

Abbey Road, Phase 3

Discharge of Condition 39: Delivery and Servicing Plan

On behalf of Wates Residential



Project Ref: 332610380 | Rev: FINAL | Date: August 2023

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1 Introduction

1.1 Overview

1.1.1 This Delivery and Servicing Plan (DSP) has been produced by Stantec on behalf of Wates Residential (hereinafter referred to as the "Applicant) to discharge Condition 39 of the planning permission (ref: 2022/2542/P) for the redevelopment of a site adjacent to the junction between Abbey Road and Belsize Road, London Borough of Camden (hereinafter referred to as the "Council") who are the Local Planning Authority. The planning consent description is provided below.

Demolition and redevelopment of Emminster and Hinstock blocks including Belsize Priory Health Centre, Abbey Community Centre, public house and commercial units to provide new residential accommodation (Use Class C3) and ground floor commercial space (Use Class E) to be used as flexible commercial units, across three buildings ranging from 4 to 11 storeys, along with car and bicycle parking, landscaping and all necessary ancillary and enabling works.

- 1.1.2 This detailed DSP for Abbey Road Phase 3 seeks to discharge Condition 39 and has been produced in accordance with the overarching outline DSP within the Transport Assessment submitted as part of the consented planning application.
- 1.1.3 Condition 39 of the planning consent is as follows:

Prior to occupation, a Delivery Servicing Plan (DSP) shall be submitted to and approved by the local planning authority.

The measures contained in the DSP shall at all times remain implemented.

Reason: In order to protect the pedestrian environment and the amenities of the area generally and to ensure the continued free flow of traffic in the area in accordance with policy T1 of the Camden Local Plan 2017.'

1.1.4 Additionally, the Section 106 Agreement also requires a Service Management Plan to be produced. The wording states:

'A plan setting out a package of measures to be adopted by the Owner and approved by the Council from time to time for the management of the deliveries and servicing to the Development securing the minimisation of conflicts between service vehicle and car and pedestrian movements and the minimisation of damage to amenity from such servicing and deliveries which shall include inter alia the following:-

(a) a requirement for delivery vehicles to unload from a specific suitably located area;

- (b) details of the person/s responsible for directing and receiving deliveries to the Property;
- (c) measures to avoid a number of delivery vehicles arriving at the same time;

(d) likely frequency and duration of servicing movements and measures to be taken to avoid any conflicts;

- (e) likely nature of goods to be delivered;
- (f) the likely size of the delivery vehicles entering the Property;



(g) measures taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements;

(h) measures taken to address servicing movements on and around the Property with a view inter alia to combining and/or reducing servicing and minimise the demand for the same;

(i) provision of swept path drawings to ascertain manoeuvring when entering and exiting the Property in accordance with the drawings submitted and agreed with the Council;

(j) details of arrangements for refuse storage and servicing; and

(*k*) identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time'

- 1.1.5 This DSP includes details on the delivery and serving strategy and management for the Development, including loading, refuse collection, operational arrangements as well as servicing vehicle frequency and size. The DSP considers delivery activities such as parcel and package deliveries, and servicing activities such as waste collection. This document will cover the requirements of the Service Management Plan as stated in the S106 and will remain a live document.
- 1.1.6 The background of the assessment of the wider site is discussed within the Transport Assessment (April 2022) and should be referred to and read in conjunction with this DSP.

1.2 Nature of the DSP

1.2.1 This is a Detailed DSP which has been prepared to give the Council an understanding of the expected delivery and servicing activity and management during the operational phase of the Development. The document has been prepared in accordance with industry best practice and Transport for London (TfL) Delivery and Servicing Plan Guidance, as well as the Council's guidance.

