

Ham Close Regeneration

Planning Application:

Outline Construction
Logistics Plan

Author: Velocity Transport Planning
April 2022



HAM CLOSE, RICHMOND

OUTLINE CONSTRUCTION LOGISTICS PLAN

PROJECT NO. 21/102 DOC NO. D005

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1 INTRODUCTION

1.1 INTRODUCTION

1.1.1 Velocity Transport Planning (VTP) has been appointed by Hill Residential (the Applicant) to prepare this Outline Construction Logistics Plan (CLP) in support of the redevelopment proposals at Ham Close, Ham, Richmond Upon Thames, TW10 7PG (the site).

1.1.2 The site is situated within the administrative boundary of the London Borough of Richmond upon Thames (LBRuT).

1.1.3 This Outline CLP has been prepared to accompany a Healthy Streets Transport Assessment (TA) as part of a planning application for the redevelopment of the site.

1.1.4 This CLP has been prepared by an accredited CLP practitioner, ID reference 00299.

1.2 SITE LOCATION

1.2.1 **Figure 1-1** indicates the location of the site. It is bound by Ashburnham Road to the south, a primary school to the west, Woodville Road to the north, Wiggins Lane to the north east and a mixed use block to the south east.

Figure 1-1: Site Location and Local Context



1.3 PROPOSED DEVELOPMENT

1.3.1 The proposed development description is as follows:

“Demolition of existing buildings on-site and phased mixed-use development comprising 452 residential homes (Class C3) up to six storeys; a Community/Leisure Facility (Class F2) of up to 3 storeys in height, a “Maker Labs” (sui generis) of up to 2 storeys together with basement car parking and site wide landscaping.”

1.4 CLP OBJECTIVES

1.4.1 The CLP is intended to provide a framework to:

- ⊙ Safely manage the volume and frequency of demolition and construction related trips;
- ⊙ Minimise the impact on the surrounding transport network in terms of vehicle movements, public transport and vulnerable road users; and
- ⊙ Contribute to minimising the potential impacts of noise generating activities, and to minimise air quality related issues.

1.4.2 The site-specific objectives for this CLP will be as follows:

- ⊙ To ensure all construction vehicles consider the relevant community considerations throughout the construction programme, including but not limited to the surrounding residential properties and non-motorised users within the local area;
- ⊙ To ensure all construction vehicles utilise the designated routes specified within this CLP, including use of the strategic roads where possible, to minimise the disruption to the local area; and
- ⊙ To ensure all construction vehicles access the site from within the extents of the site boundary, where possible.

1.4.3 This Outline CLP forms the framework version of the document and will be secured by way of appropriately worded planning condition on any planning permission granted. In order to discharge the relevant planning condition, the Outline CLP will be updated into a Detailed CLP by the appointed contractor prior to the commencement on the site. The Detailed CLP will therefore form the basis of the construction logistics methodology for the proposed development.

1.4.4 The Outline CLP is also supported by and should be read in conjunction with the Construction Environmental Management Plan (CEMP) which sets out the strategies to mitigate the environmental impacts of construction on the local area and within the site, rather than focussing solely upon logistics and the wider network like the CLP.

1.4.5 The objectives of this Outline CLP will be regularly reviewed and updated by the appointed contractor within the Detailed CLP, once further information is available regarding the proposed construction methodology, the specific vehicle requirements and any other localised factors which may influence construction at that time.



1.5 CLP STRUCTURE

1.5.1 This CLP has been produced in accordance with the latest Transport for London ('TfL') 'Construction Logistics Planning Guidance', dated 2nd July 2017.

1.5.2 Following this Introduction, in accordance with TfL best practice, the document is structured as follows:

- ⦿ **Section 2** - Context, Considerations and Challenges;
- ⦿ **Section 3** - Construction Programme and Methodology;
- ⦿ **Section 4** - Vehicle Routing and Site Access;
- ⦿ **Section 5** - Strategies to Reduce Impacts;
- ⦿ **Section 6** - Estimated Vehicle Movements; and
- ⦿ **Section 7** - Implementing, Monitoring and Updating.



2 CONTEXT, CONSIDERATIONS AND CHALLENGES

2.1 POLICY CONTEXT

2.1.1 The following policy and guidance material has been considered in the preparation of this CLP:

- ⊙ Traffic Management Act (2004);
- ⊙ National Planning Policy Framework (2021);
- ⊙ Mayor's Transport Strategy (2018);
- ⊙ London Plan (2021)
- ⊙ TfL Vision Zero Action Plan (2018);
- ⊙ TfL Construction Logistics Plan Guidance (2017);
- ⊙ LBRuT Local Plan (2018); and
- ⊙ LBRuT Transport Supplementary Planning Document (2020).

