

Abbey Road – Phase 2

Discharge of Condition 24 – Delivery and Servicing Management Plan

On behalf of Wates Construction London Residential



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1 Introduction

1.1 Overview

- 1.1.1 Stantec has been commissioned by Wates Construction London Residential to prepare this Delivery and Servicing Management Plan (DSMP) discharge Condition 24 of the permitted application (Ref:2020/2486/P) for the redevelopment of Abbey Road Phase 2 (Site) in London Borough of Camden (LBC).
- 1.1.2 The development proposals for Phase 2 include a new Community Centre and Health Centre for LBC as part of their community investment in the wider Abbey Road development area.
- 1.1.3 The Site is located at the junction between Abbey Road and Belsize Road, NW6 4AD. The existing vehicular access to the Site is from Belsize Road, 50m east from the Abbey Road/ Belsize Road junction. The site location is shown in Figure 1-1.



Figure 1-1: Site Location

1.2 Planning History

- 1.2.1 The planning application for the proposed development was submitted in June 2020 and was granted permission in November 2020. Condition 24 of the planning application requests a DSMP to be prepared prior to first occupation of the site.
- 1.2.2 Condition 24 states:

"Prior to occupation of any part of the development, a Delivery and Servicing Management Plan shall be submitted to and approved by the local planning authority. The proposals will be maintained in accordance with this plan thereafter.



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 Camden Local Plan policies T1, T2 and T3.

- 1.2.3 A Transport Statement (TS) was submitted as part of the application. Appendix C of the submitted TS contains information regarding the delivery and servicing arrangements.
- 1.2.4 The aim of this DSMP is to provide LBC with a detailed assessment of the expected delivery and servicing activity associated with Phase 2 at full buildout. The DSMP will specifically aim to ensure that the servicing of the development can be carried out safely, legally and efficiently, without creating any negative impacts on the local highway network, neighbouring businesses, residents and the environment.
- 1.2.5 The Plan also includes swept path analysis to demonstrate to the access the Site.

1.3 **DSMP** Objectives

- 1.3.1 DSPs developed through the planning process seek to support sustainable development. They are drafted within the context of the guidance provided within the Mayor's Transport Strategy and TfL's DSP guidance.
- 1.3.2 This DSMP will therefore seek to achieve the following objectives in line with Camden Local Plan policies A1, T1, T2, T3, T4 and the Camden Planning Guidance on Transport (January 2021):
 - Demonstrate that goods and services can be delivered, and refuse/ recycling removed, in a safe, efficient and environmentally friendly way.
 - Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods.
 - Improve the reliability of deliveries to the site.
 - Reduce the impact of delivery and servicing activity.

1.4 Report Structure

- 1.4.1 The remainder of this DSMP is set out as follows:
 - Chapter 2 reviews the planning policies in relation to the delivery and servicing of the development.
 - Chapter 3 provides an overview of the Site and the proposed development.
 - Chapter 4 details the delivery and servicing proposals including an estimation of future delivery and servicing trip generation profile along with vehicle types and dwell times.
 - Chapter 5 provides an overview of the proposed delivery and servicing management arrangements for the development.
 - Chapter 6 discusses the management of the DSP and monitoring of the implementation of the Plan.
 - Chapter 7 concludes the DSMP.



2 Policy Review

2.1 Introduction

- 2.1.1 This chapter provides a review of the relevant national, regional and local policy guidance which are relevant to delivery and servicing management. The policies covered within this review are:
 - National Planning Policy Framework (NPPF), February 2019.
 - The London Plan 2021, March 2021.
 - Mayor's Transport Strategy, March 2018.
 - Transport for London Delivery and Servicing Plan Guidance, December 2020.
 - Camden Local Plan, July 2017.
 - Camden Planning Guidance: Transport, January 2021.

2.2 National Policy

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

2.2.1 BS: 5906 is a code of practice for methods of storage, collection, segregation for recycling and recovery, and on-site treatment of waste from residential and non-residential buildings. As a code of practice, this British Standard takes the form of guidance and recommendations.