DSP Objectives

- 1.2.2 This DSP will seek to achieve the following objectives:
 - Demonstrate that goods and services can be delivered, and refuse/ recycling removed, in a safe, efficient, and environmentally friendly way from the loading areas.
 - Identify deliveries that could be reduced, re-timed or consolidated, particularly during busy periods to avoid a number of delivery vehicles to avoid any conflicts.
 - Improve the reliability of deliveries to the Site.
 - Set out measures to ensure pedestrian and public safety during servicing.
 - Reduce the impact of delivery and servicing activity on the residents as well as local residents and the environment.

1.3 Report Structure

- 1.3.1 The remainder of the report is structured as follows:
 - Chapter 2 Delivery and Servicing Proposals:
 - This chapter presents the proposed delivery servicing provision.



- Chapter 3 Delivery and Servicing Management:
 - $\circ\,$ This chapter details measures and initiatives to be employed to increase servicing efficiency.
- Chapter 4 Monitoring, Review and Enforcement:
 - $\circ\,$ This chapter presents the proposed methodology for monitoring, review and enforcement.
- Chapter 5 Summary and Conclusions.



2 Delivery and Servicing Proposals

2.1 Introduction

2.1.1 This chapter details the design and access of the proposed delivery and servicing arrangements which also form part of the management strategy detailed in Chapter 3. This chapter includes loading bay locations, access points and routes; as well as the estimated trip generation relating to the delivery and servicing activities for the Development. The initial strategy was included in the outline DSP within the Transport Assessment however this was amended and agreed during post-submission consultation.

2.2 Delivery and Servicing

- 2.2.1 It is envisaged that deliveries will take place throughout the day, with the majority being outside of peak hours within the development. The delivery and servicing strategy is for both residential and commercial vehicles to stop within the loading bays provided adjacent to buildings.
- 2.2.2 Delivery and servicing vehicles will service the development from loading bays on Belsize Road and Abbey Road. These will be provided in addition to the existing loading bay provided outside Abbey Road Phase 1 on the opposite side of Belsize Road.

Loading Bay Locations

2.2.3 The loading bay layout allows for larger vehicles or multiple smaller delivery vehicles at one time. A plan showing the layout of these loading bays is provided below in Figure 2-1.



Figure 2-1: Loading Bay Layout



2.2.4 Blocks A will be serviced from the loading bay on Abbey Road, while Blocks B and C will be serviced from the loading bay on Belsize Road.

Deliveries

- 2.2.5 It is expected that some residents will take up home grocery and online deliveries which will be timed to occur when residents are home.
- 2.2.6 Residents will be encouraged to consider the use of services such as Click and Collect and local collection points when ordering goods for home delivery. This will be achieved through promoting such services through this DSP and the Residential Travel Plan (RTP).
- 2.2.7 Click and Collect and local collection points provide an alternative to having deliveries sent to residents' homes. This can help reduce the number of missed deliveries (particularly during the day) and subsequently reduce delivery and servicing trips overall. There are a number of different Click and Collect options provided by an ever-growing number of retailers including getting goods delivered to your nearest store or using a service such as Collect Plus. The nearest Collect Plus locations are illustrated below in Figure 2-2.



Figure 2-2: Collect Plus Locations¹

2.2.8 Occupiers of the commercial units on Site will be encouraged to co-ordinate deliveries in instances where common suppliers are used. This is further detailed in Section 3.3 and 3.4,

¹ Collect Plus (https://collectplus.co.uk/find-a-store)



Refuse Collection

2.2.9 The refuse collection on site will be carried out by the Council's waste team. It is proposed that bin stores will be located in each block as shown in Figure 2-1 and delivery and servicing will take place on-street from the kerbside, adjacent to the building frontage on Belsize Road, while there is a dedicated loading bay on Abbey Street. This plan has been agreed with the Council's officers during the post-submission process. Swept path analysis is shown in Figure 2-3 for the refuse vehicle is included in Appendix A.





