

Grosvenor House Redevelopment

Delivery and Servicing Management Strategy

17 May 2025

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Term	Definition
DSMS	Delivery and Servicing Management Strategy
HGV	Heavy Goods Vehicle
LGV	Light Goods Vehicle
MCC	Manchester City Council
NPPF	National Planning Policy Framework
OWMP	Operational Waste Management Plan
PCL	Pedestrian Comfort Level
RMA	Reserved Matters Application
TA	Transport Assessment
TAA	Transport Assessment Addendum
TfGM	Transport for Greater Manchester
TRICS	Trip Rate Information Computer System

1 Introduction

1.1 Preamble

1.1.1 Manage 24 Ltd has been instructed by Grosvenor Holding MCR Ltd. to prepare this Delivery and Servicing Management Strategy (DSMS) in support of this proposed student accommodation development at 120-124 Grosvenor Street, Manchester.

The strategy shall ensure that servicing/delivery activities across the site are coordinated to ensure efficient use of loading bays/short-stay parking areas. The strategy should also take into consideration food/parcel deliveries, providing clear direction on the following:

- Designated delivery drop-off points
 - Delivery and servicing hours for the site
 - Provision of clear signage in common areas to guide delivery drivers to the drop-off point;
 - Inform all new residents on the designated drop-off point and any specific rules or guidelines they need to follow when receiving deliveries;
 - Establish specific delivery hours for residents of the development where possible;
 - Periodically review how the drop-off process is working and encourage resident feedback;
 - Set up a secure delivery holding area within the development; and
 - Monitor Security Concerns.
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- 1.1.2 Accordingly, this Delivery and Servicing Management Strategy (DSMS) has been produced to provide a framework for managing goods and vehicle movements to/from the site, which will enable delivery and servicing activity to be sustainably managed and to minimize impact on the local environment, residents and amenity and the operation of highway and transport infrastructure in terms of safety and capacity.

1.2 Site Description and Existing Use

1.2.1

The proposed development will deliver 28 Purpose Built Student Accommodation (PBSA) units at 120–124 Grosvenor Street, Manchester. The site is located in a highly accessible area, in close proximity to both the University of Manchester and Manchester Metropolitan University, along the Oxford Road corridor.

1.2.2

The site lies within Central Manchester, to the east of Oxford Road and just south of Manchester Metropolitan University's main campus. The surrounding area comprises a mix of academic buildings, student housing, and commercial premises.

1.2.3

The site currently contains a three-storey commercial building with the upper floors, previously used for office purposes, mostly vacant. It is not part of a university-owned estate or campus. The building will be retained and converted through internal reconfiguration to provide student bedrooms, communal areas, and essential servicing infrastructure such as waste and cycle storage.

1.3 Proposed Development

- 1.3.1 The project proposes the internal conversion and refurbishment of the existing three-storey building to create 28 PBSA bedrooms, with associated communal areas, and ground floor secure internal bin store, and cycle store. Internal layout rationalisation and access core improvements are planned.

1.4 Objectives

- 1.4.1 The operation of the proposed development is expected to generate various types of servicing requirement/demands over the course of each day, and it is proposed that a Facilities Management (FM) team appointed on behalf of Grosvenor Holding MCR Ltd would be responsible for co-ordinating these.
- 1.4.2 The overall objective of this DSMS is to minimise the impacts of freight movements and facilitate sustainable freight travel to and from the site. To support the realisation of this overarching objective, several sub-objectives have been set out, and include:
- Promoting smarter operations that reduce the need for servicing travel overall or that reduce or eliminate trips, particularly those in peak periods;
 - Encouraging greater use of sustainable freight modes;
 - Promoting use of low or zero emission vehicles for delivery and servicing, and associated reduction of CO2 and air pollutant emissions;
 - Managing the on-going development and delivery of the DSMS;
 - Communication of site servicing/delivery facilities (through dissemination of information) to staff and suppliers; and
 - Encouraging the most efficient use of freight vehicles and servicing/delivery trips.
- 1.4.3 The DSMS is a 'live document' which requires on-going monitoring and review to ensure that the objectives are achieved. The DSMS will therefore be refined and adapted to ensure continuous improvement towards achieving its aims.
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1.5 Report Structure