Designing for Deliveries Guide, Freight Transport Association (2016)

- 2.2.2 Designing for Deliveries is a guide for planners and engineers to assist in the design of service areas and access roads for commercial vehicles. The document incorporates scaled drawings and guidance on how to cater for all vehicles including small rigid, large rigid, artic and drawbars.
- 2.2.3 The latest edition provides the new standards of the latest fleet of vehicles.

National Planning Policy Framework (NPPF), February 2019

- 2.2.4 The National Planning Policy Framework (NPPF) was first published in 2012. Since then, there have been two iterations, with the latest NPPF adopted in February 2019. The presumption in favour of sustainable development remains the core objective of the NPPF (Paragraph 10 states that *"So that sustainable development is pursued in a positive way, at the heart of the Framework is a presumption in favour of sustainable development"*).
- 2.2.5 To promote sustainable transport, Paragraph 108 states that *"In assessing Sites that may be allocated for development in plans, or specific applications for development, it should be ensured that:*

a) appropriate opportunities to promote sustainable transport modes can be – or have been - taken up, given the type of development and its location.

b) safe and suitable access to the Site can be achieved for all users.



c) any significant impacts from the development on the transport network (in terms of capacity and congestion), or on highway safety, can be cost effectively mitigated to an acceptable degree."

2.2.6 At a more detailed level, Paragraph 110 states that developments should:

d) allow for the efficient delivery of goods, and access by service and emergency vehicles.

2.3 Regional Policy

The London Plan 2021

- 2.3.1 Under the legislation of the Greater London Authority (GLA), the Mayor is required to publish a Spatial Development Strategy (SDS), which is known as the London Plan.
- 2.3.2 On 2nd March 2021, the London Plan 2021 was formally published by the Mayor. The London Plan 2021 sets out the overall strategic plan for London, including an integrated economic, environmental, transport and social framework for the development of London, running from 2019 to 2041. With population set to increase by 70,000 per year, demand on new homes along with space for employment will increase. The policies set within the London Plan are to provide an appropriate spatial strategy that plans growth within London in a sustainable way.
- 2.3.3 In accordance to Policy T4 "Assessing and Mitigation Transport Impacts" delivery and servicing plans are required to support development proposals in accordance with Transport for London (TfL) guidance.
- 2.3.4 At a more detailed level, Policy T7 "Deliveries, servicing and construction" sets out the requirements of developments to facilitate sustainable movement by freight, which includes road mode. The policy states that *"developments should be designed and managed so that deliveries can be received outside of peak hours and in the evening or night time"* and should also address measures to address missed deliveries.

Mayor's Transport Strategy, March 2018

- 2.3.5 The Mayor's Transport Strategy, adopted in March 2018, sets out the Transport policies for up to 2041, with a strong emphasis placed on reducing car dependency and improving cycling/ walking, improving public transport interchanges, providing better information to travellers and delivery of affordable, reliable and safe transport network.
- 2.3.6 Proposal 15 addresses efficiencies of deliveries and servicing, with a view that the Mayor (through TfL) will work with relevant organisations and freight and servicing industry to "reduce the adverse impacts of freight and service vehicles on the street network". The vision set out in Proposal 15 is to reduce the number the number of lorries and vans entering central London in the morning peak (07:00 10:00) by 10% by 2026. As part of all new development proposals, Delivery and Servicing Plans are required to demonstrate measures taken to minimise any adverse impacts on the road network.
- 2.3.7 Proposal 17 sets out a number of measures that can be incorporated to improve the efficiencies of deliveries, in particular to last mile deliveries and servicing. The measures include (but not limited to):

c) Re-timing goods and services to the times where they will have least impact on streets.

e) Improving the design and management of loading and servicing activities at the kerbside and off-street.