2.3 Delivery and Servicing Trip Generation

2.3.1 As detailed in Technical Note 02 (TN02 Response to Transport Comments – July 2022) which was submitted to the Council, the methodology below has been applied to assess the number of trips as well as the number of loading bays required. TfL have advised that this method is



considered robust given the increasing prevalence of home deliveries. This represents a worstcase scenario. The principles adopted from TfL advice is as follows:

- deliveries per household per week, equating to 0.43 deliveries per household per day.
- Linked trips should be considered on a case by case basis. At least 20% of deliveries will be linked trips, providing a delivery to more than one household in the development. However this will been to be adjusted adjust depending on the size of the development and its location. The larger the developer the more linked trips there will be.
- The daily trip profile, and vehicle-type breakdown can be taken TRICS service vehicle surveys.

There will need to be some consideration that a % of these trips will be via motorcycle/scooter/cycle, again this should be adjusted depending on location.

This approached is considered to be robust given the increasing prevalence of home deliveries.

- 2.3.2 Following Covid-19, there has been a significant change in travel behaviour with more people working from home. Although limited data is currently available, it is apparent that this has resulted in increased residential delivery and servicing trips. Therefore, to account for this increase, the delivery and servicing trip rate of 0.43 per household per day has been multiplied by 1.5 allowing for an approximate 50% increase in trips. This is an assumed figure, which will need to be reviewed as more data becomes available.
- 2.3.3 The table below shows there are to be 143 D&S trips per day at the proposed site.

Delivery and Servicing Trips per Household per Week	Proposed Residential Units	Deliveries per week	Delivery and Servicing Trips per day	Two-Way D&S trips per day.	Accounting for 20% linked
4.5	139	625.5	89	179	143

Table 2-1: Delivery and Servicing Trips Generation

- 2.3.4 To determine how many D&S bays are to be provided the busiest peak is considered. The 143 D&S trips are distributed accordingly within the peak hours using data from TRICS.
- 2.3.5 The Trip Rate Information Computer System (TRICS) database v7.8.4 has been interrogated to obtain residential land use vehicle trip rates for the Development.
- 2.3.6 The below table shows the number of D&S trips in the peak hours.

Table 2-2: Residential Peak Hour Trip Generation

	AM Peak (08:00 - 09:00)			PM	PM Peak (17:00 - 18:00)			Daily (07:00 - 19:00)		
	In	Out	Two-Way	In	Out	Two- Way	In	Out	Two- Way	
D&S Vehicle Trip Rates per Unit	0.02	0.023	0.043	0.006	0.009	0.015	0.104	0.104	0.208	



Trip Generation	14	16	30	4	6	10	71	71	143
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- 2.3.7 The above table demonstrates that a D&S capacity of at least 16 trips within an hour needs to be supported.
- 2.3.8 The data presented in the TfL's Kerbside Loading Guidance suggests that 8% of households have at least one commercial visitor who stayed more than 30 minutes. Therefore, while the majority of delivery and servicing trips are brief, nearly 10% are not. Dwell times will vary depending on the type of vehicle and goods being delivered or collected, or servicing being carried out. The below table provides the average dwell times associated with different vehicle types.

Table 2-3: Dwell Times

Vehicle Type	Dwell Time
Motorcycle (courier)	0 – 10 minutes
Cars and vans up to 3.5 tonnes (LGVs)	0 – 15 minutes
Medium – large sized refuse vehicles	5 – 30 minutes
HGVs over 3.5t up to 18t	5 – 30 minutes

- 2.3.9 An assumption has been made that the average dwell time for cars and LGVs is 5-minutes resulting in 12 vehicles an hour and 144 vehicles a day per bay.
- 2.3.10 Assuming a maximum of 16 residential D&S trips are to be made within the peak hour and each vehicle will be parked for 5-minutes, there would be a requirement for 1 D&S bay.
- 2.3.11 Furthermore, considering the proposed 305m² (GIA) of commercial Class E space, the table below shows the number of commercial D&S trips. As discussed in the TA, the final occupier of the commercial land use is not yet known at this stage, therefore for a robust assessment, the trip rates presented are based on the assumption that the potential land use will be a convenience store.

