



Thomas's Kensington

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# **ATLANTIC HOUSE, 1 ST ALBANS GROVE**

Delivery and Servicing Management Plan



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## Delivery and Servicing Management Plan

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APPENDIX A

SWEPT PATH ANALYSIS

## EXECUTIVE SUMMARY

Planning Condition 33, Part C – “Details of a delivery and servicing management plan (including waste) have been submitted to, and approved in writing by, the local planning authority, and the facilities so approved shall be so maintained.”

### DELIVERIES

- New school brings opportunity to consolidate deliveries at a single site.
- All catering, chemical, laundry, maintenance deliveries to be received on-site with all vehicles entering / exiting in forward gear.
- Royal Mail and Amazon deliveries will be consolidated with such deliveries already operating on St Albans Grove.
- Predicted that on average up to six vehicles would travel to the site daily (including waste collection and with no allowance made for consolidated (i.e. Royal Mail / Amazon deliveries)); see Table 4.1.
- A Site Manager will be on-site during operating hours always, to communicate via intercom and control the gated access to avoid any vehicle waiting time on St Albans Grove.

### WASTE COLLECTION

- The waste collection vehicle will be the size of a Luton van (a Luton van is typically 6m long), which will collect directly on St Albans Grove as per prevailing refuse collection arrangements on local streets.
- Collection will be once weekly on a Thursday between 0930-1000 hours, the driver will be a First Mile provider, consistent and thoroughly instructed on requirements.
- The Site Manager will work in liaison with the provider and help by transporting the bins from the on-site store directly to the refuse vehicle; no bins will be held on street.

### RETRACTABLE BARRIER

- A retractable barrier will be conveniently stored on-site at the rear of the waste bins and in proximity to the security lodge.
- Vehicle arrivals will be scheduled outside of school outdoor playtimes.
- If in the event a vehicle did arrive on-site during school outdoor playtimes, security staff will be able to efficiently position the retractable barrier to reinforce safety for all users of the school.
- Pupils will be taught and prepared if the use of the retractable barrier is needed; staff supervising school outdoor play will blow a whistle to signal that the retractable barrier is being implemented.

### MONITORING AND REVIEW

- A delivery survey will be undertaken during Autumn 2025 when the school is fully operational.
- The Operating Management Team (Day De la Cruz and Reece Palmer) will arrange further delivery surveys to be undertaken thereafter.
- The Operating Management Team will report the survey results to RBKC within two months of the survey being undertaken.
- The results of the delivery survey will then be reviewed in consultation with RBKC. This process will provide the opportunity for current delivery operations and procedures for the site to be reviewed and new management measures to be implemented, if necessary.

