

DELIVERY & SERVICING MANAGEMENT PLAN

HAVEN BANKS, EXETER

Proposed Mixed-Use Redevelopment

Date: July 2022

Ref: 21/5945/DSMP06

1 INTRODUCTION

Background

- 1.1 RGP is commissioned by Welbeck CP to provide highway and transport planning advice with respect to the proposed redevelopment of the Haven Banks Retail Park ("the site") to provide a new residential-led scheme with ground floor commercial uses.
- 1.2 The site is located within the administrative boundaries of Exeter City Council (ECC), as Local Planning Authority and Devon County Council (DCC), as County Highway Authority.
- 1.3 The existing site comprises three vacant commercial units which formerly operated collectively as the Haven Banks Retail Park, located a short distance to the south of Exeter Quayside. The Retail Park contains two large retail superstores and a leisure use with a shared car park containing 205 spaces, accessible from Water Lane. The existing retail and leisure units comprise the following approximate floor areas:
 - The Range (use class Ea): 3,496 sqm;
 - Matalan (use class Ea): 1,382 sqm; and
 - Tenpin (use class Ed): 1,964 sqm.
- 1.4 The Water Lane access into the on-site car park facilitates two-way vehicle movements. A secondary point of egress from the site is provided onto Haven Road to the north, with no entry permitted into the car park from this location. The site also contains a rear service yard which is accessed via Water Lane separately to the visitor car park.

RGP – Transport Planning and Infrastructure Design Consultants

enquiries@rgp.co.uk



www.rgp.co.uk

 Surrey Office
 Shackleford Suite, Mill Pool House, Mill Lane, Godalming, Surrey GU7 1EY

 London Office
 30 Stamford Street London SE1 9LQ

T: 020 7078 9662



- 1.5 The development proposals comprise a demolition of the retail park to provide a new mixed-use scheme including 434 residential dwellings, comprising a mix of 246 flats and 188 co-living apartments. Each of the co-living apartments would contain a single bedroom, whilst the proposed 246 flats would comprise the following mix of units:
 - 131 x 1 bedroom / 2 person units;
 - 75 x 2 bedroom / 4 person units; and
 - 40 x 3 bedroom / 6 person units.
- 1.6 The site would also provide four flexible commercial units at ground floor level, which are envisaged to comprise small café/restaurant uses. The commercial floorspace would amount to 639m2. Additionally, an ancillary management suite would be provided at ground floor level of Block D for the estate management providing residential services to the site, comprising 113m2.

1.7	The specific breakdown of the proposed on-site land uses by each building is provided in
	the following table:

Block	C3: 1 bedroom units	C3: 2 bedroom units	C3: 3 bedroom units	C3: Co- living apartments	E(b) Café / Restaurant	Ancillary Office Space
Block A	11	6	5	-	349 sqm	-
Block B	14	7	-	-	220 sqm	-
Block C	105	63	35	-	-	-
Block D	-	-	-	188	70 sqm	228 sqm
TOTAL	130	76	40	188	639 sqm	228 sqm

Table 1Proposed Land Uses

- 1.8 The development proposal would include the closure of the car park's two points of vehicular access / egress to redesign the main throughfare as 'car-free', including the formation of a central pedestrian route through the site between Haven Road and Water Lane. The existing service road from Water Lane within the southern section of the site would be retained for the continued use of the site and would provide access to a limited number of residential parking spaces and retain access for servicing vehicles.
- 1.9 A total of 32 car parking spaces would be provided on-site, accessible from Water Lane in place of the existing service yard to the rear of the retail units currently located within the site. Additional laybys would be provided adjacent to the site on Water Lane and Haven Road respectively to facilitate deliveries and waste collections.
- 1.10 The proposed site layout is illustrated on the following extract, whilst the full plan is attached at **Appendix A**.





- 1.11 This Delivery and Servicing Management Plan (DSMP) is prepared to outline the proposed delivery and servicing strategy to be adopted by the site's future occupants, including an overview of the waste management procedures to be implemented.
- 1.12 This DSMP is intended for the use of the respective commercial and residential management and relevant information would be communicated to suppliers, waste collection companies and ECC / DCC where necessary. This document serves as a practical guide to be used by these parties involved to ensure that safe delivery activity is undertaken at the site and waste generated by the site is efficiently and appropriately managed and removed as per the following defined strategy.
- 1.13 A Transport Assessment has also been prepared RGP to accompany the planning application for the above proposals which assesses the implications of the development in terms of its accessibility credentials, trip generation potential, access and parking arrangements. This document should therefore be read in conjunction with the Transport Assessment submitted to ECC.



