



Station Hill, Reading

Delivery and Servicing Plan

One Station Hill

On behalf of **SH Reading Master LLP**

Project Ref: 44470 | Rev: V1.4 | Date: Nov 2023

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For and on behalf of Stantec UK Limited				

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V1.0	18/10/22	Draft for Client Review	WK	CB	
V1.1	28/10/22	Draft for Thames Tower Liaison	CB	CB	
V1.2	22/05/23	Updated service road control option.	HK	CB	
V1.3	15/06/23	Update service road control option following co-ordination with Thames Tower	CB	CB	CB
V1.4	22/11/23	Indicative location of intercom added	CB	CB	CB

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Appendices

Appendix A – Rising Barrier Access Control Option

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1 Introduction

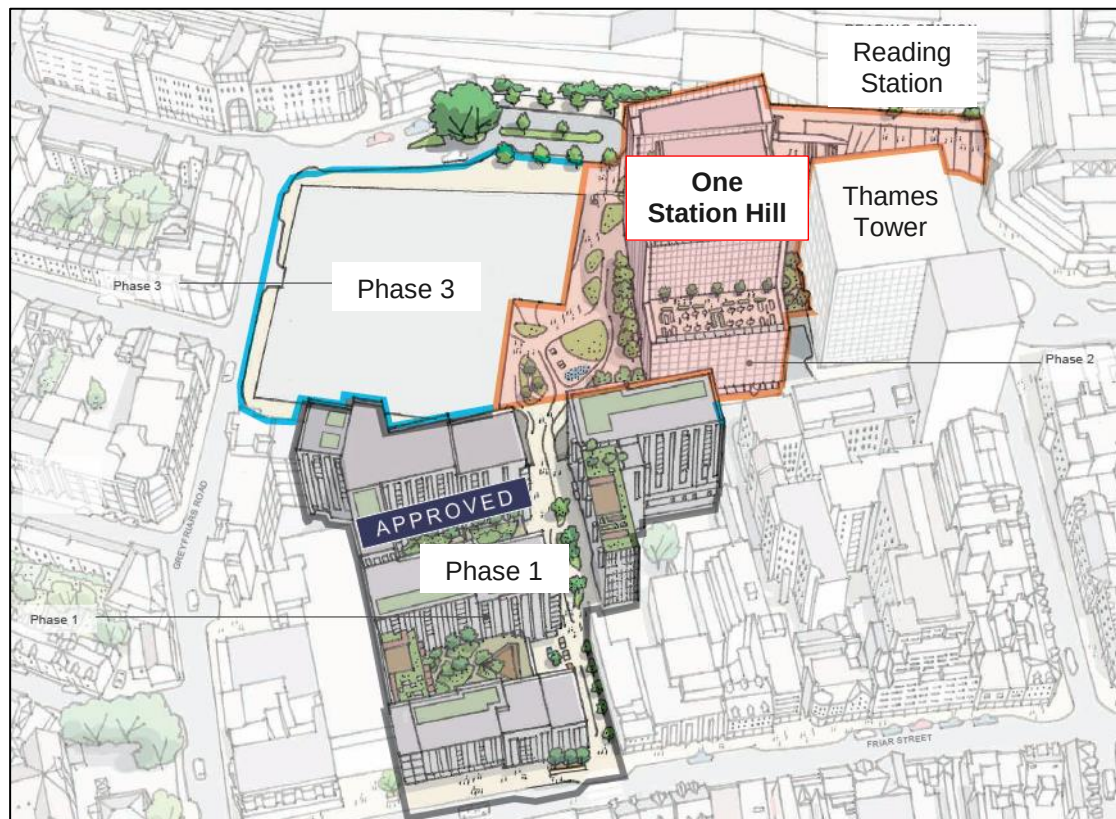
1.1 Overview

- 1.1.1 Stantec UK Limited has been commissioned by SH Reading Master LLP to prepare this Delivery and Servicing Plan (DSP) for One Station Hill, Reading.
- 1.1.2 A DSP provides a framework for managing delivery and servicing activity in a safe, effective and efficient manner. DSPs consist of a range of tools, actions and interventions aimed at reducing and re-timing deliveries. They highlight where procurement considerations can support the reduction of vehicle movements thereby reducing environmental effects.
- 1.1.3 The Station Hill development received planning approval through a hybrid planning application (ref 192032). The local planning authority as part of the approval require that a DSP be submitted and approved before One Station Hill (Plot G of the application) can be occupied.
- 1.1.4 Condition 28 of the hybrid application 192032 is set out below;
 - 28. *No part of the Plot G building within Phase 2 shall be first occupied until a Delivery and Servicing Plan to manage how delivery and servicing vehicles are to access each unit without creating noise, safety or congestion concerns, including restricted hours, has been submitted to and approved in writing by the Local Planning Authority. Thereafter, deliveries and servicing for the Plot G building shall not be carried out except in accordance with the approved Delivery and Servicing Plan.*
- 1.1.5 It is also worth highlighting that while this DSP has been prepared for One Station Hill, due to the close association between One Station Hill and Thames Tower, this DSP includes measures that not only benefit Station Hill but also Thames Tower.