# 1 INTRODUCTION

## 1.1 BACKGROUND

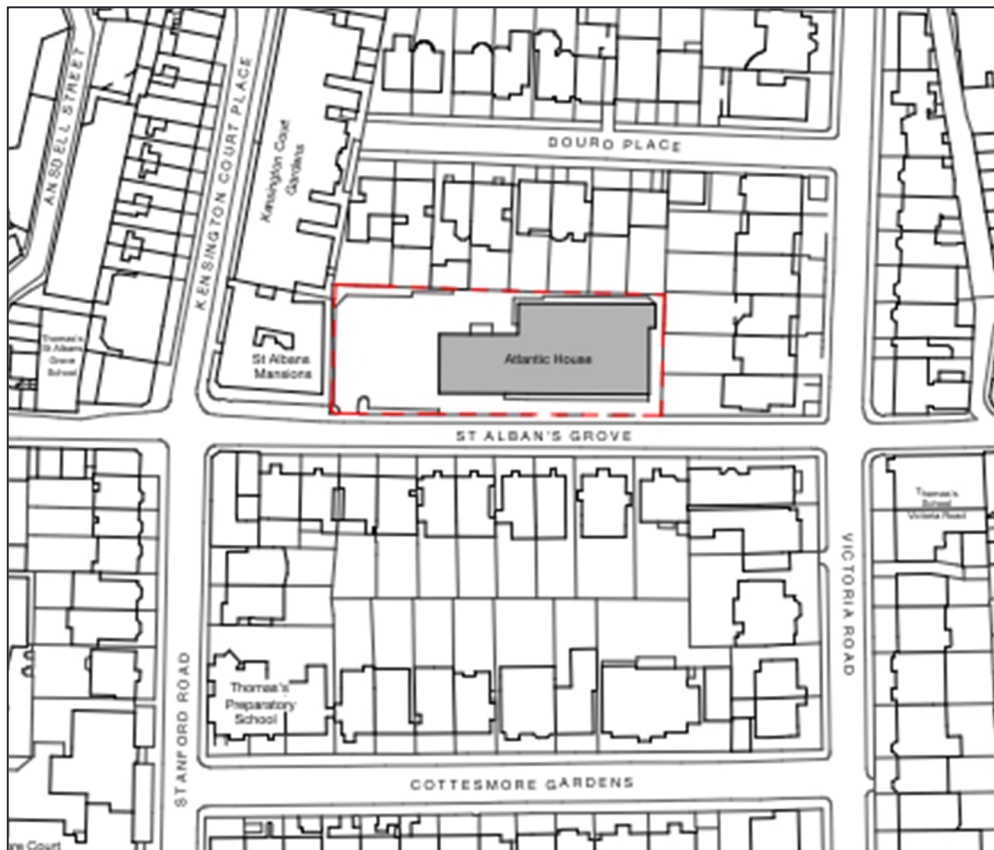
- 1.1.1. WSP has been appointed by Thomas's Kensington to prepare a Delivery and Servicing Management Plan (DSMP) for their Atlantic House site at 1 St Albans Grove in the Royal Borough of Kensington and Chelsea (RBKC).
- 1.1.2. The DSMP is required for the discharge of Part C of planning condition 33 relating to planning permission reference PP/23/06732, to ensure that the permitted development does not lead to the obstruction of adjacent streets, in accordance with policies of the development plan in particular policy CT1 of the Local Plan 2019. Planning Condition 33 is set out in full below:

*Use of the permitted building shall not be commenced until a) Details of cycle parking b) Details of a car park management plan including details of how the retractable barrier would be managed and details of how access to and egress from the blue badge bay would be managed; c) Details of a delivery and servicing management plan (including waste) have been submitted to, and approved in writing by, the local planning authority, and the facilities so approved shall be so maintained.*

## 1.2 SITE LOCATION

- 1.2.1. The site is located approximately 400 metres south of Kensington Gardens at 1 St Albans Grove (W8 5PN) in London, as illustrated in Figure 1-1. It lies within the De Vere Conservation Area in RBKC.

**Figure 1-1 - Site Location**



1.2.2. The site is currently under construction to fully implement the grant of planning permission reference PP/23/06732. The construction works will facilitate a change of use of the existing building, namely Atlantic House, from Class C2 (student accommodation) to Class F1a (education). The works also include minor alterations, demolitions and additions to Atlantic House and external areas of the site to provide the following:

- Up to 23 classrooms and other school facilities across three storeys that will accommodate up to a maximum of 400 pupils and 107 staff members;
- Creation of a new entrance between the two existing buildings which will be the main pedestrian access to the school;
- Replacement of the existing open car park to provide quality outdoor play space with new and improved landscaping, one Blue Badge car parking space, and provision for delivery vehicles; and
- A total of 86 cycle parking spaces and 139 scooter parking spaces for staff, pupils, and visitors.

1.1.1. The works are due to be completed during August 2025.

### **1.3 REPORT PURPOSE**

1.3.1. The purpose of this DSMP is to discharge planning condition 33, to inform RBKC and residents the intent of Thomas's Kensington to manage deliveries and servicing trips to and from the school at 1 St Albans Grove and to minimise the impact of these trips on the adjacent highway network.

1.3.2. The remainder of this report is structured as follows:

- Chapter 2 reviews the relevant planning policy and guidance in relation to deliveries and servicing;
- Chapter 3 presents the delivery and servicing arrangements for the operation of the site;
- Chapter 4 presents details of delivery and servicing vehicle related trip generation;
- Chapter 5 identifies the objectives of the DSMP and the measures and initiatives to be employed to increase delivery and servicing efficiency for the site; and
- Chapter 6 describes intended monitoring and review.

1.3.3. This Delivery and Servicing Management Plan (DSMP) should be read in conjunction with the Car Park Management Plan (CPMP) which has also been prepared to support the operation of the school at the Atlantic House site at 1 St Albans Grove.

## 2 PLANNING POLICY AND GUIDANCE

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### 2.1 INTRODUCTION

- 2.1.1. This chapter summarises key policies at national, regional and local levels that relate to delivery and servicing activity.