1.5.1 The structure of this DSMS is as follows:

- **Section 2: Policy and Guidance Context** – provides an overview of principal policy requirements and relevant guidance documents;
 - **Section 3: Delivery and Servicing Arrangements** – summarises the servicing demand and physical requirements, e.g. the main types of vehicle that have to be accommodated, along with key aspects of the spatial provision;
 - **Section 4: Measures** – sets out the key measures to be adopted to manage delivery and servicing activity;
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2 Policy and Guidance Context

2.1 Introduction

- 2.1.1 The site is located at 120–124 Grosvenor Street, within the administrative boundary of Manchester City Council. It lies in close proximity to multiple universities along the Oxford Road corridor, including the University of Manchester and Manchester Metropolitan University.
- 2.1.2 The development comprises the conversion and refurbishment of an existing three-story commercial building to provide 28 Purpose Built Student Accommodation (PBSA) units. The proposal includes upgraded thermal elements, installation of a DDA-compliant staircase core, dedicated student entrances, reconfigured internal layouts, social and learning spaces, and provision of internal bin and cycle storage facilities.

2.2 National Policy and Guidance

Designing for Deliveries, Freight Transport Association (2016)

- 2.2.1 Designing for Deliveries is a guide for planners, designers and engineers to aid with the design of service areas and approach roads.

BS:5906 Waste Management in Buildings - Code of Practice (2005)

- 2.2.2 This document sets out the practice and methodology for waste management, including storage, collection and segregation.

Freight Operator Recognition Scheme (FORS)

- 2.2.3 The Freight Operator Recognition Scheme (FORS) is a voluntary accreditation scheme, which aims to raise the level of quality within fleet operations, and to demonstrate which operators are achieving exemplary levels of best practice in safety, efficiency, and environmental protection.

Ministry of Housing, Communities and Local Government, 'National Planning Policy Framework' (2024)

- 2.2.4 The National Planning Policy Framework (NPPF) was most recently updated in December 2024. In terms of transport, the proposed revision to the NPPF is to formally adopt a "vision-led" approach to transport planning that moves away from the traditional "predict and provide" approach. The new approach focuses on the desired outcomes for residents and the environment and planning to achieve them.
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- 2.2.5 The framework sets out the national policy expectations relating to transport, its place within the planning process, and its contribution to the achievement of sustainable development.
- 2.2.6 It includes guidance to local authorities by setting out what planning policies should achieve in transport matters
- 2.2.7 Paragraph 116 states that development “should only be prevented or refused on highways grounds if there would be an unacceptable impact on highway safety, or the residual cumulative impacts on the road network, following mitigation, would be severe, taking into account all reasonable future scenarios” .
- 2.2.8 Within the context of servicing/deliveries, it notes specifically that applications for development should:
- Create places that are safe, secure and attractive – which minimise the scope for conflicts between pedestrians, cyclists and vehicles, avoid unnecessary street clutter, and respond to local character and design standards; and
 - Allow for the efficient delivery of goods, and access by service and emergency vehicles.

2.3 Regional Policy and Guidance

Transport for the North’s Strategic Transport Plan and Freight and Logistics Strategy

- 2.3.1 Transport for the North (TfN) became England’s first sub-national transport body in April 2018. As a partnership TfN encompasses 20 local transport authorities in northern England, together with Network Rail and National Highways, to plan and prioritise long-term infrastructure investment in the North.
- 2.3.2 TfN’s role is to add strategic value by ensuring that funding and strategy decisions about transport in the North are informed by local knowledge and requirements. TfN published its Strategic Transport Plan (STP) in 2019 setting out proposals for the northern transport network through to 2050. Following consultation in May to August 2023, the final Plan was approved by the TfN board and submitted to government in March 2024.
- 2.3.3 It includes the following strategic outcomes:
- Supporting effective spatial planning, well-connected warehousing, consolidation centres and efficient local distribution networks. This will include looking at sustainable ‘last mile’ connectivity and working with local transport authorities to develop multi-modal hubs.
 - Reducing the impact of air pollution and noise from freight movements on the health of local communities.
- 2.3.4 TfN’s Freight and Logistics Strategy (2022) supplements the STP with a more detailed review of the existing freight infrastructure across the region, along with specific objectives and freight modelling analysis. It notes that, “there has been considerable recent growth in light goods traffic, driven by increases in online delivery. Cleaner, well integrated, and more efficient last mile freight movements are a priority, particularly in urban areas.”
- 2.3.5 Decarbonization is another focus area, and Chapter 8 of the Strategy includes TfN’s ‘decarbonisation pathway’, with targets for zero emission cars, vans and HGVs for the next 25 years.
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Places for Everyone