1.2 Site Location

- 1.2.1 One Station Hill is located centrally within Reading Town Centre adjacent to Reading Railway Station. The site is bound by Reading Station and its south west interchange to the north, Thames Tower to the east, Garrard Street to the south and Phase 3 of the Station Hill development to the west. **Figure 1.1** overleaf shows the location of One Station Hill in the context of the Station, Thames Tower and Phase 3 of the Station Hill development.

Figure 1.1 – Site Location



1.3 One Station Hill Development

- 1.3.1 The One Station Hill development will comprise of commercial office with mixed retail uses on the ground level.

1.4 Objectives of the DSP

- 1.4.1 While Reading Borough Council does not have guidance on the preparation of a DSP this document has been prepared taking reference from best practice guidance and seeks 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 impact of freight activity on local residents and the environment;
- Promote use of low or zero emission vehicles for delivery and servicing;
- Reduce CO2 and air pollutant emissions from deliveries and servicing;
- Maintain good relations with neighbours.

2 Delivery and Servicing Facilities

- 2.1.1 The Station Hill site-wide delivery and servicing strategy has been developed utilising a combination of on-street loading facilities and an internal service road and yard to serve the emerging plots. The site-wide vehicular access strategy is shown below in **Figure 2.1** which illustrates the location of the on-street loading facilities and entrance to the service road and yard (loading entrance).

Figure 2.1 – Site-wide vehicular access strategy



- 2.1.2 One Station Hill will benefit from a proposed internal service yard and service road which can be used for the waiting and loading/unloading of vehicles. There is also an on-street staff/visitor drop-off bay to the south of One Station Hill located on Garrard Street which could be used for delivery purposes if necessary.
- 2.1.3 The service road is located to the east of One Station Hill and will also be used for vehicles servicing Thames Tower which is located to the east of the service road. The service road accommodates parallel loading bays along both sides of the road and provides access to the service yard.
- 2.1.4 Large vehicles such as articulated lorries are required to reverse into the service road from Garrard Street where they can undertake unloading/loading before exiting in a forward gear. The internal loading bay includes an HGV turning head for lorries up to 10m in length and

large refuse vehicles. An additional point for vans to turn around is also located on the service road next to Thames Tower.

- 2.1.5 The service yard and road are private loading facilities and will be managed as part of the Development's estate management function, with the service road intended to be co-ordinated and shared with Thames Tower's operation. It is proposed that a pair of rising barriers are located at the entrance to the service road. This will enable access to the service road to be secured during the evening to prevent illegal parking. The control line will be set back at least 8m from Garrard Street to allow a vehicle to temporarily wait off the highway when the barrier is closed. An intercom will be located at the control line to ease communication with the estates management team. **Drawing SHRN-STN-GEN-SW-SK03** contained within **Appendix A** shows the location of the rising barrier control option.
- 2.1.6 The service road and yard have been designed to accommodate for deliveries of One Station Hill, Thames Tower and the future Plot C development when occupied. This DSP has been prepared to set out the use and management specifically to One Station Hill with Plot C still undergoing scheme development. The servicing facilities include:
- A service yard within the podium for small HGV's such as a HGV Panel Van and a turning head for 10m HGV's and large refuse vehicles;
 - A service area along the service road adjacent to One Station Hill capable of accommodating larger HGV's (including articulated lorries) reversing from Garrard Street and vehicles entering the service road in a forward gear (able to accommodate up to 6 HGV Panel Vans);
 - A service area adjacent to Thames Tower (able to accommodate up to 3 HGV Panel Vans);
- 2.1.7 The on-street bays, service road and service yard are shown on **Figure 2.2** below.

Figure 2.2 – Service Facilities



3 Delivery and Servicing Vehicle Generation

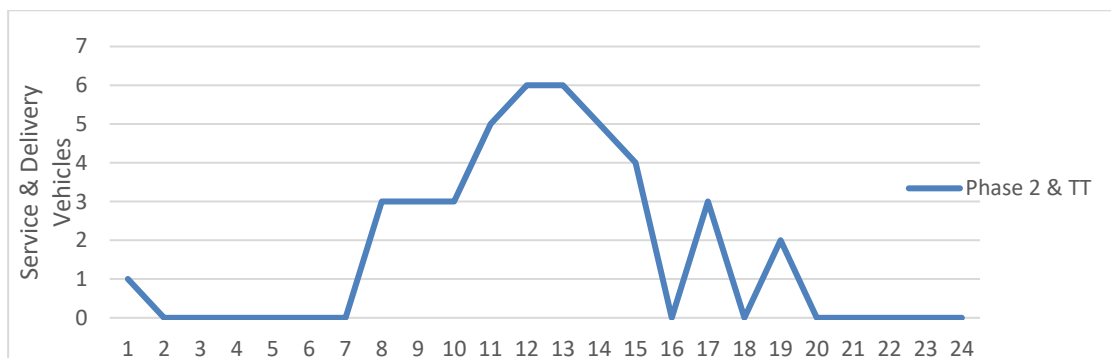
- 3.1.1 The anticipated number of vehicles traveling to One Station Hill to deliver goods and service the site has been determined to inform the design of the servicing facilities (service yard and access road). The method used to estimate this requirement was presented and agreed with RBC within Technical Note 44470/5501/TN014_Rev1 as part of the planning application determination. Information from the Technical Note has been included below to provide an indication of the likely number of vehicles using the service yard and road.
- 3.1.2 The servicing and delivery associated with One Station Hill is proposed to take place in a managed servicing area to be shared with the existing Thames Tower, therefore the existing service and delivery trips for Thames Tower has also been included to show the anticipated total use of the service yard and road.
- 3.1.3 As shown below in **Table 3.1** the total number of servicing vehicle trips generated by One Station Hill and the Thames Tower office per day is 69 vehicles. Across a 12-hour period (0700 to 1900) this equates to 6 vehicles entering the service road an hour.

