

RPS

**KING'S POINT
120 KING'S ROAD
READING**

**SERVICING MANAGEMENT
PLAN**

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PLAN**

10 April 2018

Our Ref: SRD/HB/adf/JNY9536-01b

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QUALITY MANAGEMENT

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Date:	10 April 2018
Project Number/Document Reference:	JNY9536-01b

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1 INTRODUCTION

Background

- 1.1 This Servicing Management Plan (SMP) has been prepared by RPS on behalf of Henry Construction Projects Ltd in order to discharge Condition 29 of the planning decision for the proposed development at King's Point, 120 King's Road, Reading (application ref: 162087/VARIAT). The planning application was approved in February 2017 by Reading Borough Council (RBC).
- 1.2 The development comprises 103 residential apartments and 351.5 square metres of commercial (A1/A3) floorspace, with associated parking and landscaping.
- 1.3 Condition 29 of the Decision Notice reads:

“No part of the development shall be occupied until details of how all service vehicle deliveries (including for the retail uses and all refuse/recycling arrangements) to the site will be managed have been submitted to and approved in writing by the Local Planning Authority. Development shall take place in accordance with the approved details unless otherwise agreed in writing by the Local Planning Authority.

Reason: in the interests of residential amenities and the safety and convenience of all highway users. Policies: CS34, DM4, DM12.”

- 1.4 This SMP has been prepared in accordance with current local and national policy and guidance.

Existing Site

- 1.5 The site is located at the junction of King's Road and Watlington Street (A329), immediately to the southwest of the junction of Watlington Street with Kings Road.
- 1.6 The location of the site on the edge of Reading town centre is illustrated in **Figure 1**.

The Development

- 1.7 The development comprises 103 residential apartments and 351.5 square metres GIA (gross internal area) of commercial (A1/A3) floor space at the ground and mezzanine floor level. A total of 27 residential car parking spaces including 5 accessible spaces and electric charging points are provided, along with 70 long-stay residential cycle parking spaces and 10 visitor cycle spaces.
- 1.8 A refuse store will be located at the ground floor level. The approved ground floor and basement layout plans are shown in **Appendix 1**.

What is a Servicing Management Plan?

- 1.9 A Servicing Management Plan (SMP) is a brief report detailing how deliveries and servicing is going to be undertaken at a new or redeveloped site. These are often submitted to accompany a detailed planning application or in order to discharge a Condition.

- 1.10 The implementation of measures set out within an SMP will assist in minimising the number of trips made by freight and the use of viable routes to mitigate the impact of servicing on the local highway network.
- 1.11 The key aim of this SMP will be to reduce any impact of the development on the local highway and transport networks. The SMP will also aid in reducing CO₂ emissions, congestion and road collisions by improving relationships between building operators and their supply chain.
- 1.12 Whilst the site is not based in London, the Transport for London (TfL) document *Delivery and Servicing Plans: Making Freight Work for You* provides guidance on preparing and implementing DSPs (Delivery and Servicing Plans), a similar document to an SMP. The document states that DSPs/SMPs can benefit any site that receives deliveries and servicing activity and will specifically help sites to:
- **“Proactively manage deliveries to reduce the number of delivery and servicing trips, particularly in the morning peak;**
 - **Identify and promote areas where safe and legal loading can take place; and**
 - **Select delivery companies who can demonstrate their commitment to following best practice – for example, the Freight Operator Recognition Scheme (FORS).”**

Report Structure

- 1.13 The SMP is structured as follows:
- Section 2 – Policy Context;
 - Section 3 – Existing Situation;
 - Section 4 – Servicing Management Plan Objectives;
 - Section 5 – Proposed Servicing Strategy;
 - Section 6 – Proposed Waste and Recycling Strategy;
 - Section 7 – Supplier Contractual Obligations; and
 - Section 8 – Conclusion.

2 POLICY CONTEXT

Introduction

- 2.1 This section summarises the relevant policy and guidance against which the proposed delivery and servicing arrangements have been considered.

Freight Operators Recognition Scheme (FORS)

- 2.2 FORS is a unique, industry-led, free membership scheme to help van and lorry operators in London become safer, more efficient and more environmentally friendly.
- 2.3 The FORS has three membership levels Bronze, Silver and Gold. Bronze members must meet the following requirements:
- Drivers and vehicle management;
 - Vehicle maintenance and fleet management;
 - Transport operations; and
 - Assessing the performance of company policies.
- 2.4 Silver and Gold level members meanwhile need to provide data to enable benchmarked values to be produced per million kilometres for each type of vehicle for:
- Fuel use;
 - CO₂ and emissions;
 - Vehicle incidents; and
 - Penalty Charge notice and fines.