### 2.2 NATIONAL POLICY

#### NATIONAL PLANNING POLICY FRAMEWORK (2024)

- 2.2.1. The National Planning Policy Framework (NPPF) promotes the use of sustainable transport throughout the UK, safe road design, and the efficient and sustainable delivery of goods and supplies.

#### TRAFFIC MANAGEMENT ACT (2004)

- 2.2.2. Part 2 of the Traffic Management Act sets out the responsibility of local authorities to manage traffic networks within their geographical area of responsibility. This includes efficient use of the network and the requirement to take measures to avoid contributing to traffic congestion.
- 2.2.3. Part 5 outlines the responsibility of local authorities in Greater London to manage the strategic route network. This includes Transport for London's (TfL) role to manage certain areas of the Greater London route network.

### 2.3 REGIONAL POLICY

#### LONDON PLAN

- 2.3.1. The London Plan references deliveries and servicing including at Policy T7. In summary:
- Development proposals should facilitate sustainable freight and servicing, including through the provision of adequate space for deliveries. Construction Logistics Plans and Delivery and Servicing Plans will be required and should be developed in accordance with Transport for London guidance and in a way which reflects the scale and complexities of developments. Developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night-time. Appropriate facilities are required to minimise additional freight trips arising from missed deliveries and thus facilitate efficient online retailing.

#### LOW EMISSIONS ZONE AND THE ULTRA-LOW EMISSIONS ZONE

- 2.3.2. The Low Emissions Zone (LEZ) is a scheme that aims to improve air quality in the city by setting and enforcing new emissions standards for HGV's, large vans and minibuses, and deterring the use of the most polluting vehicles by freight operators. The London LEZ is a first for the UK and is one of the largest schemes of its type in the world.
- 2.3.3. The LEZ operates 24 hours a day, 7 days a week. Daily charges comprise:
- £100 for vans or specialist diesel vehicles (over 1.205 tonnes unladen weight up to 3.5 tonnes gross vehicle weight) or minibuses (up to 5 tonnes) which do not meet Euro 3 standards;



- £100 for HGVs, lorries, vans and specialist heavy vehicles over 3.5 tonnes as well as buses/minibuses and coaches over 5 tonnes which do not meet Euro VI (NOx and PM) standards, but meet Euro IV (PM); and
- £300 for HGVs, lorries, vans and specialist heavy vehicles over 3.5 tonnes as well as buses/minibuses and coaches over 5 tonnes which do not meet Euro IV (PM).

- 2.3.4. The LEZ is enforced through fixed and mobile cameras, which read vehicle registration number plates within the LEZ and check them against a database of vehicles that meet the LEZ emissions standards or are either exempt or registered for a 100% discount or have paid the LEZ daily charge.
- 2.3.5. Most vehicles need to meet the ULEZ emissions standards or a daily charge of £12.50 would need to be paid to drive inside the zone. This includes:
- Cars, motorcycles, vans and specialist vehicles (up to and including 3.5 tonnes) and minibuses (up to and including 5 tonnes); and
  - Residents of the Congestion Charge area (the 100% discount of the daily ULEZ charge has ended).
- 2.3.6. Lorries, vans or specialist heavy vehicles (over 3.5 tonnes) and buses, minibuses and coaches (over 5 tonnes) do not need to pay the ULEZ charge. They will need to pay the LEZ charge if they do not meet the LEZ emissions standard.
- 2.3.7. The site is located within both the LEZ and ULEZ.

## **MAYOR'S TRANSPORT STRATEGY**

- 2.3.8. The Mayor's Transport Strategy considers all methods of freight delivery, including road, rail, pipeline, water, bicycles, and air. The document highlights the importance of the London Freight Plan, DSMPs, CLPs and FORS to encourage improved efficiency and provide a framework for incentivisation and regulation.

## **LONDON FREIGHT PLAN**

- 2.3.9. The document states that the vision for sustainable freight distribution in London is for:
- "...the safe, reliable and efficient movement of freight and servicing trips to, from, within, and, where appropriate, through London to support London's economy, in balance with the needs of other transport users, the environment and Londoners' quality of life".*
- 2.3.10. The plan identifies FORS, DSMPs, CLPs and the Freight Information Panel (FIP) as key projects for delivering freight more sustainably in London.

