

# 117 St Mary's Lane, Upminster

## Delivery & Servicing Plan

October 2026

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## Quality Assurance – Approval Status

This document has been prepared and checked in accordance with
Waterman Group's IMS (BS EN ISO 9001: 2015, BS EN ISO 14001: 2015 and BS EN ISO 45001:2018)

| Revision | Status | Date | Prepared by | Checked by | Approved by |
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| P01 | | October 2026 | S. Ward<br>Graduate Transport Planner | D. Martin<br>Principal Transport Planner | A. Beard<br>Senior Associate Director |

**Comments**

**Comments**

**Comments**

| Revision | | Status | |
|---|---|---|---|
| P*nn* | Preliminary (shared; non-contractual) | S1 | Coordination |
| C*nn* | Contractual | S2 | Information |
| | | S3 | Review & Comment |
| | | S4 | Review & Authorise |
| | | S5 | Review & Acceptance |
| | | A0, A1, A*n* | Authorised & Accepted (*n*=work stage if applicable) |

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We disclaim any responsibility to the client and others in respect of any matters outside the scope of the above.

This report is confidential to the client and we accept no responsibility of whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies on the report at its own risk.

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# 1. Introduction

## General Scheme Information

1.1 Waterman Infrastructure & Environment Ltd ('Waterman') has been appointed by Brentwood Roman Catholic Diocesan Trust (the 'Applicant') to prepare a Delivery & Servicing Plan (DSP) in support of a detailed planning application for the redevelopment of land at 117 St Mary's Lane, Upminster (the 'Site').

1.2 The redevelopment proposals comprise the demolition of the existing single-storey building and construction of a new two-storey building in its place which will host the current (pre-school and bar) uses plus a new events hall. A site layout plan is included at Appendix A.

1.3 The Site is located within the jurisdiction of London Borough of Havering (LBH) as both Local Planning Authority (LPA) and Local Highway Authority (LHA).

1.4 Pre-Application advice was received from LBH in November 2025 and the following elements with respect to parking and servicing have been requested:

- A parking strategy compliant with London Plan standards. Travel Plan / Transport Assessment;
- Servicing and delivery arrangements that avoid conflict with pedestrian and vehicular movements;
- Details of how events will be managed to prevent overspill parking and congestion; and
- Access strategy to be accessible to all and comply with Policy D7.

## Site Description

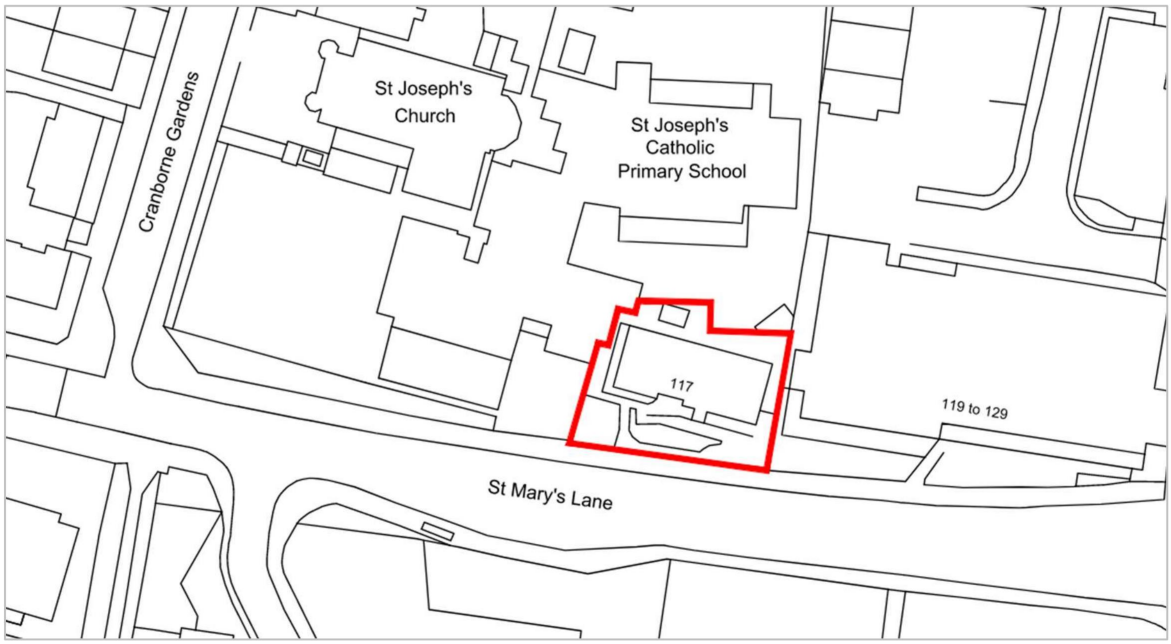
1.5 The Site is located on the northern side of the A124 St Mary's Lane, approximately 100m west of the centre of Upminster. Comprising a number of shopping streets and large residential areas, Upminster is a suburb in East London located close to the Essex border, approximately 8km south west of Brentwood and 14.5km west of Basildon.