1.14 Furthermore, it is of particular relevance to this DSMP that a separate Waste Management Plan (WMP) has been prepared by RGP in tandem to this report, providing a detailed strategy for the safe management of waste generated by each respective use of the site. Although this DSMP reviews the overarching aspects relating to waste management procedures within the site, the accompanying WMP provides further specified information pertaining to policy and standards, waste storage capacity requirements, collection arrangements and detailed management measures to be adopted in order to mitigate the impact of waste handling at the site.

What is a DSMP

- 1.15 A DSMP is a framework identifying the requirements to manage the transport impacts associated with the delivery of goods and the servicing of equipment generated by an organisation. The defined strategy needs to be bespoke to both the organisation and the site it is developed for. It should aim to improve the efficiency of activities such as deliveries, collection, servicing trips and catering, as appropriate to the organisation's activities.
- 1.16 A DSMP can provide improvements to procurement practices, supplier management, environmental management procedures, facilities management and safe and legal loading arrangements.
- 1.17 Once in place a DSMP will:
 - i) Ensure that goods and services can be delivered and waste removed, in a safe, efficient and environmentally-friendly way;
 - ii) Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods;
 - iii) Help cut congestion on town centre roads and ease pressure on the environment;
 - iv) improve the reliability of deliveries to the site concerned;
 - v) Reduce the operating costs of building occupants and freight companies;
 - vi) Reduce the impact of freight activity on local residents; and
 - vii) Ensure that waste is disposed of and collected in a safe manner.
- 1.18 A DSMP is therefore capable of providing benefits not just to the site occupier, but also to the local community and freight operator.



2 SITE LOCAITON AND DESCRIPTION

Local Highway Network

2.1 The site is located approximately 750 metres to the south of Exeter city centre in an area known locally as Haven Banks. The surrounding area is characterised by a range of land uses, including residential, retail, leisure and industrial uses within close proximity. The site's location in context of the surrounding highway network is illustrated by the following extract.



2.2 Haven Road provides a route to the site from the A377 Alphington Street to the west and also serves as the main point of access into Exeter Quayside to the north of the site. The existing access into the site will be retained from Haven Road.



- 2.3 Both sides of Haven Road are marked by double yellow lines in the vicinity of the site, except for the provision of 2 designated disabled parking bays marked adjacent to the pedestrianised zone at the quayside opposite the site. Additionally, there is a section of onstreet pay and display parking bays provided on Haven Road to the north of the site, with the chargeable tariff applied within controlled hours (09:00 – 18:00, Monday to Saturday, and 11:00 – 17:00 on Sundays.
- 2.4 Water Lane is also subject to double yellow line kerbside restrictions adjacent to the site and provides sections of on-street parking bays for resident permit holders only to the northwest and south east of the site's access points.
- 2.5 Principal access to Haven Banks is provided from the A377 Alphington Street, which in turn forms a connecting route to Junction 31 of the M5 (via the A30) to the south of Exeter. The site is therefore conveniently located in terms of access from the wider strategic highway network. This is beneficial in that delivery and servicing vehicles require minimal deviation from these major highway links in order to reach the site, subsequently reducing the level of impact on surrounding residential areas.

Access Arrangements

- 2.6 As detailed in Section 1 of this DSMP, the site currently comprises 3 large retail / leisure uses, collectively forming the Haven Banks Retail Park. The site is bounded by an indoor climbing centre to the northeast, Water Lane to the southwest and residential properties to the southeast and northwest.
- 2.7 As part of the proposed redevelopment, the existing points of vehicle access serving the car park from Water Lane and Haven Road would be closed, with full height kerbs reinstated along the edges of the respective carriageways.
- 2.8 The secondary point of vehicle access from Water Lane, which currently functions as a route for servicing vehicles to the rear of the existing retail units, would be retained postdevelopment to afford access to the residential car parking bays and servicing area behind Block C.
- 2.9 In addition to this retained service road, the private driveway off Water Lane at the northwestern corner of the site would also be retained with minor alterations to accommodate deliveries to Block D. A full review of the various servicing / loading facilities is provided within Section 3 of this DSMP.

Routing Plan

2.10 Principal access to Haven Banks is provided from the A377 Alphington Street, which as outlined above, provides a major highway link through Exeter and enables convenient access to the site via Haven Road.



- 2.11 All delivery vehicles generated by the site would utilise the A377 on arrival and departure to prevent disruption to nearby residential and commercial properties as far as possible. The A377 Alphington Street / Haven Road junction is suitable to accommodate HGV manoeuvring and would continue to facilitate servicing vehicle access to the site post-development.
- 2.12 As the A337 provides a connecting route to Junction 31 of the M5 (via the A30) to the south of Exeter, it is considered that the site is conveniently located for trips made by goods supplies based further afield. The site's location in context of access to the wider strategic highway network assists in reducing impact to surrounding neighbourhoods as minimal deviation from these major highway links is required to reach the site.
- 2.13 It should be noted that the overall routing plan would remain unchanged form that associated with the site's former operation as a retail park.
- 2.14 The regional and local routing plans are illustrated on the following extracts. The full drawing depicting the localised routing plan (drawing **2021/5945/007**) is appended to this DSMP.