Table 3.1 – One Station Hill and Thames Tower Service and Delivery Trip Generation

One Station Hill & Thames Tower	One way Service Trips per day
One Station Hill - Office	36
One Station Hill - Retail	6
Thames Tower - Office	27
Total	69

- 3.1.4 However, acknowledging that it is unlikely that the service road would experience a uniform arrival rate over a 12 hour period, the existing Thames Tower delivery profile was applied to the anticipated One Station Hill trip generation. It was then assumed that each servicing vehicle would dwell for 25 minutes within the service yard/road (based on the behaviour observed at Thames Tower). This information was then used to generate a delivery profile for the service area to understand how many vehicles could be utilising the service bays at any given time. This information has been presented below within **Figure 3.1** which shows that during the peak period of operation, the service yard and road would have 6 vehicles parked within it servicing One Station Hill and Thames Tower.

Figure 3.1 – One Station Hill and Thames Tower Service and Delivery Trip Accumulation



4 Delivery and Servicing Management

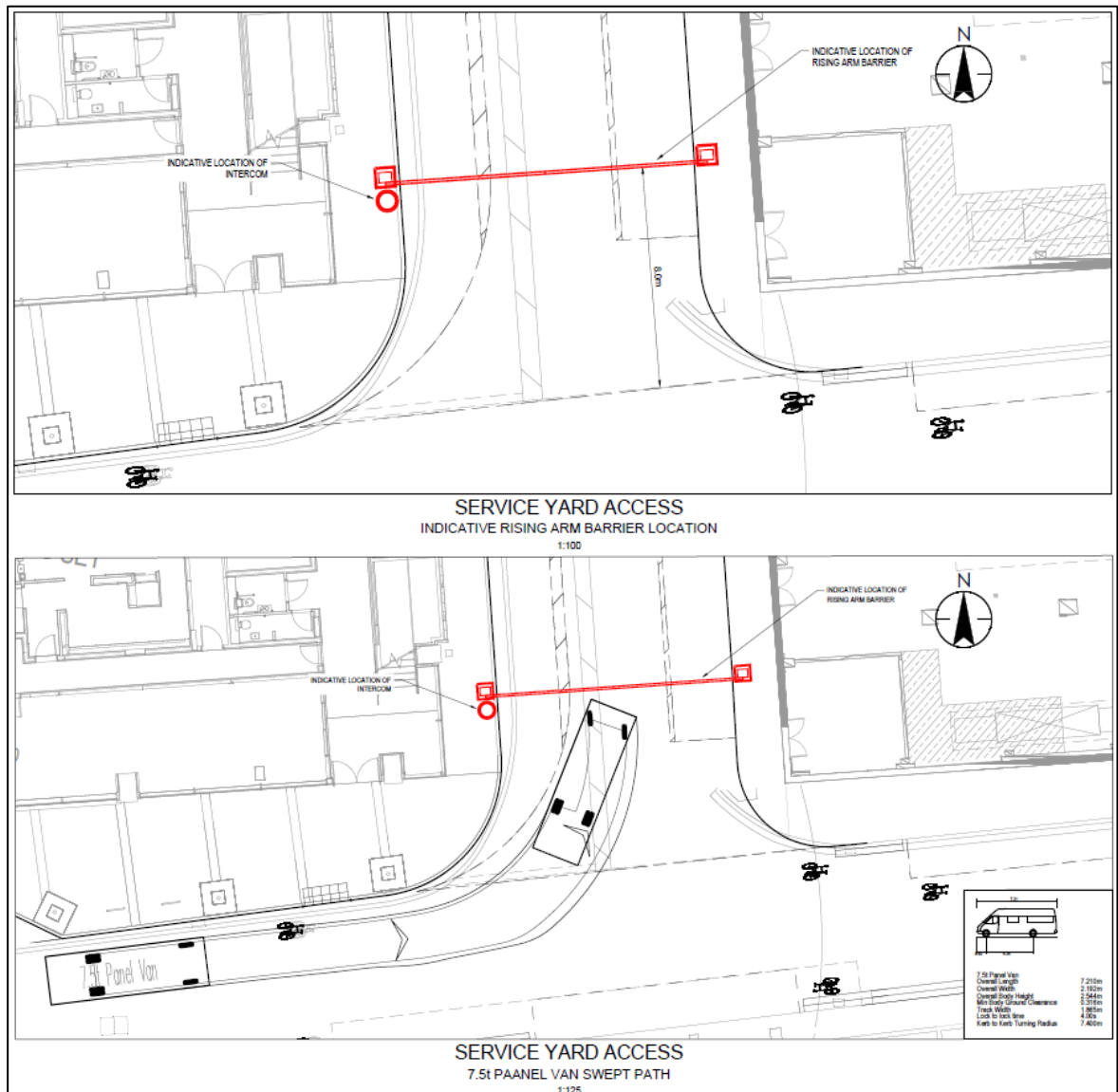
4.1 Introduction

- 4.1.1 This section outlines the overarching measures and initiatives included within the DSP, specifically aiming to ensure that servicing of the development can be carried out safely and efficiently, without creating any negative impacts upon the local highway network and residents/commercial occupiers within and close to the site.
- 4.1.2 The proposed management measures and initiatives have been grouped into the following categories. Each of these are considered in turn:
- Design and Access
 - Procurement Strategy
 - Operational Efficiency
 - Waste and Recycling Management

4.2 Design and Access

- 4.2.1 As discussed within Section 2, One Station Hill has been designed to be serviced from a service yard and road accessible from Garrard Street between One Station Hill and Thames Tower.
- 4.2.2 The service yard and road have been designed to accommodate for the future level of servicing and delivery trips and Thames Towers current requirement. The servicing facilities provided includes:
- A service yard within the podium for small HGV's such as a HGV Panel Van and a turning head for 10m HGV's and large refuse vehicles;
 - A service area along the service road adjacent to One Station Hill capable of accommodating larger HGV's (including articulated lorries) reversing from Garrard Street and vehicles entering the service road in a forward gear (able to accommodate up to 6 HGV Panel Vans);
 - A service area adjacent to Thames Tower (able to accommodate up to 3 HGV Panel Vans);
 - Rising Barriers at the entrance/exit to the service road.
 - An intercom will be provided to ease the communication.
- 4.2.3 The service yard and road will be managed by the estates team who will locate vehicles within the servicing area on arrival and manage the passing, turning, and leaving of vehicles. During the day (0700 to 1900) the servicing facilities will be managed by one operative, located within the service road. During this period when the majority of deliveries will occur it is expected that the rising barriers will be open so as not to obstruct the operation of the facility or conflict with Garrard Street.