Delivery and Servicing Plans: Making Freight Work for You

- 2.5 As noted, this guidance recognises DSPs/SMPs help to proactively manage deliveries to reduce the number of delivery and servicing trips, identify and promote areas where safe and legal loading can take place, and select delivery companies who can demonstrate their commitment to following best practice.
- 2.6 It sets out the benefits of a DSP/SMP, how to gather data and how to review and manage the supply chain.

Draft Reading Borough Local Plan (May 2017)

- 2.7 The Local Plan, once adopted, will replace all existing development plans and will be the document that guides development in Reading up to 2036.
- 2.8 Policy TR3: Access, Traffic and Highway-related Matters states that development will only be permitted where:

- **“Accesses and works to the highway comply with the adopted standards of the Transport Authority;**
- **The development would not have a material detrimental impact on the functioning of the transport network;**
- **The proposals would not be detrimental to the safety of users of the transport network, including pedestrians and cyclists;**
- **The proposal would not generate regular movement of heavy goods vehicles (HGVs) on unsuitable roads, or on roads without easy access to the Classified Highway Network; and**
- **For non-residential uses, or new dwellings on classified roads, off-street servicing would be provided.”**

Reading Borough Council Waste Operations Service Standards (May 2016)

2.9 This document sets out the responsibilities of the Council and the service user and defines how the Council will deliver both the domestic and commercial collection service.

2.10 For communal properties (i.e. flats or mixed use domestic/commercial) the following is noted:

- **“The collection frequency for all new developments and new build/converted properties will be on a fortnightly basis for both household and recyclable wastes;**
- **The council will work with developers and managing agents to ensure the correct number of bins are in place in relation to the number of properties;**
- **Excess or side waste is not permitted and if the crews cannot access the bins they will not be emptied. The Managing Agent/Housing Association will be contacted to rectify the situation; and**
- **Business properties with living accommodation attached, e.g. Flats above shops or flats/developments where there are commercial businesses included on the same site (e.g. hairdresser, food outlet, grocery shop) must have separate lockable bin areas. The managing agents/landlords will need to provide the containers for both domestic and household waste to ensure properties have the standard household waste collection service. The bins provided for domestic purposes must not be used to dispose of any business waste.”**

Summary

2.11 This chapter has outlined the policy context to which the proposed delivery and servicing strategy relates and the frameworks with which the proposal needs to comply.

2.12 It is clear that the proposals should be sustainable, seeking to reduce potential impacts of servicing and deliveries on the local highway network.

3 EXISTING SITUATION

Introduction

- 3.1 This section of the SMP provides a description of the existing site conditions, the surrounding highway network and the existing servicing arrangements employed at the site.

Site Description and Location

- 3.2 The site is located at the junction of King's Road and Watlington Street (A329), immediately to the north of the River Kennet. The site is bound to the west by Bembridge Place.
- 3.3 The location of the site on the edge of Reading town centre is illustrated in **Figure 1**.

Local Highway Network

- 3.4 Bembridge Place is a very lightly trafficked cul-de sac which only serves the site on the eastern side and the pub on the western side of the road. The road is approximately 4.2 metres wide and facilitates two-way movements.
- 3.5 King's Road routes east / west from Reading town centre in the west and the signalised junction with Watlington Street / Forbury Road (A329) on the edge of the town centre in the east. The road is approximately 9 metres wide in the vicinity of the site providing one lane westbound and two lanes eastbound, of which one is a dedicated bus lane. King's Road is subject to a 30mph speed limit.
- 3.6 King's Road can be accessed from Watlington Street, which forms the southern arm of the signal junction. Watlington Street comprises four lanes of traffic and is one-way in a northbound direction. Forbury Road forms the northern arm of the signal junction and facilitates two lanes of traffic in either direction. Only the northbound carriageway can be accessed from King's Road as per the one-way system.
- 3.7 Watlington Street / Forbury Road (A329) form part of Reading's Inner Distribution Road (IDR), which is a heavily trafficked orbital route that provides access around Reading town centre. The IDR connects to the key radial routes including the A4 and A33 which in turn link to the M4 at the southern outskirts of Reading.

Waiting Restrictions

- 3.8 Bembridge Place and King's Road in the vicinity of the site are provided with double yellow lines (DYLs) on both sides, denoting no waiting at any time. Further west King's Road has pay-and-display on-street parking bays (08:00-20:00, maximum 2 hour stay). The A329 is an urban clearway where no waiting or loading is permitted at any time.

Summary

- 3.9 This section provides an overview of the existing site context regarding the local highway network and previous servicing arrangements, from which the proposed servicing / delivery route and arrangements have been worked up.