	AM Peak (10:00 - 11:00)			PM	PM Peak (17:00 - 18:00)			Daily (07:00 - 19:00)			
	In	Out	Two- Way	In	Out	Two- Way	In	Out	Two- Way		
D&S Vehicle Trip Rates per 100sqm	0.588	0.588	1.176	0.118	0.118	0.236	1.767	1.767	3.534		
Trip Generation	2	2	4	0	0	1	7	7	13		

Table 2-4: Commercial Units Peak Hour Trip Generation

2.3.12 The above table demonstrates that there will be a maximum of 2 D&S vehicle trips within the peak hour which will allow both vehicles a dwell time of 30 minutes which is sufficient time in 1 D&S bay.



2.4 Delivery and Servicing Vehicles

Vehicle Types

- 2.4.1 It is likely that a variety of other vehicle types will also visit the Site including:
 - Motorcycles (couriers).
 - Cars and vans up to 3.5 tonnes (LGVs).
 - Medium/ Heavy Goods Vehicles (HGVs) over 3.5 tonnes including box vans and 10m delivery lorries.
 - Large 4-axle refuse vehicle (10.15m).
- 2.4.2 It is considered likely that most of the delivery and servicing trips will be made by LGVs and rigid HGVs. It is thought highly unlikely, given the nature of the development, that any deliveries would be made using an articulated HGV.

2.5 Summary

2.5.1 The delivery and servicing strategy covers all movements made by freight and refuse vehicles, as well as servicing vehicles accessing the Site. Vehicles will be able to load / unload on-street from dedicated loading areas. There are two loading bays that will service all Blocks and commercial units. Based on a worst-case trip generation assessment, these two loading bays are considered appropriate for this Site.



3 Delivery and Servicing Management

3.1 Introduction

- 3.1.1 This section outlines the overarching measures and initiatives included for the Development. The DSP will specifically aim to ensure that servicing of the Development can be carried out safely and efficiently, minimising any negative impacts on the local highway network, local residents within the Site, and the environment.
- 3.1.2 In accordance with TfL's guidance contained within their document entitled 'Managing Freight Effectively: Delivery and Servicing Plans' the proposed management measures and initiatives have been grouped into the following categories. Each of these are considered in turn:
 - Design and Access
 - Procurement Strategy
 - Operational Efficiency
 - Waste and Recycling Management
 - Road Trip Reduction
- 3.1.3 The London Freight Plan recognises that good design can minimise disturbance for residents at or travelling to the Site and the impact of servicing upon the surrounding highway network. Design related measures implemented as part of the Development are set out below.

3.2 Design and Access

Servicing Facilities

3.2.1 The Development has been designed to ensure that all Blocks can be serviced from the carriageway. A total of two formal loading bays are proposed on Belsize and Abbey Road, one being on each road.

Security Measures

3.2.2 Security measures provided within the Development will be monitored and enforced by the Applicant. This includes site management monitoring and reviewing vehicle movements associated with the loading bays to ensure that they are being used safely and at appropriate times.

Accommodating Special Deliveries

3.2.3 Any special deliveries to the Site, such as plant maintenance vehicles will need to be prearranged. The delivery time and duration will be agreed with the Applicant or Occupant to minimise the impact upon the routine daily servicing requirements of the Development. Out of peak deliveries will be encouraged for such deliveries where possible.

Pedestrian and Highway Safety

3.2.4 Vehicles accessing either loading bays do not impede the footway or pedestrian environment. However, pedestrians will be alerted when servicing is taking place and loading and unloading operations should be made visible. Additionally, waste collection will be undertaken by the Council's waste team, therefore appropriate management will be enforced by the Council.



3.3 **Procurement Strategy**

3.3.1 Procurement processes should demonstrate an awareness of all vehicle activity associated with the site, its impacts and appropriate measures to reduce it. This will be undertaken by site management.

