

Project Title
**Hillingdon Water Sports
Facility and Activity Centre**

Report Title
Delivery and Servicing Plan

Document Reference:
2915/068/005B

Prepared For
London Borough of Hillingdon

Date
November 2023

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1.0 INTRODUCTION AND BACKGROUND

- 1.1 This Delivery and Servicing Plan (DSP) has been produced on the behalf of the London Borough of Hillingdon (LBH) to support the planning application in relation to the proposed permanent relocation of the former Hillingdon Outdoor Activity Centre (HOAC) to a site at Broadwater Lake, Harefield, LBH, UB9 6PE (hereafter referred to as 'the site').
- 1.2 Broadwater Sailing Club (BSC) and Gerrards Cross and Uxbridge District Angling Society (GXUDAS) currently use the Broadwater Lake amenity. Following the relocation of HOAC, the collective facilities at Broadwater Lake will be known as Hillingdon Water Sports Facility and Activity Centre (HWSFAC) and will be managed by LBH.
- 1.3 The site location is illustrated in Figure 1.1.



Figure 1.1: Site location

- 1.4 The site is rural in nature and is located to the south of Harefield on the outskirts of Greater London. The site falls within the Mid Colne Valley Site of Specific Scientific Interest (SSSI). The site is bounded by the Grand Union Canal to the east, Moorhall Road to the south and the River Colne to the north and west. The site is accessed from Moorhall Road to the south of the site.

Development proposals

- 1.5 HOAC is a registered Youth Educational Charity providing outdoor and environmental education for the whole community but with priority given to young people and those who are disadvantaged or disabled.
- 1.6 Development proposals comprise the permanent relocation the former HOAC from its previous site location at Dews Lane, Harefield to the proposed site at Broadwater Lake. This is following the permanent closure of HOAC operations at the Dews Lane site due High Speed Two (HS2) proposals passing directly through the existing site.
- 1.7 The development description is included below:

“Redevelopment of the site to create the Hillingdon Water Sports Facility and Activity Centre including demolition of existing Broadwater Lake Sailing Club (BSC) clubhouse at the north of the lake and erection of a building to be occupied by HOAC and BSC including changing facilities, meeting rooms, storage, Workshop and seasonal worker accommodation (sui generis), activity shelters; installation of pontoons and concrete slipways; boat shed; equipment storage huts (north of lake and at entrance); boat parking and racking areas; camping area; outdoor activity areas; ecological enhancement throughout the site; new pedestrian routes through the peninsula; landscaping including new woodland, dense vegetation screens and boundary treatment; new access and access road; localised dredging and land reclamation; relocation of existing sailing area and creation of floating and fixed islands within the lake; coach drop off and turning area; vehicle parking; cycle parking; and associated works.”

- 1.8 The proposed site masterplan is attached at Appendix A.
- 1.9 The total site area is 79.95 hectares and there is 150 sqm gross internal area (GIA) of existing floorspace that is to be demolished. A total of 4,274 sqm (GIA) of floorspace is proposed.
- 1.10 The provision of HWSFAC at the Broadwater Lake site is an amalgamation of HOAC, BSC and GXUDAS all of which are existing operators at the site. Operations are not expected to change or expand as part of the development proposals.

Scope of report

- 1.11 This DSP is required to set out the delivery and servicing strategy for HWSFAC following development proposals. Measures will be required to manage and monitor delivery and servicing activities.
- 1.12 HOAC will be the main operator of the site and will require the most servicing out of all users, therefore will lead the coordination of delivery and servicing at the site. The other site operators will benefit from the DSP.
- 1.13 The main aim of the DSP is to minimise the impact of delivery and servicing activity on the local highway network during network peak times and improve highway safety in and out of the site.

1.14 This report has been produced to support the application for the site and has been submitted alongside a Transport Assessment (TA), a Travel Plan (TP), a Parking Design and Management Plan (PDMP), and a detailed Construction Logistics Plan (CLP).

1.15 This DSP complies with the relevant LBH and TfL policies and guidance.

Report structure

1.16 The structure and content of this report is structured as follows:

- i. A review of relevant local policy is undertaken in Section 2.0.
- ii. The aims and objectives of the DSP are contained in Section 3.0.
- iii. The delivery and servicing strategy for HWSFAC is outlined in Section 4.0.
- iv. Measures that will be implemented to achieve the objectives are outlined in Section 5.0.
- v. The programme for monitoring and review of delivery and servicing activity is outlined in Section 6.0.

2.0 POLICY REVIEW

2.1 The policy contained in the following documents has been reviewed and the DSP has been prepared in accordance with the bellow listed policies.

- i. National Planning Policy Framework (NPPF) (2021).
- ii. Planning Practice Guidance.
- iii. The London Plan (2021).
- iv. Mayor's Transport Strategy (2018).
- v. London Freight Plan (2008).
- vi. TfL DSP Guidance (2020).

3.0 AIMS AND OBJECTIVES

3.1 The aim of this DSP is to minimise the impact of delivery and servicing trips generated by the development proposals on the local highway network. Particularly at network peak and arrival and departure peak times through careful management of delivery and servicing activity. The DSP will also aim to improve highway safety in and out of the site.

3.2 The objectives of this DSP are as follows:

- i. Demonstrate that goods and services can be delivered, and waste removed, in a safe and efficient manner without compromising the users of the site or causing an adverse impact on the local highway network.
- ii. Avoid deliveries and servicing activities or reduce as far a possible during the network peak periods (08:00 – 09:00 and 17:00 – 18:00).
- iii. Avoid deliveries and servicing activities or reduce as far a possible during peak arrival and departure periods when young HOAC users will arrive and depart (08:00 – 09:00 and 17:00 – 18:00) and reduce coinciding deliveries.
- iv. Coordinate between all operators on-site to schedule delivery and servicing to reduce coinciding deliveries.
- v. Reduce the impact of servicing activity on the amenity of local residents and the environment.

3.3 The intended benefits of the DSP are as follows:

- i. For site users and the local community - reduced risk of accidents and reduced congestion on the roads surrounding the application site.
- ii. For the local community and wider environment - reduced CO2 and noise emissions.
- iii. For the operators and supply chain - reduced operating costs and improved reliability of deliveries.

4.0 DELIVERY AND SERVICING STRATEGY

- 4.1 This section describes the servicing strategy for the proposed development, including the type, frequency, and location of deliveries, refuse storage and collection arrangements.

Site access

Existing site access

- 4.2 Current pedestrian and vehicular access are from a private access road via Moorhall Road to the south of the site illustrated in Figure 4.1. There is a short right turn pocket present on Moorhall Road. There are currently no footways or street lighting provided and poor drainage that results in flooding areas of the access road.



Figure 4.1 Site access road from Moorhall Road

- 4.3 The access road currently varies from approximately 4.5m to 6.5m in width. The road is surfaced with asphalt for approximately 400m up to a gated access point and a barrier which restricts access to only BSC members.



Figure 4.2: End of site access road

- 4.4 Further north of the gated access point the road transitions into a gravel track providing access to the woodland area to the southeast of Broadwater Lake.
- 4.5 The barriered access illustrated on the right in Figure 4.2 provides access to the north of Broadwater Lake where existing BSC operations occur.
- 4.6 Visitors of BSC are currently required to make prior arrangements with the membership secretaries of the clubs or call the clubhouse when they arrive at the barrier to gain access.
- 4.7 Adjacent users to the site have rights of access along the site access road. These include GRS Bagging, a construction material wholesaler, Harleyford Aggregates, a sand and gravel supplier and residents of formal and semi-formal residential dwellings.

Proposed access improvements

- 4.8 Access for pedestrians, cyclists and vehicles will continue to take place from the site access road and the bell mouth junction on Moorhall Road to the south of the site.

4.9 Development proposals include improvements to the existing priority junction and access road. The access design general arrangement is attached at Appendix B.

4.10 The access improvements include:

- i. Introduction of a 20mph limit.
- ii. Introduction of a 2m wide footway on the western side at the beginning of the access road. This continues as a 2m wide single footway on the eastern side of the access road for the remaining length of the road. A dropped kerb crossing with tactile paving is proposed when the eastern footway stops and the western footway begins.
- iii. New road surfacing.
- iv. New street lighting.

4.11 The access road is currently in private ownership. The road has been designed to a LBH adoptable standard and it is intended that for LBH to adopt the road. LBH propose to implement Traffic Management Orders (TMOs) in due course subject to planning approval.

Internal site navigation

4.12 Once on site, users arriving by car or cycle modes of transport will navigate the site via the gravel access road. The gravel access road provides access to the main buildings on-site and the foreshore to the north of the site.

4.13 Users travelling to site on foot will access the site from the footway adjacent the gravel access road. From the footway to the southeast of the site is a footpath link that provides access to a network of footpaths across the site. Designated crossing points are provided at intervals along the internal gravel access road.

Deliveries and servicing access

4.14 Delivery and servicing vehicles will access the site from the access road at the Moorhall Road junction. Delivery and servicing will predominately take place to the north of the site adjacent to the main building as highlighted in the Figure 4.1 below.