4 SERVICING MANAGEMENT PLAN OBJECTIVES

- 4.1 The objective of this SMP is to develop through the planning process a document that will seek to support a sustainable and well managed development with regards to deliveries and servicing. This report has been produced in accordance with the relevant policy / guidance.
- 4.2 This SMP 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;
 - Improve the reliability of deliveries to the site; and
 - Reduce the impact of freight activity on the local highway network and the environment.

5 SERVICING STRATEGY

Introduction

- 5.1 This section sets out the servicing strategy for the development in order to minimise highway impacts.

Servicing Access

- 5.2 As noted, previous servicing arrangements involved reversing manoeuvres on Bembridge Place close to the King's Road junction. The proposed development offers a significant benefit to highway safety by relocating the turning space towards the southern end of Bembridge Place. The entrance into the basement car park has been designed with additional width and a clear entry height of 3.95 metres to allow servicing vehicles to turn in a safe location, away from the junction with King's Road.
- 5.3 Swept path analysis attached at **Appendix 2** demonstrates that an 8 metre-long 7.5 tonne box van can undertake the aforementioned manoeuvre, and thus exit Bembridge Place in forward gear.
- 5.4 A concierge will be available to accept deliveries on behalf of the individual tenants via the residential lobby. Goods will be delivered directly to each commercial unit at the southern and northern ends of the site which will have accesses facing Bembridge Place. Deliveries by larger vehicles would require decanting into small trolley cages and be transported a short distance to the servicing accesses. A contact number for the building management will be clearly on view to ensure that any delivery issues can be quickly resolved if nobody is present to collect the delivery.

Proposed Delivery/Servicing Route

- 5.5 Delivery and servicing vehicles will route onto King's Street from A329 Watlington Street. From here vehicles will turn left onto Bembridge Place in forward gear. As noted vehicles will use the turning space towards the southern end of Bembridge Place.
- 5.6 Once deliveries/collection have been undertaken, vehicles will turn right back onto King's Street in forward gear. From King Street vehicles will turn left onto A329 Forbury Road as per the IDR one-way system.
- 5.7 All deliveries will therefore use the highest category route available to them and avoid local residential roads. There are no local constraints such as weight restrictions or bridge height restrictions to dictate appropriate routes.
- 5.8 Servicing and deliveries associated with the proposed site would primarily comprise refuse vehicles and deliveries.

Retail/Café Deliveries

- 5.9 The two commercial spaces are relatively modest in scale, comprising a total GIA of 351.5 square metres. At this stage the specific occupants of the A1/A3 units has not been determined so the precise delivery schedule cannot be provided at this stage; however, for units of this size, whether they are retail or café uses they could expect one HGV delivery per day and approximately two deliveries in smaller 7.5 tonne box or panel vans. All deliveries will take place via Bembridge Place.
- 5.10 The promotion of LGVs where practicable will be mandatory. Clearly, provision is made for large delivery vehicles (7.5 tonne box vans and refuse vehicles) but other deliveries should use LGVs where possible.

Residential Deliveries

- 5.11 Residential delivery vehicles will use Bembridge Place and deliveries will enter the building via the residential lobby, controlled by the onsite concierge. Deliveries are expected to be associated with online shopping, supermarket deliveries, post etc. and will therefore be undertaken by vehicles no larger than a 7.5 tonne box van. As such a very low number of daily deliveries are expected. It should be noted that general post and most supermarket deliveries will make deliveries as part of an existing round so would not be new to this part of the highway network.
- 5.12 The largest vehicles associated with the servicing of the residential units (such as pantechnicon vehicles) would have to reverse into Bembridge Place, however these would be very infrequent.

Measures for Reducing Freight Trips

- 5.13 The office and automotive uses previously occupying the site would have generated a significant amount of freight trips, therefore it is expected that the proposals would lead to a substantial decrease in the number of daily servicing and delivery trips to/from King's Point. Furthermore the previous uses would have generated a far greater number of HGV movements to/from the site.
- 5.14 Notwithstanding this, a number of measures for reducing the number of trips required for servicing and deliveries will be implemented. These have been worked up in relation to the TfL guidance document *Delivery and Servicing Plans: Making Freight Work for You*, and will ensure the development contributes towards sustainable freight deliveries. It is stated that:

“Less frequent visits by companies that deliver to and/ or collect from your building means that fewer journeys, and therefore less mileage and CO2, will be associated with the site.”