1.6 The Site location and extents are shown in Figure 1 and Figure 2, respectively.

Figure 1: Site Location



Figure 2: Site Extents / Red Line Boundary




1.7 The Site currently comprises a single-storey building, which is used as a social centre for St Joseph's Catholic Church, containing a pre-school and bar. The existing GIA for community uses is 191.9 sqm. The Site is located within a mixed-use setting, bounded to the north and west by St Joseph's Catholic Primary School, and to the east by a ground-floor Aldi store with residential accommodation above.

## Site Assessment

1.8 The DSP sets out the anticipated movements of servicing vehicles to and from the Site, based on the development proposals set out in the Transport Statement (document ref. 22394101-WAT-XX-XX-RP-N-800001_P01.01) submitted in support of the planning application.

1.9 The key objective of the DSP is to reduce the size and volume of vehicles visiting the Site as well as make the deliveries more efficient. The DSP will ensure that the redeveloped site operates efficiently whilst avoiding congestion and unnecessary vehicle movements.

1.10 All servicing will be managed and monitored through the implementation of the DSP.

## Policy & Guidance

### The London Plan

1.11 Policy T7.B of The London Plan relates to deliveries and servicing, stating that development plans should seek to:

- Reduce freight trips to, from and within these areas;
- Coordinate the provision of infrastructure and facilities to manage the freight at an area-wide level; and
- Reduce noise and emissions from freight, such as through sustainable last-mile schemes and the provision of rapid electric vehicle charging points for freight vehicles.

1.12 Policy T7.E states that *"Consolidation and distribution sites at all scales should be designed to enable 24-hour operation to encourage and support out-of-peak deliveries"*.

1.13 Policy T7.G highlights requirements for adequate space for servicing, deliveries and storage should be provided off-street, with the requirement for on-street loading bays to be *"only used where this is not possible"*.

1.14 Additionally, Policy T7.H identifies that developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time.

### TfL Delivery and Servicing Plan Guidance

1.15 TfL guidance, published in December 2020, sets out the requirements for delivery and servicing plans, identifying the requirement for a DSMP to be *"a live document that is updated over time to reflect changes"*, with the plan covering deliveries and servicing undertaken for business occupiers at the site, and the personal deliveries made to on-site employees and tenants/occupiers/residents.

1.16 TfL guidance sets out requirements for DSMPs to address:

- The physical design and layout of the site;
- The day-to-day policies and measures which will be implemented so that deliveries and servicing are appropriately managed; and
- Forecast trip rates for the site.

### Havering Waste Management PPG for Architects and Developers

1.17 The Havering Waste Management PPG for Architects and Developers sets out the standard minimum requirements for the provision of waste storage for residential, commercial and mixed-use developments.

1.18 Storage and access requirements are also set out as part of this document.

## Document Structure

1.19 Following this introduction, the report is structured as follows:

- Section 2 – Trip & Vehicle Assessment;
- Section 3 – Delivery Routing;
- Section 4 – Refuse Removal & Management; and
- Section 5 – Delivery Management.

# 2. Trip & Vehicle Assessment

## Anticipated Servicing Trips

2.1 In order to establish the anticipated delivery and servicing trips associated with the redevelopment proposals, the TRICS database was investigated under land use category '07 / Q – Leisure / Community Centre' for the existing community facilities and category '04 / D – Education / Nursery' for the existing pre-school use.

2.2 The following parameters were applied to identify surveys in locations exhibiting similar characteristics to the Site:

- Town Centre, Edge of Town Centre, Suburban Area and Neighbourhood Centre sites were selected;
- Sites in England only were selected;
- Surveys undertaken during the periods of Covid-19 restrictions were excluded; and
- Weekday surveys were selected.

2.3 Delivery and servicing vehicle trips have been calculated for each element of the redevelopment having utilised OGV trip rates obtained from the TRICS outputs appended to the Transport Statement. When applied to the proposed floor areas, a total of 0.06 servicing trips are expected to serve the Site on a daily basis. This is considered a negligible number of servicing trips which is unlikely to have a material impact on the operation of the Site and demonstrates limited servicing and delivery trip generation per week.

2.4 The forecast servicing demand is significantly below one vehicle visit per day and is therefore readily capable of being accommodated within the proposed servicing arrangements. The very limited frequency of servicing activity provides substantial flexibility for collections and deliveries to be scheduled outside school operational hours and managed through the booking and marshalling procedures set out within this DSP.

2.5 In practice, and based on information provided by the applicant, it is expected that delivery and servicing trips will be limited to the following:

- Weekly – delivery of supplies to the bar undertaken by a 7.5T box van; and
- Twice a week – refuse collection.

2.6 All delivery and servicing activities associated with the development will be scheduled outside of school operational hours and will utilise the designated servicing area within the adjacent St Joseph's Catholic Primary School staff car park. This arrangement will ensure that servicing activities do not conflict with school operations or staff parking demand.