Delivery and Servicing Plan Guidance, December 2020

- 2.3.8 Transport for London (TfL) released its "Delivery and Servicing Plan (DSP) Guidance" in December 2020. As defined in the guidance document, a DSP sets out the ways in which building occupiers will enable Safe, Clean and Efficient deliveries to the site. DSPs are typically produced for new development sites or where there is a change of use at site. The DSP should cover the following aspects:
 - "The physical design and layout of the site, and how it provides adequate provision for delivery and servicing activity from day one.
 - The day-to-day policies and measures which will be implemented so that deliveries and servicing are appropriately managed, and how the disruption and environmental impact of that activity locally will be minimised over time. It should set appropriate targets for continuous improvement.
 - Set out the forecast trip rates for the site".

2.4 Local Policy

Camden Planning Guidance: Transport, January 2021.

- 2.4.1 Camden Planning Guidance (CPG) for Transport was adopted in January 2021, which is set out to support the policies in the Camden Local Plan. Chapter 4 of the document details the requirements for delivery and servicing management plans and that developments should be developed in accordance with the guidelines.
- 2.4.2 The guidance covers topics relating to DSP such as location of loading facilities, delivery timing, vehicle type, monitoring requirements and design of facilities for waste collection.
- 2.4.3 Other policies that the CPG supports include:
 - Policy A1 Managing the impact of development;
 - Policy T1 Prioritising walking, cycling and public transport;
 - Policy T2 Parking and car-free development;
 - Policy T3 Transport infrastructure;
 - Policy T4 Sustainable movement of goods and materials;
 - Policy CC4 Air quality; and
 - Policy D1 Design.



3 Site Information

3.1 Introduction

3.1.1 This chapter sets out a brief overview of the site context, specific details of the proposed development, this will be for both the Community Centre and the Health Centre as they are proposed within a single building.

3.2 Site Location

- 3.2.1 The Site is bounded by Abbey Road to the west and Belsize Road to the south and lies within a predominantly residential area.
- 3.2.2 There are two existing residential buildings within the Site boundary, named *Snowman House* and *Casterbridge*. There is a large area of hardstanding between the two buildings which is used for refuse storage and other estate facilities. To the east of the two buildings, close to the access on Belsize Road is a further area of hardstanding comprising of car parking spaces.

Pedestrian and Cycle Network

- 3.2.3 The Site is easily accessible by foot, both from Abbey Road and Belsize Road. Pelican crossings are provided on the Abbey Road / Belsize Road junction meaning that pedestrians can access the site easily and safely.
- 3.2.4 The pedestrian infrastructure in the vicinity is to a high standard with footpaths provided from the Site to a number of key locations near to the site such as Kilburn High Road Station.
- 3.2.5 The cycle network surrounding the Site is relatively poor in terms of designated cycle routes. There are, however, advanced stop lines for cyclists on all four arms of the Belsize Road, Abbey Road junction.

Public Transport

- 3.2.6 Public Transport Accessibility Levels (PTAL) provide a measure of the accessibility of a site to the public transportation network, also taking into account walk access times and service availability, frequency and reliability. A PTAL score can range from 1a to 6b where a score of 1 indicates a 'very poor' level of accessibility and 6b indicates 'excellent' provision.
- 3.2.7 As per the PTAL, the Site is within an area with a PTAL ranging from 3 to 6a which represents a 'good' to 'excellent' level of public transport provision.

Local Highway Network

- 3.2.8 The Site is bound by Belsize Road to the south. Belsize Road is a single carriageway road. The speed limit on the link is 30mph. Belsize Road links onto Kilburn High Road which has local amenities and provides a link to Kilburn High Road Overground Station.
- 3.2.9 Abbey Road lies to the east of the Site and is also a single carriageway, with a speed limit of 30mph. Abbey Road provides a north south link between at A41 and the A40.
- 3.2.10 Parking spaces on Belsize Road and Abbey Road are provided on both sides of the carriageways.



3.3 Development Proposal and Layout

3.3.1 The development proposals are for:

'Construction of a new health and community centre (Use Class D1), relocation of existing residential car park, along with landscaping, associated access and demolition of the link bridge between Phases 2 and 3 and cycle parking.'