Figure 3 Routing Plan







- 2.15 It is important that the future commercial tenants discourage freight operators from using Cowick Street to arrive at / depart from the site where possible due to its narrow carriageway width, presence of schools and the higher levels of footfall at Exeter St Thomas rail station.
- 2.16 Furthermore, as there is no essential need for delivery vehicles to make trips through the city centre in order to reach the site, all freight operators contracted by the site's occupants should be advised to avoid congested city centre areas.



3 SERVICING INFRASTRUCTURE

New Layby Provision

- 3.1 As part of the proposed redevelopment, the existing points of vehicle access serving the car park from Water Lane and Haven Road would be closed, with full height kerbs reinstated along the edges of the respective carriageways. Double yellow line carriageway markings would be extended along Haven Road and Water Lane across the former points of vehicle access to stipulate no parking at any time.
- 3.2 Two new laybys would be provided adjacent to the site on Water Lane and Haven Road, respectively. The layby on Water Lane would accommodate deliveries generated by the site, as well as a portion of resident pick-up / drop-off activity. The proposed layby on Haven Road would predominantly cater for deliveries and waste collections generated by Blocks A and B within the site, including deliveries to the commercial units within the site.
- 3.3 The proposed laybys would measure 12m in length and could therefore accommodate large refuse collection vehicles utilised by ECC. The laybys could also receive HGVs used on rare occasions for large deliveries, or for removals associated with a change in tenancy.
- 3.4 In order to demonstrate the safe functioning of the proposed laybys, Drawing **2019/5945/012**, attached, illustrates a large refuse collection vehicle (11.2m in length) stopped within the proposed layby on Haven Road without impeding the through-flow of traffic on the adjacent carriageway. Delivery and servicing vehicles would enter and exit the laybys in a forward gear.
- 3.5 The layby on Water Lane, illustrated on the proposed site layout would comprise the same design and dimensions, thereby also safely accommodating vehicles of this size.

Internal Access & Servicing

- 3.6 The secondary point of vehicle access from Water Lane, which currently functions as a route for servicing vehicles to the rear of the existing retail units, would be retained postdevelopment to afford access to the residential car parking bays and servicing area behind Block C. Modifications would be made to the service road junction with Water Lane, including a new bell-mouth to afford an expanded turning radius for delivery / servicing vehicles accessing the site, representing an improved arrangement compared to the existing point of access.
- 3.7 These modifications are illustrated on drawing **2019/5945/010**, appended to this report. This drawing also confirms that delivery and refuse vehicles could safely and conveniently enter and exit the site's retained service road without mounting the newly instated footway.



- 3.8 This servicing area to the rear of Block C would be conveniently located adjacent to a residential bin store to facilitate safe waste collections, as well as being within close proximity to the parcel room. Two delivery vans would be accommodated simultaneously at this designated servicing area. A turning head would be provided within this retained access route to accommodate the safe manoeuvring of refuse collection vehicles and large delivery vehicles to the rear of Block C.
- 3.9 Drawing **2019/5945/011**, attached, illustrates the swept path analysis undertaken by RGP, demonstrating that delivery and servicing vehicles could safely manoeuvre within the turning head following the completion of loading activity carried out in the servicing bays. No complex turning procedures would be required for vehicles to egress the site in a forward gear back onto Water Lane.
- 3.10 In addition to this retained service road, the private driveway off Water Lane at the northwestern corner of the site would also be retained with minor alterations to accommodate deliveries to Block D, providing room for an additional 3 delivery vans simultaneously.
- 3.11 RGP has prepared a swept path assessment to demonstrate vehicle access to the rear of Block D. Drawing **2019/5945/009**, attached, illustrates the required manoeuvring of a 4.6t light van to access the servicing area adjacent of Block D within the site. It is evident that sufficient space would be afforded for 3 vans within the servicing area, whilst the turning head would facilitate the safe and convenient manoeuvring of vehicles on departure from the site.
- 3.12 The combined servicing areas would facilitate up to 7 LGVs at any given time to carry out loading activity at the site. On rare occasions that HGVs are required during a change of tenancy, for example, these vehicles could also be accommodated within the servicing area to the rear of Block C. Full details regarding the anticipated delivery vehicle dimensions are provided within the DSMP prepared in support of the proposed redevelopment.
- 3.13 To accommodate emergency vehicle access at the site, retractable bollards would be provided at the main pedestrian entrance into the site from Water Lane. Emergency vehicles would be granted access into the site and would navigate the central pedestrianised route to reach each building where required to do so. Full details regarding emergency vehicle access are provided within the following section of this DSMP.