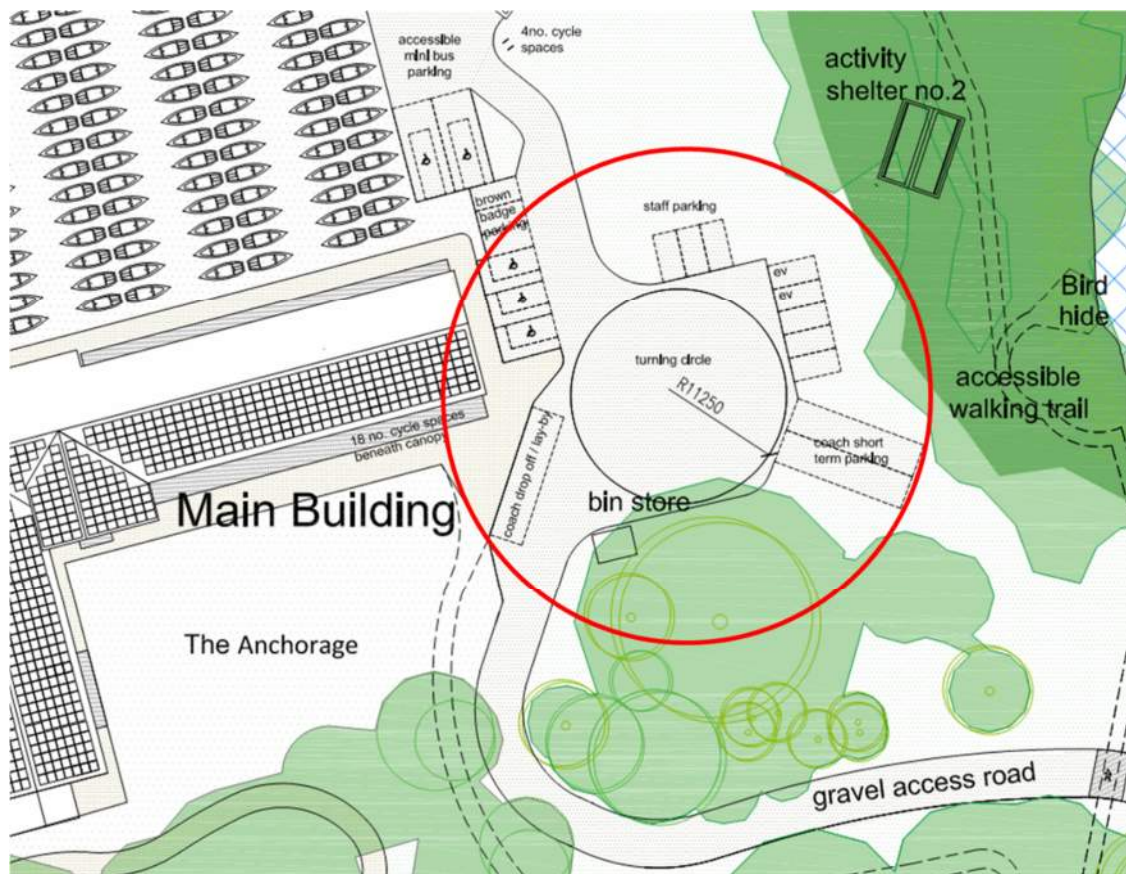


Figure 4.1: Delivery and servicing location

- 4.15 Most delivery and servicing activities will be scheduled to take place outside of peak drop-off and collection hours for HWSFAC users, particularly HOAC. Therefore, deliveries will be able to take place in the coach drop-off and collection bay. If this bay is in use, or delivery and servicing vehicles are required to stay on-site for an extended period of time, they will be able to park within the parking bays to the north of the site.
- 4.16 Some deliveries will also be required to the workshop to the east of the site as illustrated below in Figure 4.2. The person responsible for ordering the delivery will be required to provide clear instructions to the delivery company detailed where the orders should be delivered to (i.e. the main building or workshop).



Figure 4.2: Deliveries to the workshop east of the site.

- 4.17 The largest delivery and servicing vehicle required to service the site is expected to be a mobile crane to move or replace parts of the pontoons to the north of the site. The requirement for a mobile crane to access the site will be extremely infrequent. The majority of deliveries to the site will be by light vans, cars or similar.
- 4.18 Deliveries to the site will be for HOAC and BSC and will include boat parts for other equipment, mail, parcels and sundries.
- 4.19 Swept path analysis of typical delivery and servicing vehicles that will require access to the site is attached at Appendix C. Mobile crane access to the foreshore is also demonstrated at Appendix C.

Refuse and recycling collection

- 4.20 Two bin stores will be located on-site. The first bin store is located to the south of the site adjacent to the internal site access road. The second bin store is located to the south of the parking area to the north of the site.
- 4.21 Refuse vehicles will access the site via the site access road from Moorhall Road. Once on-site refuse vehicles will navigate the site using the internal access road. Refuse collection will be undertaken from the internal access road whilst refuse vehicles briefly stop to collect waste. Cars can pass while refuse collection is being undertaken

- 4.22 Both bin stores are located within less than five metres of the site access road to minimise drag distance for operatives.
- 4.23 Refuse vehicles can access and egress the site in forward gear and will turn within the designated turning circle to the north of the site. Reversing manoeuvres will be kept to a minimum. Swept path analysis illustrating refuse vehicle access to the site is attached at Appendix C.
- 4.24 Refuse and recycling collection will be undertaken by LBH services and is anticipated to occur once or twice a week. Refuse vehicles are anticipated to be scheduled during the weekday mornings prior to arrival of HOAC users to avoid conflict during the drop-off or collection period.

Delivery and servicing volumes

- 4.25 HOAC is anticipated to receive two delivery and servicing trips daily in the peak summer months (April to September) and one delivery and servicing trip daily in the off-peak months (October-March).

Summary

- 4.26 Delivery and servicing vehicles will access the site via the access road from Moorhall Road and will navigate the site internally via the gravel access road. Delivery and servicing will mostly occur to the north of the site but it is noted some deliveries will be directed to the workshop to the east of the site. Refuse collection will also occur along the internal access road, briefly stopping to collect waste. Delivery and servicing will mostly occur by light vans or cars. HOAC are expected to produce a maximum of two delivery and servicing trips per day.

5.0 MANAGEMENT MEASURES

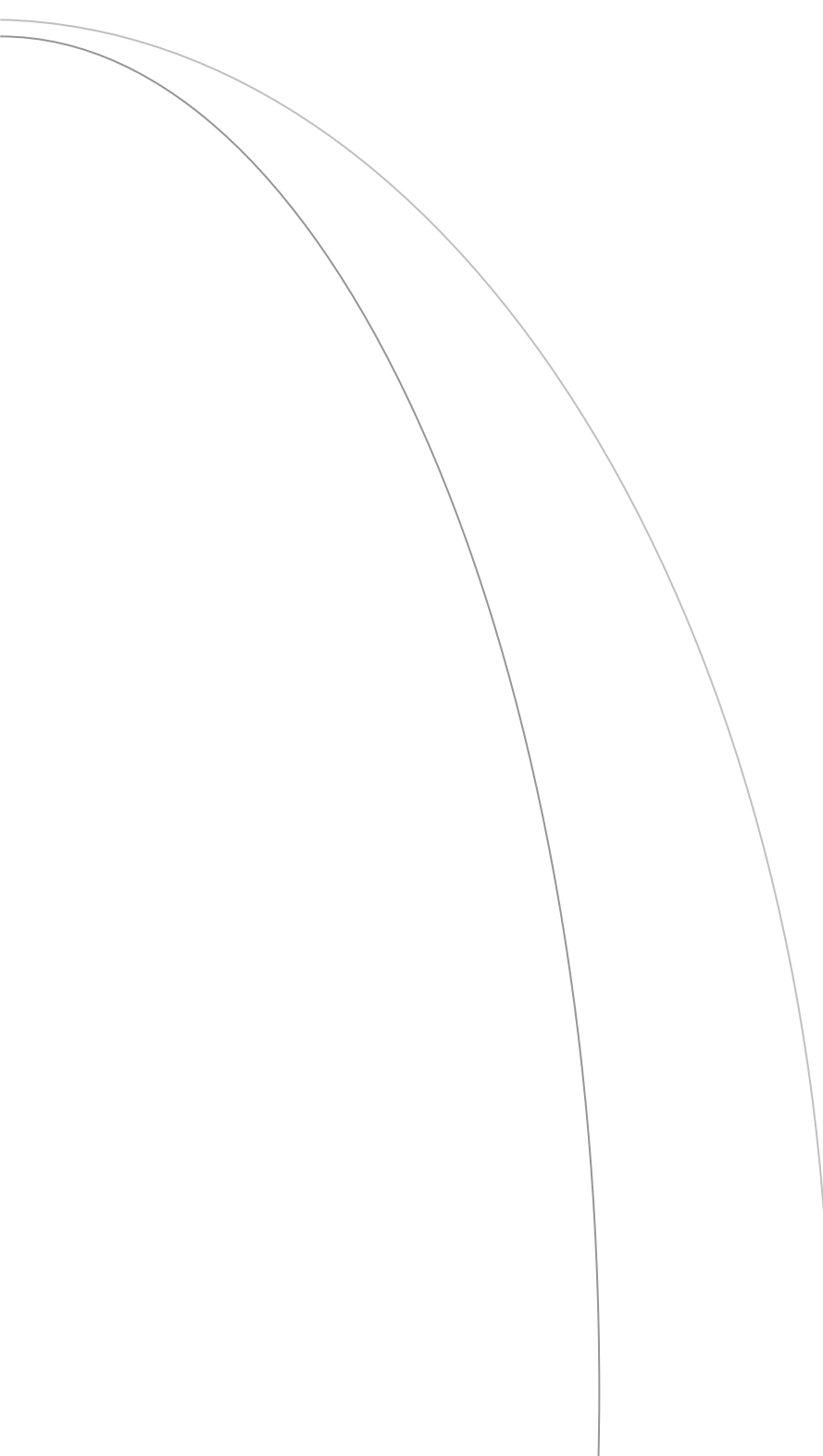
- 5.1 HOAC will implement measures to manage delivery and servicing across the site. HOAC will be the main operator of the site and will generate the most servicing trips out of all users, therefore will lead the coordination of delivery and servicing. HOAC will liaise with other operators of the site to coordinate delivery and servicing.
- 5.2 Operators will establish and maintain an approved supplier's database for deliveries, with the exception of ad-hoc deliveries which the site will have less power to control. Where possible, the site will use suppliers who are affiliated with the Fleet Operator Recognition Scheme (FORS).
- 5.3 Where suppliers are not part of FORS, the site will endeavour to choose suppliers based on their record of operating their vehicles safely and lawfully, reducing their impact on the environment and reducing costs by improving efficiencies in freight movement.
- 5.4 All deliveries and servicing will take place on-site. Where possible they will be scheduled occur outside of network peak and peak site arrival and departure periods (08:00 – 09:00 and 17:00 – 18:00).
- 5.5 HOAC staff will be responsible for the delivery and servicing activity generated by HWSFAC as part of their regular duties. This includes implementation of, but not limited to, the following measures as set out below.
- i. Establishment of service contracts (i.e. catering, fresh produce, etc.) in line with the strategy set out in this DSP.
 - ii. Issue of information regarding the proposed servicing strategy for the site to all suppliers and those making maintenance visits where possible (preferred timing being outside peak hours associated with the site and local highway network and peak site arrival and departure times).
 - iii. Coordination between all users on-site to consolidate deliveries and servicing where applicable to overall reduce vehicle trips to the site.
 - iv. Where it is not possible to consolidate delivery and servicing for all users across the site, delivery and servicing will be scheduled to not coincide.
 - v. Establishment and maintenance of a 'ring ahead' or booking service for larger deliveries and maintenance visits (if required) so that the area requiring maintenance can be cleared of all users (e.g. the foreshore for pontoon repairs).