2.2 LOCATION PLANS

2.2.1 In accordance with the latest TfL guidance, the relevant location plans are provided below.

Figure 2-1: Regional Plan (1:15,000)



Figure 2-2: Local Context Plan (1:3,000)



- 2.2.2 As the specific details for the site set-up are not yet known, including the construction methodology and requirements, the 'Site Boundary Plan' will be provided within the Detailed CLP by the Principal Contractor once these details are available.
- 2.2.3 Revised versions of the plans will be provided following the Principal Contractor's appointment and upon confirmation of any site-specific construction requirements, which will be included at the Appendices within the Detailed CLP.

2.3 HIGHWAY NETWORK

- 2.3.1 LBRuT are the Highway Authority for the majority of the roads within the local area.
- 2.3.2 The nearest section of the Transport for London Road Network (TLRN) is the A316 Chertsey Road which is located approximately 2.5km to the north of the site and the A3 approximately 3.2km to the south east, with TfL acting as Highway Authority.
- 2.3.3 The site and surrounding areas do not fall within a controlled parking zone (CPZ), with no nearby CPZ within reasonable walking distance (200m).

HAM CLOSE

- 2.3.4 Ham Close is a small residential road running in two parallel sections in a north west to south east direction across the site. Ham Close allows for two-way traffic movement, with no road markings or restrictions present throughout. There are footways on both sides of Ham Close.



WOODVILLE ROAD

- 2.3.5 Woodville Road runs in a general east to west direction and forms the northern boundary of the site. Woodville Road is a two-directional, single carriageway road. Pedestrian footways are present on both sides of Woodville Road, however there are no parking or loading restrictions present, with the exception of double yellow line (no waiting at any time) restrictions at the mouth of the junctions.

ASHBURNHAM ROAD

- 2.3.6 The western section of Ashburnham Road runs in a general north to south direction whilst the eastern half runs in a general east to west direction, forming the southern boundary of the site. Ashburnham Road is a two-directional, single carriageway road. On-street parking is allowed and unrestricted, with the exception of the south-western corners where double yellow lines are present. Immediately outside St Richard's CE Primary School, to the west of the site there are single yellow lines and 'School Keep Clear' yellow zig-zag markings are present.

HAM STREET

- 2.3.7 Ham Street is a two-directional single carriageway road running in a general north to south direction. Ham Street connects Woodville Road and Ashburnham Road with the wider Ham area. Parking is allowed on-street for the majority of Ham Street, however there are some restricted areas, with double yellow lines present due to the restricted width along some sections of Ham Street.

2.4 WALKING

- 2.4.1 The local street network has an established network of footways typical of an urban environment that provide access to the site, nearby facilities and amenities, including local bus stops and the local rail stations.
- 2.4.2 The area surrounding the site provides a network of footways which are generally in good condition and measure approximately 1.5m to 2m through and surrounding the site. Furthermore, the site is located within close proximity to the Thames Path, which provides an off-street link to Twickenham and Kingston to the south and Richmond to the north.

2.5 CYCLING

- 2.5.1 A network of local cycle lanes in the area immediately surrounding the site provide access to the Thames Path, which provides an off-street cycle route linking the site to Twickenham and Kingston to the south and Richmond to the north.

2.6 PUBLIC TRANSPORT

- 2.6.1 Ham Close is served by the 371 bus route from Ashburnham Road which falls within the PTAL radius and provides a frequent service to Kingston and Richmond.
- 2.6.2 There are no railway stations within the immediate vicinity of the site.

2.7 KEY CONSIDERATIONS AND CHALLENGES

- 2.7.1 The following key considerations and challenges have been identified at the site within the local area:



- ⦿ Land use in the vicinity of the site is predominantly residential, leading to a number of non-motorised users in the local area;
- ⦿ Presence of children from the adjacent schools, including users of the nearby Grey Court School, St Richards CE School and Meadlands School;
- ⦿ Presence of other non-motorised users including bus stops and retail units on Ashburnham Road, as well as users of Ham Clinic and the Woodville Centre;
- ⦿ Ensuring safe access to the site from Woodville Road and Ashburnham Road, whereby access will need to consider the presence of on-street parking and road widths; and
- ⦿ Ensuring that access to the surrounding properties is maintained throughout the construction programme.



3 CONSTRUCTION PROGRAMME AND METHODOLOGY

3.1 PROGRAMME

3.1.1 Planning for construction is at a preliminary stage and may be subject to review and modification during detailed construction planning.