Delivery Access Procedures

- 3.14 A detailed plan annotating the proposed servicing arrangements is attached at **Drawing 2021/5945/006**. The key elements of this strategy are summarised as follows:
 - (a) Haven Road layby Residential & commercial deliveries to Blocks A & B (LGVs & HGVs)
 - (b) Water Lane layby Residential deliveries to blocks C and D (LGVs & HGVs)



- (c) Service area behind Block D Residential deliveries to Block D (LGVs)
- (d) Service area behind Block C Residential deliveries to block C (LGVs & HGVs)
- 3.15 Deliveries made to each respective building within the site should follow the access procedures summarised above and annotated on the appended drawing. This strategy is intended to reduce the transfer distance of goods from the delivery vehicle to the recipient, whilst preventing any unacceptable impact to the function of the site's access points or the adjacent road network.

Emergency Vehicle Access

- 3.16 To accommodate emergency vehicle access at the site, retractable bollards would be provided at the main pedestrian entrance into the site from Water Lane. Emergency vehicles would be granted access into the site and would navigate the central pedestrianised route to reach each building where required to do so.
- 3.17 In any event that a fire tender vehicle was required on-site, access to each building can be achieved via either Haven Road, Water Lane, the on-site service road or the central pedestrianised route through the site.
- 3.18 Typical fire tender vehicles measure 8m-10m in length and 2.5m in width, thus they would be safely accommodated by the retained service road to the rear of block C. If required to access the north-western edge of the building at Block D, fire tender vehicles could reverse into the private driveway from Water Lane to the rear of the building.
- 3.19 To illustrate the fire access strategy, drawing **2021/5945/013**, attached, demonstrates the required vehicle manoeuvring of fire tender within the site on both the retained service road and the new central pedestrian route.
- 3.20 The appended drawing confirms that a fire tender vehicle could stop within 20m of all areas of each building on-site. Additionally, vehicles would not be required to reverse any distance greater than 20m, in compliance with guidance issued in *Manual for Streets*.
- 3.21 Ambulances are smaller in dimension than a fire tender vehicle and could therefore access these areas safely and conveniently from Water Lane. Ambulance access at the site would follow the same strategy demonstrated above for fire tender vehicles.



4 DELIVERY ARRNAGEMENTS

Loading Activity

- 4.1 The loading facilities detailed above in Section 3 of this DSMP would ensure that all deliveries can be safely and discreetly accommodated at the site without obstructing traffic on either Haven Road or Water Lane.
- 4.2 Blocks C and D within the site would each be provided with a concierge and parcel room to receive deliveries to the residential units within the respective building. These parcel rooms would be conveniently accessible from the designated delivery points to the rear of each respective block.
- 4.3 The residential apartments within Blocks A and D would be provided with post lockers and would be notified of large deliveries with the use of the intercom at the block entrance. Each of the commercial units on-site would receive deliveries at their main entrances via the central pedestrian courtyard within the site.
- 4.4 Step-free goods transfer routes would be provided from each designated delivery drop-off location to the various goods reception points. Lifts would be provided within each building, ensuring step-free access to apartments from the respective parcel rooms and post lockers.
- 4.5 The location of each designated delivery drop-off point and the corresponding goods transfer routes is illustrated on the following extract, whilst a detailed plan illustrating the full servicing strategy (drawing **2019/5945/006**) is appended to this DSMP.





Vehicle Specifications

- 4.6 The ground floor commercial units would grant flexible retail use for prospective occupants and would therefore likely operate as either a café, restaurant, bar, convenience store, general retail outlet or a private healthcare / fitness centre. As the ultimate occupiers of the four ground floor commercial units are not yet determined, the exact nature of deliveries generated by these units remains unknown.
- 4.7 The vast majority of deliveries generated by these land uses, however, would be carried out by light goods vehicles (LGVs), including 3.5t 'sprinter' vans, 4.6t light vans and occasionally larger 7.5t box vans. These vehicles would be used by general postal / courier services, as well as scheduled deliveries of food / beverage and general retail supplies, for example.