- vi. Maintain regular contact with the supply chain to inform them of any changes to the servicing strategy or inform suppliers of any road works (or other circumstance) in the vicinity of the site that may affect deliveries being made.
- vii. On-going liaison with the supply chain to address any issues arising and reinforce the aims and objectives of the DSP.
- viii. Discuss any complaints related to deliveries and servicing activity generated by the site with HOAC staff, respond to issues raised by visitors, residents, third parties, staff, visitors, and provide any feedback as necessary to the supply chain.

6.0 MONITORING AND REVIEW

- 6.1 HOAC will keep records of delivery activity for the site as far as is reasonably practicable in the operation of a busy leisure facility. HOAC will liaise with other operators of the site including BSC to understand their delivery activity and requirements. These records along with arrangements for regular servicing activities and any known issues or complaints will form the basis of periodic review by HOAC to ensure that deliveries to the site are well managed. Where feedback to suppliers to change delivery practices is required, this will be provided by HOAC.

Appendix A – Site masterplan



Scale (metres)

0 10 20 30 40 50 100

lake



Area of quicksand



HILLINGDON
LONDON

REVISION	DATE	DESCRIPTION	BY
A	31.10.22	Updated in accordance with client comments	IE
B	13.02.23	Issued for Client approval	IE
C	27.02.23	Updated in line with HDC comments	IE
D	25.05.23	Amended as a result of the arboricultural survey	IE
E	19.06.23	Amended in line with HDC comments	IE

CLIENT

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STATUS: PLANNING

PROJECT
Hillingdon Water Sports Facility
and Activity Centre

DRAWING
BROADWATER LAKE
MASTERPLAN

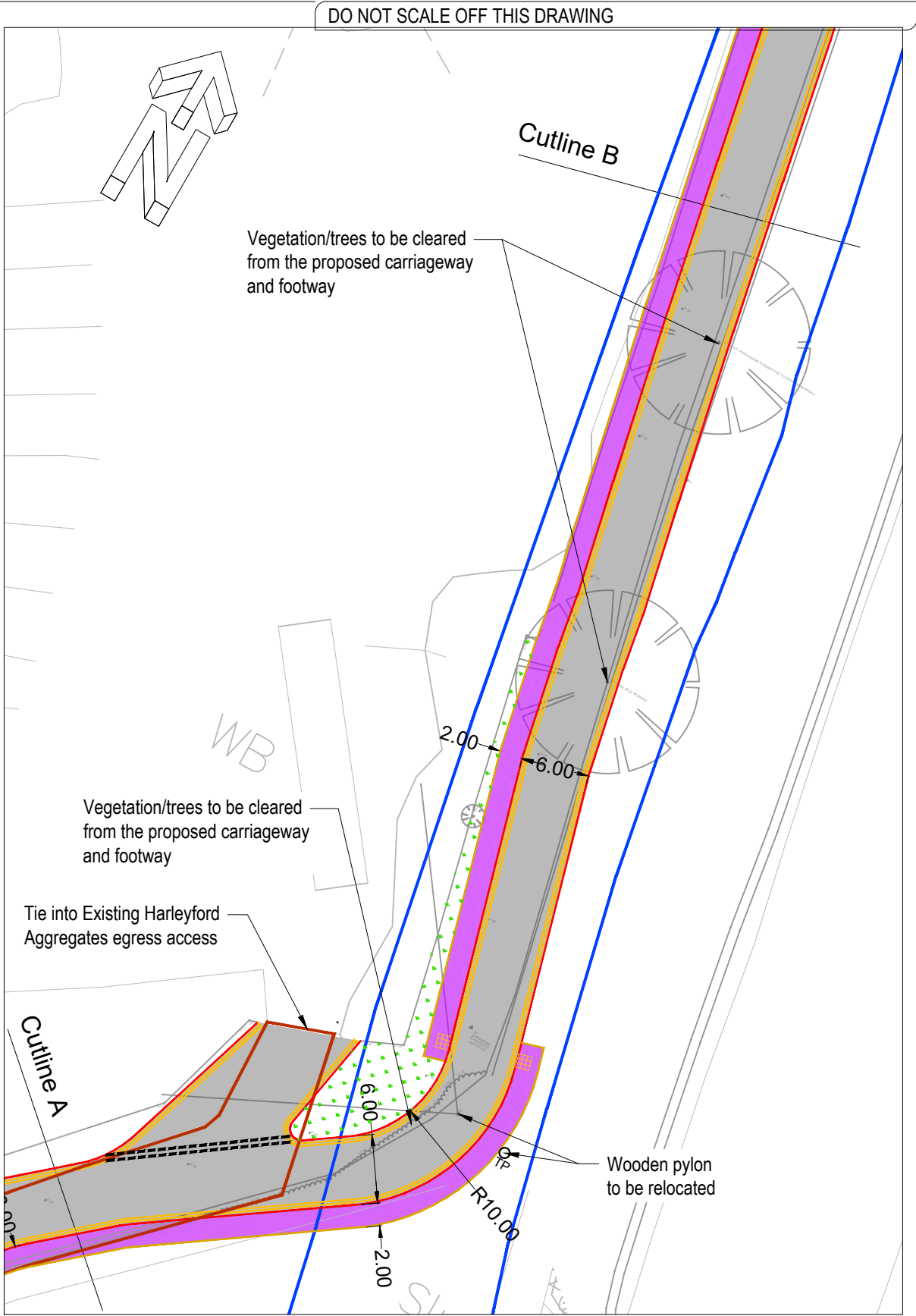
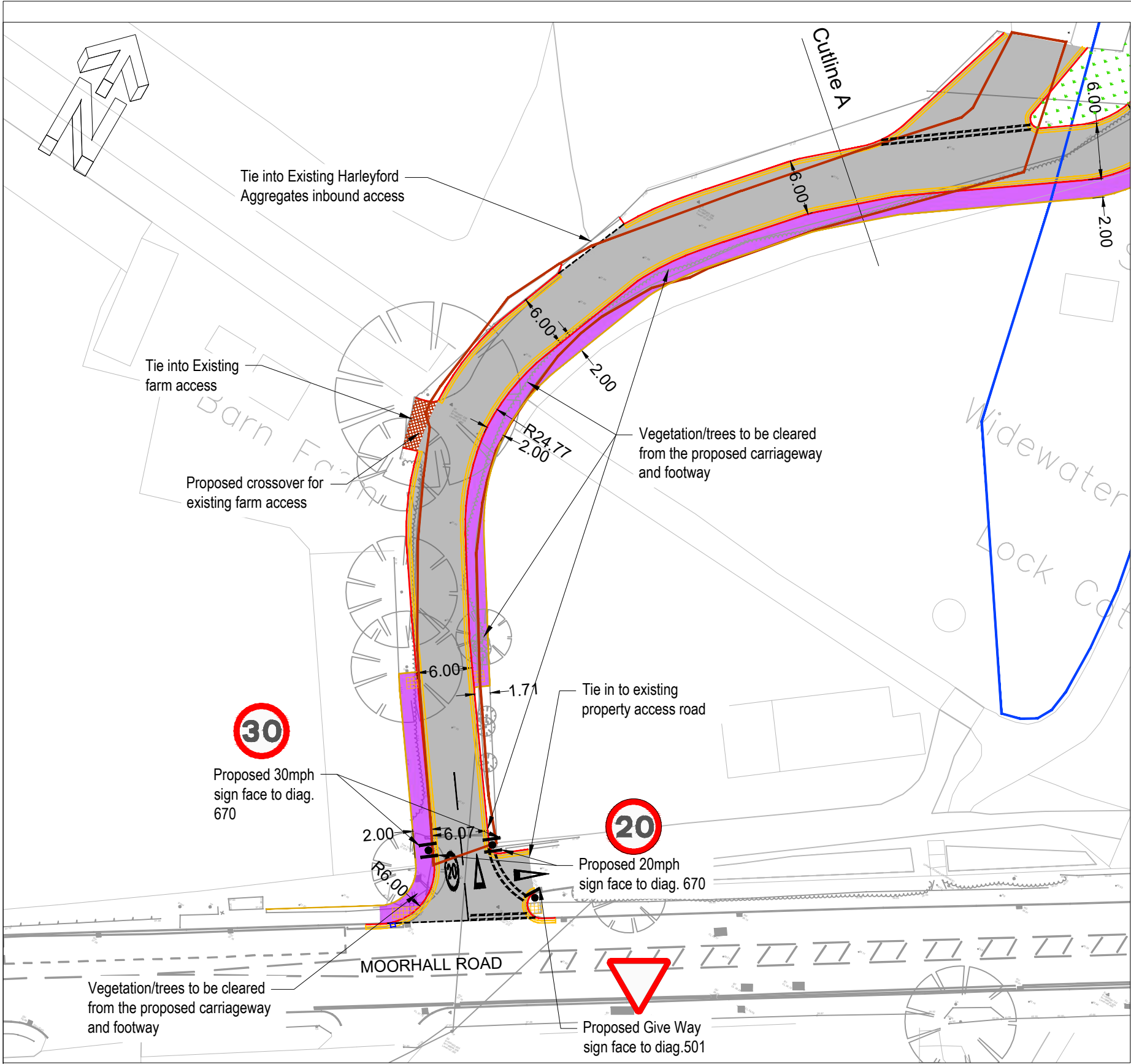
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PROJECT NO. 3859 DRAWING NO. (03)045 REVISION E