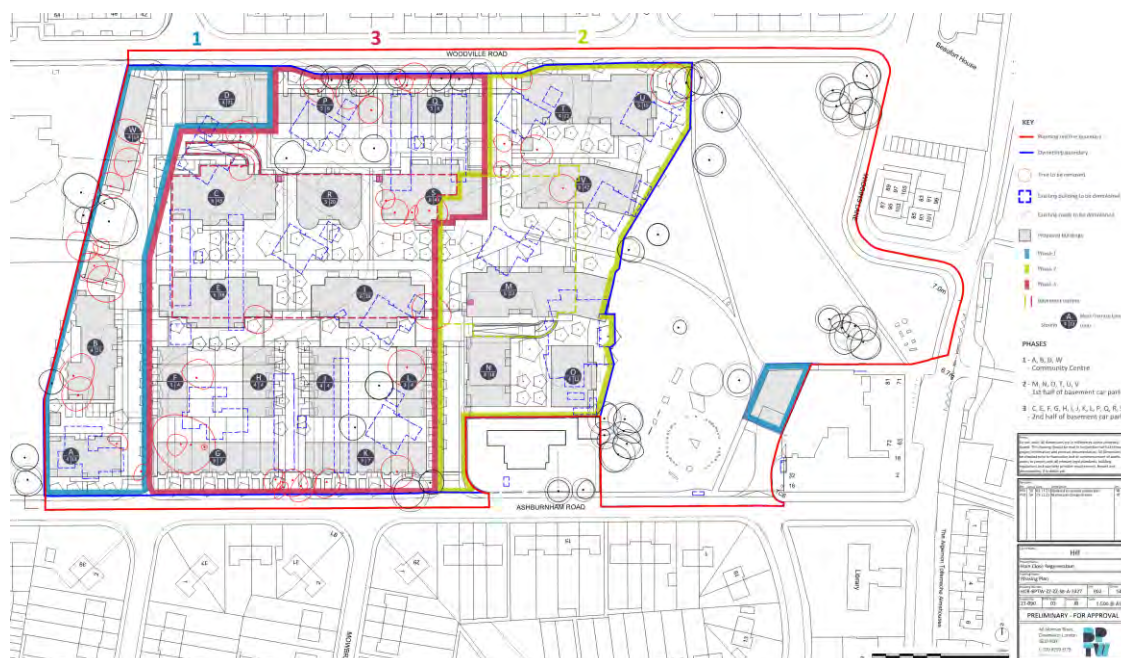
3.1.2 For this reason, the following information is based on reasonable assumptions in the construction programme and the collective experience of the consulting team with similar projects.

3.1.3 Construction is anticipated to be in three phases, as follows:

- ⊙ Phase 1 - Blocks A, B, D, W, the Community Centre and Maker Labs use (70 residential homes);
- ⊙ Phase 2 - Blocks M, N, O, T, U, V and the first half of the basement car park (160 residential homes); and
- ⊙ Phase 3 - Blocks C, E, F, G, H, I, J, K, L, P, Q, R and S and the second half of the basement car park (222 residential homes).

3.1.4 **Figure 3-1** provides an overview of the indicative construction phasing.

Figure 3-1: Proposed Construction Phasing Strategy



3.1.5 An indicative programme for construction phasing is as follows:

- ⊙ Phase 1 - March 2023 to October 2024;
- ⊙ Phase 2 - October 2024 to May 2027; and



- ⊙ Phase 3 - May 2027 to March 2030.

3.1.6 The construction programme will be confirmed and set out in more detail within the Detailed CLP and will be confirmed by the Principal Contractor once further details are available.

3.2 CUMULATIVE SCHEMES

3.2.1 As works will influence and be influenced by surrounding developments, this CLP will be further developed with respect to other developments scheduled to be active during the construction period.

3.2.2 At this stage and based on an initial desktop review, it is considered that there are no relevant cumulative schemes in the local area that require consideration for now, though this position will be reviewed within the Detailed CLP for the wider area.

3.2.3 The cumulative developments at the time of the Detailed CLP and that may be running concurrently with on-site works will be reviewed, with opportunities to be explored to consolidate between cumulative sites and explore the scope for any sharing of deliveries and reverse logistics, where appropriate.

3.3 CONSTRUCTION METHODOLOGY

3.3.1 In accordance with the TfL CLP Guidance, the Detailed CLP will include full details of the construction works and programme for each phase, broken down as follows:

- ⊙ Site Setup and Demolition;
- ⊙ Excavation and Piling;
- ⊙ Sub-Structure;
- ⊙ Super-Structure;
- ⊙ Cladding; and
- ⊙ Fit-Out, Testing and Commissioning.

3.4 SITE SETUP AND DEMOLITION

3.4.1 Further details of the site setup and demolition, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.

3.5 EXCAVATION AND PILING

3.5.1 Further details of the excavation and piling phase, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.



3.6 SUB-STRUCTURE

- 3.6.1 Further details of the sub-structure phase, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.

3.7 SUPER-STRUCTURE

- 3.7.1 Further details of the super-structure phase, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.

3.8 CLADDING

- 3.8.1 Further details of the cladding phase, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.

3.9 FIT-OUT, TESTING AND COMMISSIONING

- 3.9.1 Further details of the fit-out, testing and commissioning phase, including timings, plant, vehicles required and works description will be included by the Principal Contractor as details are made available. The detail of this section will be secured by condition and provided within the Detailed CLP once the construction methodology is confirmed by the appointed Principal Contractor.



