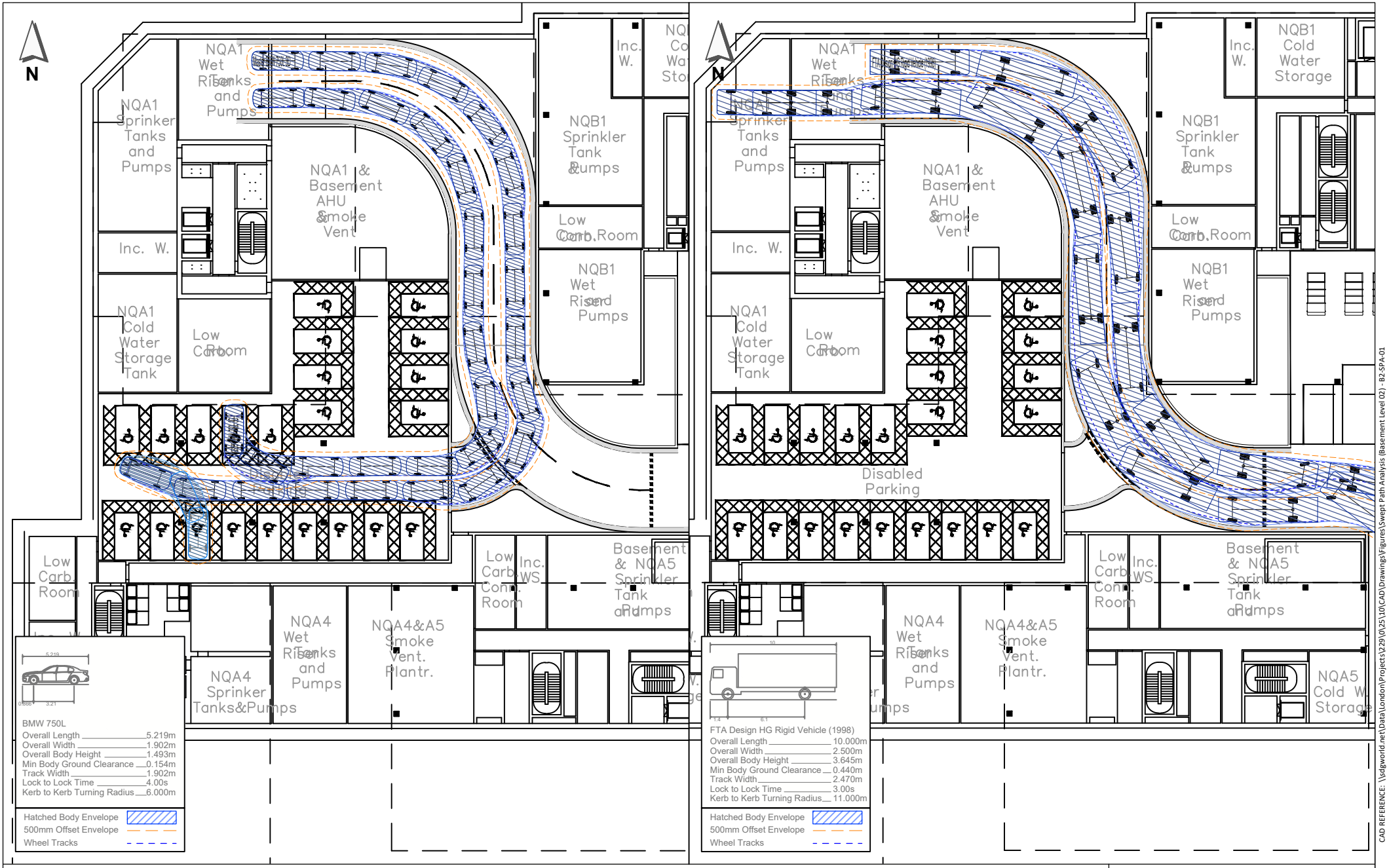

North Quay

Swept Path Analysis (Basement Level 02)

steer

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