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NOTES

Appendix B – General arrangement access design



Scale 1:500 @ A1 - 1:1000 @ A3

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Hillingdon Water Sports Facility and Activity Centre

Drawing Title
GENERAL ARRANGEMENT
Sheet 01 of 03

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-101-P02

Key :

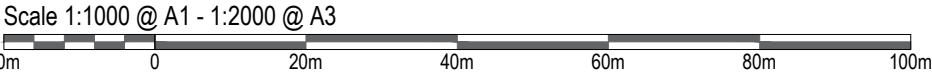
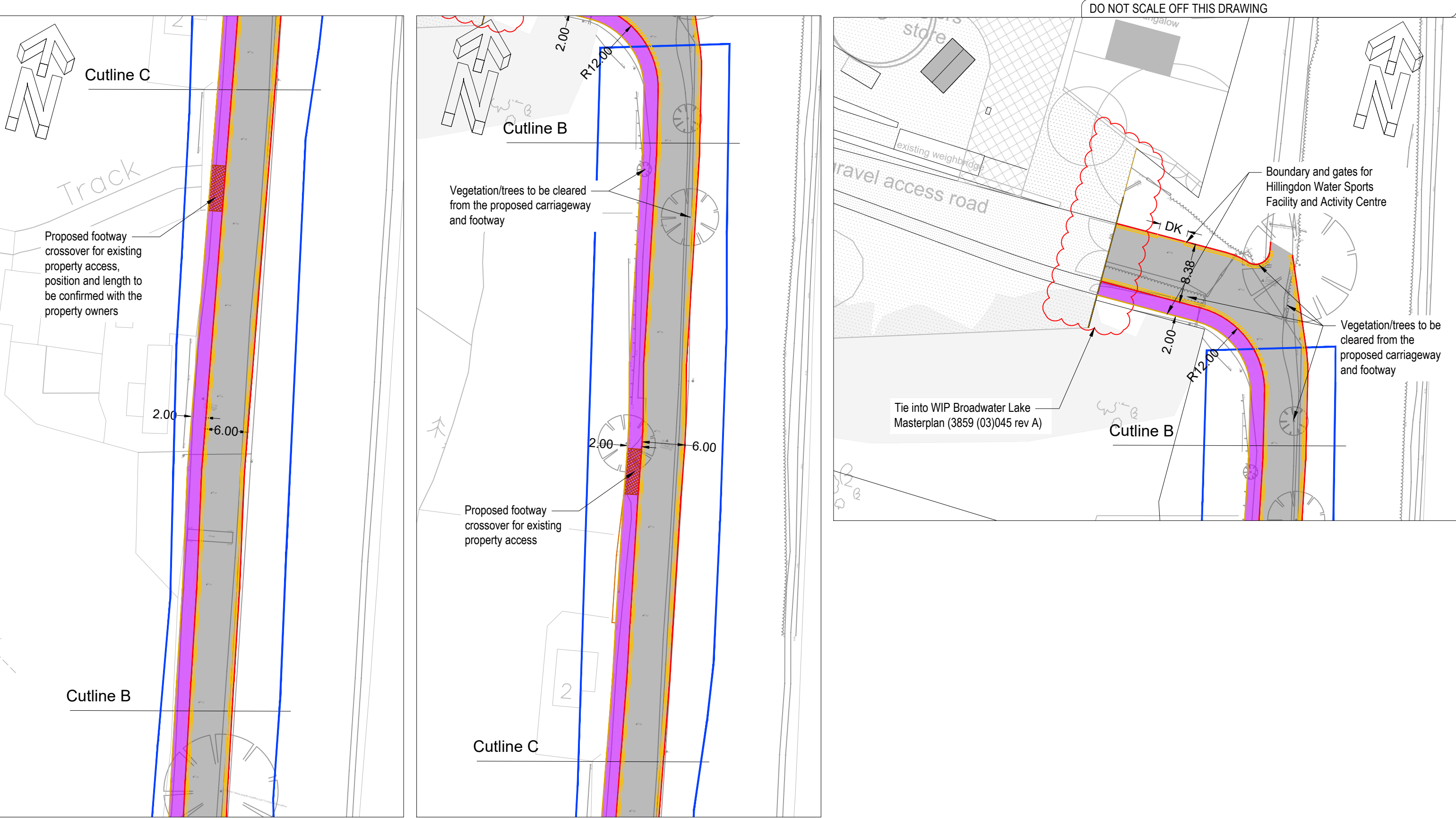
- Proposed kerbing
- Proposed edging
- Proposed tactile paving
- Proposed carriageway
- Proposed footway
- Proposed double yellow line
- Proposed traffic sign
- TARMAC property boundary
- Unregistered Land boundary
- Proposed topsoil and grass

Notes:

1. All dimensions in meters unless stated otherwise.

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Revision History					
Rev	Comment	By	Chkd	Appr	Date
P01	FIRST ISSUE	CP	SB	AMI	30/01/2023
Current Revision					
P02	AMENDMENTS FOLLOWING UPDATED MASTERPLAN	CP	WH	SB	10/07/2023



