



Station Hill, Reading

Delivery and Servicing Plan

Phase 1 Station Hill

On behalf of **SH Reading Master LLP**

Project Ref: 44470 | Rev: V1.3 | Date: March 2023

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Contents

1	Introduction.....	1
1.1	Overview.....	1
1.2	Site Location.....	1
1.3	Phase 1 Station Hill Development.....	2
1.4	Objectives.....	4
2	Delivery and Servicing Facilities	5
3	Delivery and Servicing Trip Generation	7
4	Delivery and Servicing Management.....	8
4.1	Introduction	8
4.2	Design and Access.....	8
4.3	Procurement	8
4.4	Operational Efficiency	9
	Residential Concierge Service	9
	Residential Extended Loading Requirements	9
	Retail Staff Deliveries	9
	Retail Hours of Deliveries	9
4.5	Waste and Recycling Management.....	9
	Residential Waste Storage and Collection Strategy	9
	Residential Bulky Waste.....	10
	Commercial Waste Storage and Collection Strategy	10
5	Monitoring, Compliance and Reporting	11
6	Delivery and Servicing Plan Management	12

Figures

Figure 1.1 – Site Location.....	2
Figure 1.2 – Plot E Ground Floor Layout.....	3
Figure 1.3 – Plot F Ground Floor Layout.....	3
Figure 2.1 – Garrard Street Loading Bay	5
Figure 2.2 – Friar Street Loading Bays	5

Tables

Table 3.1: Total Delivery and Servicing Demand	7
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1 Introduction