- 4.2.4 Outside of the daytime hours it is expected that the rising barriers will be lowered to prevent vehicles from unlawfully parking within the service road. If an 'out of hours delivery' was to occur, the rising barriers would be opened remotely by the security team to facilitate access. An intercom will be located close to the barrier to ease communication. It is intended that a security operative from both One Station Hill and Thames Tower would have remote control of the rising barriers. **Figure 4.1** below illustrates the proposed location of the rising barriers and intercom.

Figure 4.1 – Rising Barriers location



4.3 Procurement Strategy

- 4.3.1 None of the occupiers of One Station Hill are known at this time however, they will be encouraged to embed sustainability into their procurement processes through, for example, rationalisation of suppliers. Goods and stock should be ordered in larger quantities on a more infrequent basis to reduce the frequency of deliveries and minimise the time staff spend on placing orders, managing invoices and distributing the goods internally.
- 4.3.2 It could be deemed viable to centralise ordering to help minimise delivery vehicle trips through consolidation occurring in the supply chain. Develop and collate a list of preferred suppliers, so that organisations can identify suppliers delivering similar products and improve efficiency in the ordering process by reducing deliveries by multiple companies of similar goods.
- 4.3.3 Through procurement, preferred suppliers would have potential to be incorporated into an agreed form of delivery booking system. It is also encouraged that when considering preferred suppliers that those who have an environmentally conscious vehicle fleet are considered preferentially.
- 4.3.4 Occupiers/tenants of One Station Hill will be made aware of their environmental responsibilities through the requirement of entering into a 'Green Lease' which includes stipulation on how tenants utilise One Station Hill. As part of the 'Green Lease' tenants will be required to attend the regular 'Building Management Committee' where environmental efficiencies will be discussed and opportunities to improve efficiencies such as the use of preferred suppliers recognised.

4.4 Operational Efficiency

Facilities Management Team

- 4.4.1 The on-site management team will be able to assist with the use of the service road and yard. Vehicles wishing to access the service road and yard will need to inform the management team in advance via a vehicle booking system and via an intercom on arrival if out of hours. The management team would manage and monitor the use of the loading areas, keep areas clear for vehicles to pass and turn, as well as keeping a register of the delivery vehicles using the site. The loading area will be appropriately signed as a private loading area for the use of One Station Hill and Thames Tower.
- 4.4.2 The facilities team will enforce a no vehicle idling rule while vehicles are waiting within the service yard and road for environmental and noise reduction reasons.

One Station Hill Collection Facility

- 4.4.3 The on-site facilities team will be available 24/7 and will be able to take receipt of deliveries on behalf of the office and retail units and store them in a delivery storage area for collection. This service will enable deliveries to be made during the day and out of hours and will help reduce the number of potential missed deliveries. This in turn will subsequently help reduce the number of delivery trips associated with the development.