Scale 1:1000 @ A1 - 1:2000 @ A3

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Drawing Title

GENERAL ARRANGEMENT
Sheet 02 of 03

RWCL Internal Register reference: 2915-068 Scales @ A3

2915-068-102-P02

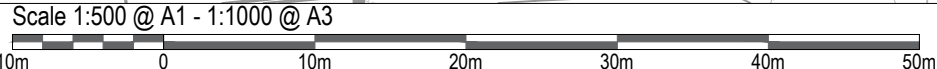
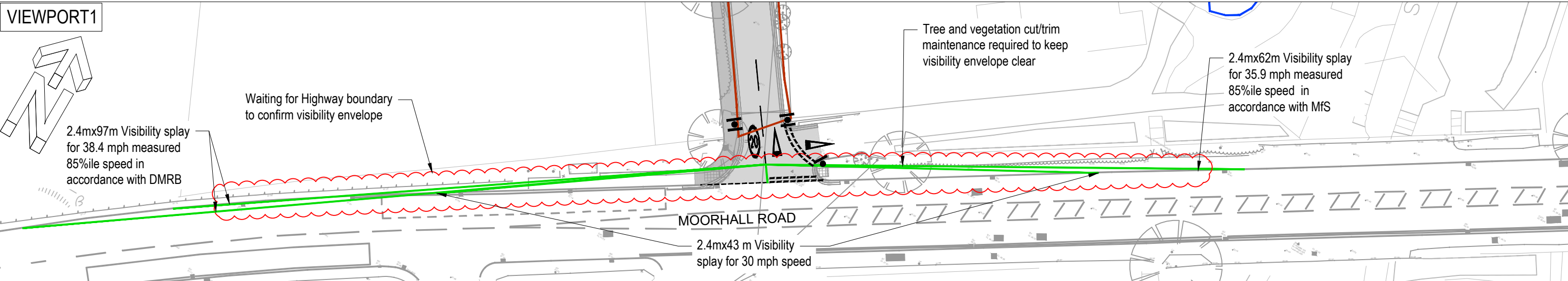
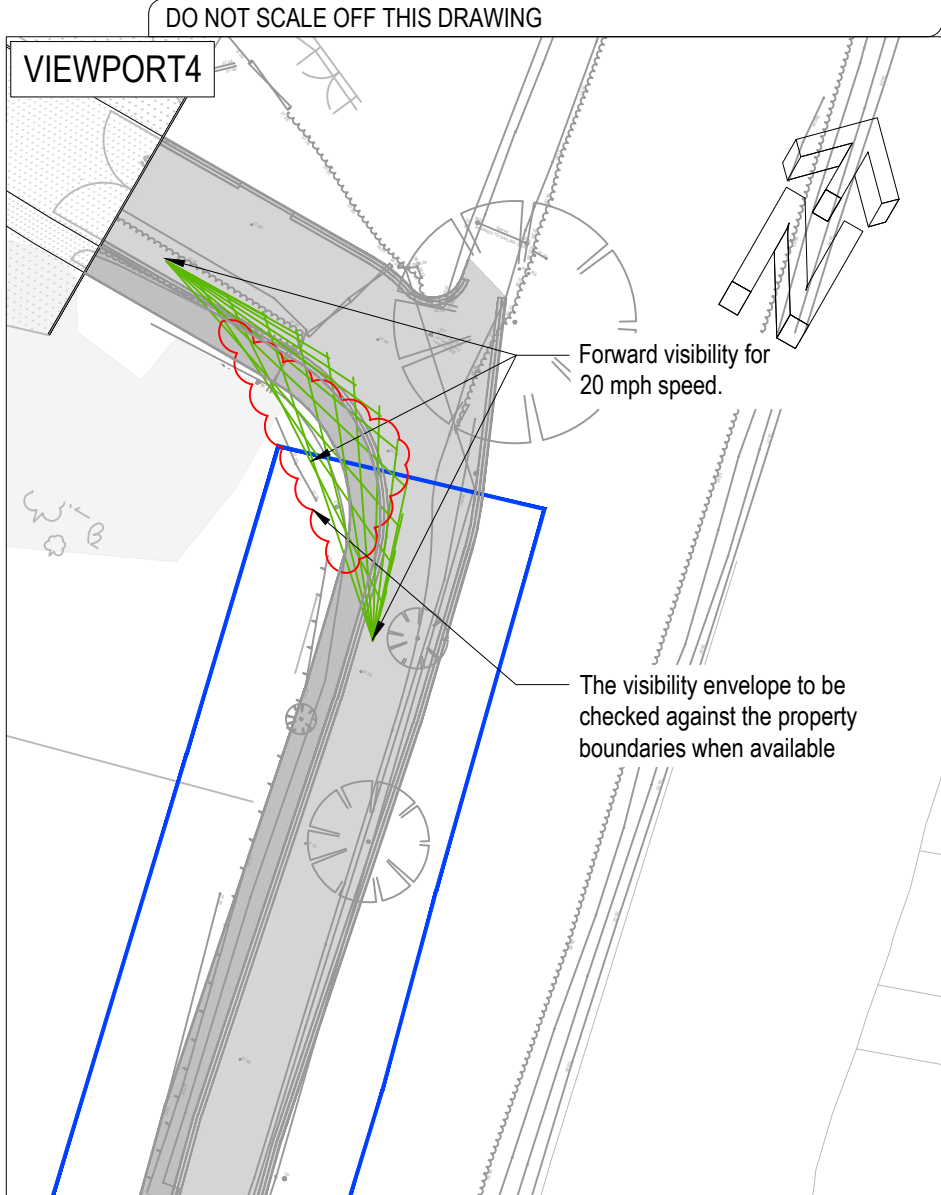
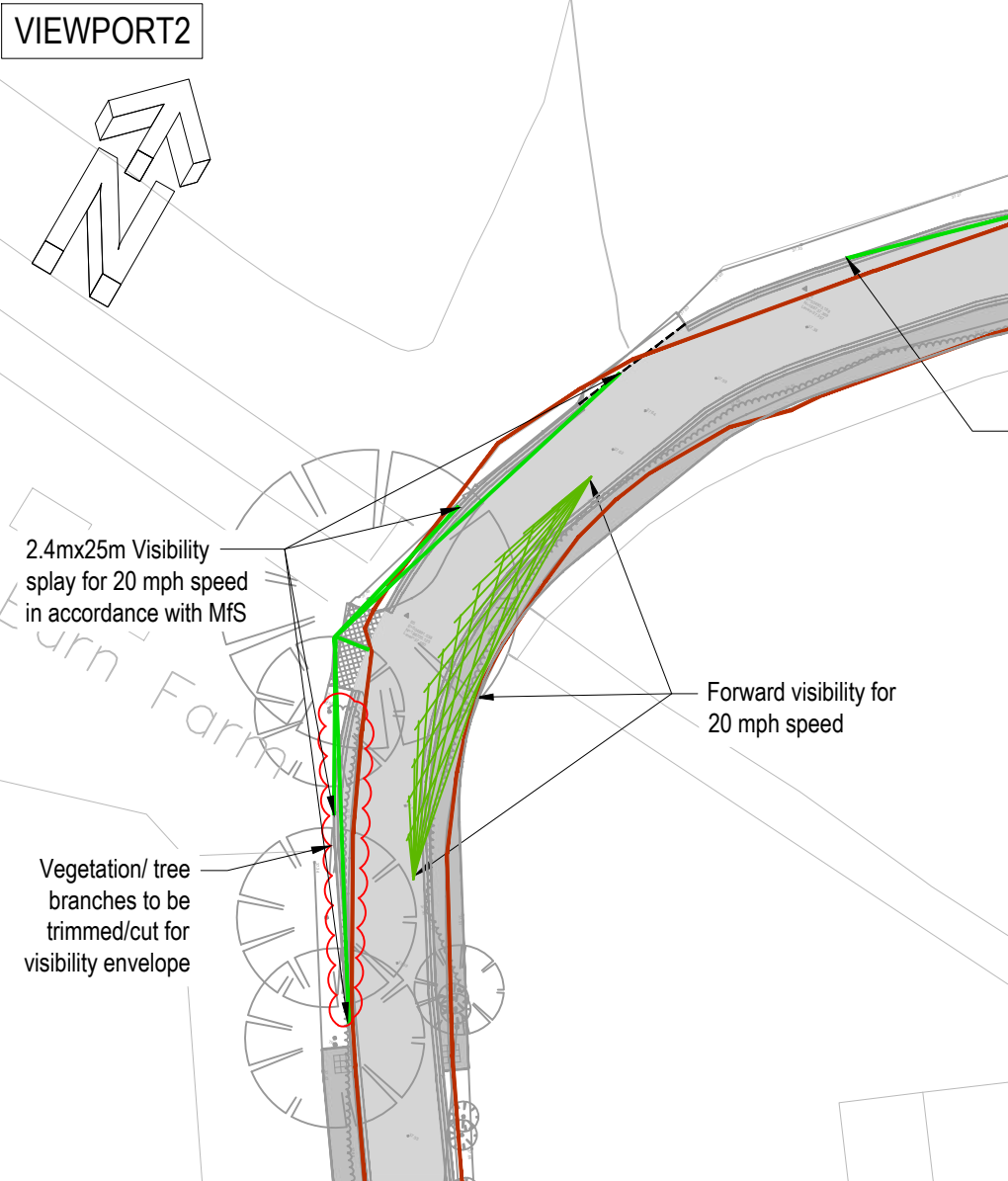
- Key :
- Proposed kerbing
 - Proposed edging
 - Proposed tactile paving
 - Proposed carriageway
 - Proposed footway
 - Proposed double yellow line
 - Proposed traffic sign
 - Proposed footway crossover
 - TARMAC boundary

Notes:

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Revision History					
Rev	Comment	By	Chkd	Appr	Date
P01	FIRST ISSUE	CP	SB	AMI	30/01/2023
Current Revision					
P02	AMENDMENTS FOLLOWING UPDATED MASTERPLAN	CP	WH	SB	10/07/2023



Key :

- TARMAC property boundary
- Unregistered Land boundary
- Visibility splay

Notes:

- All dimensions in meters unless stated otherwise.

Revision History

Rev	Comment	By	Chkd	Appr	Date
P01	FIRST ISSUE	CB	SB	AMI	30/01/2023
Current Revision					
P02	AMENDMENTS FOLLOWING UPDATED MASTERPLAN	CP	WH	SB	10/07/2023