4 VEHICLE ROUTING AND SITE ACCESS

4.1 SITE LOGISTICS

- 4.1.1 It is proposed that the main access route to the site for the construction vehicles will be from the east via the A307 Petersham Road, which links onto the Strategic Road Network in the form of the A3 in the south. Vehicles will then route along Sandy Lane, before joining onto Ham Street, then accessing either Woodville Road or Ashburnham Road to access the site. No construction vehicles will access the site from the west.
- 4.1.2 There are no vehicle weight restrictions or cycle routes along the length of this route.
- 4.1.3 The Detailed CLP and Principal Contractor will seek to ensure that the smallest construction vehicle is utilised, where possible, to minimise any disruption to the local area.
- 4.1.4 It is anticipated that in the initial phases of construction, vehicles will be able to be retained off the public highway and within the extents of the site boundary. This will be the preferred approach and will be utilised to ensure all vehicles are kept off the public highway, where practicably possible.
- 4.1.5 If there is a point during construction where this is not possible, the Principal Contractor will work with LBRuT to agree the details of this stage of construction and will obtain any licenses or permissions necessary in order to accommodate the construction vehicles. This information will be provided within an updated site boundary plan, within the Detailed CLP.

4.2 CONSTRUCTION ROUTE PLANS

- 4.2.1 In accordance with the TfL Guidance, construction access route plans are provided overleaf with **Figure 4-1** presenting the Regional Network Access Plan and **Figure 4-2** presenting the Local Network Access Plan.
- 4.2.2 The site plan will be updated within the Detailed CLP once a Principal Contractor has been appointed. Revised versions of the plans will be updated and provided following the Principal Contractor's appointment and will be included at the Appendices of the Detailed CLP.
- 4.2.3 Further details on access to the site, compound locations and phasing are also provided within the supporting CEMP, the details of which will be secured by way of condition.

4.3 SITE ACCESS

- 4.3.1 Access to the site will be locked with a combination lock to prevent unauthorised access and the hoardings will be checked regularly to ensure that they remain secure.
- 4.3.2 An appropriate member of staff will be named within the Detailed CLP, and their contact details will be available to deal with emergencies and ensure access.

4.4 FOOTWAY CLOSURE

- 4.4.1 It is not proposed to close any roads or footways during the works, with it anticipated that footways in the surrounding area will remain open to all users. However, the details of this and any temporary diversions will be provided and agreed with LBRuT within the Detailed CLP.



Figure 4-1: Regional Network Access Plan (1:15,000)