Out of Hours Deliveries / Unattended Deliveries

- 4.4.4 As stated above the facilities team will be available 24/7 and can take receipt of deliveries on behalf of One Station Hill. This will therefore make it possible for deliveries to take place around the clock when commercial users are otherwise not available. This facility will help reduce the need for deliveries to be made during peak network hours and will also help reduce the number of potential missed deliveries.

- 4.4.5 The final arrangements for any potential out of hours deliveries will need to be agreed with the concierge service team through the vehicle booking system and will need to be reviewed and approved in the context of potential noise issues due to the proximity to neighbours.
- 4.4.6 The core deliveries hours to the service yard and road will be 0700 – 1900, with unloading being able to be undertaken from the service yard and/or road. Out of hour deliveries will take place within the service yard to prevent any noise disruption to neighbours.
- 4.4.7 A delivery booking system acts as an additional security measure to minimise unexpected arrivals, by keeping track of delivery frequency and incentivise out-of-hours deliveries and spread peak hour deliveries. The use of this therefore aims to avoid conflict of other vehicles already at the site and travelling during more congested periods.
- 4.4.8 As discussed previously the delivery booking system will be managed by the facilities team to manage the deliveries and to ensure they are being received safely and efficiently when space is available within the facilities.
- 4.4.9 It is intended that Thames Tower will have access to and undertake their deliveries through the delivery booking system and that this will improve their existing operations by improving efficiencies.

4.5 Waste and Recycling Management

- 4.5.1 One Station Hill accommodates a waste storage area internally within the service yard. Access between the storage area and the service road is level with a manual handling distance of 12m. **Figure 4.2** below shows the location of the waste storage area in relation to the refuse collection point.

Figure 4.2 – One Station Hill Waste Storage Area



- 4.5.2 The above figure also indicates the internal route taken to transfer waste generated from the office and retail uses within One Station Hill.

- 4.5.3 The facilities management team will ensure the rotation of bins so that empty bins are accessible to occupiers and present the bins for collection. It is envisaged that the refuse and recycling collection will be scheduled into regular time slots within the delivery booking system to ensure timely and efficient collections.
- 4.5.4 The waste storage area has been designed to accommodate 31 bins which would require collections three times a week for the retail and office waste generation. One waste operator is to be utilised across the One Station Hill tenants to reduce the number of refuse vehicles travelling to site.
- 4.5.5 Consideration to utilising the same refuse collection company as Thames Tower will be undertaken to seek cost, operational and environmental considerations.
- 4.5.6 Where the opportunity presents itself, occupiers and tenants at One Station Hill should encourage their suppliers to remove and recycle package materials after undertaking the delivery to reduce the recycling being collected separately by the site waste operator.

5 Monitoring, Compliance and Reporting

- 5.1.1 An effective monitoring and review process must be agreed in order to establish a successful DSP. Through monitoring, it will ensure compliance with the DSP, assess the effectiveness of the measures set out in this report, and provide the opportunity to regularly review the targets.
- 5.1.2 The DSP will be monitored with feedback assessed and discussed through necessary amendments to the delivery and servicing within the site.
- 5.1.3 As previously discussed, a vehicle booking system will be used to manage access into the service road and the yard. This will ensure suppliers and/or the occupiers forward plan and pre-book deliveries as much as possible, although it is anticipated that it might not be possible to capture all deliveries and collections such as ad-hoc couriers. The delivery booking system will likely utilise online software and the number of delivery slots can be controlled and allocated to avoid conflicts occurring.
- 5.1.4 Regular reviews of vehicle activity will be held by the on-site management team and any issues will then be resolved or escalated as required.
- 5.1.5 Monitoring requires two separate procedures – an annual report and a comprehensive delivery/servicing survey. These are explained in more detail below:

Survey

- 5.1.6 The first survey is required within 6 months of occupation. The purpose of the survey is to record all operational delivery and servicing trips to and from the site for a full week. It should include deliveries and collections made by couriers, waste collections and maintenance calls etc.
- 5.1.7 The survey will be undertaken annually, and the results incorporated into a biennial report submitted back to Reading Borough Council. This allows borough officers to collect data about delivery and servicing trips taking place in their local area and can be used to assess the effectiveness of various measures in place and eventually influence local policies and plans.
- 5.1.8 The collection of data also enables the facilities management team and tenants to have a full understanding of building requirements in order to address efficiencies and possibly reduce delivery numbers.

Annual Report

- 5.1.9 Each year the DSP coordinator should review the action plan and update it to include the progress made towards completing each action and/or measure, as well as the results from the survey discussed above.

6 Delivery and Servicing Plan Management

- 6.1.1 The DSP will be owned by the facilities management team and a dedicated member of the site management team, such as the Site-Wide Travel Plan Coordinator, will be responsible for its implementation.
- 6.1.2 It will be this person's responsibility to ensure the DSP is functioning correctly. Meetings, reports and liaison will be carried out in accordance with any requirements that will be devised in the detailed DSP post-planning.
- 6.1.3 The DSP management process will tie in with the overall management of the proposed development.