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Drawing Title

VISIBILITY SPLAY PLAN
Sheet 03 of 03

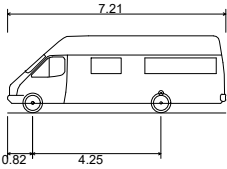
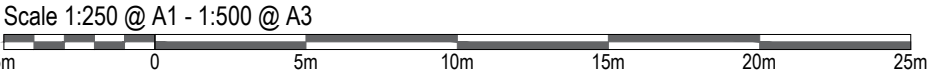
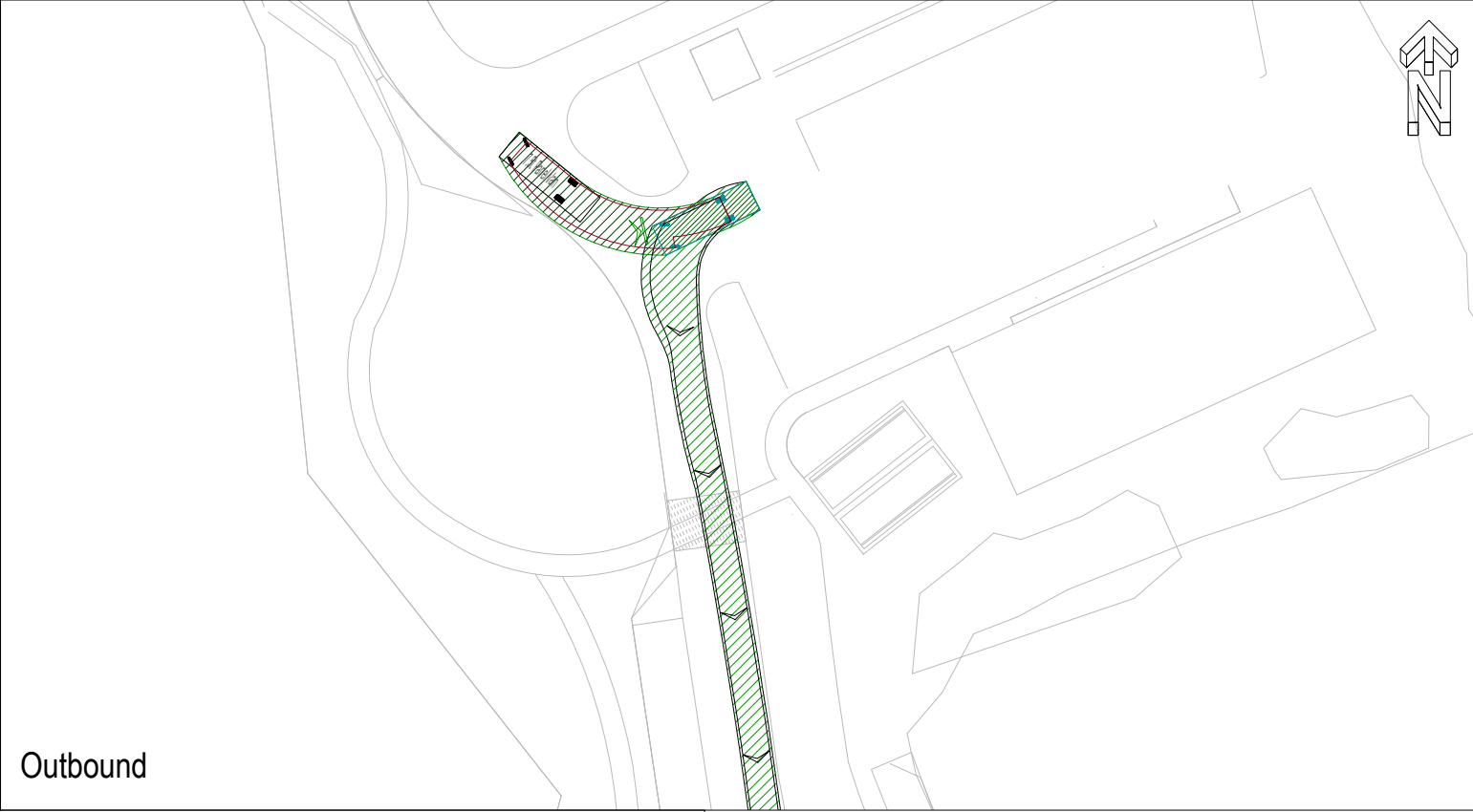
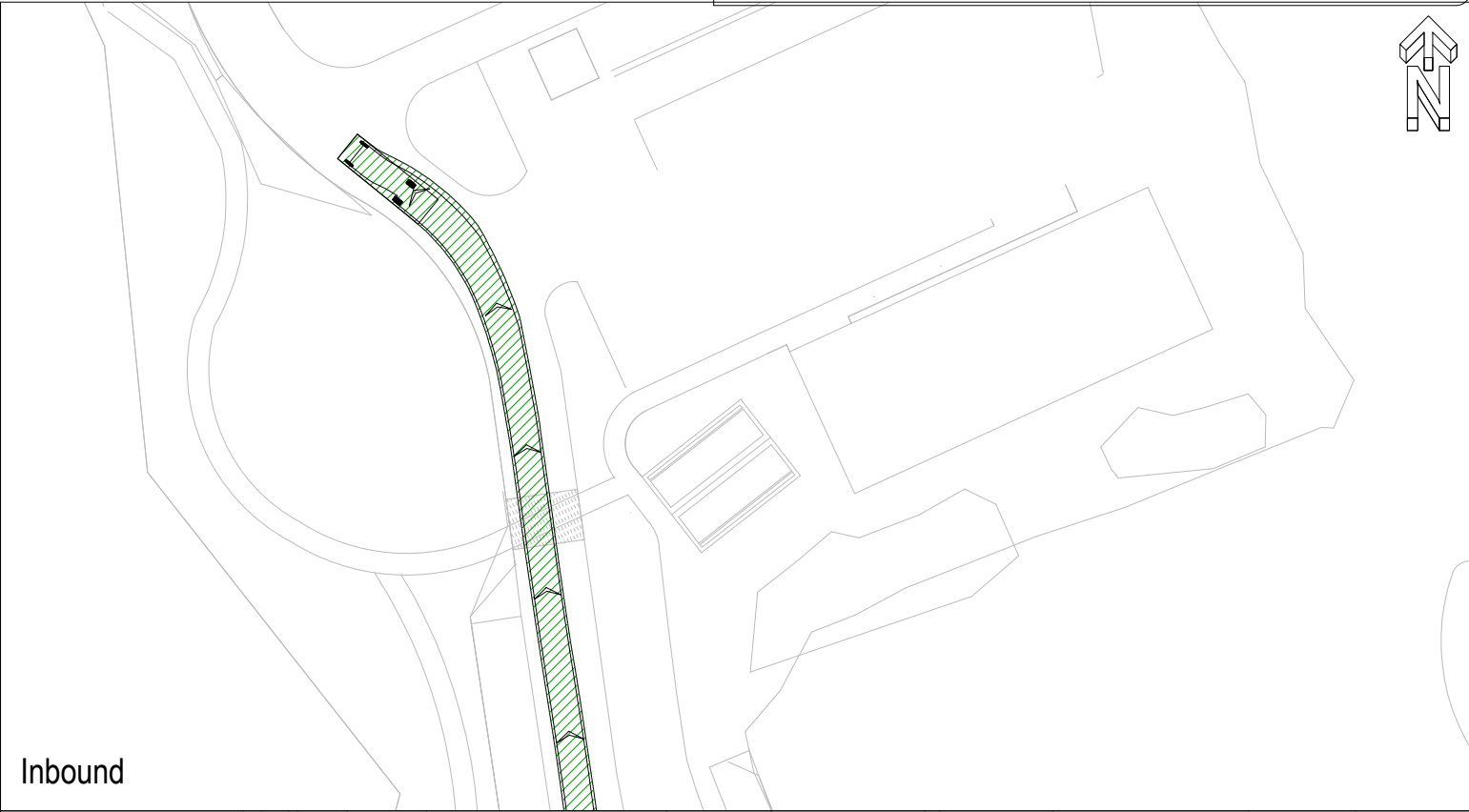
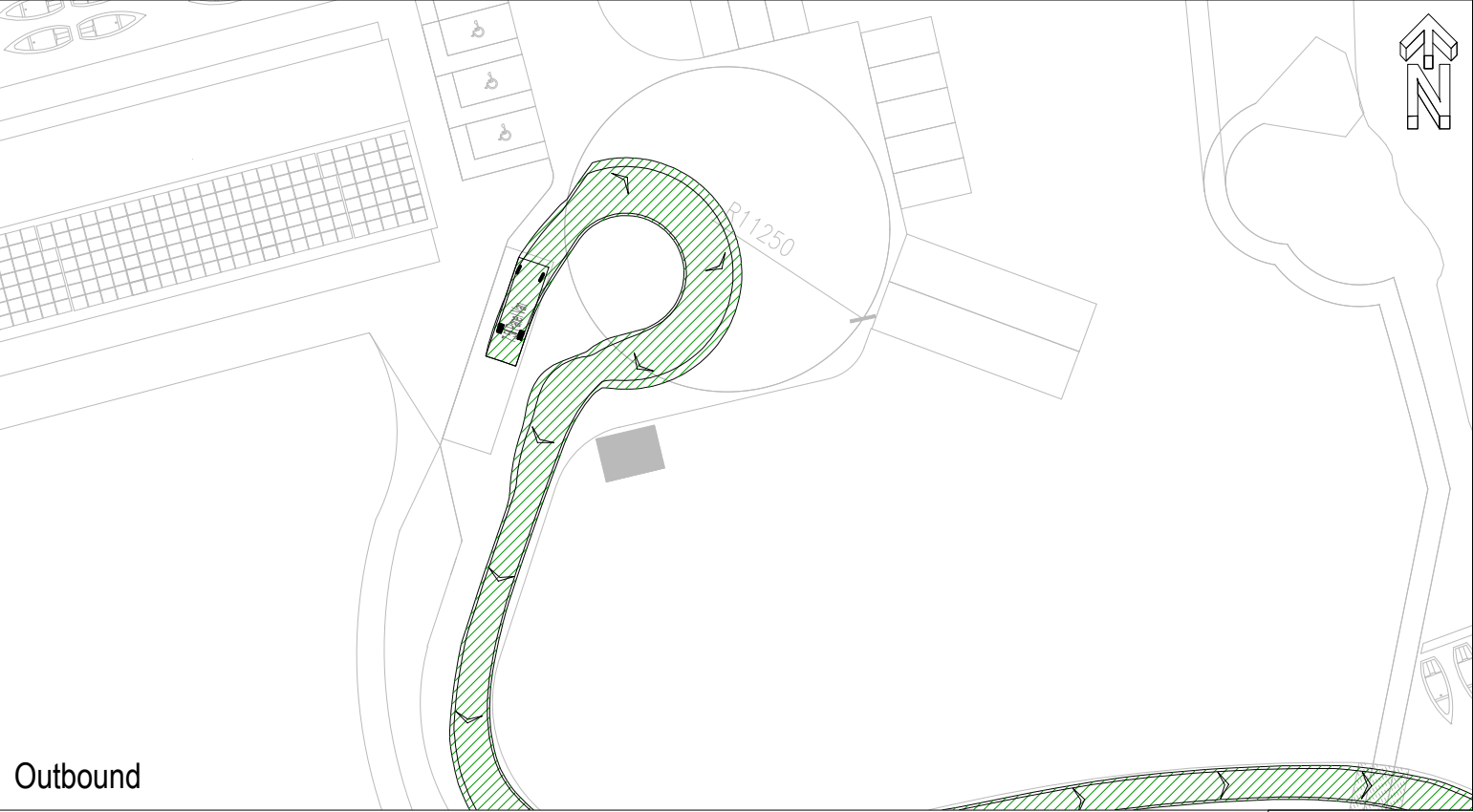
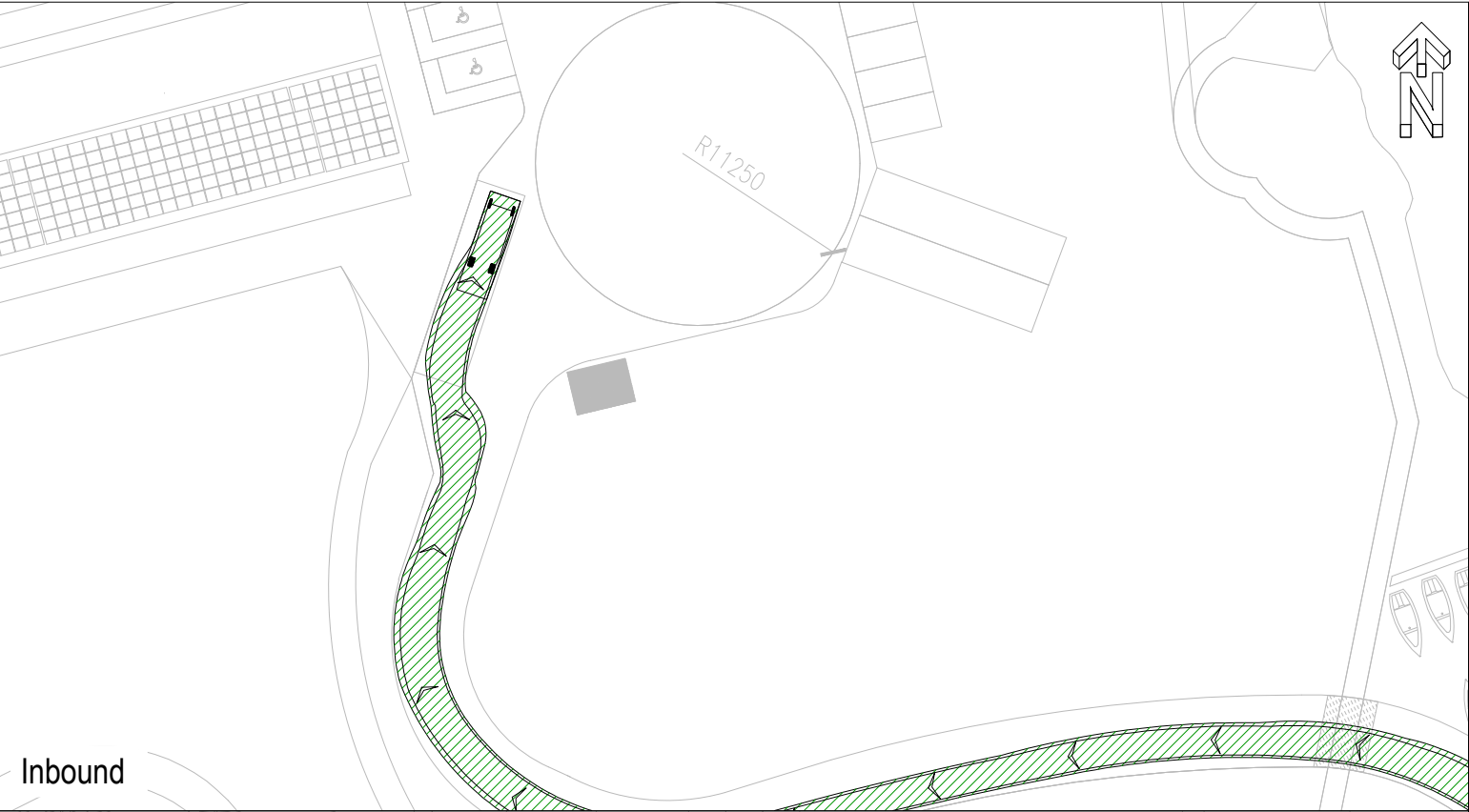
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2915-068-103-P02