## **2.4 LOCAL POLICY**

### **RBKC NEW LOCAL PLAN (2024)**

- 2.4.1. The Local Plan ensures the needs and priorities of our residents are protected. Policy TR9 relates to servicing and in summary states that servicing facilities must be well designed, provided on-site where feasible, and supported by a Servicing Management Plan. The plan manages vehicle hours of servicing, types, sizes and frequency of vehicles to ensure they are appropriate to the local area and are environmentally acceptable.

## 3 DELIVERY AND SERVICING STRATEGY

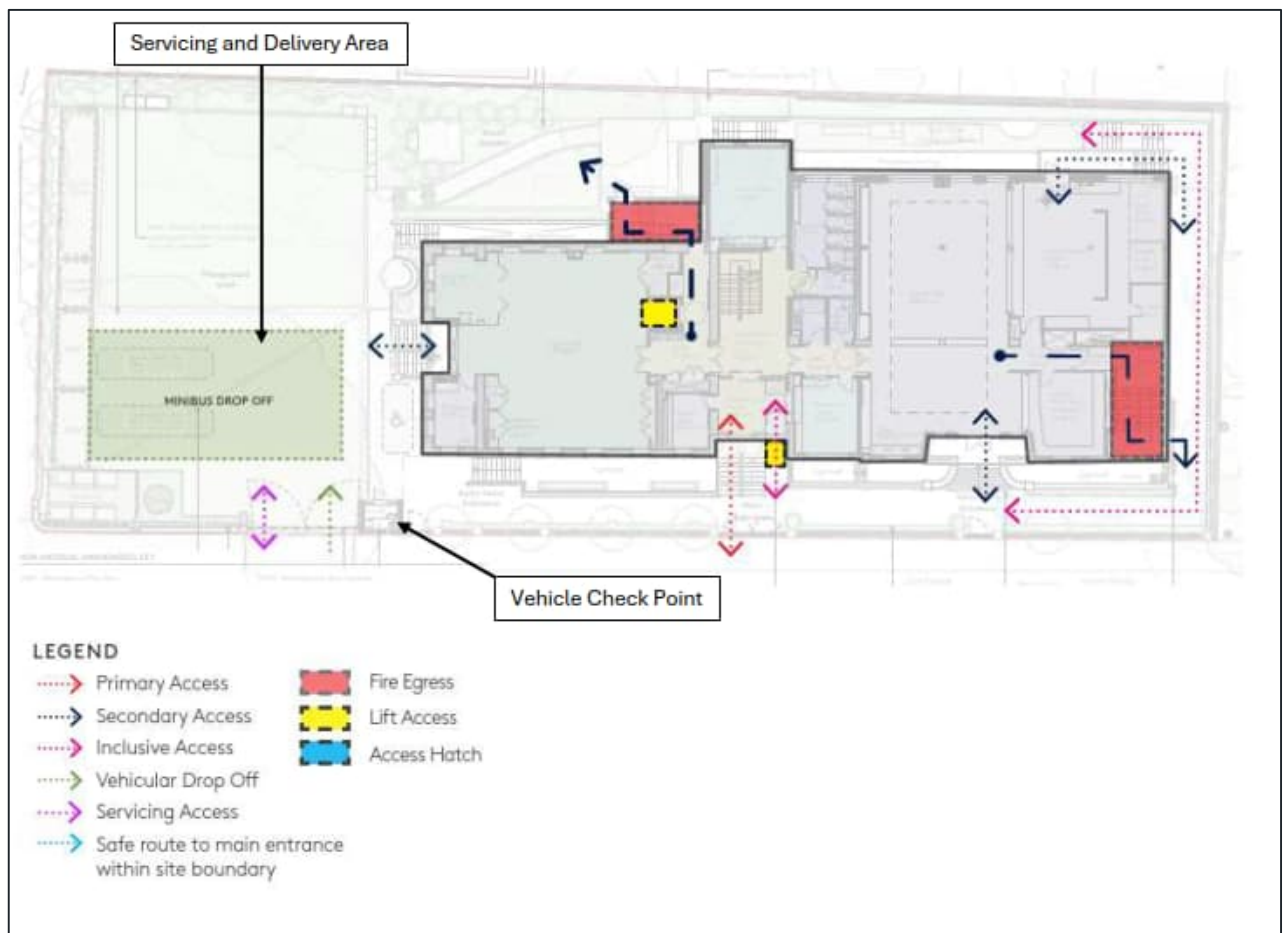
### 3.1 INTRODUCTION

- 3.1.1. This chapter outlines the delivery and servicing strategy for the relocated school at 1 St Albans Grove. This DSMP specifically aims to ensure that delivery and servicing of the site can be carried out efficiently, whilst minimising effects on the local highway network.