Consolidation

- 5.15 The developer is committed to reducing goods vehicle numbers, not least because of the implications on transport costs. Whenever practicable the policy will be to use delivery vehicles to make any scheduled collections and vice-versa. Therefore, where possible, no vehicle should arrive or depart empty.
- 5.16 A central ordering system covering both commercial units will be established, in order to reduce the likelihood of different suppliers being used for the same products, or of numerous orders being made to the same company.

- 5.17 Furthermore residents will be advised of the importance of consolidating deliveries where possible. New residents will be provided with information explaining how they can consolidate deliveries such as supermarket deliveries with their neighbours and how this can deliver cost savings. This can be coordinated through the residential concierge and is in accordance with RBC advice.

First Time Deliveries

- 5.18 Provision will be made for first time deliveries. The residential development will have a concierge service. This will enable parcels to be safely stored onsite rather than returned to distribution depots or the post office; this will reduce the need for return visits.

Hours of Delivery

- 5.19 There are no legal highway constraints or physical constraints within the site limiting the hours of delivery. From a highway capacity perspective it would therefore be best practice to allow deliveries throughout the day rather than compressing deliveries into a shortened time-frame in order to minimise the number of vehicle movements during any given hour. Overnight deliveries will not be permitted for reasons of residential amenity.

Summary

- 5.20 The redevelopment of the site is expected to significantly reduce the number of daily servicing and delivery trips compared to the previous situation. The proposed delivery route has been devised so as to minimise the development's impact on the local highway network. A number of measures will be implemented to further minimise the impacts on the local highway network.

6 PROPOSED WASTE AND RECYCLING STRATEGY

Introduction

- 6.1 This section sets out the proposed waste and recycling strategy for the development in terms of storage and collection.

Refuse Storage

- 6.2 A refuse store of approximately 50 square metres GIA will be located on the ground floor level facing Bembridge Place. The store is of a sufficient size to accommodate all residential and commercial waste generated by the site. Separate Eurobins for waste, recycling and organic waste will be provided.

Refuse Collection

- 6.3 Refuse collection will take place by means of kerbside collection on Bembridge Place. As noted, a safe turning area has been provided to allow refuse vehicles to enter and exit Bembridge Place in forward gear, and ample space exists for vehicles to load and unload.
- 6.4 The swept path analysis in **Appendix 2** demonstrates that refuse vehicles (8 metres in length) would be able to safely undertake this manoeuvre.
- 6.5 The refuse store is located so as to provide a direct and clear route between the refuse vehicles and the store, allowing the bins to be wheeled 10 metres to the highway on refuse collection days. As shown by **Appendix 2** the western footway on Bembridge Place will remain unobstructed while collection occurs and there will be sufficient clear carriageway width to allow other vehicles to access the basement car park.
- 6.6 The building manager will liaise with the local authority or the private waste operator to confirm the time period within which refuse and recycling collection would take place.
- 6.7 Refuse collection for the separate site uses will be undertaken on a weekly basis.

Summary

- 6.8 The proposals provide for a suitable waste and recycling strategy that minimises impacts on the local highway, by co-ordinating the collections and removing refuse and recycling bins from the site in an efficient manner.

7 SUPPLIER CONTRACTUAL OBLIGATIONS

- 7.1 Details will be provided of contracts with relevant suppliers to ensure that they are contributing towards reducing the number of freight trips. Suppliers would be selected, as far as possible, to ensure that they are members of the Freight Operator Recognition Scheme (FORS). This is consistent with the *Delivery and Servicing Management Plans: Making Freight Work for You* which states:

“To be confident that you’re using a high-quality company, you should encourage your suppliers to join a best practice scheme, such as TfL’s Freight Operator Recognition Scheme (FORS), if they haven’t already done so.”

- 7.2 It is noted that FORS members are safer, greener and more efficient, and therefore:

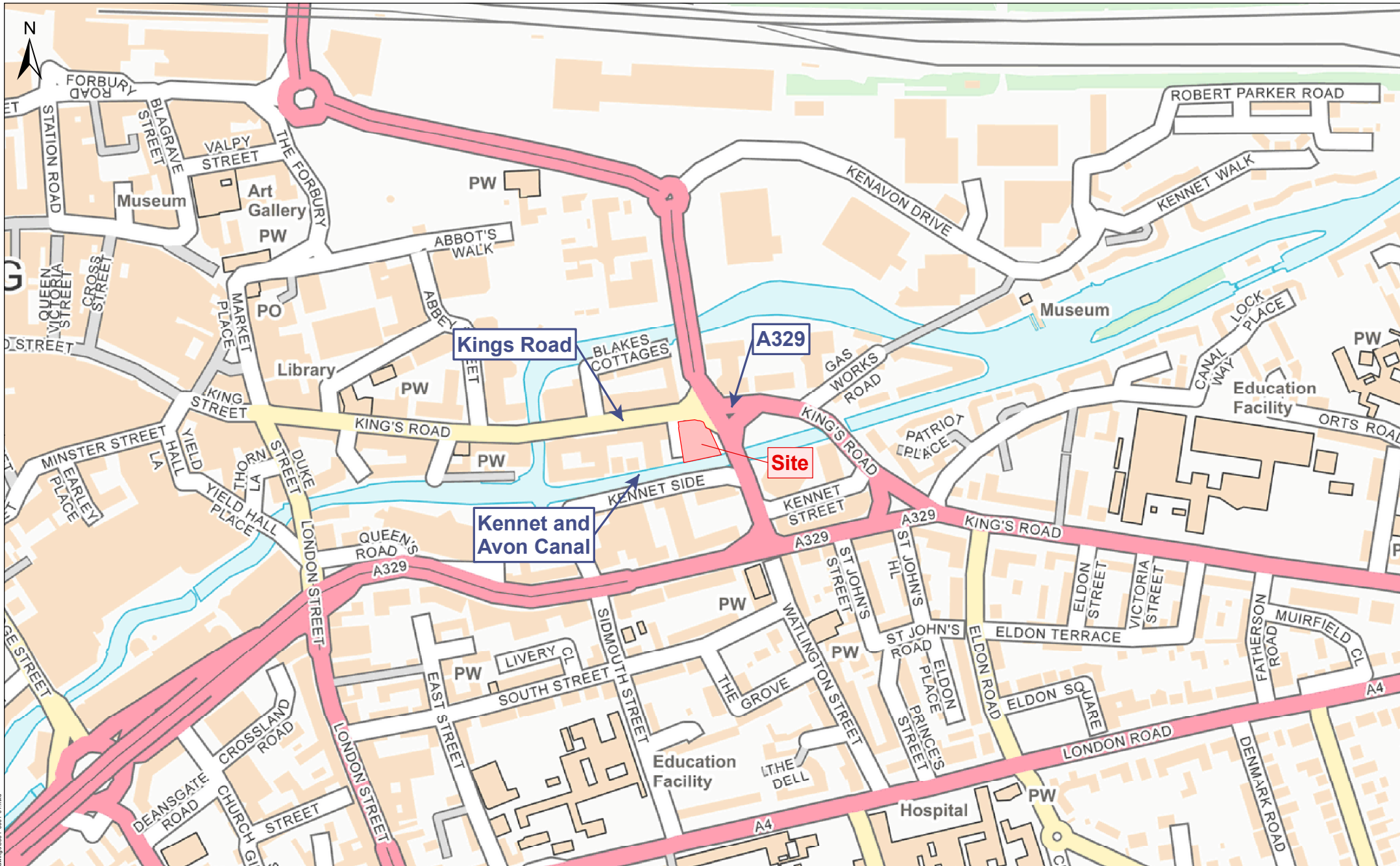
“By contracting FORS members, you may also benefit from cost savings, as members have access to a range of benefits designed to help them improve further and become more efficient.”

8 CONCLUSION

- 8.1 This Servicing Management Plan (SMP) has been prepared in order to discharge Condition 29 of the planning decision for the proposed development at King's Point, 120 King's Road, Reading (application ref: 162087/VARIAT).
- 8.2 The development, which comprises of 103 residential apartments and 351.5 square metres of commercial (A1/A3) floorspace is not expected to have a significant impact on the local highway network in terms of delivery and servicing.
- 8.3 Deliveries and servicing will be undertaken from Bembridge Place. A turning space will be provided towards the southern end of Bembridge Place to allow servicing vehicles to turn in a safe location, away from the junction with King's Road. Delivery and servicing vehicles will therefore be able to exit Bembridge Place in forward gear once loaded/unloaded at the kerbside.
- 8.4 It is anticipated that number of delivery servicing trips generated by the site will fall as a result of the development proposals. It can be expected that the commercial element will require one HGV delivery per day and approximately two deliveries in smaller 7.5 tonne box vans, while the residential use will generate a low level of daily deliveries undertaken by vehicles no larger than a 7.5 tonne box van.
- 8.5 The site benefits from being located in very close to Reading's IDR. The proposed delivery route provides the most direct access to the site from the IDR therefore minimising the development's impact on the local highway network. Measures are proposed to further minimise the impact of delivery and service vehicles on the highway network, such as consolidating deliveries where possible.
- 8.6 In terms of refuse storage and collection, a storage area will be provided on the ground floor and will be easily accessible to refuse collectors. Refuse collection will occur on Bembridge Street via the aforementioned servicing access arrangements.