## 3. Delivery Routing

3.1 It is anticipated that delivery and servicing vehicles will utilise the highest appropriate category of road for the greatest proportion of their journey, thereby minimising travel on local residential streets. Where practicable, vehicles will access the area via the strategic highway network, comprising the M25 and A127, although the precise routing of individual vehicles will be dependent upon their point of origin and destination.

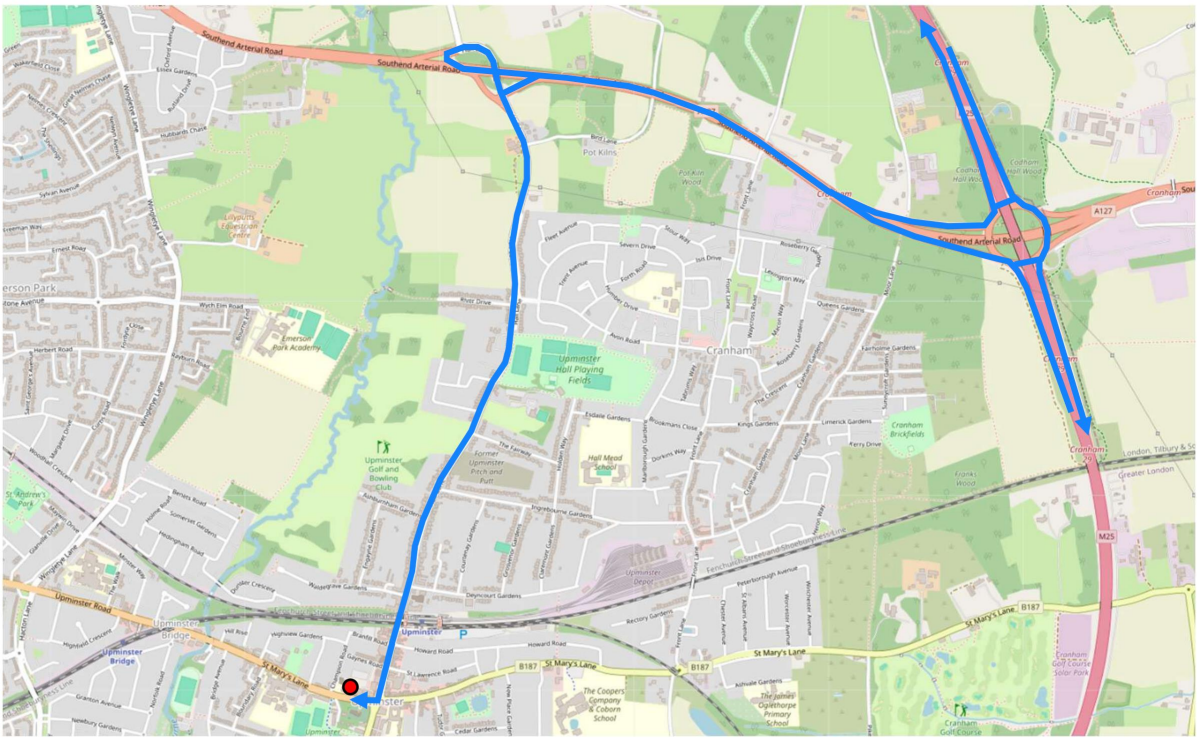
3.2 Upon leaving the strategic road network, vehicles will route via the local distributor road network, including the A124 St Mary's Lane, B187 St Mary's Lane, Hall Lane/Station Road and B1421 Corbets Tey Road, which are suitable for all classes of servicing and delivery vehicle.

3.3 The final approach to the Site will be undertaken via the local road network. Vehicles are anticipated to access the Site from:

- A124 Hall Lane from the west and immediately to the east;
- B187 Hall Lane from the east;
- Hall Lane/Station Road from the north; and
- B1421 Corbets Tey Road from the south.

3.4 Figure 3 illustrates the recommended servicing and delivery route hierarchy. This prioritises use of the strategic and distributor road network before utilising local roads for the shortest practicable distance when approaching and departing the Site

Figure 3: Delivery and Servicing Routes to / from the Site (A127/M25 Routing).




3.5 As illustrated in Figure 3, the recommended servicing and delivery routes utilise the principal road network surrounding the Site, comprising routes that are suitable for HGV and other large vehicle movements. Accordingly, it is anticipated that drivers will follow these routes without deviation in normal operating circumstances. Alternative routing is only expected in exceptional situations, such as temporary road closures, highway incidents or the implementation of diversion routes.

3.6 The limited number of servicing and delivery movements associated with the development will result in a negligible increase in traffic on the surrounding highway network and will remain well within normal day-to-day variations in traffic flow

## Access to St Joseph's Catholic Primary School

3.7 All servicing and delivery activity associated with the development will be facilitated via the existing staff car park serving St Joseph's Catholic Primary School, located immediately west of the site. This arrangement is necessary due to the loading restrictions in place along St Mary's Lane at the site frontage.

3.8 All servicing and delivery movements will be scheduled outside of the school's operational hours to ensure that staff parking demand is not affected and that the car park remains available for its primary purpose during the school day, thereby avoiding any conflict with staff parking requirements.