### 3.2 DELIVERY AND SERVICING ARRANGEMENTS

- 3.2.1. Delivery and servicing activity has been taking place at the existing school buildings directly on-street for many years. The new school brings opportunity to consolidate this activity at a single building, which has been designed to receive delivery vehicles directly on-site as indicated on the plan below. Vehicles will be able to access and egress the site directly from St Albans Grove in forward gear.

**Figure 3-1 - On-Site Delivery Area**



- 3.2.2. A Site Manager will be on-site during operating hours always, to communicate via intercom and control the gated access to avoid any vehicle waiting time on St Albans Grove.
- 3.2.3. Delivery and servicing requirements for the operation of the school building includes catering deliveries, chemical and laundry, ad hoc deliveries including maintenance call outs, postal and

parcel deliveries, and waste collection. This chapter describes arrangements for receiving these deliveries at the new school site, with trip generation set out in the next chapter.

## **CATERING DELIVERIES**

- 3.2.4. All catering deliveries are daily and arranged by the school Site Manager with Harrison Catering's general manager through continual liaison. Harrison Catering delivery drivers have an allocated route and schedule. Therefore, the same driver is used for all deliveries, who will be well instructed on all requirements for the new school site. All delivery vans for catering are transit size, except three-weekly Bidfood deliveries which require a 7.5 tonne van (albeit the school Site Manager is currently liaising if this can be reduced in size); and will be received on-site.