- 4.8 Residential deliveries would typically comprise general postal and courier services which form part of pre-planned delivery routes, requiring a short duration to complete as goods would consist mostly of letters and small parcels. These deliveries would be undertaken using 4.6t light vans, as outlined above. On occasion, larger supermarket deliveries would be generated, which are typically undertaken using 7.5t box vans.
- 4.9 On rare occasions that any larger vehicle is required during a change of tenancy, for example, larger 10m rigid lorries could be accommodated within the designated servicing area to the rear of Block C if necessary, or within the laybys provided on Haven Road and Water Lane.
- 4.10 The dimensions of delivery vehicles that may be needed at the site are summarised as follows:



4.6t Light Van

		8.01		
Ē				
L				
-6	✐		Ō	
			T	
1.21	4.	.25		

7.5t Box Van

Overall Length	5.885m	Overall Length	8.010m
Overall Width	2.000m	Overall Width	2.100m
Overall Body Height	2.526m	Overall Body Height	3.556m
Min Body Ground Clearance	0.299m	Min Body Ground Clearance	0.351m
Track Width	1.765m	Track Width	2.064m
Lock to lock time	4.00s	Lock to lock time	4.00s
Kerb to Kerb Turning Radius	6.000m	Kerb to Kerb Turning Radius	7.400m

10.000m 2.500m 645m 440m 470m .00s 1.000m



- 4.11 The LGVs illustrated above, including the 4.6t and 7.5t vans respectively, would be comfortably accommodated within each designated servicing area at the site. Vehicles of these sizes would be permitted to utilise the laybys on Water Lane / Haven Road, as well as the servicing areas provided to the rear of residential blocks C and D.
- 4.12 The dimensions of these delivery vehicles would not exceed those of the vehicles previously utilised by the retail superstores formerly located on-site within the Haven Banks Retail Park. The general use of LGVs rather than scheduling regular deliveries by HGVs is considered to represent a benefit to the functioning of the site and the surrounding road network compared to the site's former operation which predominantly used HGVs to carry out deliveries.

Delivery Frequencies & Duration

- 4.13 In order to establish the likely frequency of delivery vehicles generated by the proposed uses of the site, RGP has examined the trip rate data applied to the trip generation assessment carried out in the accompanying Transport Assessment. This data has been used to calculate the corresponding number of commercial deliveries.
- 4.14 **Table 2**, below, provides a summary of the existing and proposed frequency of deliveries generated by the site, as well as the corresponding net change predicted following the site's redevelopment.

	Daily Deliveries
Existing Site	5
Proposed Site	26
Residential	21
Restaurant / Café	4
Net Change	+21

Table 2Delivery Frequencies

- 4.15 As summarised above, the combined uses of the proposed site are likely to generate an increase of 21 deliveries over the course of a typical weekday equating to a total of 26 daily deliveries carried out by LGVs. These additional delivery vehicle arrivals would be comfortably accommodated within the designated servicing areas and laybys provided for use by the site's occupants.
- 4.16 Whereas the former retail park generated HGV trips, the proposed uses of the site would instead utilise LGVs. These delivery vehicle arrivals would be distributed more evenly across the various proposed servicing facilities for the site, rather than accommodating all vehicles within the service road via Water Lane as previously occurred at the retail park.



4.17 The majority of deliveries would comprise small goods of an ad-hoc nature, such as postal and courier visits, which would be typically completed within 5 minutes. Some large supermarket deliveries or furnishings, for example, may require a duration of up to 10 minutes to carry out. On the rare occasions that larger vehicles are required for removals during a change of tenancy, for example, HGVs such as the 10m rigid lorry would likely require up to 30 minutes to transfer goods to / from the site.

5 DELIVERY MANAGEMENT MEASURES

- 5.1 The future building management and commercial tenants should apply a range of measures to ensure efficient and safe management of delivery and servicing vehicles to the site. As household deliveries generated by the residential units cannot be centrally controlled the following range of delivery measures should primarily be adopted by management of the four respective commercial units. The measures may also be applicable to the residential building management, should any regular freight service be required to undertake deliveries of maintenance supplies, for example.
- 5.2 Residential staff stationed at the concierge within blocks C and D should be fully instructed by management regarding the processes for efficiently sorting and storing mail within the designated parcel rooms provided for residents. Mail held for each apartment should be easily identified and accessible when retrieved by residents on-site. Identification should be requested from residents when collecting mail from the parcel rooms to ensure correct distribution of goods to the intended recipient.
- 5.3 The provision of communal parcel rooms and mail lockers would assist in significantly reducing the duration required to complete household deliveries to the site.
- 5.4 To minimise the impact of commercial deliveries to the site, the tenants of the respective commercial properties will be encouraged to commit to ensuring that their principal suppliers are signed up to Transport for London's Fleet Operator Recognition Scheme (FORS) where applicable.
- 5.5 FORS is a voluntary industry-led membership scheme which aims to raise the standard of the fleet and freight industry by improving operators' performance with regards to safety, fuel efficiency, economical operation and vehicle emissions. It seeks to provide a quality and performance benchmark for the freight industry.
- 5.6 A proportion of deliveries to both the commercial and residential tenants would be of an ad-hoc nature, such as postal deliveries and courier service, which do not operate as part of a contracted freight company. However, where regular deliveries of retail supplies are scheduled by the commercial tenants, for example, there is scope to ensure that FORS compliant delivery services are utilised.