3.9 Access to the designated servicing and delivery area will be obtained via the existing vehicular crossover and gated entrance serving the St Joseph's Catholic Primary School staff car park. Larger delivery and servicing vehicles will reverse into the car park from St Mary's Lane under the direction of on-site staff, allowing all loading and unloading activities to be undertaken off the public highway. Vehicles will subsequently exit the site in a forward gear, reducing potential conflicts with other road users and maintaining the safe operation of the local highway network.

## Delivery Access Management

3.10 A suitably trained member of staff will be present during all delivery and servicing events to marshal vehicles into the designated loading area within the adjacent school staff car park and to coordinate with representatives of St Joseph's Catholic Primary School, where required.

3.11 The site staff members will be responsible for ensuring that delivery and servicing activities are undertaken safely and efficiently, and that no undue obstruction is caused to vehicular access, pedestrian routes or cycling movements. Any issues arising during servicing operations will be addressed immediately to minimise disruption to other users of the surrounding highway and parking facilities.

## 4. Refuse Removal & Management

4.1 Waste collection will continue in accordance with the existing operational arrangements, with collections undertaken by a private contractor at a frequency of approximately two visits per week. Refuse collection will take place from the adjacent St Joseph's Catholic Primary School staff car park, consistent with the arrangements proposed for servicing and delivery vehicles.

4.2 Refuse bins will be stored within the Site adjacent to the western boundary and will be transferred by staff to the designated collection area within the adjoining school staff car park via a direct gated connection. The movement route is illustrated on the appended refuse collection swept path drawing.

4.3 A suitably trained member of staff will be present during all refuse collection activities to marshal vehicles entering and leaving the collection area, oversee the transfer of bins between the Site and the designated collection point, and liaise with representatives of St Joseph's Catholic Primary School, where necessary.

4.4 Refuse collection vehicles will access the designated collection area via the existing vehicular crossover and gated entrance serving the school staff car park. Given the site layout, collection vehicles will reverse into the car park from St Mary's Lane under the supervision of the attending staff member, enabling all collection activities to be undertaken off the public highway.

4.5 The attending staff member will monitor collection operations throughout their duration and will be responsible for ensuring that no undue obstruction is caused to vehicular access, pedestrian routes or cyclist movements. Any issues arising during the collection process will be addressed immediately to minimise disruption to other users of the school site and surrounding highway network.

4.6 Following completion of the collection process, vehicles will depart the site in a forward gear. This arrangement minimises potential conflict with other highway users and assists in maintaining the safe and efficient operation of both the adjoining car park and the surrounding highway network.

4.7 As with all servicing and delivery activities associated with the development, refuse collections will be scheduled outside of school operational hours to avoid any impact on staff parking provision and to minimise interaction with other users of the school site.

# 5. Delivery and Servicing Management

## Management Measures

5.1 The vehicle movements and servicing and delivery arrangements will be managed through a monitoring and review regime.

5.2 The Applicant will appoint a specific contact within the site/facilities management team to implement the DSP on a day-to-day basis.

## Delivery Management

5.3 It is proposed that all deliveries will be restricted to access outside of typical school operating hours (08:00 – 16:00) on weekdays during term-time due to the dependence upon use of the St Joseph's Catholic Primary School staff car park. Staff and site occupiers will be strongly discouraged from receiving deliveries outside of these hours.

5.4 All service providers, courier operators, suppliers and delivery providers will be instructed to use smaller vehicles, wherever possible, to minimise disruption on St Mary's Lane and the adjacent school staff car park.

5.5 Freight Operators' Recognition Scheme (FORS) compliance will also be supported for the benefit of improving road safety, reducing congestion and compliance with kerbside parking and loading restrictions.

5.6 Where practicable, all servicing and delivery arrivals utilising the loading area within the adjacent school staff car park will be managed through a pre-booking system. The system will ensure that vehicle arrivals are scheduled outside school operational hours, prevent conflicts between concurrent servicing activities, maintain availability of staff parking facilities and minimise waiting or on-street manoeuvring by delivery vehicle.

5.7 Site management will provide delivery and servicing operators with site-specific instructions identifying the approved access route, loading location, operational restrictions and vehicle manoeuvring requirements. Particular emphasis will be placed on the requirement for larger vehicles to reverse into the school staff car park under staff supervision and the prohibition of loading activities on St Mary's Lane.

5.8 Site-specific advice will be made available to suppliers, couriers and delivery providers, clearly identifying the local highway constraints.

5.9 Matters relating to noise will be addressed by the site/facilities management team by encouraging delivery vehicles to do the following:

- Switch off vehicle engines immediately when stationary;
- Encourage newer and quieter delivery vehicles and equipment, where possible; and
- Ensure all staff involved in delivery reception activity are trained briefed appropriately.

## Special Deliveries and Servicing

5.10 Any special deliveries, such as plant, large furniture or other building maintenance vehicle service trips will be managed on an individual, case by case basis. The anticipated time of arrival, duration of stay and any special requirements will be communicated with all building occupiers and any neighbouring properties affected. This is to minimise the impact on other routine servicing and delivery arrangements/requirements.