FIGURES

Figure 1 ĩ Site Location



Site location

RPS

Date: Mar 2018 Scale: 1:5,000 Rev:
 Drwg. No: JNY9536-01 Drawn: CR Checked: CM

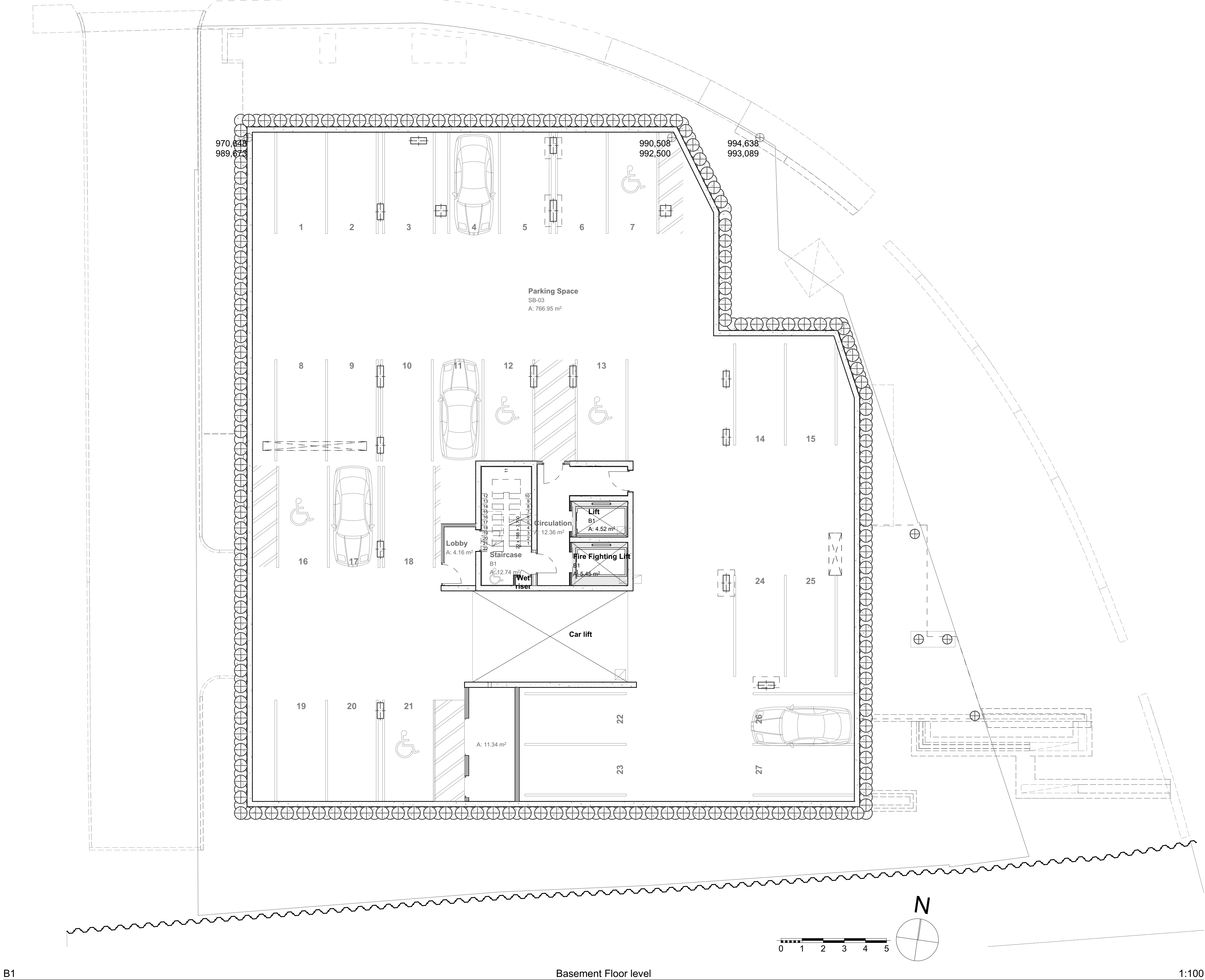
Project:
 KINGS POINT, READING
 Title:
 SITE LOCATION PLAN