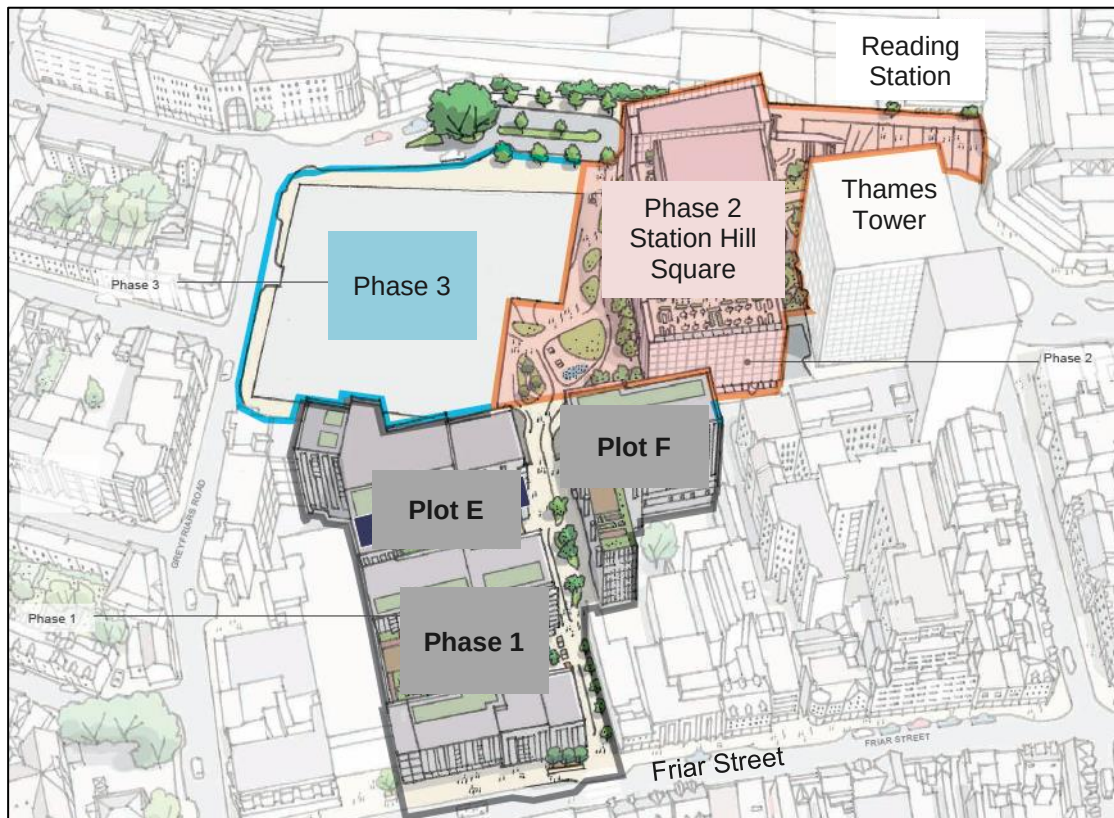
1.1 Overview

- 1.1.1 Stantec UK Limited has been commissioned by SH Reading Master LLP to prepare this Delivery and Servicing Plan (DSP) for Phase 1 of Station Hill, Reading which incorporates Plots E and F of the development.
- 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 Phase 1 of Station Hill received planning approval through two separate applications; Plot E (ref 201537) and Plot F (ref 201533). The local planning authority as part of the approval.
- 1.1.4 Condition 43 for Plot E and Condition 43 for Plot F are listed below;
- *Condition 43 Plot E: No commercial uses within the development hereby approved shall be first Occupied until details of how service vehicle hours/waste arrangements are to be managed have been submitted to and approved in writing by the Local Planning Authority. Commercial servicing for the development shall take place in accordance with the approved details, save to the extent that the Local Planning Authority approves any variation(s) to the approved details.*
 - *Condition 43 Plot F: No commercial uses within any Plot shall be first Occupied until details of how service vehicle hours/waste arrangements to the relevant Plot are to be managed shall be submitted to and approved in writing by the local planning authority. Commercial servicing for the development shall take place in accordance with the approved details, save to the extent that the Local Planning Authority approves any variation(s) to the approved details.*

1.2 Site Location

- 1.2.1 The Station Hill development site is located within the heart of Reading, south of Reading Railway Station. The site is bound by the Station Hill taxi rank and the railway station to the north and Friar Street to the south. Garrard Street bisects the site centrally, with Phase 1 of the development accommodating Plots E and F located to the south of Garrard Street and Phase 2 (which includes Station Hill Square) and Phase 3 of the scheme to the north of Garrard Street.
- 1.2.2 Phase 1 of the development can be seen in relation to the station and the rest of the Station Hill development on **Figure 1.1** below. Friars Walk runs north to south through Phase 1 with Plot E to the west and Plot F to the east.

Figure 1.1 – Site Location



1.3 Phase 1 Station Hill Development

- 1.3.1 Phase 1 of the Station Hill development which incorporates Plot E and Plot F comprises a residential Build to Rent scheme that includes ground floor retail fronting along Friars Walk and a community/leisure unit on Garrard Street.
- 1.3.2 There are 7 separate commercial units located within Plot E and 1 commercial unit within Plot F. All these units are located at ground floor and can be accessed from Friars Street or Friars Walk. The community/leisure unit is located at lower ground and is accessible from Garrard Street. **Figure 1.2** and **Figure 1.3** overleaf show the ground floor layouts for Plot E and Plot F respectively.