Freight Operator Recognition Scheme

3.3.2 Commercial occupiers will be encouraged to contract suppliers registered with a best practice scheme, such as the Fleet Operator Recognition Scheme (FORS). The FORS has Standards set that defines requirements that must be met by fleet operators if they wish to become FORS Bronze, Silver or Gold accredited.

Consolidation of Suppliers

3.3.3 Occupiers of the commercial units on Site will be encouraged to co-ordinate deliveries in instances where common suppliers are used.

3.4 **Operational Efficiency**

Delivery Restrictions and Enforcement

3.4.1 Peak hour deliveries will be discouraged through consultation with occupiers of the buildings by the site managers. The operation of the development will benefit from spreading deliveries throughout the day using a computer/web-based vehicle booking system.

Promotion of Freight Information Portal

3.4.2 The Freight Information Portal will be promoted by the site-based management agent to raise awareness of this resource amongst the workplace occupiers within the site and encourage the adoption of good practice servicing and delivery strategies. The corporate and social responsibility benefits associated with using suppliers adopting sustainable freight and servicing practices will also be promoted to occupiers.

Communication of Delivery Procedures

3.4.3 The delivery procedures in operation on the site will be communicated to staff upon occupation. The Occupiers will be responsible for informing their suppliers of any delivery restrictions and communicating the booking/ management strategy.

3.5 Waste Management

Waste Reduction, Storage and Removal Measures

- 3.5.1 Guidance contained within the London Freight Plan identifies that developments should provide sufficient facilities for storage and collection of segregated waste.
- 3.5.2 The Development will provide waste storage, split into general waste and dry comingled recyclables. All waste will be stored within the respective residential block cores.

Refuse Collection Procedures

3.5.3 Refuse collection will be undertaken outside of the peak hours where possible by the Council's waste team to minimise impacts upon operation of the Site.



3.6 Road Trip Reduction

Encouraging Deliveries by Sustainable Modes

- 3.6.1 Measures will be recommended to suppliers to encourage sustainable modes and reduce impacts of delivery and servicing trips. For example, using smaller vehicles or motorcycles and cargo bikes where possible; switching to hybrid and / or electric vehicles; and seeking to ensure safe, efficient and considerate operations, such as switching off engines when making deliveries.
- 3.6.2 The London Low Emission Zone will also require suppliers operating delivery vehicles which do not meet emission standards, to pay a daily charge for journeys within London.

3.7 Summary

3.7.1 This section has outlined the proposed delivery and servicing management for the Site, which includes measures that will ensure associated activities are carried out safely and efficiently, without having any negative impacts on the local highway network, future residents/ businesses and the environment.



4 Monitoring, Review and Enforcement

- 4.1.1 This chapter discusses the ongoing monitoring and review strategy to facilitate sustainable movements and improve efficiency of deliveries and servicing for the Development.
- 4.1.2 The DSP will be owned by the Applicant and a dedicated member of the site management team will be responsible for managing and monitoring the implementation of the DSP.

4.2 Monitoring

- 4.2.1 Delivery and servicing activity will be reviewed and monitored as part of the Travel Plan monitoring surveys. The surveys undertaken as part of the Travel Plan monitoring will enable any delivery and servicing issues or improvement opportunities to be raised and actioned. This will also monitor how well the DSP is being implemented. Any Interventions will be evaluated against the objectives set out within Section 1.3. A monitoring report will be prepared to summarise the result of each survey for submission to the Council.
- 4.2.2 Monitoring and review of deliveries to the Site will be the responsibility of the on-site management team (or appointed consultant). Responsibilities will include maintaining safety, security and enforcing the proposed delivery and servicing strategy and measures.

4.3 Enforcement

4.3.1 For the delivery and servicing strategy to operate effectively, it must be monitored and enforced. This will be carried out by the Council through conventional highway enforcement, by which the appropriate enforcement action will be taken on a case-by-case basis including issuing PCNs.