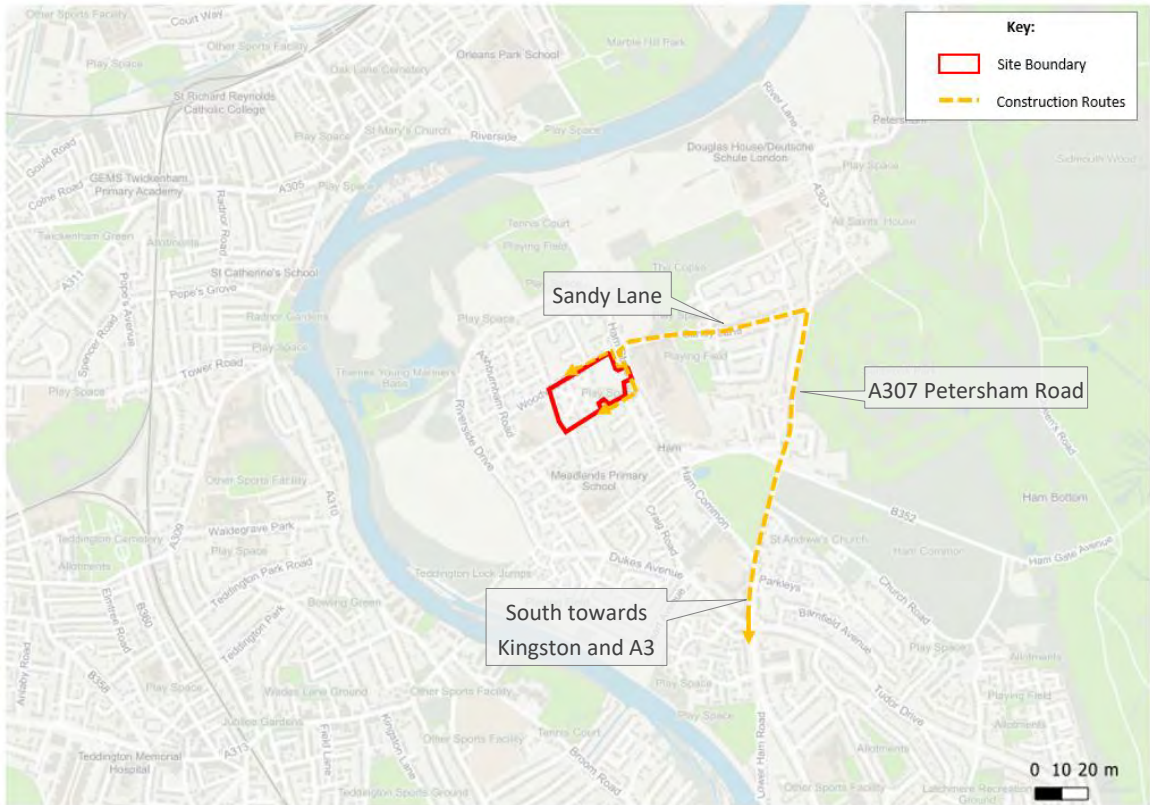
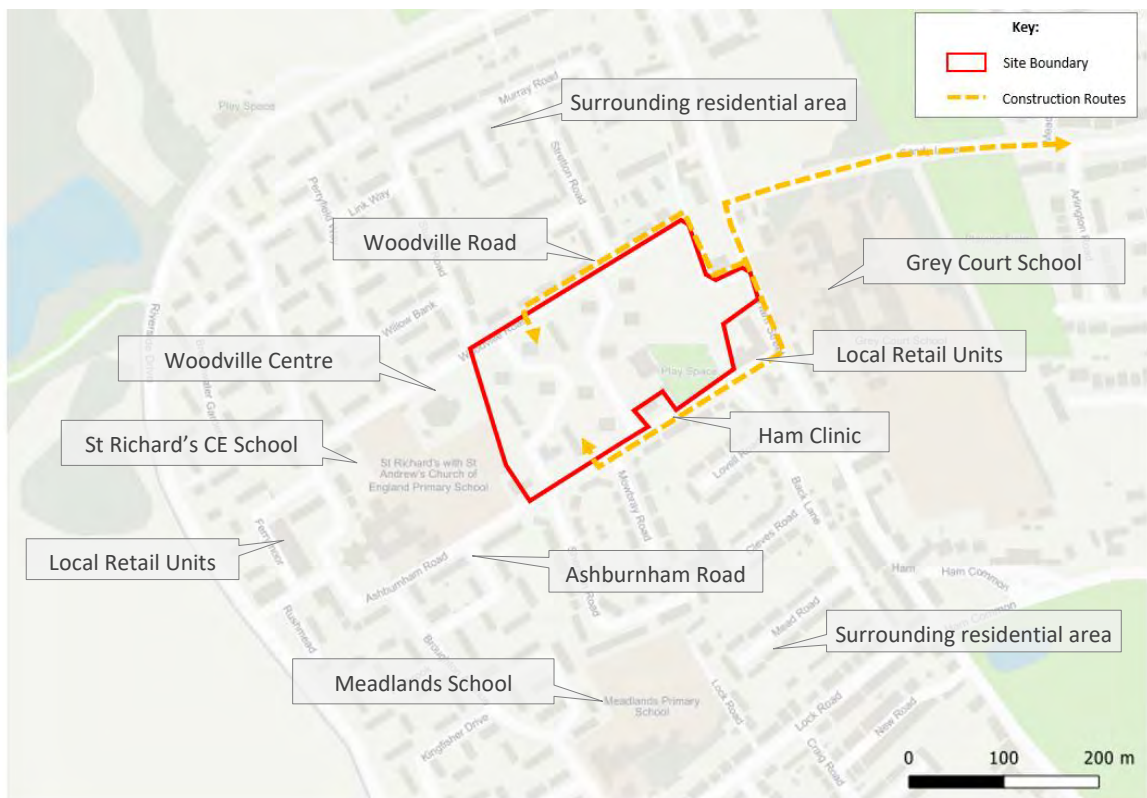


Figure 4-2: Local Network Access Plan (1:3,000)



5 STRATEGIES TO REDUCE IMPACT

5.1 OVERVIEW

5.1.1 A number of strategies and measures are planned to reduce the impacts of construction and construction traffic on the local area. The planned measures can be categorised as follows:

- ⊙ **Committed:** Measures that will be implemented as part of the CLP.
- ⊙ **Proposed:** Measures that are feasible and likely to be implemented. Once a contractor is appointed these measures will be studied further and confirmed within the Detailed CLP.
- ⊙ **Considered:** Measures that are unlikely to be implemented or feasible but could be investigated or become relevant in the future.

5.1.2 **Table 5-1** summarises the planned measures for the construction of the proposed development.