Figure 1.2 – Plot E Ground Floor Layout

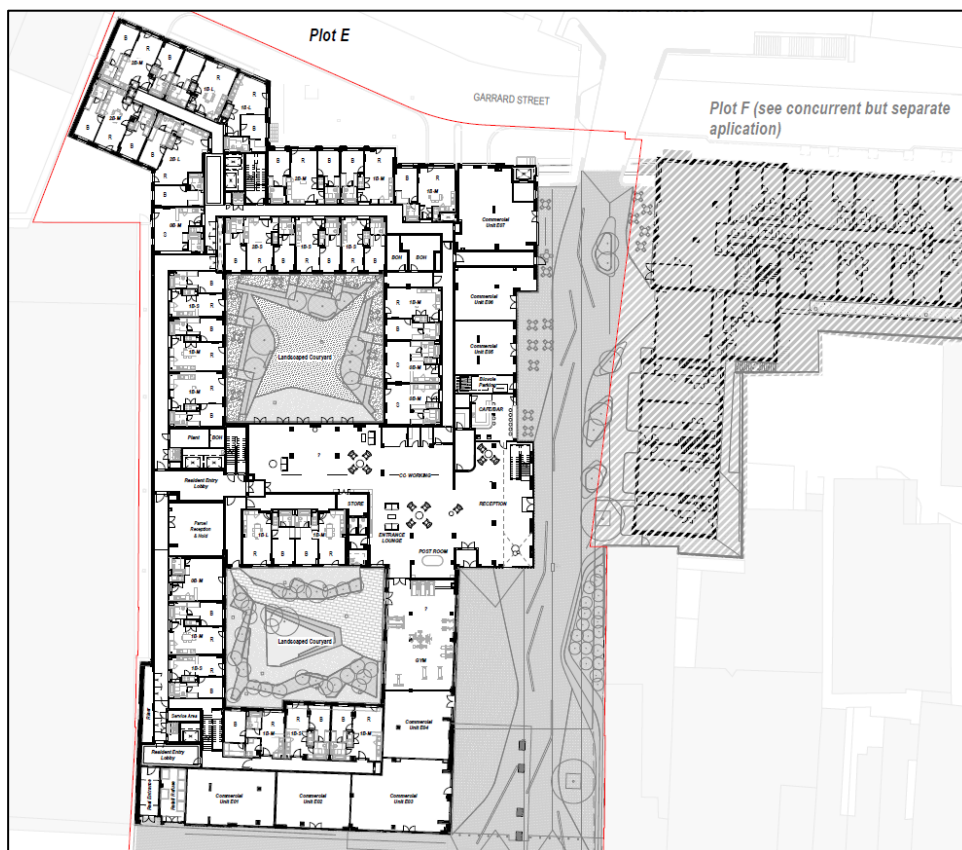
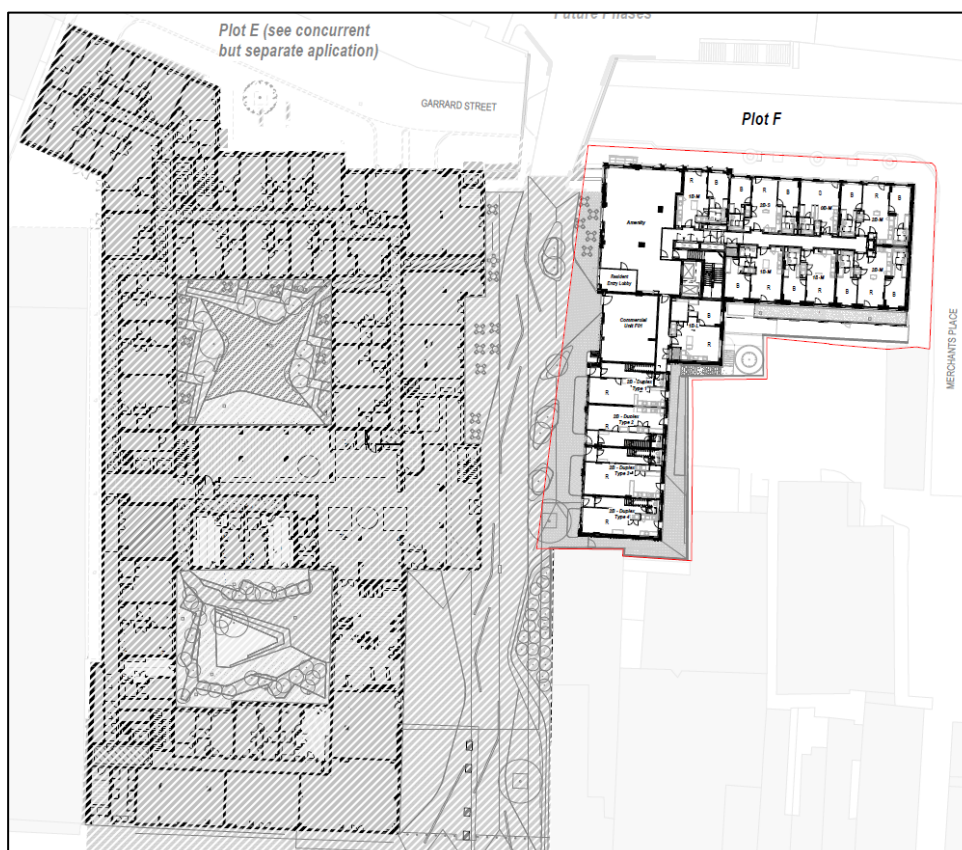