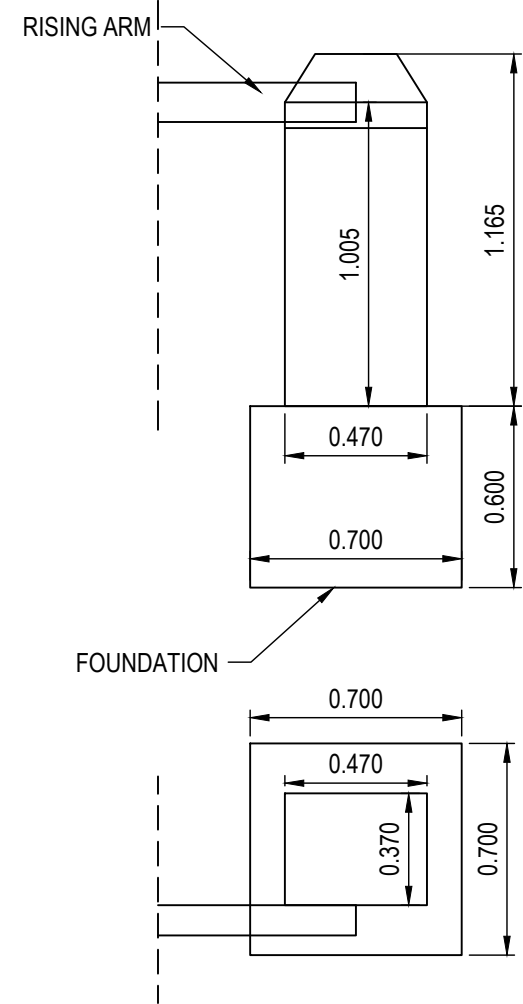
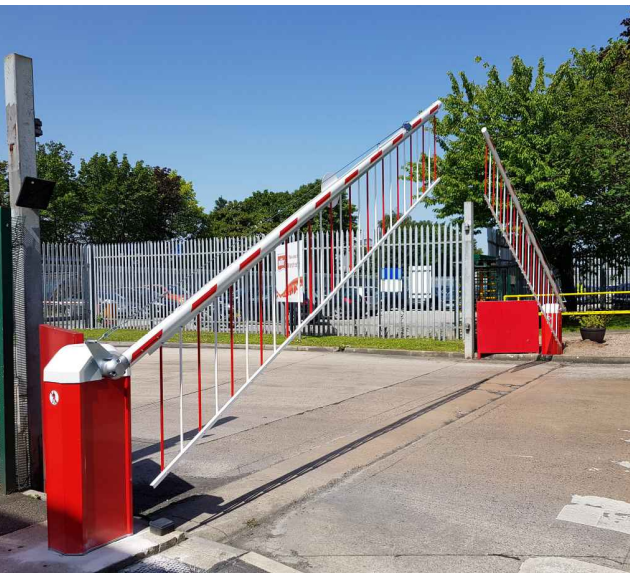
Data Collection

- 6.1.4 The DSP should be underpinned by data from the start, and collecting data is key to tracking progress against targets. Involving the building's occupiers in this will help to confer a sense of responsibility for the DSP.
- 6.1.5 Once One Station Hill becomes operational, data can be collected in relation to the frequency and types of deliveries that are associated with the users. The following information will facilitate the most effective implementation of the DSP:
 - Service provider visiting the premises (e.g. supplier, third party logistics or courier services);
 - Delivery address / Occupant;
 - The frequency of service provider visits;
 - The type of goods being moved to or from the premises;
 - The quantity or size of goods being moved;
 - The urgency of these goods movements;
 - Current on or off-street loading practices;
 - Access routes;
 - Mode of transport (e.g. bicycle, van, HGV etc.) and vehicle size, if possible;
 - Recipient of the delivery (e.g. department, function, individual).

Appendix A

Rising Barrier Access Control Option: Drawing SHRN-STN-GEN-SW-SK03

Plotted: ... By: Huynh, Danny
ORIGINAL SHEET - BOA2 [\\44470\station hill, reading\civil\2000 - drawings\dwg\sketch\service yard barriers\shn-stn-gen-sw-sk01]



INSET A - RISING ARM GATE
FEASIBILITY BASED ON PRODUCT FROM BARKERS FENCING

PROPOSED DRAINAGE (STILL TO BE APPROVED):

- PROPOSED THAMES WATER SURFACE WATER DIVERSION
- PROPOSED GULLY
- EXISTING DRAINAGE TO BE ABANDONED

DRAWING TO BE READ IN CONJUNCTION WITH DRAINAGE LAYOUT
DRAWING REFERENCE SHRN-STN-SW-ZZ-DR-CH-0504.

INDICATIVE EXTENT OF UTILITIES NOTED BY THE CONTRACTOR AS BEING
INSTALLED FEBRUARY 2023. PRECISE EXTENT OF UTILITIES INSTALLED
AND AS-BUILT UTILITY RECORDS TO BE PROVIDED BY THE CONTRACTOR.