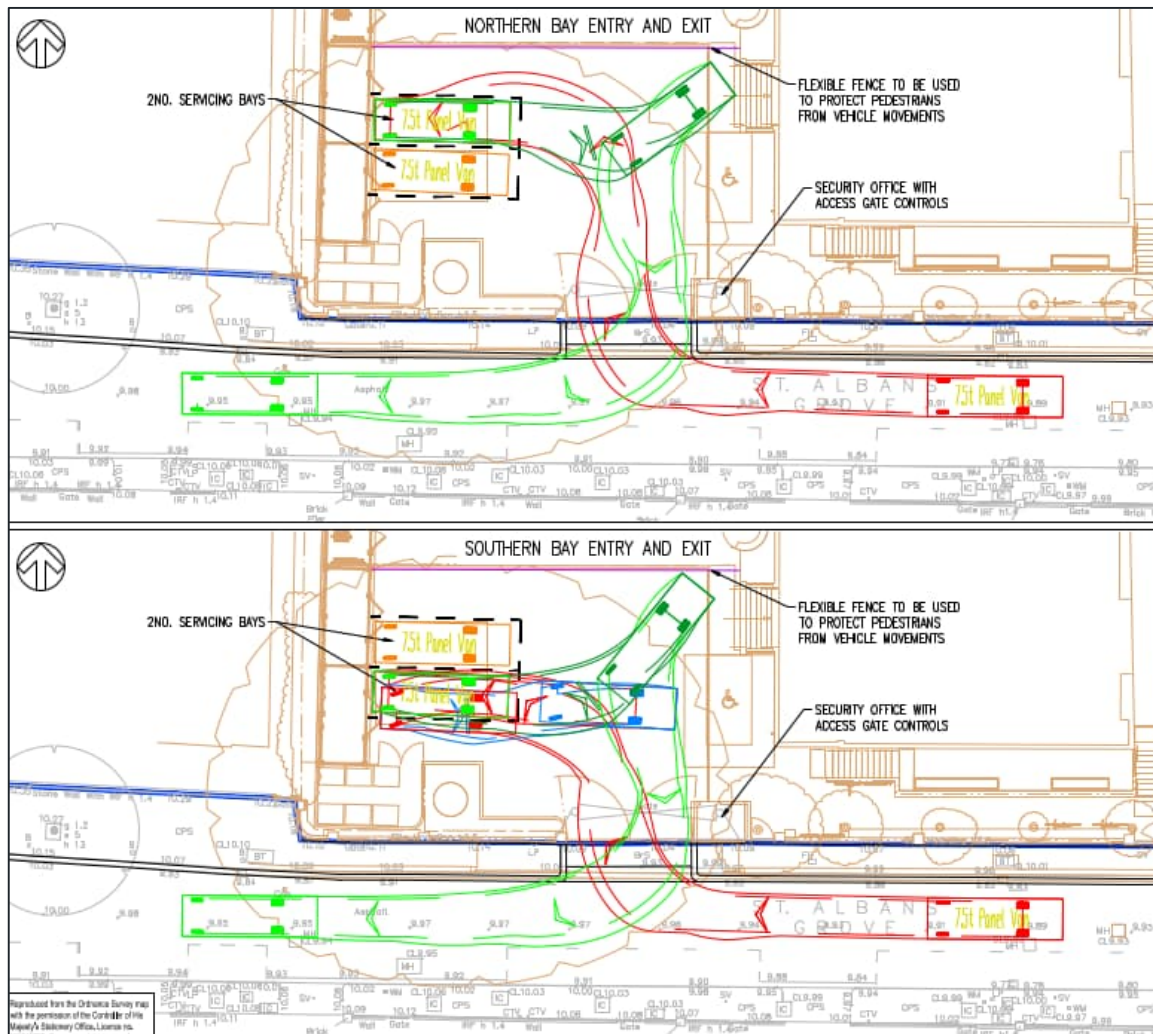
## **CHEMICAL AND LAUNDRY DELIVERIES**

- 3.2.5. These form a similar arrangement to catering deliveries and will take place on-site. These are less frequent with chemical deliveries taking place once every other week and laundry occurring once weekly.

## **MAINTENANCE CALL OUTS**

- 3.2.6. Maintenance call outs are ad hoc, occurring if required. The school Site Manager will inform all suppliers of the times they can deliver, to facilitate on-site unloading / loading.
- 3.2.7. Specifically, the security staff member at the gate lodge will have a weekly delivery timetable and be ready to receive deliveries at the school grounds efficiently. The gate lodge will be always manned. Delivery vehicles up to the size of a 7.5 tonne panel van can enter and exit the site in forward gear with up to a maximum of two such vehicles present on-site at any one time. Notwithstanding most delivery vehicles are expected to be no greater than a 3.5 tonne van. The figures below show delivery vehicle tracking, which are also provided in full at **Appendix A**.

**Figure 3-2 – Delivery Vehicle Tracking**



- 3.2.8. Regular deliveries at the school site will be pre-booked / scheduled alongside minibus activity to ensure that these operations do not coincide; and operate with consideration to on-site capacity to receive such vehicles.

## POSTAL AND PARCEL DELIVERIES

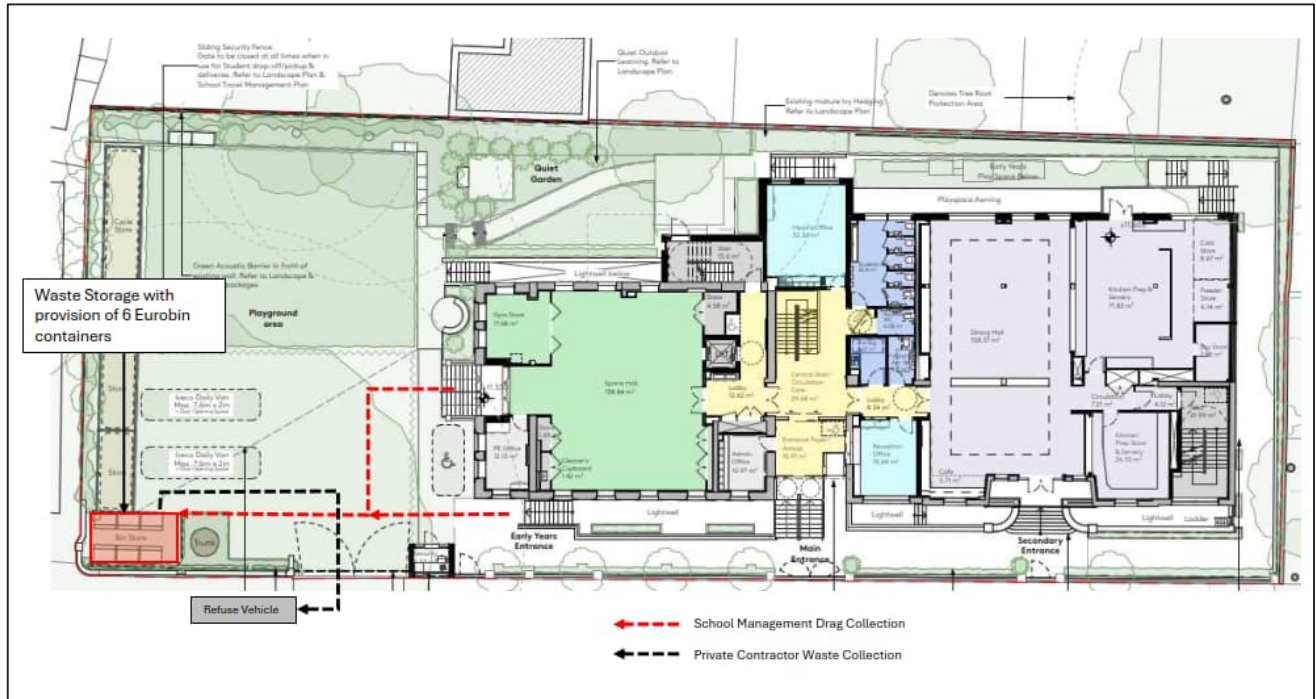
- 3.2.9. It is considered that there is opportunity for unscheduled postal and parcel deliveries (Amazon, Royal Mail, etc) to be consolidated with such activity already occurring on St Albans Grove and surrounding streets, similarly for the existing school buildings.