## Long-Stay Servicing Arrangements

5.11 Site management will encourage trades and service providers to minimise on-street parking and vehicle access requirements as a condition of their appointment.

5.12 Contractors undertaking works requiring prolonged attendance at the Site shall not utilise the servicing area for vehicle parking. Vehicles shall be used solely for loading and unloading activities before being relocated to an appropriate alternative off-street parking facility.

5.13 Where prolonged vehicle access is essential, providers will be instructed to limit vehicle access to brief periods for drop-off of tools and materials, then to utilise nearby off-street parking facilities (Upminster New Windmill Hall Car Park, Wilson Close Parking facility, St Lawrence Road Car Park) or vacate the area.

5.14 Additionally, parking associated with St Joseph's Catholic Church, accessed from Champion Road, currently serves the Site and will continue to permit visitors (contractors) to the Site to utilise these facilities.

## Monitoring and Review

5.15 The DSP incorporates mechanisms for the annual monitoring and review of its provisions by undertaking a log of all delivery and servicing movements carried out by the building management team. The findings of this will be used for the review process, which will seek to rationalise deliveries where possible.

5.16 The first survey and review would be carried out 12 months after first occupation with annual reviews thereafter by the building/facilities management team. Reviews shall include an analysis of the number of servicing vehicle and refuse vehicle trips made to the premises over a typical weekday and weekend day, at what times these trips are made and any other reported operating problems. The DSP shall be amended as necessary following reviews.

5.17 If it is found that there has been a marked increase in the level of servicing and refuse trips or changes to the times of the servicing and refuse collection it will be reported to and discussed LBH.

5.18 Any complaints received from St Joseph's Catholic Primary School, neighbouring occupiers, delivery operators or the Highway Authority shall be recorded and investigated by the Site Management, with appropriate mitigation measures implemented where necessary.

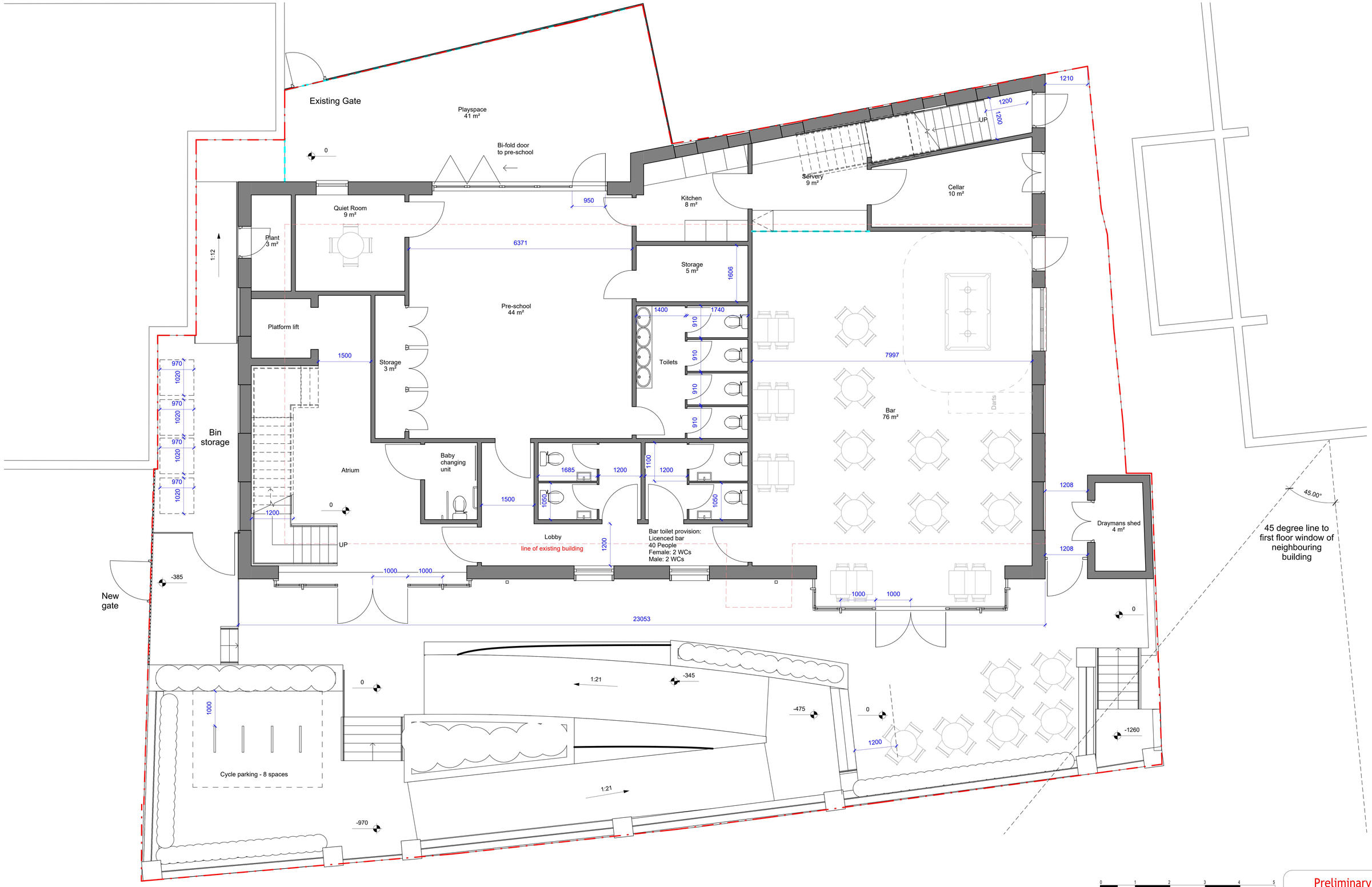
5.19 The annual review process will specifically assess compliance with the approved servicing hours, use of the school staff car park, effectiveness of vehicle marshalling arrangements and any complaints received from neighbouring occupiers, the school, delivery operators or the local highway authority. Any necessary amendments to site procedures will be implemented accordingly.