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Appendix C – Swept path analysis





7.5t Panel Van
Overall Length
Overall Width
Overall Body Height
Min Body Ground Clearance
Track Width
Lock to lock time
Kerb to Kerb Turning Radius

7.210m
2.192m
2.544m
0.316m
1.865m
4.00s
7.400m

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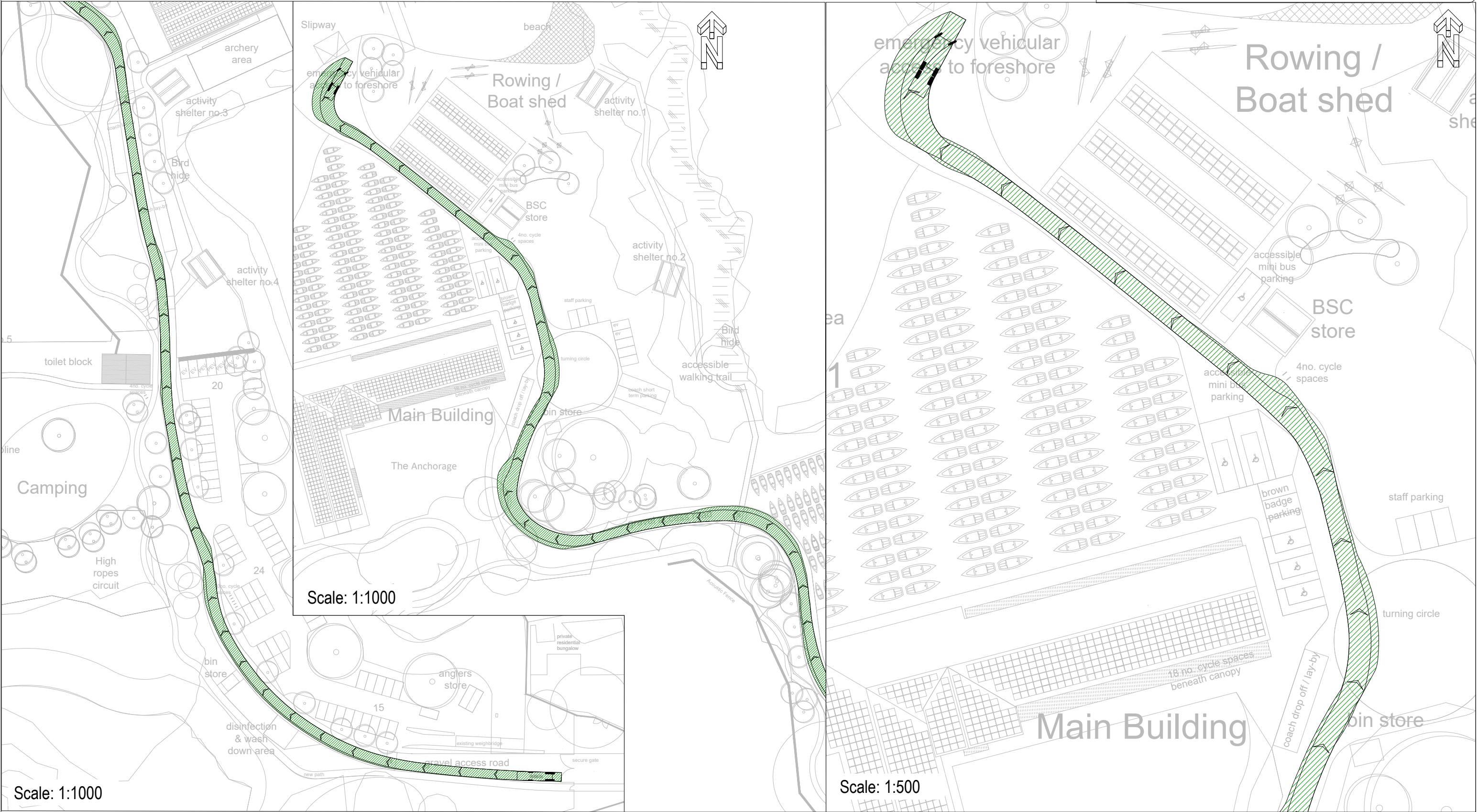
Project
Hillingdon Water Sports Facility and Activity Centre

Drawing Title
ACCESS AND EGRESS
7.5T PANEL VAN
SWEEP PATH ANALYSIS

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-210-P01

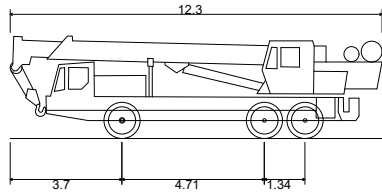
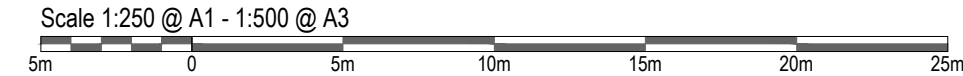
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Revision History						
Rev	Comment	By	Chkd	Appr	Date	
Current Revision						
P01	FIRST ISSUE	NB	WH	SB	12/07/2023	



Scale: 1:1000

Scale: 1:500



Large Mobile Crane
Overall Length 12.300m
Overall Width 2.430m
Overall Body Height 3.386m
Min Body Ground Clearance 0.590m
Track Width 2.430m
Lock to lock time 6.00s
Kerb to Kerb Turning Radius 10.000m