- 5.7 The number and level of deliveries would be constantly reviewed by the commercial tenants with the frequency and size of each delivery continually monitored to ensure that the minimum number of deliveries are generated by the future commercial occupants. A record of delivery arrivals should be presented to wider estate management if required for to assist with the co-ordination of deliveries. Consolidating deliveries where possible and optimised route planning are an example of the variety of measures that can be implemented to reduce the number of miles travelled and reduce CO₂ emissions from delivery vehicles.
- 5.8 The respective management of the commercial units will prepare delivery schedules, in order to ensure deliveries do not overlap and hence ensure as few delivery vehicles as reasonably possible are present at the designated loading areas at any given time. The schedules will be shared between the commercial properties on-site to promote cooperation with the management of deliveries and to ensure the number of simultaneous delivery vehicle arrivals is minimised.
- 5.9 The delivery schedule should also be shared with the adjacent climbing centre to prevent any potential conflict with occasional deliveries to this neighbouring property on Haven Road.
- 5.10 All deliveries are to be scheduled outside of the conventional highway peak hour periods (08:00 09:00 and 17:00 18:00 hours) where possible, in order to limit congestion on Haven Road and Water Lane.
- 5.11 Continual loading activity would be undertaken during scheduled deliveries to limit the duration required to complete deliveries. Any deliveries requiring a longer duration of loading activity would be planned as part of the delivery schedule to further minimise impact.
- 5.12 The respective commercial managements will be responsible for ensuring that the goods reception entrances, refuse store access and goods transfer routes are kept clear at all times, with obstacles removed if present.
- 5.13 To promote more sustainable delivery methods, the prospective management of the commercial units are encouraged to appoint freight services which utilise cargo bikes to deliver goods where possible.
- 5.14 The use of electric cargo bikes can offer a potentially faster means of delivering goods when compared to conventional motorised road transport, while also reducing the level of emissions generated through the process of goods transportation. Cargo bikes offer a realistic alternative for local suppliers making regular small-scale deliveries and will be permitted to utilise the short-stay cycle parking stands provided within the site, thus benefitting the functioning of the loading bays by alleviating the level of occupancy.



- 5.15 It is recognised that deliveries of chilled / frozen food supplies and large barrels of beverage, for example, require the use of refrigerated vehicles. However, general small retail supplies or restaurant linen could feasibly be delivered to the site by cargo bike. The use of cargo bikes should therefore be applied to any deliveries which are conductive to the storage capabilities of a cargo bike.
- 5.16 In addition to the use of cargo bikes, management of the commercial properties should adopt a range of other sustainable delivery measures where possible, including (but not limited) to the following potential initiatives:
 - i) Schedule deliveries from local suppliers to reduce transportation distances and subsequent emissions;
 - ii) Consolidate deliveries into fewer trips;
 - iii) Use supplies with electric vans within their delivery vehicle fleet;
 - iv) Appoint suppliers with subscription to FORS;
 - v) Delivery route planning to shorten distances travelled;
 - vi) Reduce unnecessary packaging to save space and materials; and
 - vii) Provide in-house equipment maintenance training to eliminate need for external contractors;

6 WASTE STORAGE AND COLLECTIONS

Waste Storage

- 6.1 With respect to waste storage capacity required for the site, ECC's Residential Design SPD does not define specific volumes for flats, stating that "For details of the amount of space required, carry distances and other technical requirements developers should make early contact with Exeter City Council Environment Health Services, Cleansing Department".
- 6.2 RGP has therefore examined the waste storage requirements defined in the British Standards document BS5906. A summary of these standards and the corresponding capacity requirements for each proposed block are provided in the following table.



Table 3Waste Storage Requirements to Facilitate Weekly Collections (BS:5906)				
Block	Waste Arisings Calculation	Weekly Waste Arisings	Equivalent 1,100L bins	
Block A				
Commercial (349 sqm sales area)	volume per m ² of sales area [10 l] × sales area	3,490L	4	
Residential (22 units)	number of dwellings × {(volume arising per bedroom [70 I] × average number of bedrooms) + 30}	3,740L	4	
Block B			·	
Commercial (220 sqm sales area)	volume per m2 of sales area [10 I] × sales area	2,200L	2	
Residential (21 units)	number of dwellings × {(volume arising per bedroom [70 I] × average number of bedrooms) + 30}	2,100L	2	
Block C				
Residential (203 units)	number of dwellings × {(volume arising per bedroom [70 I] × average number of bedrooms) + 30}	20,300L	19	
Block D				
Commercial (70 sqm Sales Area)	volume per m2 of sales area [10 I] × sales area	770L	1	
Residential (188 units)	number of dwellings × {(volume arising per bedroom [70 I] × average number of bedrooms) + 30}	18,800L	17	
Total	N/A	52,230	49	

- 6.3 Based on the above calculations, to accommodate a single weekly waste collection from the site, a total 49 x 1,100L Eurobins should be provided. This provision could be reduced where collection frequencies are increased.
- 6.4 It should be noted that the ultimate operation of the 4 commercial units is not yet determined. The above assessment therefore establishes the waste storage requirements of general retail uses. The specified waste storage capacity should be reviewed following occupation of these commercial properties.