5.20 The building management will seek to convey to regular delivery and service companies the most appropriate delivery hours to fit in with the school operational hours.

5.21 In line with TfL guidance, this DSP will be a live document that is maintained and updated over time by the site/facilities management to reflect any changes to site operation and the prevailing servicing and delivery methodology, accounting for delivery and servicing arrangements for the building occupiers at the site, and any personal deliveries made to employees/staff, although these would be strongly discouraged.

# Appendices

## A. Proposed Site Layout




GRAPHIC SCALE: 1:50

Preliminary

note:

Contractors are to check all levels and dimensions before work is put in hand, and any discrepancies are to be referred to the architects.

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key

Title

# Ground Floor Plan

| REV | DATE | DESCRIPTION | DWN |
|---|---|---|---|

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project

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client

Diocese of Brentwood

drawing title

Ground Floor Plan

drawing number 9161-01

revision

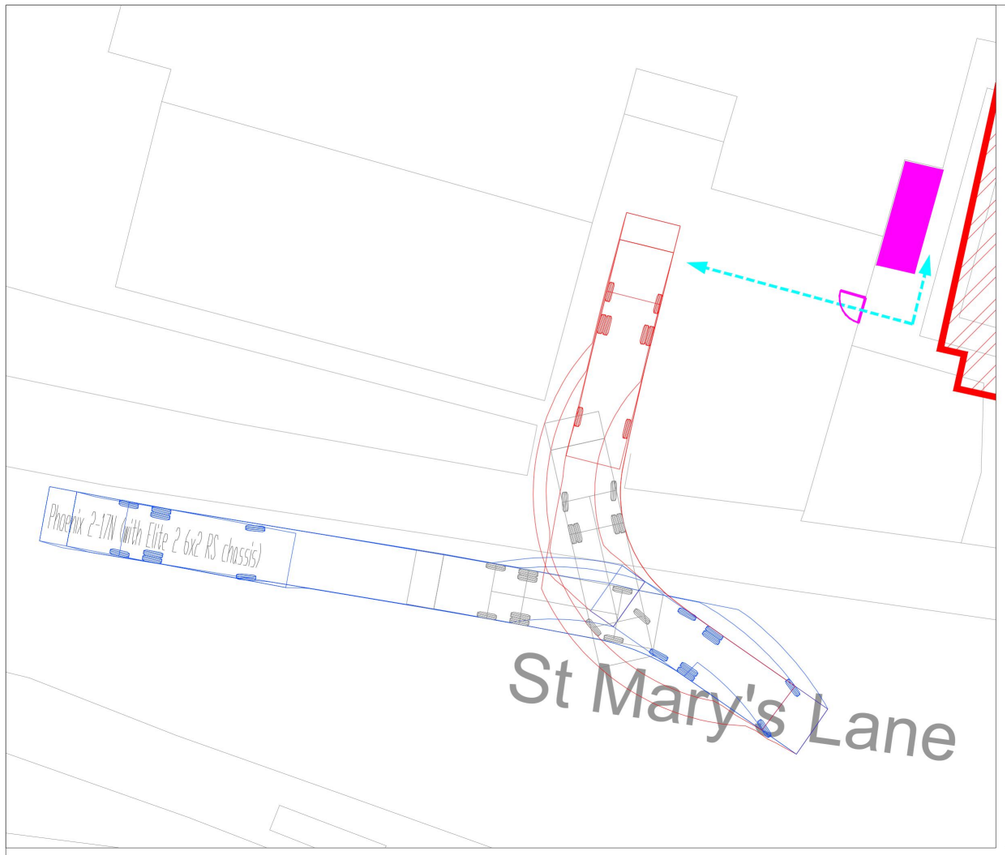
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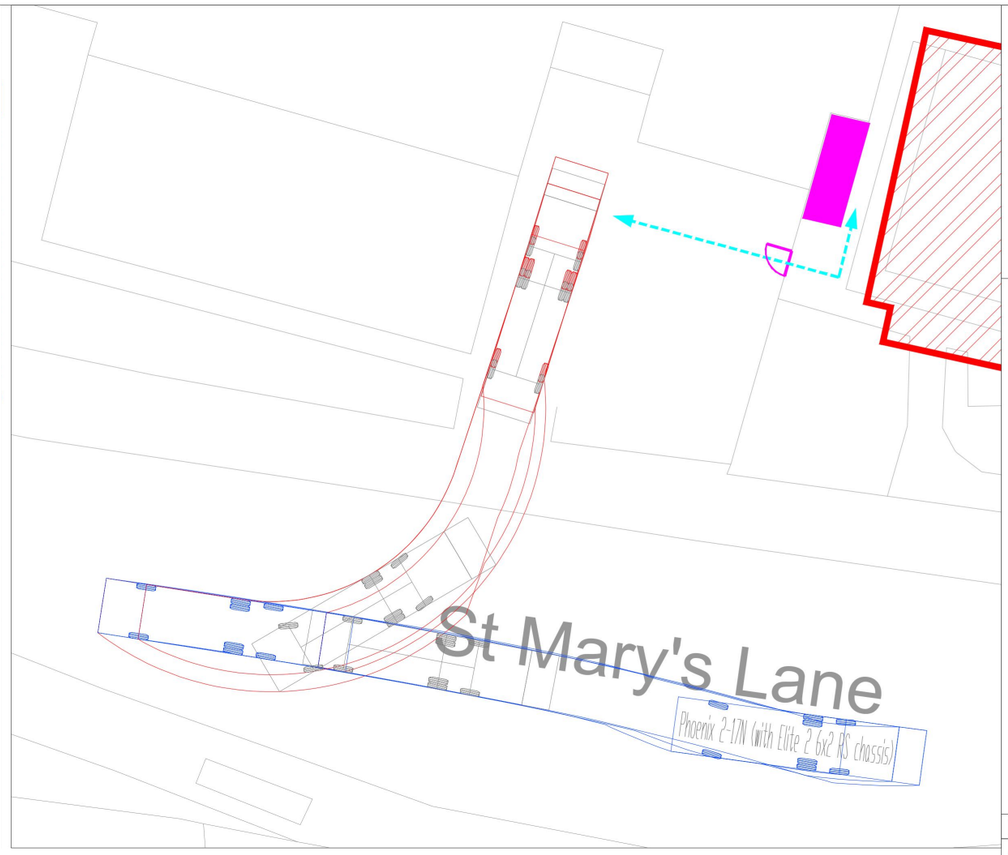
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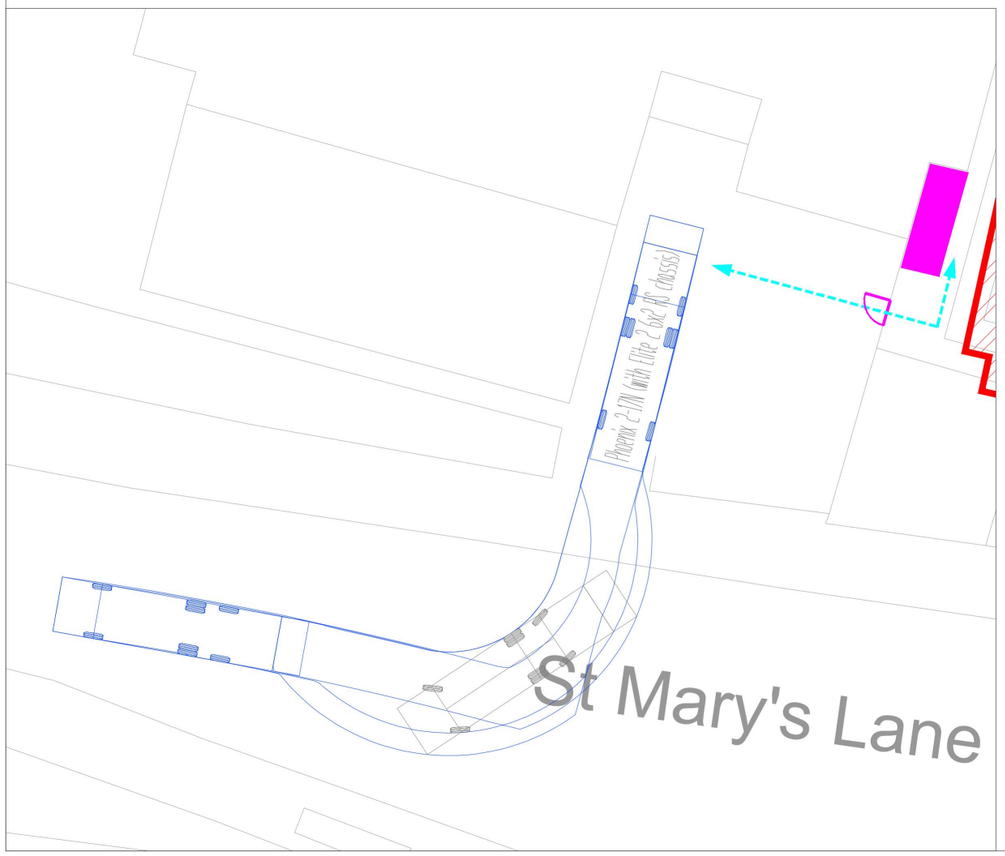
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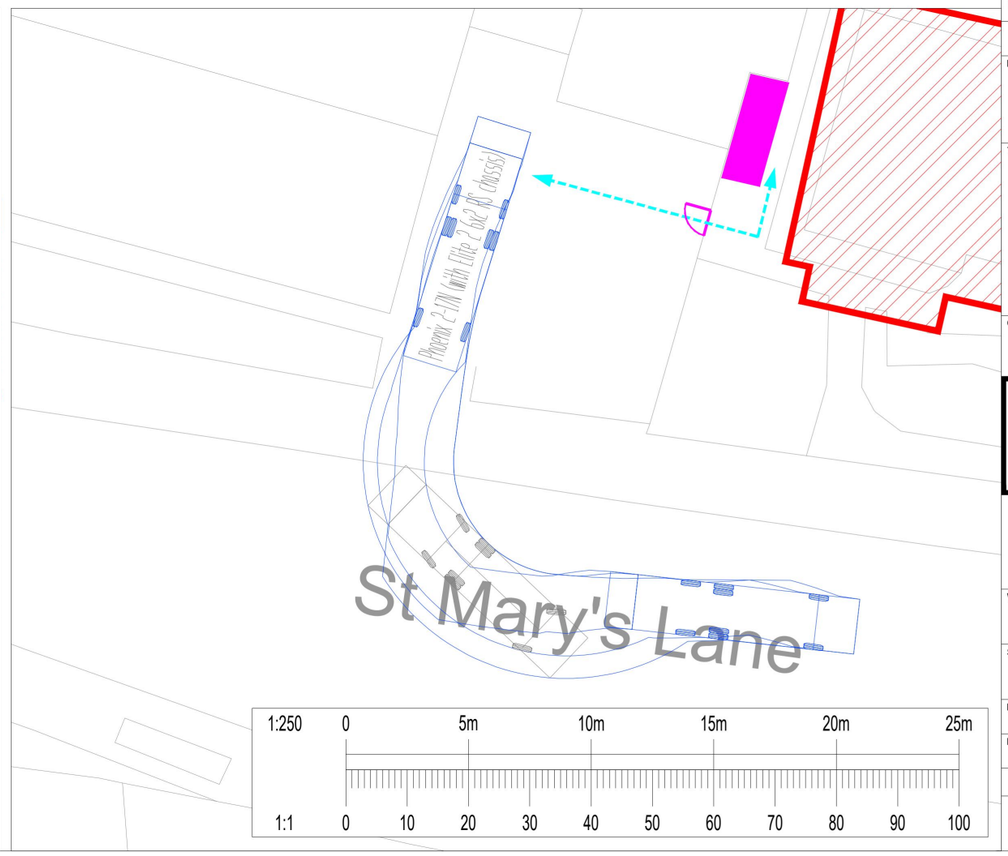
date Dec 2025