- 3.3.2 The proposed development is a new two-storey building providing 1,858sqm of Non-Residential Institution (Use Class D1) providing a Community Centre (797sqm) and creche at ground floor which allows access through to the outdoor facilities provided. At the first-floor level a Health Centre (989sqm) will be delivered, a main staircase and two lifts are provided for users that require the Health Centre.
- 3.3.3 The existing car park is proposed to be relocated to the central area between the two residential tower blocks. The proposed car park will have access control and automatic number plate recognition to ensure that the car park is only used by permit holders or maintenance vehicles. A total of 35 spaces will be provided as follows:
 - 33 let to residents
 - 1 disabled parking space
 - 1 visitor parking space
- 3.3.4 There are currently 4 visitor spaces and 1 disabled space in between the two towers; however, Camden has been advised by LBC and the TMO that the visitor spaces are primarily used by commercial vans without permits and not for visitors. The proposals show that the current provision for residents with permits and disabled parking remains unchanged.
- 3.3.5 Originally, the proposals did not include the relocation of the existing car parking on site. However, following extensive design team discussions and the aspiration to maximise green space and following agreement with Camden Planning it was decided that the central area between the existing residential tower blocks could be utilised more efficiently to re-provide the car parking.
- 3.3.6 The proposals for the health and community centre are inclusive of one roadside disabled bay and ambulance bay provided as part of the new proposals. There is no further additional car parking proposed as part of these proposals for use by the Community and Health Centre.
- 3.3.7 As part of the proposals there will be a policy compliant level of long and short stay cycle parking proposed for staff and visitors.
- 3.3.8 The proposals also include landscaping to revitalise the open space for existing residents and the wider community.



4 Delivering and Servicing Proposals

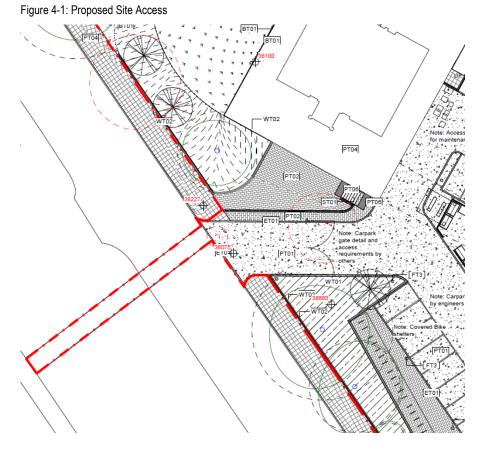
4.1 Overview

- 4.1.1 This chapter details the proposed delivery and servicing arrangements including locations of bin stores, accesses and routes; as well as the estimated trip generation relating to the delivery and servicing activities for the proposed Phase 2 scheme.
- 4.1.2 The existing delivery and servicing strategy involve vehicles entering the Site via Belsize Road before routing to the central area between the two tower blocks. Delivery and servicing vehicle are then able to turn within this area before exiting back onto Belsize Road.

4.2 Design and Access

Vehicle Access

4.2.1 The primary vehicular access to the Site will be via a new access proposed from Abbey Road. This access will serve the relocated Snowman House and Casterbridge towers car park as well as provide access for the delivery and servicing vehicles of the tower blocks. There will be no vehicular access for the community centre or health centre other than for a fire tender and emergency access for Thames Water. The proposed access is shown in Figure 4-1 below.



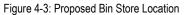
4.2.2 In order to implement this vehicular access, some alterations will be required to the existing bus stop adjacent to the site on Abbey Road. These alterations will be part of a wider scheme being put in place at the junction of Abbey Road and Belsize Road and will be undertaken by Camden Highways.



4.2.3 An emergency access to the Health and Community Centre will also be provided from Belsize Road. The proposed roadside disabled bay and ambulance bay are shown in Figure 4-2 below. Refuse and delivery vehicles for the Community and Health Centre will make use of the ambulance bay given that the ambulance bay is likely to be used infrequently.

Figure 4-2: Proposed Disabled and Ambulance Bay

4.2.4 There will be no vehicle access provided for the new land uses (Health and Community Centre) other than for a fire tender and emergency access for Thames Water. The bin store location is shown in Figure 4-3 below. Each occupier will be responsible for their own waste. Medical waste will be kept at the rear of the bin store and will be separated from general waste via a chain-link fence or gate.