Figure No:
 1

Transport

APPENDICES

APPENDIX 1 – APPROVED GROUND FLOOR AND BASEMENT LAYOUT PLANS



rev	issue name	issued	checked	date
01	P - Planning	BA	CI	22/09/2017



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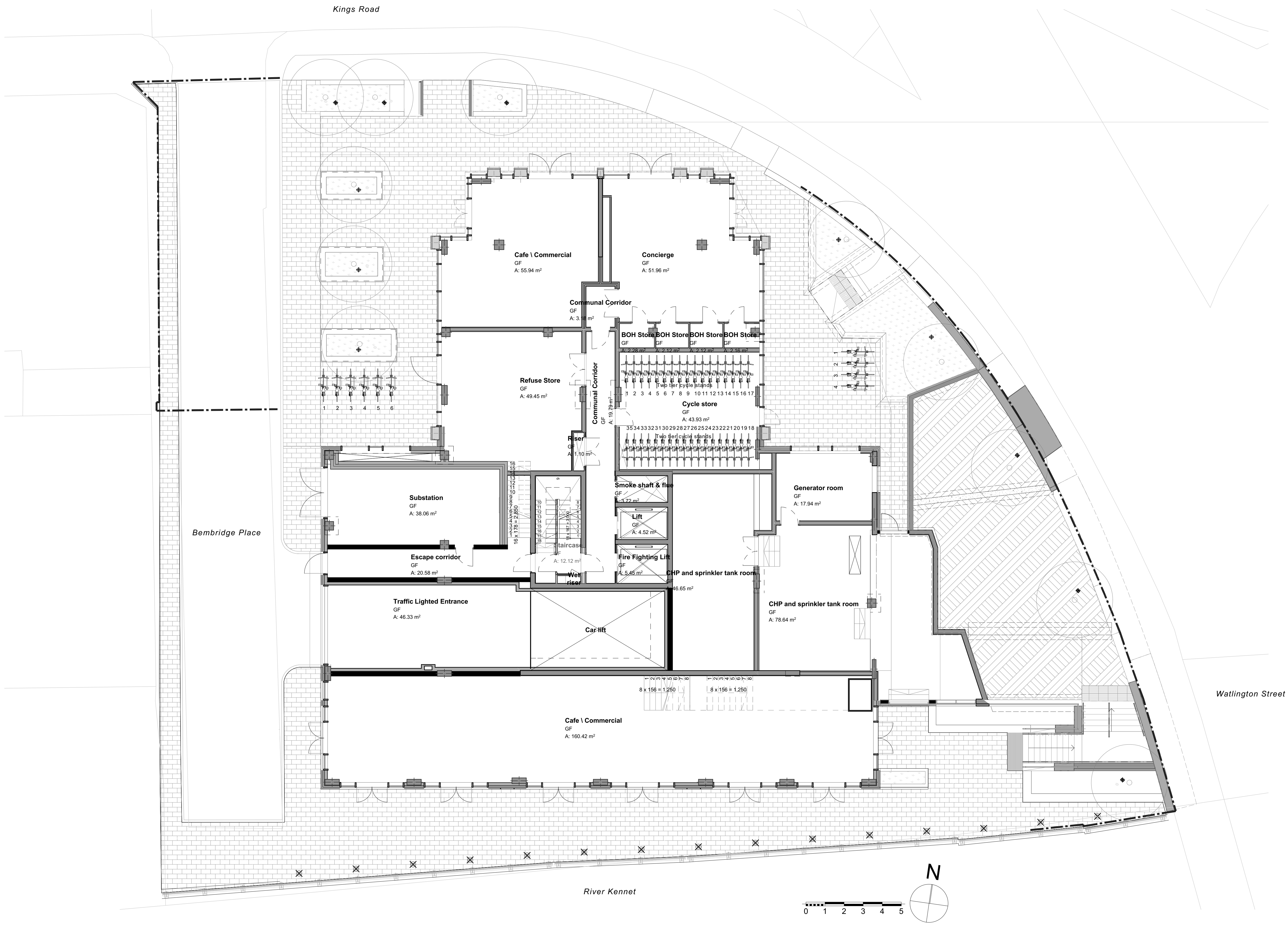
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Client	CNM Estates
Project	King's Point, Reading 120 King's Road, Reading, RG1 3ES
Drawing	Plans - Basement floor level
Drawing no.	P16039-GT-00-B1-DR-A-02100
Scale	1:100 @A1
Revision	01
Date	22/09/2017
Drawn	BA
Checked	CI
Status	P - Planning

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GF Ground Floor plan 1:100

rev	issue name	issued	checked	date
01	P - Planning	BA	CI	22/09/2017



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Project	King's Point, Reading 120 King's Road, Reading, RG1 3ES