Figure 1.3 – Plot F Ground Floor Layout



1.4 Objectives

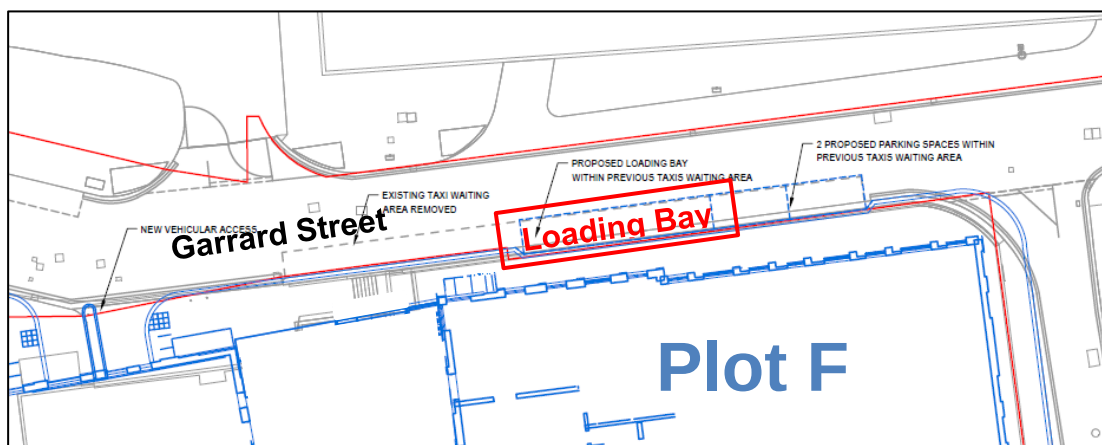
1.4.1 While Reading Borough Council does not have guidance on the preparation of a DSP this document has been prepared taking reference from Transport for London' best practice guidance and will therefore seek to achieve the following objectives which align with the requirements.

- 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

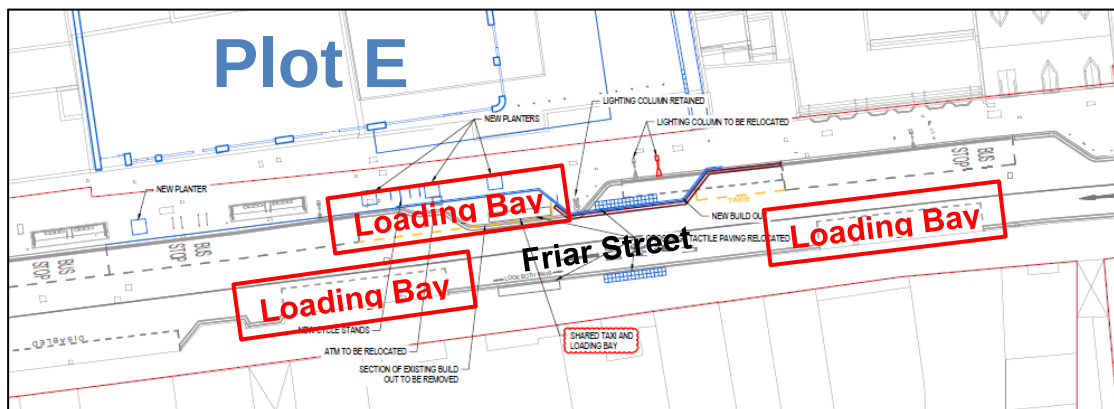
- 2.1.1 The delivery and servicing strategy for Phase 1 has been developed to utilise a combination of on-street loading facilities and an internal service yard.
- 2.1.2 Servicing and delivery for the residential element of the development is to be accessed from Garrard Street. A service yard is proposed to accommodate for medium scale deliveries with the ability for a panel van to turn internally. Larger vehicles will either need to reverse into the service yard or load from Garrard Street within an on-street loading bay.
- 2.1.3 The loading bay is proposed on Garrard Street adjacent to Plot F to facilitate servicing and delivery for Plots E & F residents as well as for the community/leisure space. **Figure 2.1** below shows the location of the loading bay in relation to Plot F.