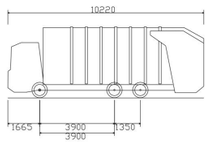
## B. Refuse Collection Swept Path Analysis




Phoenix 2-17N (with Elite 2 6x2 RS chassis)

| | |
|---|---|
| Overall Length | 10220mm |
| Overall Width | 2550mm |
| Overall Body Height | 3707mm |
| Min Body Ground Clearance | 260mm |
| Track Width | 2250mm |
| Lock-to-lock time | 4.00s |
| Curb to Curb Turning Radius | 7900mm |

Access Gate

Bin Storage Area

Proposed Development (building extent)

Collection Route

| Rev | Date | Description | By | Chk |
|---|---|---|---|---|
| P01 | 01.10.26 | ISSUED | SW | AB |

Amendments

Project

117 St Mary's Lane, Upminster

Title

Swept Path Analysis
Refuse Collection Arrangements

Client

Brentwood Roman Catholic Diocese Trust

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Work Stage: STAGE 2 Concept design — RIBA S2

Suitability: INFORMATION

| Designed By | Director | Waterman Ref |
|---|---|---|
| SW | AB | WIE22394 |
| **Drawn By** | **Date** | **Scales @ A3** |
| SW | October 2026 | As Shown |

| Project \| Originator \| Functional \| Spatial \| Form \| Discipline \| Number | Revision |
|---|---|
| WIE-22394-SA-95-0001-P01 | P01 |

1:250 0 5m 10m 15m 20m 25m

1:1 0 10 20 30 40 50 60 70 80 90 100

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# We are Waterman, where every project matters

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Based in strategic locations throughout the UK and Ireland, our team of specialists is at the forefront of tackling the climate emergency and forging a path to a Net Zero built environment.

## UK & Ireland Office Locations