## WASTE COLLECTION

- 3.2.10. First Mile drivers have an allocated route and schedule, to ensure that the driver is consistent and will be thoroughly instructed on requirements at the new school site.
- 3.2.11. The First Mile waste provider will reduce its service to a once weekly collection at the new school site, to take place on a Thursday between 0930-1000 hours. The school Site Manager will work in liaison with the provider and help by getting the bins ready and act as a banksman for efficient

collection. The waste collection vehicle will be the size of a Luton van (see table and photo at Chapter 4), which will collect directly from St Albans Grove as per most refuse collectors.

**Figure 3-3 - Waste Collection Arrangement**



- 3.2.12. Both the catering supplier and the waste provider are associated with the existing school buildings and will transfer their services to the new school site at 1 St Albans Grove.

### 3.3 RETRACTABLE BARRIER

- 3.3.1. A retractable barrier will be conveniently stored on-site at the rear of the waste bins. If a vehicle needs to be received on-site during school outdoor playtimes, the Site Manager will position the retractable barrier to divide the 'Servicing and Delivery Area' / Blue Badge bay from the outdoor play space to reinforce safety for all users of the school grounds.
- 3.3.2. The Site Manager will guide all vehicles out of the school safely, albeit it is noted that the footway on the northern side of St Albans Grove has standardised driver visibility.



## 4 TRIP GENERATION

### 4.1 INTRODUCTION

4.1.1. This chapter considers the likely frequency of delivery and servicing vehicles to the school site.

### 4.2 DELIVERY AND SERVICING MOVEMENTS

4.2.1. The following vehicles are anticipated to service the site.

**Table 4-1 - Delivery and Servicing Requirements**

Type of delivery	Type of vehicle	Average Frequency	Location
Catering	3.5 tonne van / 7.5 tonne panel van	Daily	On-site
Chemical	3.5 tonne van	Once every two weeks	On-site
Laundry	3.5 tonne van	Once a week	On-site
Royal Mail	3.5 tonne van	Daily	On-street
Amazon, DTP, stationery, others	3.5 tonne van / 7.5 tonne panel van	Twice a week	On-street
Contractors (maintenance works, etc)	3.5 tonne van or car	Ad hoc	On-site
Waste collection	Luton van	Once a week	On-street

4.2.2. The images below illustrate delivery vehicle sizes as listed above.

3.5 tonne panel van  
Length: 5.5m  
Width: 2m  
Height: 2.6m



<p>7.5 tonne box van</p> <p>Length: 8m</p> <p>Width: 2.1m</p> <p>Height: 3.5m</p>	
<p>Luton van</p> <p>Length: 6m</p> <p>Width: 2m</p> <p>Height: 3.6m</p>	

- 4.2.3. Based on the above, and without considering the potential for consolidation with existing trips already on the adjacent highway (i.e. Royal Mail and Amazon deliveries), it is predicted that on average up to six vehicles would travel to the site daily to perform deliveries / waste collection.
- 4.2.4. Albeit the scheduling system will seek to ensure that deliveries that can be controlled are undertaken on varying days to lower impact on the surrounding neighbourhood.
- 4.2.5. The number of hours available for delivery and servicing vehicles during the day will be reduced to avoid peak time drop-offs and pick-ups. Most deliveries can be received on-site, and dwell times are relatively short in any event.