- 2.3.6 The Places for Everyone (PfE) Plan was adopted by nine of the Greater Manchester Authorities, including Manchester City Council in March 2024, covering the period between 2022 and 2039.
- 2.3.7 Notable policies include JP-C5 'Streets for All' and JP-C7 Freight and Logistics'. Policy JP-C5 states that the authorities will seek to ensure that the design and management of streets will follow a Streets for All approach, including by:
- "Providing appropriate places and routes for servicing, deliveries and 'drop-off;
 - Mitigating the impacts of air and noise pollution and carbon emissions from road transport; and
 - Ensuring the efficient movement of people and goods on streets with a high 'movement function'."
- 2.3.8 Policy JP-C7 states that the authorities will support the more efficient and sustainable movement of freight, including by *"ensuring that new development makes appropriate provision for deliveries and servicing in terms of road safety, traffic congestion and environmental impacts"*.

2.4 Local Policy

Manchester City Council's Core Strategy (2012)

- 2.4.1 Manchester's Core Strategy was adopted in 2012 and is the key development plan document in the Local Development Framework (LDF). It replaces significant elements of the Unitary Development Plan (UDP) as the document that sets out the long-term strategic policies for Manchester's future development and will form the framework that planning applications will be assessed against. The Core Strategy was updated following the adoption of Places for Everyone Joint Development Plan in March 2024.
- 2.4.2 Policy C6 discusses the development of Grosvenor House as a South Manchester District Centre. It highlights "that, the plans to develop the University of Manchester site are an opportunity to focus student activities encourage a wider range of uses elsewhere in the District Centre."
and
- 2.4.3 Policy T1 (sustainable transport) states that the council will support proposals that take account of the needs of road users according to a broad hierarchy, consisting of the following (in order of priority): 1. pedestrians and disabled people; 2. cyclists, public transport; 3. commercial access (which would include servicing); 4. general off-peak traffic; and 5. general peak time traffic.
- 2.4.4 Where a development has yet to be implemented, only the first stage (plan) can be achieved, with the subsequent stages carried out after construction, as part of an ongoing process of assessment and review.
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3 Proposed Delivery and Servicing Arrangements

3.1 Introduction

3.1.1 This section of the DSMS outlines the delivery and servicing strategy for the conversion of 120–124 Grosvenor Street, Manchester into 28 units of Purpose-Built Student Accommodation (PBSA). It considers the physical constraints of the site and describes how waste collection, deliveries, and other service functions will be accommodated safely and efficiently. Management measures are described in Section 4.

3.2 Proposed Development

3.2.1 The development involves the conversion of an existing office building into a three-storey PBSA scheme, including 28 self-contained student bedrooms, shared communal facilities, cycle storage, and a bin store. The development includes internal reconfiguration and access improvements.

3.2.2 The revised internal layout, and the new dedicated and DDA compliant, entrance improves accessibility and servicing efficiency while maintaining the external character of the building.

3.3 Servicing Access

3.3.1 The site does not contain internal vehicle routes, parking bays, or managed campus entrances. Instead, all servicing, deliveries, and waste collection will be conducted externally via the public highway.

3.3.2 The following public roads provide external access:

- **Grosvenor Street** –Primary frontage and one of two dedicated student entrance. Deliveries may be made kerbside during designated hours.
- **Hillcourt Street** –New and main dedicated student entrance, with DDA compliant lift, where the bins and the cycle store are located. Waste collection vehicles will service the site from a to be designated collection point on Sidney Street, for both the student accommodation proposed bins and existing commercial units waste bins. All bins to be returned to their relevant storage points as soon as possible after emptying.