4.4 Summary

4.4.1 The proposed approaches to monitoring and reviewing the DSP have been outlined. Any issues will be addressed by the Council and captured as part of the Travel Plan monitoring surveys. Vehicle activity will be reviewed to ensure measures are being implemented to achieve the objectives. Enforcement will be carried out by the Council and appropriate action will be undertaken.



5 Summary and Conclusions

- 5.1.1 This Delivery and Serving Plan (DSP) has been produced by Stantec to discharge planning Condition 39 of planning permission 2022/2542/P for the redevelopment of a site adjacent to the junction between Abbey Road and Belsize Road, within London Borough of Camden.
- 5.1.2 Condition 39 of the planning consent is as follows:

Prior to occupation, a Delivery Servicing Plan (DSP) shall be submitted to and approved by the local planning authority.

The measures contained in the DSP shall at all times remain implemented.

Reason: In order to protect the pedestrian environment and the amenities of the area generally and to ensure the continued free flow of traffic in the area in accordance with policy T1 of the Camden Local Plan 2017.'

5.1.3 The S106 Agreement detailed elements to be included in a Service Management Plan. Table 5-1 below presents a summary of these elements discussed in this report that address the conditions above and the corresponding sections(s) or figure(s).

Table 5-1: Summary Table of DSP

S106 Clauses	Section / Figure / Table Addressed
A requirement for delivery vehicles to unload from a specific suitably located area	Section 2.2
Details of the person/s responsible for directing and receiving deliveries to the Property	Section 2.2
Measures to avoid a number of delivery vehicles arriving at the same time	Section 3.4
Likely frequency and duration of servicing movements and measures to be taken to avoid any conflicts	Sections 2.3 and 3.4
Likely nature of goods to be delivered	Section 2.2
The likely size of the delivery vehicles entering the Property	Table 2-3
Measures taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements	Section 3.2
Measures taken to address servicing movements on and around the Property with a view inter alia to combining and/or reducing servicing and minimise the demand for the same	Section 3.4
Provision of swept path drawings to ascertain manoeuvring when entering and exiting the Property in accordance with the drawings submitted and agreed with the Council	Figure 2-3



details of arrangements for refuse storage and servicing;	Section 2.2
Identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time	Section 4.2

- 5.1.4 This DSP ensures that the delivery and servicing associated with the residential and commercial units of the Development can be carried out safely, legally and efficiently, limiting any negative impacts on the local highway network, neighbouring businesses, local residents and the environment.
- 5.1.5 The report covers both the delivery and servicing proposals and how delivery and servicing trips will be managed across the Site. The document sets out the overarching objectives and targets for the DSP. The main aim is to minimise the negative impacts of deliver and servicing movements to and from the Development.



Appendix A Swept Path Analysis





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Notes

2	6x2	ML	chassis) 9.620m 2.250m 3.707m
Э			0.260m 2.250m
us			4.008 8.950m

C Update following char	nge in propos	al	OA	TH	2022.09
B Retrack of Refuse Veh Issued/Revision	icle with New	Layout	OA By	MB Appd	2022.04 YYYY.MA
		- Dwn.	- Dsgn.	- Chkd.	2022.02 YYYY.MN
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Notes

C Update following change in propo B Retrack of Refuse Vehicle with New Issued/Revision	osal w Layout	OA OA By	TH MB Appd	2022.09.01 2022.04.27 YYYY.MM.DD
	Dwn.	- Dsgn.	Chkd.	2022.02.24 YYYY.MM.DD
Issue Status				
FOR INFO	ORMAT	ION		
This document is purpose r Use of this docu purpose is	suitable o noted abo ument for c not permit	nly for ti ve. iny othe ted.	he er	
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Client/Project				
Wates Residential				
Abbey Road, Phase 3	3			
Title Swept Path Analysi	is - 12r	n Ri	gid Ve	ehicle
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47293			1:250@/	A1
c Drawing	NO.		47293-	5500-01A