## 5 OBJECTIVES AND MEASURES

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### 5.1 INTRODUCTION

5.1.1. This chapter sets out the objectives and measures of the DSMP.

### 5.2 OBJECTIVES

5.2.1. The DSMP will seek to achieve the following objectives:

- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally friendly way.
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods.
- Improve the reliability of deliveries to the site.
- Reduce the operating costs of freight companies.
- Reduce the impact of freight activity on residents and the environment.
- The school is actively in liaison with suppliers for use of electric vehicles for deliveries.

### 5.3 MANAGEMENT MEASURES

5.3.1. The DSMP will specifically aim to ensure that servicing of the site can be carried out efficiently, without creating any negative impacts upon the local highway network and residents surrounding the site, and the environment.

#### SERVICING FACILITIES

5.3.2. Delivery vehicles can make use of the hard standing open space within the school grounds providing that they are scheduled. Unscheduled deliveries can serve the school from the kerbside on St Albans Grove. Waste collection will take place on-street. Although some servicing activities will be undertaken on-street, vehicles will be able to stop without blocking the free flow of vehicles.

#### RISK ASSESSMENT OF SERVICING AREAS

5.3.3. A risk assessment would normally be undertaken by suitably trained site management staff prior to use. This assessment will examine the following:

- Ensuring the manoeuvring areas are free of obstacles;
- Interaction with pedestrians and cyclists;
- Interaction with disabled persons and means of disabled access;
- Interaction with vehicles; and
- Visibility of management staff.

#### SECURITY MEASURES

5.3.4. Security measures will be provided within the site. This includes monitoring and reviewing vehicle movements associated with the loading activity within the site and within the surrounding highway to ensure that they are being used safely and at appropriate times. This will be undertaken by the site management team.



## **ACCOMMODATING SPECIAL DELIVERIES**

- 5.3.5. Any bulky deliveries to the site will need to be pre-arranged. The delivery time and duration will be agreed in advance with the site management team to minimise the impact upon the routine daily servicing requirements of the development and other occupiers.

## **MANAGEMENT STRATEGY**

- 5.3.6. The Site Manager will implement procedures to manage delivery and servicing activity and ensure that it is effective and efficient. They will be responsible for providing appropriate training related to the processes and procedures in operation on the site.

## **WASTE REDUCTION, STORAGE AND REMOVAL MEASURES**

- 5.3.7. Guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste. The development will provide segregated waste storage.

## **REFUSE COLLECTION PROCEDURES**

- 5.3.8. Waste collection will be carried out by a private licensed contractor who will be required to access the site to collect the containers and empty them into a refuse vehicle on-street.

## **SUSTAINABLE DELIVERIES**

- 5.3.9. The charges that both LEZ and the ULEZs incur are described in Chapter 2 of this report and are expected to lower the impact of emissions associated with the site on London roads.

## **6 MONITORING AND REVIEW**

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### **6.1 MONITORING**

- 6.1.1. A programme of monitoring and review will be implemented for a five-year period to generate information by which the success of the DSMP can be evaluated against the objectives set out within Chapter 5.
- 6.1.2. Monitoring and review of deliveries to the site will be the responsibility of the Operating Management Team (Day De la Cruz and Reece Palmer).
- 6.1.3. An independent delivery survey will be undertaken during Autumn 2025 at the new school site when it is fully operational. The Operating Management Team will arrange further independent delivery surveys to be undertaken at the third and fifth years after the initial survey; interim surveys will be undertaken at remaining years of this five year period. Monitoring reports will be prepared to summarise the result of each survey for submission to RBKC.

### **6.2 REVIEW**

- 6.2.1. The Operating Management Team will report the survey results to RBKC within two months of the survey being undertaken. The results of the delivery survey will then be reviewed in consultation with RBKC. This process will provide the opportunity for current delivery operations and procedures for the site to be reviewed and new management measures to be implemented, if necessary, to achieve the objectives set out within this DSMP.
- 6.2.2. A Complaints Procedure is available for local residents which will be overseen by the School Operating Management Team. Complaints will be investigated and responded to when they are received by the School.

# Appendix A

## SWEPT PATH ANALYSIS







WSP House  
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PUBLIC