Figure 2.1 – Garrard Street Loading Bay



- 2.1.4 It is proposed that servicing and delivery for the retail units located along Friars Walk will be undertaken from a combination of Friar Street and Garrard Street via the on-street loading bays.
- 2.1.5 A service lift on the north east corner of Plot E provides access to the retail units situated on Friars Walk from the Garrard Street loading bay.
- 2.1.6 On Friar Street, there is a loading bay (which is also available to taxis during the evening) located directly outside the site, with two additional loading bays located on the opposite side of the road. These loading bays are shown on **Figure 2.2** below.

Figure 2.2 – Friar Street Loading Bays



2.1.7 Friar Street is subject to a number of vehicular restrictions which effect when and where servicing operations can take place. These are detailed below, vehicles visiting the site to perform servicing or delivery operations will need to be undertaken to accord to these:

- Operates eastbound only for general vehicular access (westbound lane is a bus lane);
- Prohibited vehicular access between 7:00 – 11:00 and 16:00 – 19:00;
- Being a Red Route scheme with a no stopping restriction along its length, kerbside loading is prohibited outside of marked bays;
- Loading Bays have a maximum stay of 20 minutes.

2.1.8 To accord with Condition 44 of the planning consents for both Plot E and Plot F servicing is limited to the following:

Condition 44 of Plots E and F. Notwithstanding Condition 43 above, no commercial deliveries/waste management operations shall occur outside the following hours: 0800-2200 hours Monday-Saturdays and 1000-1800 hours on Sundays and Bank/other holidays.

3 Delivery and Servicing Trip Generation

- 3.1.1 The anticipated number of vehicles delivering goods and servicing Plot E and F was determined to inform the design of the scheme and to assist with discussions with RBC. The method used to estimate this requirement was presented and agreed with RBC within Technical Note 44470/5501/TN003_Blocks E&F DSP_RevA 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 delivery vehicles serving the development.

Trip Generation

- 3.1.2 The estimated overall delivery and servicing demand associated with the residential and retail development is summarised in **Table 3.1**. It is noted that the AM and PM peaks would be within the restricted period on Friar Street and so these trips would be redistributed across the day.

Table 3.1: Total Delivery and Servicing Demand

Land Use	AM Peak			PM Peak			Daily		
	LGV	HGV	Total	LGV	HGV	Total	LGV	HGV	Total
Residential	2	0	2	0	0	0	10	2	12
Retail	1	0	1	0	1	1	16	4	20
Total	3	0	3	0	1	1	26	6	32

- 3.1.3 The delivery and servicing demand exercise indicated a total of 32 daily delivery and servicing trips associated with the residential units and retail floor space, with minimal trips occurring in the peak hours. In addition to this the community/leisure use was estimated a generating 1 daily delivery trip.

4 Delivery and Servicing Management

4.1 Introduction

- 4.1.1 This section outlines the overarching measures and initiatives included within the DSP which are applicable to all land uses provided within the development site. Specific measures relating to certain land uses are identified as such.
- 4.1.2 Delivery and Servicing Plans' 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**, servicing and delivery for the residential element of the development is to be accessed from Garrard Street via the internal service yard and on-street loading bay. Servicing and delivery for the retail element will be undertaken from a combination of Garrard Street and Friar Street via the on-street loading bays.