3.3.3 There are no vehicle access points from Oxford Road, Rumford Road, or Sidney Street, and these should not be referenced in relation to this development.

3.3.4 No dedicated loading bay or drop-off zone is proposed due to the constrained urban site. Short-term kerbside loading will be coordinated by the Facilities Management (FM) team to ensure safety and minimise disruption to pedestrians and cyclists.

3.4 Vehicle Movements and Frequency

3.4.1 Servicing will primarily be by Light Goods Vehicles (LGVs), with occasional access by waste collection vehicles and maintenance vans. Vehicle movements will be minimal and scheduled outside of peak pedestrian times where possible.

3.4.2 There is no provision for on-site turning, so all vehicles must enter and exit using the public highway. Clear instructions will be provided to delivery companies to avoid obstructing cycle lanes or pedestrian routes.

3.5 Mail and Parcels

3.5.1 Parcels and mail will be delivered directly to the building's main dedicated area on the ground floor. A secure holding area will be provided for packages until collection by residents.

3.5.2 Unlike campus-style developments, there will be no pigeonhole or centralised mailroom system. All deliveries will be handled by the FM team during daytime operational hours.

3.5.3 Major courier services such as Royal Mail, Amazon, DPD, DHL, and Evri will be accommodated via kerbside drop-off and access through the main entrance.

4. Measures

4.1 Introduction

4.1.1 This section outlines the operational measures to ensure that delivery and servicing activities are managed efficiently and safely, with minimal impact on local residents, pedestrians, and traffic along Grosvenor Street and Hillcourt Street.

4.2 DSMS Coordination and Management

4.2.1 A dedicated Facilities Management (FM) team will oversee all delivery and servicing operations. This includes liaising with suppliers, booking larger service vehicles, coordinating move-in/move-out periods, and overseeing waste collection procedures.

4.2.2 The FM team will also manage communication with residents and suppliers, ensuring everyone understands delivery hours, procedures, and safety measures.

4.3 Delivery Scheduling

4.3.1 Deliveries will be encouraged to occur outside of peak pedestrian hours (typically 08:00–09:30 and 16:30–18:00) to avoid conflicts.

4.3.2 Where possible, suppliers and couriers will be asked to schedule deliveries during mid-morning or early afternoon. Deliveries requiring extended on-street presence (e.g. furniture) must be booked in advance.

4.4 Site Signage and Guidance

4.4.1 Clear external signage will direct delivery drivers to the appropriate entrance and indicate where short-term kerbside drop-offs are acceptable.

4.4.2 Internal signage and instructions will be displayed at key service entry points (reception, bin store, and cycle store access doors).

4.5 Waste Management Operations

4.5.1 The FM team will oversee bin rotation, ensuring containers are moved from the internal store (Hillcourt Street side) and the external commercial unit covered storage point to the pavement on collection days and returned promptly. The bin collection point is to be on an agreed designated position on Sidney Street, in close proximity to the building.

4.5.2 Waste collections are expected to occur 2–3 times per week depending on resident volume and bin capacity. Emergency overflow procedures and additional pickup bookings will be established.

4.6 Parcel Deliveries and Collections

4.6.1 The FM team will manage the receipt of parcels from courier services. Parcels will be stored in a secure internal room or parcel lockers within the reception area.

4.6.2 Residents will be notified electronically upon arrival of a package and can collect during staffed hours. No unattended external deliveries will be permitted.

4.7 Facilities Management Training

4.7.1 FM staff will receive training on delivery coordination, access protocols, and waste management procedures to ensure smooth and safe site operation.

4.7.2 Regular updates and refreshers will be provided as policies or delivery patterns evolve.

4.8 Resident Communication

4.8.1 Upon moving in, each resident will receive a digital welcome pack containing instructions on:

- Delivery procedures
- Bin and recycling rules
- Cycle store access
- Contact info for the FM team

4.8.2 Posters and email reminders will reinforce these practices periodically throughout the year.