Table 5-1: CLP Mitigation Measures

PLANNED MEASURES	COMMITTED	PROPOSED	CONSIDERED
MEASURES INFLUENCING CONSTRUCTION VEHICLES AND DELIVERIES			
Safety and environmental standards and programmes	x		
Adherence to designated routes	x		
Delivery scheduling	x		
Re-timing for out of peak deliveries		x	
Re-timing for out of hours deliveries			x
Use of holding areas and vehicle call off areas			x
Use of logistics and consolidation centres			x
MEASURES TO ENCOURAGE SUSTAINABLE FRIEGHT			
Freight by water			x
Freight by rail			x
MATERIAL PROCUREMENT MEASURES			
Design for off-site manufacture			x
Re-use of material on-site		x	
Smart procurement		x	
OTHER MEASURES			
Collaboration with other sites in the area			x
Implement a staff Travel Plan	x		



5.1.3 The key measures will be outlined within the Detailed CLP, upon appointment of a Principal Contractor, however an overview and summary of the measures is outlined below.

5.2 GENERAL MEASURES

5.2.1 To reduce the risk of potential conflict, this section has been prepared and will be updated with regard to adjacent works coming forward during the construction programme. Key aspects include:

- ⊙ Commitment to utilising suppliers who meet a minimum FORS Silver Level, any vehicles found in breach of this are in breach of the CLP and enforcement action can be taken as necessary;
- ⊙ Undertaking a Condition Survey (carried out before works commence, copied to LBRuT);
- ⊙ Restricted Delivery Times to avoid School hours (to be agreed with LBRuT);
- ⊙ Construction vehicles will be required to utilise the designated routes set out within this CLP. Any deviations from this routing will be agreed with LBRuT ahead of the required deviation;
- ⊙ Monitoring (CCTV facilities funded by the developer);
- ⊙ Traffic Management (using Banksman, Chapter 8 / Red Book compliant management);
- ⊙ Holding Areas (e.g. internal within the site or on the public highway – if agreed with LBRuT prior to undertaking the works);
- ⊙ Neighbours and Public Liaison (contact details of site manager, regular updates to working groups, local interest parties);
- ⊙ Cyclists (equip construction vehicles with side-bars, blind spot mirrors and detection equipment, subscription to CLOCS best practice);
- ⊙ Utilise suppliers who comply/register with Work Related Road Risk (WRRR) and register vehicles with Non-Road Mobile Machinery (NRMM));
- ⊙ Waste Management (if required, set waste reduction targets through a Site Waste Management Plan (SWMP), monitor and manage reduction/reuse/recycling etc.); and
- ⊙ Utility Coordination (if required, liaison with providers during works programme to check and manage overlaps, liaise with adjoining sites).

5.2.2 The key general measures are discussed in more detail below.

FREIGHT OPERATORS RECOGNITION SCHEMES (FORS)

5.2.3 It is required that all transport / haulage providers of vehicles which are making journeys to the site are committed to best practice, demonstrated by membership of TfL's Freight Operator Recognition Scheme (FORS), meeting a minimum Silver level. The contractor will require a confirmation of accreditation from transport providers in order for approval of delivery slots, to be confirmed at the Detailed CLP stage.

5.2.4 Any vehicles found in breach of this are in breach of the CLP and enforcement action can be taken as necessary.

RESTRICTED DELIVERY TIMES AND BOOKING

5.2.5 Large/heavy site traffic deliveries and arrivals to site, or arrivals in proximity to the site, to be limited between the hours agreed with LBRuT.



- 5.2.6 A delivery scheduling system is planned to allow for the control and management in the timings of deliveries. Booking availability will be determined by unloading space available, activities on site and managed carefully to minimise impacts on the local transport network. A comprehensive daily logistics schedule will be maintained and unauthorised deliveries will be turned away until the approved procedure has been followed.
- 5.2.7 Construction staff on site will be prepared for the arrival of all vehicles to prevent vehicles needing to wait on the public highway. Deliveries will be made 'just in time' to minimise the amount of space required on site for construction materials. Hard copies of daily delivery schedules will be displayed at prominent locations e.g. provided at the gate/ offloading points, at hoists and also issued to drivers, forklift drivers and any other materials handling equipment operators, all of whom need to be in constant radio communication with one another. All radio users will be trained on correct radio procedures and protocols.
- 5.2.8 There will be a rota system requiring all deliveries to be pre-booked at least 24 hours in advance to avoid on-site and off-site congestion by spreading the resulting traffic over a longer period.

REVERSE LOGISTICS

- 5.2.9 It is proposed that whenever possible delivery vehicles will take surplus or unused materials back to the source supplier, therefore suppliers who operate using reserve logistics will be prioritised as this will reduce waste and vehicle movements.

DELIVERY SPECIFIC LEGAL AGREEMENT

- 5.2.10 The Applicant may commit to entering into a Delivery Specific Legal Agreement with the Council governing the behaviour of construction delivery traffic and number of daily vehicles.

CONSOLIDATION CENTRES

- 5.2.11 No holding area is proposed because the number of potential vehicles arriving to the site will be managed by the developer so the storage capacity within the boundaries of the development will always be able to accommodate the deliveries, therefore the use of a separate holding area would not be required. Given the scale of development, use of consolidation centres is also not proposed.