FOR EXISTING UTILITIES REFERENCE TO BE MADE TO THE FOLLOWING:

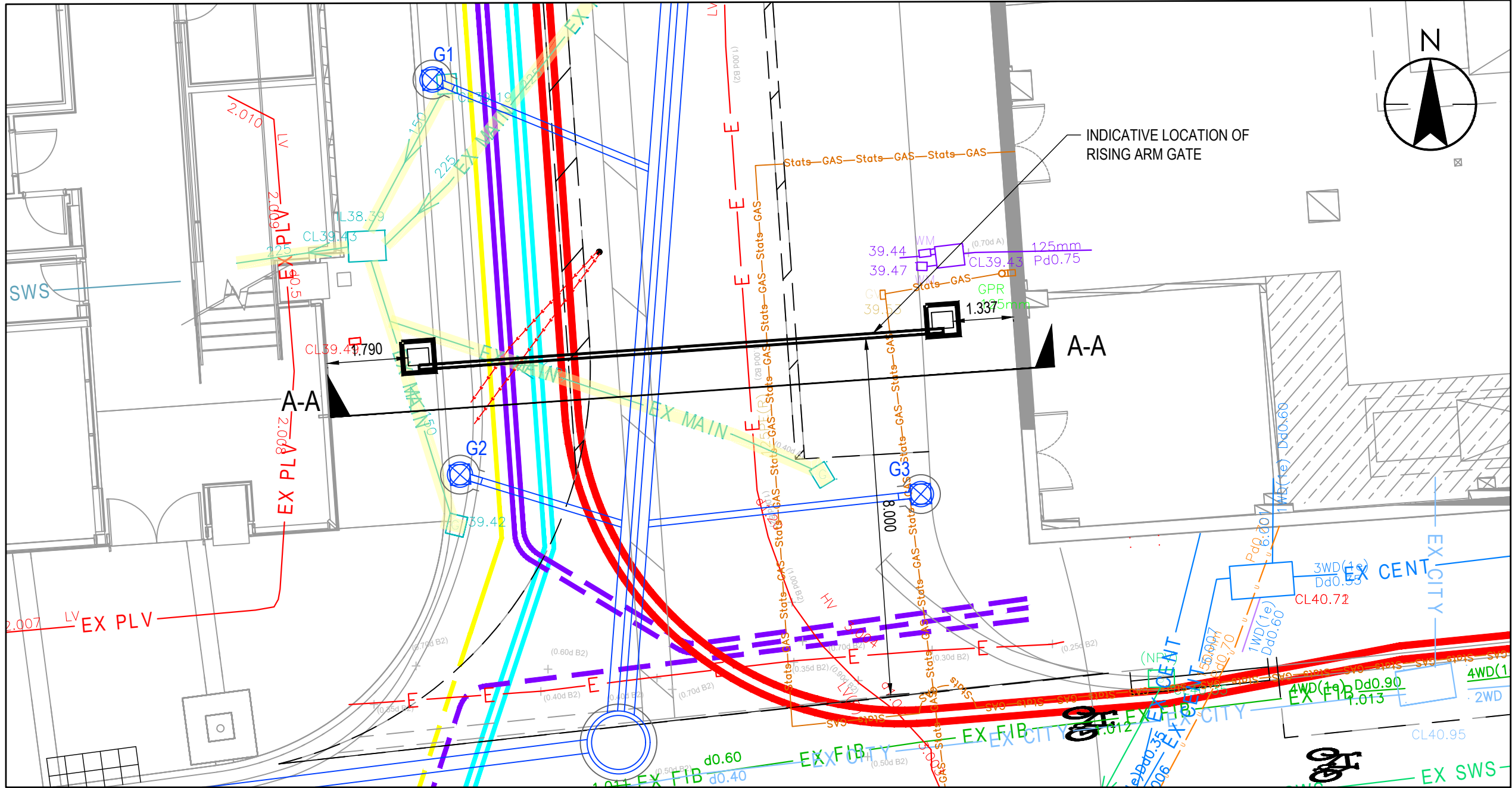
- TOPOGRAPHICAL SURVEY UNDERTAKEN BY PLOWMAN CRAVEN IN
APRIL 2020.
- PLOWMAN CRAVEN, UNDERGROUND SERVICES SURVEY DRAWINGS
NUMBER 40652-01T-01, 40652-01T-02, 40652-01T-03 & 40652-01T-04.
OCTOBER 2018.
- SUMO SERVICES LTD UTILITY MARK OUT & MAPPING DRAWING
NUMBER SUMO-10589-2, JANUARY 2023.
- INDICATIVE SURROUNDS SHOWN ON EXISTING SERVICES, TO BE
CONFIRMED BY UTILITIES COMPANY

PROPOSED UTILITIES KEY:

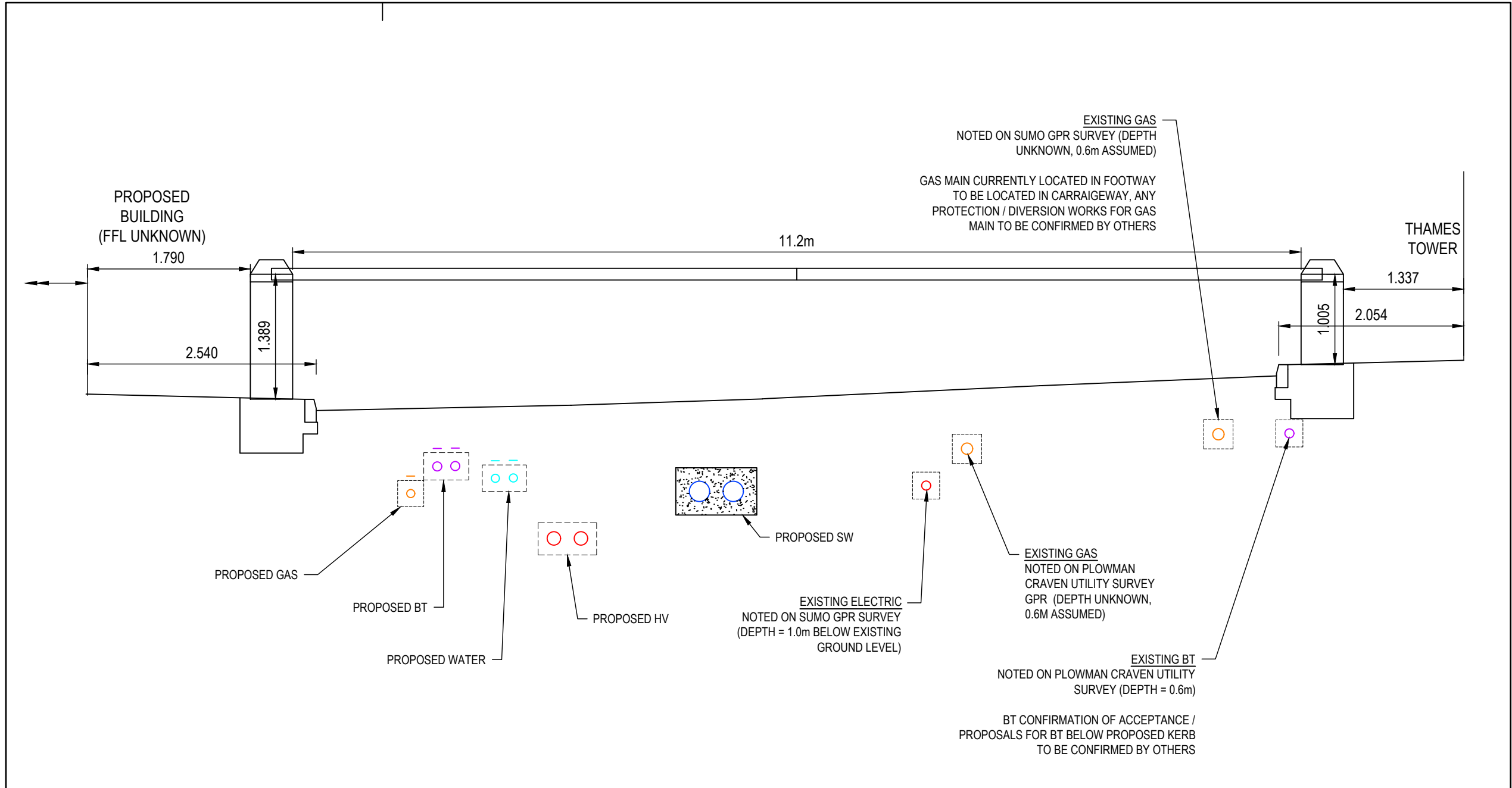
- 2 Nr. 150mm HV DUCTS
- 2 Nr. 90mm THAMES WATER BARRIER PIPES
- 90mm GAS MAIN
- 2 Nr. 100mm BT DUCTS

UTILITIES (INSTALLED FEBRUARY 2023) KEY:

- INSTALLED 90mm GAS MAIN
- INSTALLED 100mm BT DUCTS



SERVICE YARD ACCESS
INDICATIVE RISING ARM GATE LOCATION
1:100



SERVICE YARD ACCESS
CROSS-SECTION A-A
1:50



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Notes

UTILITIES NOTE: The position of any existing public or private sewers, utility services,
plant or apparatus shown on this drawing is believed to be correct, but no warranty to this
is expressed or implied. Other such plant or apparatus may also be present but not
shown. The Contractor is therefore advised to undertake their own investigation where the
presence of any existing sewers, services, plant or apparatus may affect their operations.

P01 - FIRST ISSUE	DH	CB	2023.05.17
Issued/Revision	By	Appd	YYYY.MM.DD
	DH	CB	2023.05.24
	Dwn.	Dsgn.	Chkd.
			YYYY.MM.DD

Issue Status

CONCEPT DESIGN

This document is suitable only for the
purpose noted above.
Use of this document for any other
purpose is not permitted.

Client/Project Logo

Client/Project
SH READING MASTER LLP

STATION HILL

READING, UK

Title
SERVICE YARD ACCESS CONTROLS
RISING ARM GATE

Project No. 44470	Scale AS SHOWN
Revision P01	Drawing No. SHRN-STN-GEN-SW-SK01-03