4.3 Procurement

- 4.3.1 None of the retail/community occupiers 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 This can be done by each individual occupier, but there is also scope across occupiers where viable consolidation could occur in the supply chain to help minimise delivery vehicle trips by sharing suppliers. Occupiers will be encouraged to engage with each other 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 It is also encouraged that when considering preferred suppliers across multiple occupiers that those who have an environmentally conscious vehicle fleet are considered preferentially.

Click and Collect

- 4.3.4 Residents will be encouraged to consider the use of services such as Click and Collect and local collection points when ordering goods for home delivery. This will be achieved through promoting the benefits of Click and Collect within the Travel Information Pack that is distributed to the new residents as part of the Residential Travel Plan. The pack will contain information of the available goods collection points such as Amazon Locker and InPost parcel lockers.
- 4.3.5 Click and Collect and local collection points provide an alternative to having deliveries sent to individual home addresses. This can help reduce the number of missed deliveries (particularly during the day) and subsequently reduce delivery vehicle trips. There is a number of different Click and Collect options provided by an ever-growing number of retailers including getting goods delivered to your nearest store (for that retailer or an associated retailer) or using a service such as InPost. Often these parcel lockers can be used to return goods and provide a convenient way to minimise the number of vehicle trips associated with online ordering.

4.4 Operational Efficiency

Residential Concierge Service

- 4.4.1 The on-site concierge service will be available to residential units. The concierge service will be available 24/7 and will accommodate parcel safe storage room which uses technology to allow parcel delivery from all couriers to a secure resident-facing parcel room. Residents retrieve their parcels by entering a unique code to access the storage room for which they have 24/7 access. This service will enable deliveries to be made during the day and also out of hours and will contribute towards reducing the number of potential missed deliveries. The concierge facility will be readily accessible to delivery drivers and will help to reduce the time that delivery vehicles wait within the on-street loading bays as the driver will not need to wait for the resident. This in turn will subsequently help reduce the number of delivery trips associated with the development and improve efficiency of the on-street bays.

Residential Extended Loading Requirements

- 4.4.2 Where residents require an extended period of set-down time for deliveries that require extended periods of time such as when moving home or receiving bulky goods, the resident should inform the estates management team so that the service yard can be booked for use.

Retail Staff Deliveries

- 4.4.3 Staff of the retail units and community unit should be advised to not have personal deliveries delivered to the site to reduce the number of delivery trips being made to the site.

Retail Hours of Deliveries

- 4.4.4 The core deliveries hours to the site will be expected to be 0800 – 1900 to provide flexibility for the retail units opening hours. However, retailers should avoid non-essential deliveries within the periods of restriction on Friar Street (7:00 – 11:00 and 16:00 – 19:00). When deliveries are necessary during this period they should be arranged to be taken from Garrard Street.
- 4.4.5 no deliveries shall occur outside the following hours as consented: 0800-2200 hours Monday-Saturdays and 1000-1800 hours on Sundays and Bank/other holidays.

4.5 Waste and Recycling Management

- 4.5.1 The following information related to waste and recycling management is summarised within this section in response to the wording requirements of Condition 43. However, full details of waste and recycling management are provided within Native's Waste Management Strategy which has been prepared to discharge Condition 59 and Condition 61 of Plots E and F respectively:

Condition 59 (Plot E) / 61 (Plot F): No building within the site shall be first occupied until details of refuse and recycling bin store(s) for that building have been submitted to and approved in writing by the Local Planning Authority. The details and vermin control measures, shall be provided in accordance with the approved details prior to the first occupation of the building, or in accordance with a timetable that shall first have been approved in writing by the Local Planning Authority, and shall not be used for any purpose other than bin storage at all times thereafter.