ENABLING WORKS

- 5.2.12 Any and all access to site by vehicles will be made via the existing access. Enabling works may be required for the existing access to be suitable for construction vehicle access. The Applicant would contact LBRuT to establish acceptable parameters for the construction of all access points, relevant to the site, are rated to withstand the weight of construction vehicle traffic and any other related access measures.
- 5.2.13 If any temporary suspensions are required to accommodate larger deliveries and construction vehicles, such vehicle arrivals will be planned and agreed in advance with LBRuT to facilitate temporary suspension of parking and/or restrictions.
- 5.2.14 These and measures to return the carriageway to its previous state (if damage occurs) will be paid for by the Applicant.



- 5.2.15 Regarding a photographic survey of the highway and footway adjacent and leading to their site (the extent of which to be agreed with LBRuT); the Principal Contactor shall lodge digital copies of these images with LBRuT before the start of works. These images will form the basis of assessment of any highway damage at the conclusion of works, which shall then be made good by the developer.
- 5.2.16 Failure to do so will result in all highway defects adjacent to the site being attributed to the site traffic and operation.

SITE ACCESS MONITORING

- 5.2.17 Developers may install CCTV on their site which shall include cameras monitoring all site vehicle access and egress points. The data from these cameras is to be retained for at least two weeks after the time of recording and is to be made available in full to LBRuT officers upon request and in good time.



6 ESTIMATED VEHICLE MOVEMENTS

6.1 CONSTRUCTION TRAFFIC MOVEMENTS

- 6.1.1 As this is an Outline CLP to support a planning application, a contractor has not yet been appointed and therefore the exact details of the construction programme and extent of vehicle requirements is not yet known. The information within this section will therefore be secured by condition.
- 6.1.2 This section will be updated and maintained, in agreement with LBRuT, once a Principal Contractor has been appointed, with the detailed methodology and programme provided within the Detailed CLP.
- 6.1.3 The Applicant can confirm that this information will be provided in the first Contractor-owned Detailed CLP, to be submitted to discharge the relevant condition, and will be kept up to date in future issues by the Principal Contractor.
- 6.1.4 Based on current estimates, it is considered that the construction of the proposed development would require approximately 25 construction vehicle movements anticipated per day. No vehicular access will be permitted to site on Sundays and Bank Holidays, and no work will be undertaken out of hours without prior agreement with LBRuT.
- 6.1.5 The types of vehicles required will be confirmed within the Detailed CLP, with swept path analysis undertaken to ensure that the appropriate vehicles can safely access/egress from the site.

6.2 SITE ACCESS AND EGRESS

- 6.2.1 The hours that vehicles related to the works will be allowed to access the site will be:
- ⊙ Between 08:00 and 18:00 Monday to Friday.
 - ⊙ Between 08:00 and 13:00 on Saturday.
- 6.2.2 In addition, it is considered that any construction vehicle deliveries will be retimed to avoid School drop-off and pick up hours.
- 6.2.3 Safe and adequate access will be provided to all parts of the site and the site must be kept tidy. The site must be adequately protected by barriers to prevent access (either accidental or deliberate). When the work has stopped for the day, the site must be secured, all ladders and access must be removed, the plant must be immobilised and all hazardous materials must be safely stored.
- 6.2.4 Prior written approval from LBRuT will be required if removal of materials needs to take place outside these times. All deliveries will be controlled, to minimise disruption to traffic during peak periods. Deliveries will also take place on a 'just in time' basis to limit waiting times as well as stockpiling of materials on Site.
- 6.2.5 Prior permission from LBRuT or Metropolitan Police is required for the delivery/ collection of loads likely to cause major disruption or that require a police escort, including the need for any abnormal loads. Such deliveries must also take place after 19:00 on a weekday or during a weekend to avoid road closures and / or delays during peak times. The Environmental Health Officer and neighbours must also be informed in advance.



- 6.2.6 It is not anticipated that vehicles will accumulate mud or debris as all movements will be on areas of hard standing. Vehicles will not be operating on unmade ground. Vehicles leaving the site will be clean. If necessary, pressure washing of the wheels and chassis will be carried out before the vehicle leaves the site.

6.3 ESTIMATED MOVEMENTS

- 6.3.1 In accordance with the TfL CLP Guidance, the required tables and figures will be populated by the Principal Contractor utilising the TfL CLP Tool within the Detailed CLP, breaking each phase of the works down with the anticipated number of vehicles.