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4.2.5 Refuse vehicle access will be provided from Abbey Road for the servicing of the existing Snowman House and Casterbridge towers. Refuse vehicles will access the bin stores by manoeuvring around the car park before exiting back on to Abbey Road. Swept path analysis has been undertaken for this arrangement with the drawing shown in Appendix A.

Pedestrian and Cycle Access

- 4.2.6 The Site can be accessed by pedestrians and cyclists from Abbey Road and Belsize Road.
- 4.2.7 The Community Centre is accessed via the entrance lobby which is situated on the west side of the building. There is a separate entrance proposed for the Health Centre to the west of the Community Centre lobby. The health centre staff can also make use of the first-floor access to the east of the building. The layout of the building has been set out to accommodate users easily.

4.3 Delivery and Servicing Trip Generation

- 4.3.1 Based on the existing centres, and as a worst-case scenario, is it estimated that the proposed Health Centre is likely generate one delivery trip per day and one servicing (waste collection) trip per day which would lead to a total of 4 two-way trips per day.
- 4.3.2 The proposed Community Centre is likely to require minimal delivery and servicing arrangements. However, as a worst-case scenario it has been assumed that the community centre will also generate one delivery vehicle and one servicing vehicle per day leading to a total of 4, two-way trips per day.
- 4.3.3 The expected delivery and servicing trip generation for both land uses are summarised in Table 4-1. This demonstrates that the proposed development is likely to generate a total of 8 two-way trips per day.

Land Use	Delivery Trips (two- way per day)	Servicing Trips (two- way per day)		
Health Centre	2	2		
Community Centre	2	2		
Total	4	4		

Table 4-1: Expected Delivery and Servicing Trip Generation

- 4.3.4 Through communicating with end users of the Health Centre and Community Centre, they will be encouraged to use their procurement process to work with suppliers to deliver outside of network peak hours or out of hours and consolidate their deliveries where possible. Therefore, the majority of trips are anticipated to be distributed outside of peak hours from 10:00 16:00 and after 19:00.
- 4.3.5 The existing community centre and health centre within the Abbey Road area are already being serviced, and therefore the trips associated with the proposed development will not be entirely new trips on the network. Instead, these trips will be re-routing to Phase 2. Thus, these impacts are considered to be negligible.

Vehicle Types

- 4.3.6 It is likely that a variety of vehicle types will 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).
- 4.3.7 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.

Dwell Times

- 4.3.8 Dwell times will vary depending on vehicle type and the type of goods being delivered or collected or the type of service being carried out.
- 4.3.9 Based on previous experience, including survey work undertaken at a number of locations across London, the average dwell times shown in Table 4-2 are considered robust for the different vehicle types identified above and the types of delivery the proposed development will receive. The dwell times indicate that there are not likely to be delays caused by delivery and servicing vehicles, particularly as there are unlikely to be a large quantity of HGV trips for residential units.

Table 4-2: Vehicle Types and Dwell Times

Vehicle Type	Dwell Times
Motorcycle (couriers)	0 – 10 minutes
Cars and vans up to 3.5 tonnes (LGVs)	0 – 15 minutes
HGVs over 3.5t up to 18t	5 – 30 minutes
Large 4-axle refuse vehicle	5 – 20 minutes

- 4.3.10 Peak hour delivery and servicing trips for the development as a whole has been shown to be low. When this is combined with the identified likely vehicle types and anticipated dwell times it can be demonstrated that the proposed combination of on and off-street delivery and servicing provision will be sufficient to ensure safe and efficient delivery and servicing activity can take place.
- 4.3.11 Although the identified delivery and servicing trips are considered to be low and manageable, steps will be taken to help minimise and manage delivery and servicing trips to the development wherever practicable. The proposed measures are outlined in Chapter 5.