Drawing Plans - Ground floor plan

Drawing no. P16039-GT-00-GF-DR-A-02101

Scale 1:100 @A1

Revision 01

Date 22/09/2017

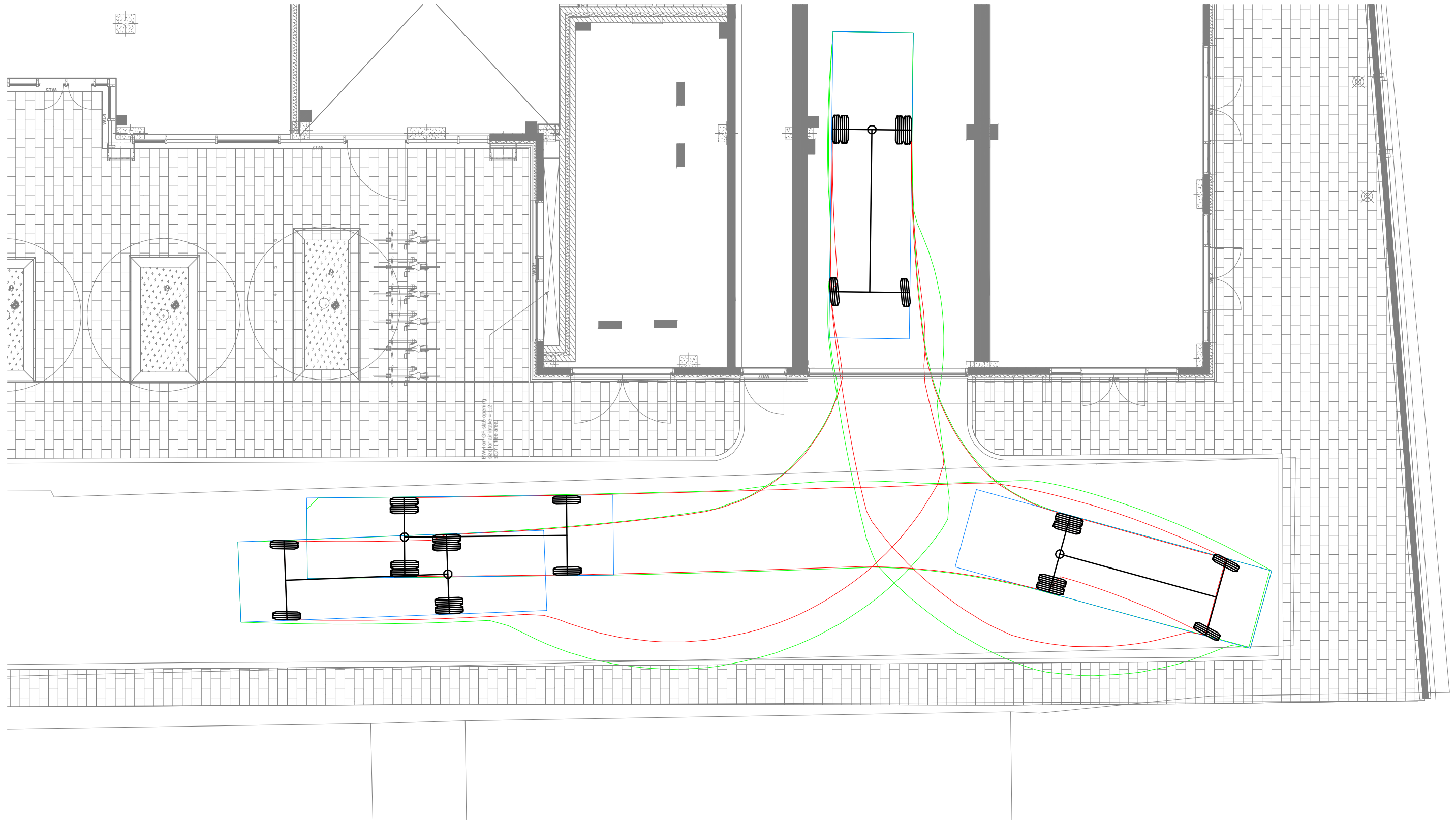
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APPENDIX 2 – SWEPT PATH ANALYSIS



GROUND LEVEL - PART PLAN
SCALE 1:200



Manhire Associates
CONSULTING ENGINEERS

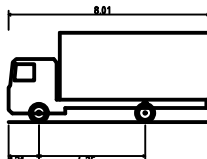
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NOTES

7.5t Box Van
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Track Width
Lock to Lock Time
Kerb to Kerb Turning Radius

8.010m
2.100m
3.556m
0.351m
2.064m
4.00sec
7.400m



REV	DATE	DESCRIPTION	BY
-	-	-	-

PROJECT	KINGS POINT, READING		PROJECT NO 16012	
			DRG NO PSK115	
	TITLE PREFERRED SCHEME-GROUND FLOOR ENTRANCE-REFUSE VEHICLE TRACKING		DATE JAN 17	REV 01
			BY GMC	CHK AA