Residential Waste Storage and Collection Strategy

- 4.5.2 Residents within Plots E & F will utilise waste chutes located within each residential core to dispose of waste which will feed into refuse storage areas. Each residential core has a refuse chute nearby that distributes the trash to lower-level storage facilities. Residents would choose

one of the two alternatives to split the waste into recycling and refuse, and a separator at the bottom of the refuse chute would consciously route the waste to the proper bin.

- 4.5.3 Refuse storage areas will be located within the ground and mezzanine floors of the car park with access onto Garrard Street for collection. There are two primary and two secondary waste storage rooms proposed, outlined below:

Plot E

- Primary Waste storage room – lower ground floor of car park at base of northern residential core;
- Secondary Waste storage room – located at lower ground floor of car park at base of central residential core; and
- Secondary Waste storage room – mezzanine floor of car park at base of southern residential core.

Plot F

- Primary Waste storage room – mezzanine floor of car park at base of residential core.

- 4.5.4 The primary waste storage rooms will be used to hold refuse before they are moved to the refuse vehicle collection areas on Garrard Street or Merchants Place for collection. The secondary waste storage room bins will be monitored by an onsite facilities team who will be responsible for rotating bins to and from the primary storage room when they become full.
- 4.5.5 Suitable number of bins are provided across the site for residents with collections to occur twice a week to accommodate the anticipated waste generation for residents.
- 4.5.6 The onsite facilities team will be responsible for moving bins from the primary storage area to the servicing yard off Garrard Street or Merchants Place for collection. Refuse collection lorries will utilise the internal service yard provided from Garrard Street to collect waste from Plot E and will pull up on Merchants Place to service Plot F.

Residential Bulky Waste

- 4.5.7 A bulky waste storage area is provided within the lower ground floor of the car park adjacent to the car park access for bulky residential waste to be stored and subsequently collected from.

Commercial Waste Storage and Collection Strategy

- 4.5.8 Each retail unit will have an area to store waste generated throughout the day. A combined commercial waste storage area is located at the Friar Street end of the development, which will hold commercial waste for collection from Friar Street.
- 4.5.9 The waste generated by the retail units on Friars Walk will be stored within the individual units until transferred to the waste storage area located within Plot E on Friars Street. The on-site commercial management team will be responsible for moving each individual units one day waste generation to the relevant combined commercial waste storage area.
- 4.5.10 The commercial waste will be collected from Friar Street and Garrard Street by refuse lorry.
- 4.5.11 Where the opportunity presents itself, occupiers and tenants of Plots E and F 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 It is recommended that an effective monitoring and review process be established as part of the DSP. Through monitoring, it benefits 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 It is recommended that the DSP be monitored with feedback assessed and discussed through amendments to the delivery and servicing within the site.
- 5.1.3 Due to the reliance on on-street loading, occupiers of the retail and community units will be responsible for reporting any known issues relating to loading activities and report to the on-site management team for optimisation.
- 5.1.4 Residential delivery and servicing behaviour will be captured within the Residential Travel Plan.
- 5.1.5 It is recommended that monitoring be undertaken in two separate procedures – as an ongoing review and a delivery/servicing survey. These are explained in more detail below:

Ongoing Review

- 5.1.6 An initial survey is recommended to be undertaken within 6 months of occupation to understand whether the site is operating efficiently. This can be undertaken from discussions and questionnaires undertaken by the retail and community occupiers. The purpose of the engagement being to record delivery and servicing trips to and from the site for a full week, capturing deliveries and collections made by couriers, waste collections and maintenance calls etc.
- 5.1.7 It is recommended that this information be gathered annually, and the results reviewed by the estates management team. This allows the management team to collect data about delivery and servicing trips to the site to assess the effectiveness of various measures in place and to influence the sites impact on the local network.
- 5.1.8 The collection of data also enables the facilities management team and occupiers to have a full understanding of site requirements in order to address efficiencies and possibly reduce delivery numbers.

Report

- 5.1.9 When information is gathered it should be assessed for efficiencies and an action plan developed by the estates management team to include the progress made towards completing action and/or measure previously identified, 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 Applicant 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 the Site 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)