5 Delivery and Servicing Management

5.1 Overview

- 5.1.1 This section outlines the overarching measures and initiatives applicable to Phase 2 and where required, land use specific measures have been identified.
- 5.1.2 The aim of the DSMP is to ensure that servicing of the development can be carried out safely and efficiently without creating any negative impacts on the local highway network, local residents and the environment.

5.2 Procurement

- 5.2.1 To help control and manage delivery and servicing activity, end users of the Health Centre and Community Centre will be encouraged to use their procurement process to work with suppliers to deliver outside of network peak hours or out of hours and consolidate their deliveries where possible.
- 5.2.2 Operators will be encouraged to use vehicles and delivery companies that can adhere to the management proposals encouraged in this DSMP
- 5.2.3 End users will be encouraged to keep track of and evaluate the number of suppliers they have in order to identify opportunities to consolidate deliveries by using the same supplier when possible.
- 5.2.4 In the case of personal deliveries to the workplace, end-users are encouraged to promote alternative methods of parcel delivery to staff, e.g. Collect Plus. The nearest Collect Plus locations are illustrated in Figure 5-1.



Figure 5-1: Collect Plus Locations

Source: Collect Plus https://www.collectplus.co.uk/find-a-store , as of March 2021.



5.2.5 This will further reduce the number of deliveries made to the Health Centre and Community Centre.

5.3 Alternative Delivery Modes

5.3.1 Occupiers will also be encouraged to receive deliveries by alternative modes such as cargo bike. The potential to use this type of service will depend on the type of goods being delivered. Companies such as Zedify and CitySprint provide this type of service and it offers the potential to reduce vehicle trips and therefore it will be recommended to the occupiers of both Centres.

5.4 **Operational Efficiency**

5.4.1 Occupiers of the Health Centre and Community Centre will be responsible for their refuse storage areas and will be discouraged from disposing waste at on street locations.



6 Monitoring, Reviews and Management

- 6.1.1 The DSMP will be owned by London Borough of Camden. Camden have a dedicated maintenance team and will work with the building occupiers to undertake inspections, maintenance and updating a logbook as required. The maintenance team will be responsible for managing and monitoring the implementation of the DSMP.
- 6.1.2 It will be this team's responsibility along with the building occupiers to ensure the DSMP is implemented correctly and efficiently. The DSMP management and monitoring process including meetings, reports and liaison will tie in with the overall management of the Site.
- 6.1.3 Monthly reviews of vehicle activity will be held by the estate management to monitor and keep track of the demand of the delivery and servicing activities; any issues can then be resolved or escalated as required. Any issues identified will be raised at these meeting and will be dealt accordingly through existing processes.
- 6.1.4 The DSMP will be the primary monitoring tool with daily and weekly schedules and monthly reports to monitor delivery activity, compliance with requirements and remedial actions taken such as warning contractors of their obligations, should a breach occur. This will be the responsibility of the maintenance team along with the building occupiers.
- 6.1.5 The outcome of the meetings will be published to LBC at the agreed timescales to be discussed with LBC by the appointed estate management. This will be the responsibility of the maintenance team along with the building occupiers.