- 6.5 A site-wide provision of 51 x 1,100L Eurobins is proposed to accommodate the waste storage needs of both residential and commercial uses. In accordance with the waste storage guidance summarised above, 45 x 1,100L Eurobins would be provided communally for the use of residents within each block, whilst 6 x 1,100L Eurobins would be provided for the commercial units and management suite.
- 6.6 The WMP prepared by RGP to support the redevelopment proposals provides a detailed illustration of the locations of the on-site refuse stores and should be referred to for the complete waste management strategy to be implemented at the site.
- 6.7 The required waste storage capacity would be provided within secure bins stores within each block for the communal use of residents. Bins for the commercial units on-site would be securely stored within the demise of each respective unit.

Waste Collections

- 6.8 The site is designed to accommodate safe and convenient refuse collections, resulting in a minimal impact on the adjacent highway network. The site's internal layout has been planned as such that no complex turning procedures would be required by collection vehicles. Following the completion of waste removals from each designated collection point, vehicles would egress the site safely in a forward gear.
- 6.9 The various waste collection points and transfer routes from the residential and commercial bins stores are identified on the following extract. These arrangements are reviewed in further detail within the remainder of this section, whilst a detail plan illustrating the waste / delivery strategy is attached at drawing **2021/5945/006**.







- 6.10 Waste collections associated with Block C would be carried out on-site within the retained service road provided from Water Lane to the rear of the building, where a turning head would be provided to ensure vehicles can manoeuvre prior to departing the site in a forward gear back onto Water Lane.
- 6.11 In order to demonstrate the anticipated refuse collection arrangement for Block C within the site, RGP has undertaken a swept path assessment to illustrate the required manoeuvring of a large refuse collection vehicle when accessing the rear servicing area. Drawings **2021/5945/010** and **2021/5945/011**, attached, demonstrate access by a large refuse vehicle within the site's main servicing area to the rear of Block C. Sufficient space would be provided within the turning head to facilitate the manoeuvring of these vehicles, enabling safe and convenient egress in a forward gear onto Water Lane.



- 6.12 Collections from Block D would take place from Water Lane, adjacent to the private driveway to the rear of Block D. During scheduled collections, residential management staff would be present on-site to transfer bins to the edge of the carriageway for collections to take place. Drawing **2021/5945/009**, attached, demonstrates that a refuse collection vehicle could stop adjacent to the site to undertake collections, whilst retaining enough space for traffic to pass on Water Lane without encroaching the marked bus cage on the opposite side of the carriageway. The dropped kerb provided adjacent to Water Lane at the Block D service yard would be extended, enabling step-free access bins to be wheeled safely to the back of the collection vehicle.
- 6.13 The new layby on Haven Road to the northeast of the site would accommodate all collections from Blocks A and B, as demonstrated by the swept path assessment shown on drawing **2021/5945/012**, attached.
- 6.14 Residential refuse collections would be arranged by ECC as part of an existing planned route to local residential properties along Haven Road and Water Lane. Commercial collections would be scheduled with a private waste contractor, such as Veolia, for example, which already operates collection routes in the locality.
- 6.15 The site's operation does not generate hazardous waste and thus there is no requirement for specialised collection companies to be contracted for this purpose.

7 WASTE MANAGEMENT PROCEDURES

- 7.1 The following section provides an overview of the key waste management strategies to be implemented at the site. A more detailed approach to waste management is defined within the accompanying WMP.
- 7.2 All refuse collections will be scheduled outside of the conventional highway peak hour periods (08:00-09:00 and 17:00-18:00 hours), in order to reduce any impact of servicing on the local highway network. Additionally, collection contractors will be instructed to not carry out overnight collections where possible to prevent any disturbance to the residential properties on-site. The delivery schedule aims to reduce any potential conflict with neighbouring properties as far as reasonably possible.
- 7.3 To assist in minimising the duration of refuse collections, respective management of the commercial units and residential buildings will ensure that a member of staff is available prior to collections to greet the contracted collection team and unlock the refuse stores in preparation for scheduled collections. Staff of the commercial units will also ensure that access to their respective refuse store is kept clear at all times and to safely remove any items obstructing the store.
- 7.4 The site management will ensure that all signage and information stickers on, and within, the refuse store are clear. Replacement signage will be ordered by site management when necessary. This includes labelling on bins to assist with the correct sorting of waste on-site.