7 IMPLEMENTATION, MONITORING AND UPDATING

7.1 OVERVIEW

- 7.1.1 The Applicant is fully aware of the sensitive nature of the environment and necessity to ensure that operations do not adversely affect neighbouring residents, businesses and the environment.
- 7.1.2 This Outline CLP sets out the principles and strategy for how the Detailed CLP will be implemented, monitored and updated. The exact details will be confirmed within the Detailed CLP.
- 7.1.3 A Construction Logistics Manager will be appointed who will be in charge of implementing the Detailed CLP and will be responsible for monitoring and the collection of data on:

NUMBER OF VEHICLE MOVEMENTS TO SITE

- ⊙ Total;
- ⊙ By vehicle type/size;
- ⊙ Time spent on site;
- ⊙ Origin and destination of vehicles arriving at or leaving site; and
- ⊙ Delivery/collection accuracy compared to schedule.

BREACHES AND COMPLAINTS

- ⊙ Compliance with safety and environmental standards and programmes, including a commitment to a minimum FORS Silver Standard;
- ⊙ Community concerns about construction activities;
- ⊙ Vehicle routing;
- ⊙ Unacceptable queuing;
- ⊙ Unacceptable parking;
- ⊙ Low Emissions Zone (LEZ) compliance; and
- ⊙ Anti-idling.

HEALTHY, SAFETY AND INCIDENTS

- ⊙ Logistics-related incidents;
 - ⊙ Record of associated fatalities and serious injuries;
 - ⊙ Methods staff are travelling to site; and
 - ⊙ Vehicles and operators not meeting safety requirements.
- 7.1.4 Appointment of the Construction Logistics Manager will be coordinated by the Principal Contractor.



7.1.5 The contractor's handbook will be used to distribute information to those responsible for abiding by the CLP and it should include the following:

- ⊙ Safety toolbox talk;
- ⊙ Anti-idling toolbox talk;
- ⊙ Vehicle routing and delivery scheduling system;
- ⊙ Driver training; and
- ⊙ Safety and environmental standards.

7.1.6 The driver's handbook should include essentials relating to environment and safety that is specific to the construction programme as follows:

- ⊙ Authorised routes to and from the site;
- ⊙ Site opening times;
- ⊙ Booking and scheduling information;
- ⊙ Site entry and exit points, and other information relating to access;
- ⊙ Anti-idling; and
- ⊙ Vulnerable road user safety.

7.1.7 The Outline CLP will be revised into the Detailed CLP by the appointed Principal Contractor.

7.2 COMMUNITY ENGAGEMENT

7.2.1 It is recognised that good public relations are important. A Public Liaison Officer will be appointed who will be responsible for communication with members of the public and their representatives. Responsibilities of the Public Liaison Officer will include:

- ⊙ Build relationships with the relevant management personnel within existing businesses, tenants, the general public and local community;
- ⊙ Provide contact details; and
- ⊙ Maintain a complaints and enquiries log for the project and provide the details of the log for discussion as an item at progress meetings.

7.2.2 The local community will be kept informed of progress associated with the works on a regular basis, particularly where there are likely to be logistics impacts that could affect their normal activities.

7.2.3 Methods of timely communication and engagement with area residents will, as practicable, follow the agreed communications protocols and procedures, which will include as appropriate:

- ⊙ Door knocks, letter deliveries, distribution of project leaflets and newsletters with additional information on request; and
- ⊙ A dedicated site number displayed outside.

7.2.4 The Site Manager will be visible and 'on the ground' to ensure interaction and communication is face-to-face where possible. In accordance with the Considerate Constructors Scheme, a contact number for the Site Manager will be prominently displayed on site notice boards at all access points. The Site Manager will be contactable at all times throughout the works.



7.3 COMPLAINTS PROCEDURES

- 7.3.1 Any complaints during the construction works will be dealt with by the Principal Contractor and, if necessary, the CLP will be updated and reinforced with processes to avoid similar complaints arising.
- 7.3.2 The Principal Contractor will be responsible for setting up a procedure to receive and act upon complaints. A complaints log will be maintained, and a monitoring system implemented by the contractor throughout the works to ensure that all complaints have been addressed and a satisfactory outcome reached for all parties involved.
- 7.3.3 The anticipated procedure for dealing with complaints will be as follows:
- ⦿ Enter all complaints into a Complaints Register;
 - ⦿ Complainants will be encouraged to leave contact details so that a formal acknowledgement can be issued within 24 hours responding to their query;
 - ⦿ Acknowledge receipts of complaints in writing;
 - ⦿ Evaluate validity of complaints; and
 - ⦿ Once the matter has been investigated and resolved, the Principal Contractor through the Public Liaison Officer will close it out with the person concerned, confirm this in writing and make an appropriate entry in the Complaints Register.

7.4 UPDATING

- 7.4.1 The procedures shall be reviewed through the different phases of the programme. If anything is not working well, or there are improvements that can be made, these shall be documented, agreed with LBRuT (if necessary) and put into action, being monitored accordingly.
- 7.4.2 The Detailed CLP will be kept on site and updated by the Principal Contractor in consultation with LBRuT