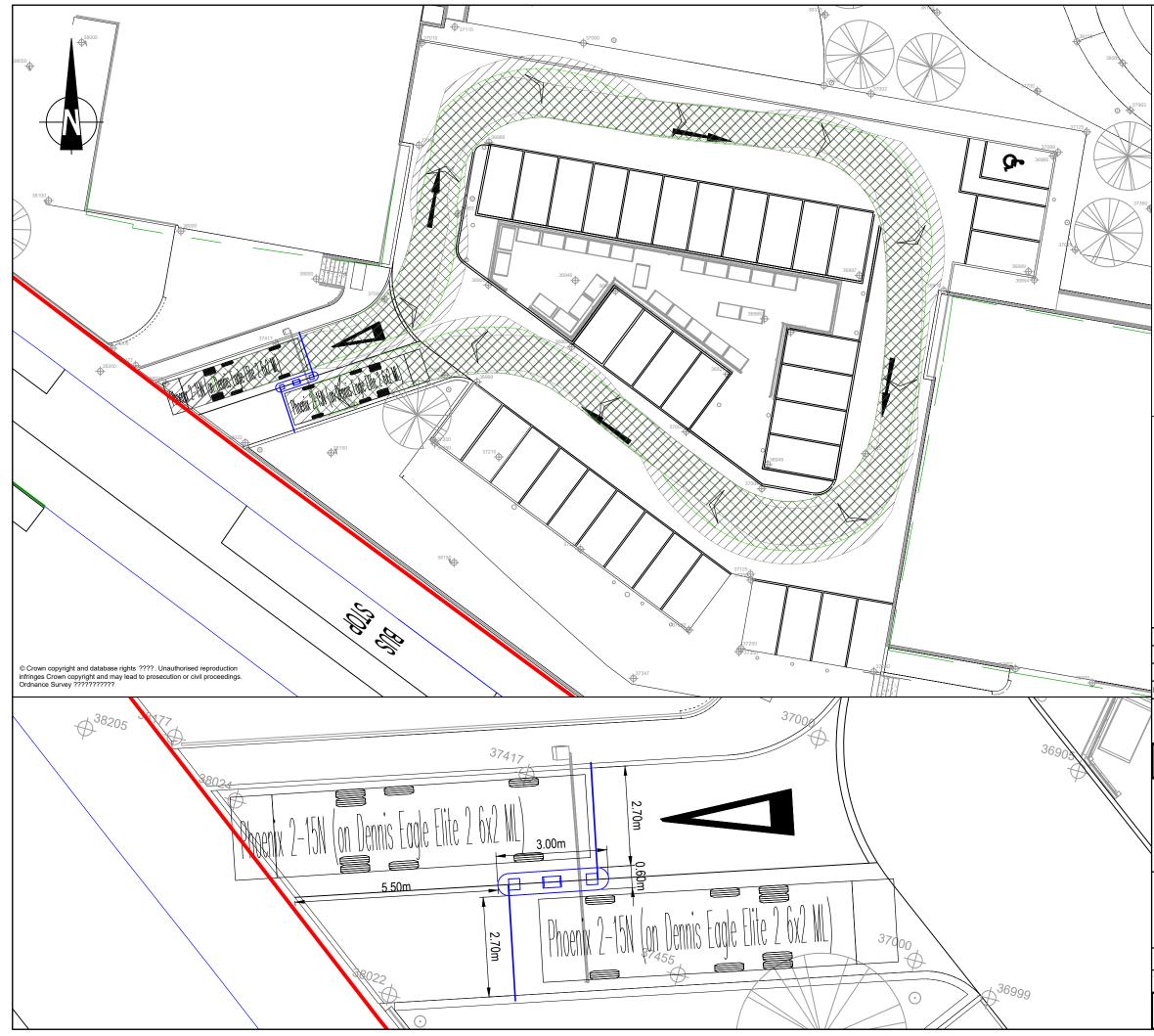


7 Conclusions

- 7.1.1 Stantec has been commissioned by Wates Construction London Residential to prepare the DSMP in response to the Condition 24 of the permitted Phase 2 development of Abbey Road development area.
- 7.1.2 The DSMP provides detailed descriptions of the arrangements related to delivery and servicing including maps showing locations of bin stores, trip generation calculations, location and hours of loading and unloading, frequency and size of vehicles, and swept path analysis of the routeing of the vehicles.
- 7.1.3 The DSMP demonstrates that the proposed delivery and servicing arrangements will avoid conflict with pedestrians and cyclists by providing designated bays for delivery and servicing activities which will also allow free movement of traffic.
- 7.1.4 The DSMP also discusses and presents the monitoring measures of the delivery and servicing activities as well as reviews and management of the Plan.
- 7.1.5 This DSMP addresses the items set out in Condition 24 of the permitted Phase 2 scheme and provides further details of the general operation and strategy of the delivery and servicing activities of the proposed development. Therefore, this Plan should be considered satisfactory to discharge Condition 24 of application 2020/2486/P.



Appendix A Swept Path Drawings



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