- 7.5 The site management would request the services of a cleaning company in the unlikely occurrence that large spillages occur within the refuse stores or should any issue be identified regarding the condition of bins on-site. Owing to the design of the refuse stores and their location away from the public highway, spillages within the store would not affect pedestrian or vehicle movement along either Haven Road or Water Lane.
- 7.6 Additionally, management of the commercial uses will be instructed to inform employees of the refuse / recycling processes to ensure that they are fully aware of the requirements. This approach will be maintained via up-to-date information placed on the staff notice board. Residents would be informed with a summary of the waste storage and collection arrangements through the provision of a welcome pack when moving into the building, with any updates provided on the residential notice boards.
- 7.7 Although no machinery is required on-site for storage or transfer of waste (I.e. a fork-lift or electric tug), staff would be fully trained for the use of such machinery if its use was implemented at the site.
- 7.8 All refuse collections will be appropriately monitored / recorded to maximise efficiency of waste removals from the site. Over the course of the tenancy, the commercial occupants will inform the Council of any significant alterations made to the refuse collection schedule (i.e. any required increase in frequency of collections).
- 7.9 All receipts for commercial waste removals and notes on the tonnage of transferred waste will be retained for monitoring purposes, to accompany the checklist that would be presented to ECC if required.
- 7.10 This DSMP is prepared as a standalone planning document which is anticipated to be used predominantly by the site occupants / management and the waste contractor to provide reference to the necessary waste storage, collection and management procedures. This document would also be used periodically by ECC for review purposes. A hard (paper) copy of this DSMP will be kept on-site at all times, whilst an electronic copy would also be retained by site management.
- 7.11 Following the opening of the site, operational targets should be set by site management to encourage staff procedures that further enhance sustainability of waste disposal. Resident behaviour is difficult to manage and waste management processes cannot be easily enforced. Stringent targets for residential recycling are therefore not appropriate to be monitored as part of this process. Once baseline data is obtained for the commercial uses pertaining to proportions of recyclable waste, the general waste tonnage and volumes of food waste generated, site-specific targets should be set to decrease the quantity of non-recyclable waste. These targets should be set out based on 'SMART' criteria, as follows:



S pecific	
Measurable	
Achievable	
Realistic	
Time-bound	

8 SUMMARY AND CONCLUSIONS

- 8.1 This document sets out a series of clearly defined procedures relating to the anticipated delivery arrangements and waste storage / removal requirements associated with the proposed redevelopment of the Haven Banks Retail Park, Haven Road, Exeter. This report demonstrates the following:
 - The site is considered to be conveniently located in terms of access from the wider highway network owing to its proximity major highway links including the A377, A3015, A30 and Junction 30 of the M5. Minimal deviation from these routes is required by delivery and servicing vehicles making trips to / from the site, as per the routing plan established in this DSMP;
 - ii) 2 new laybys on Haven Road and Water Lane, respectively would accommodate the additional deliveries, combined with the retained service road and private driveway from Water Lane. The proposed site could accommodate up to 7 delivery vans simultaneously;
 - iii) The largest delivery vehicle required by the site will be a 11.0m x 2.5m refuse collection vehicle. The vast majority of deliveries would be carried out by 4.6t light vans, whilst occasional deliveries using larger 7.5t panel vans would also be generated by the commercial and residential units. On rare occasions, 10m rigid lorries may be utilised during a change of tenancy within the site, for example. Such vehicles would be safely accommodated on the site's retained service road;
 - iv) The proposed residential units would generate daily postal deliveries and some occasional supermarket deliveries which would be completed using light goods vehicles. Although the ultimate operation of the commercial units is not yet established, it is anticipated that due to the small scale of each unit, deliveries would be carried out using LGVs comprising fresh food / drink, linen and general goods. An increase of up to 21 additional daily deliveries is expected, although the size of required delivery vehicles would be reduced;
 - v) Secure refuse stores will be provided on-site for the use of the residents and commercial tenants. These stores have been designed in accordance with relevant British Standards waste storage guidance. The stores will be lockable, well-lit and provided with sufficient drainage. Step-free access will be afforded from the refuse stores to the designated collection points;
 - vi) Residential refuse collections would be coordinated by ECC as part of an existing collection route through Haven Banks. Private collections would be scheduled by the



commercial tenants, with an envisaged shared collection strategy to consolidate the number of weekly waste removals from the site. 4 collections would be required at the site per week for the removal of all waste and recycling generated by the combined residential and commercial uses;

vii) Deliveries and waste collections will be coordinated and monitored to ensure that only one vehicle is present at the site at a given time. A range of delivery and waste management measures are defined in this document with the purpose to reduce any potential impact on neighbouring properties or the local highway network. These measures should be implemented by the respective residential and commercial management following the site's redevelopment.



DRAWINGS

















APPENDIX A