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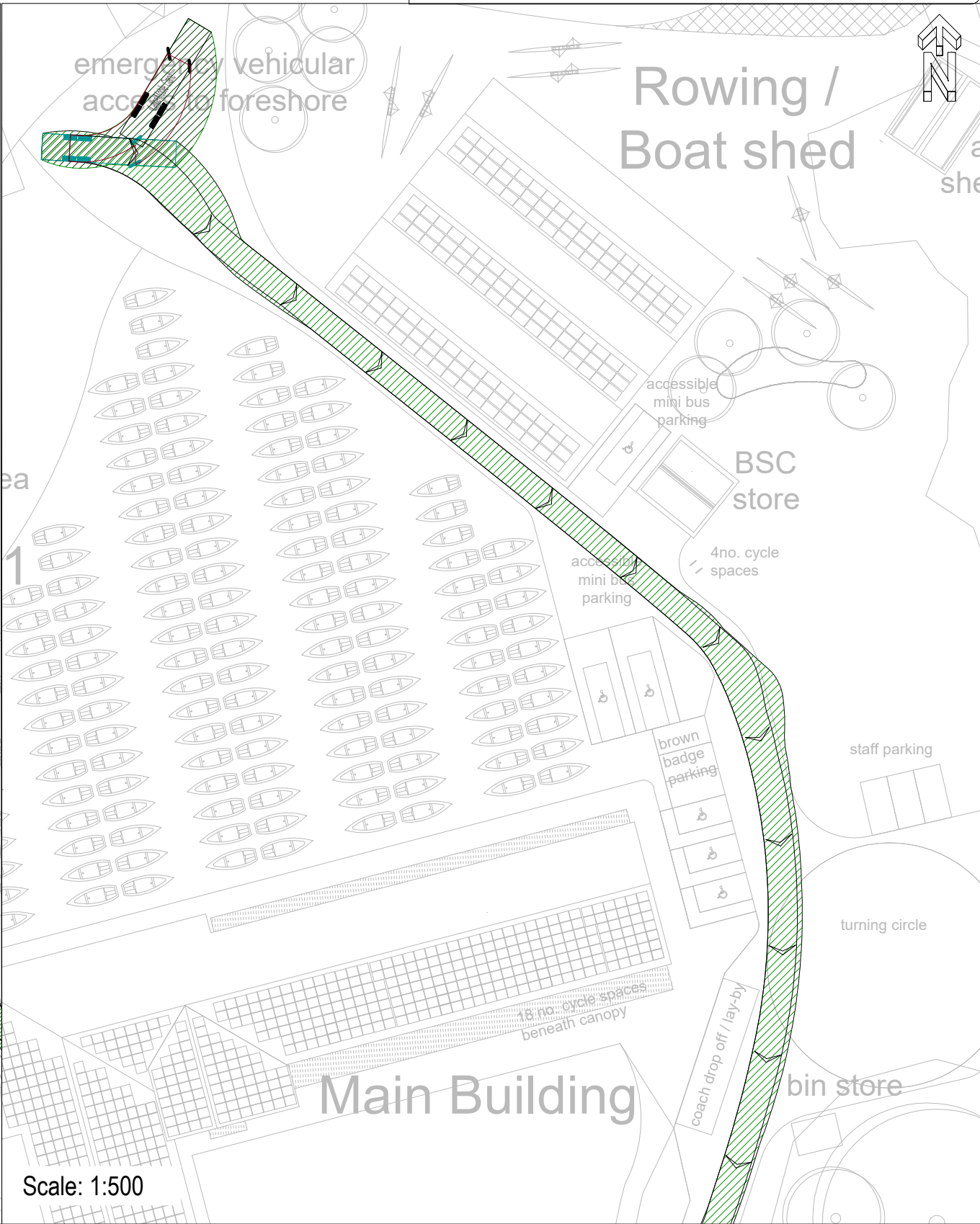
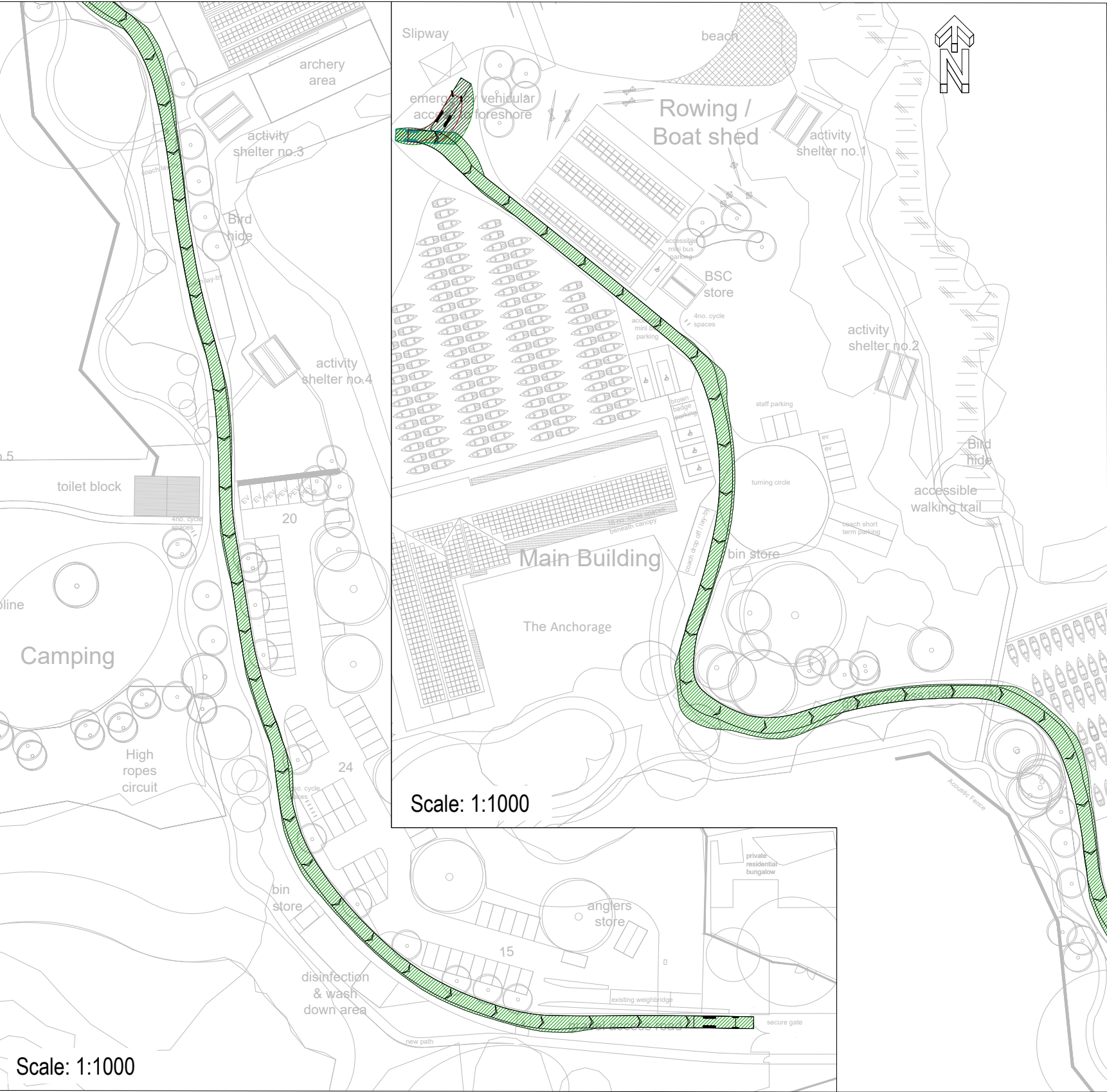
Project
Hillingdon Water Sports Facility and Activity Centre

Drawing Title
ACCESS
LARGE MOBILE CRANE
SWEPT PATH ANALYSIS

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-211-P01

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Scale 1:250 @ A1 - 1:500 @ A3

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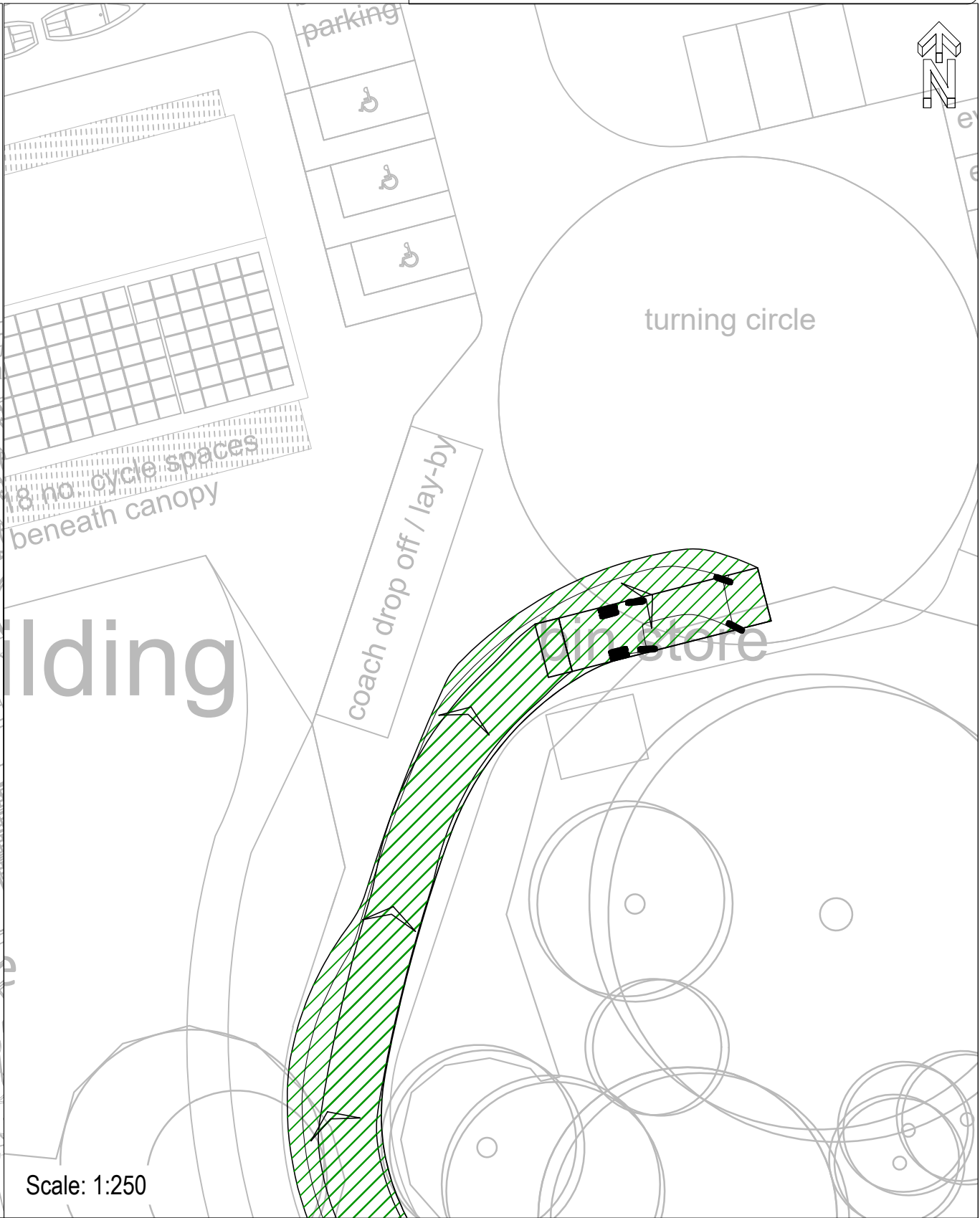
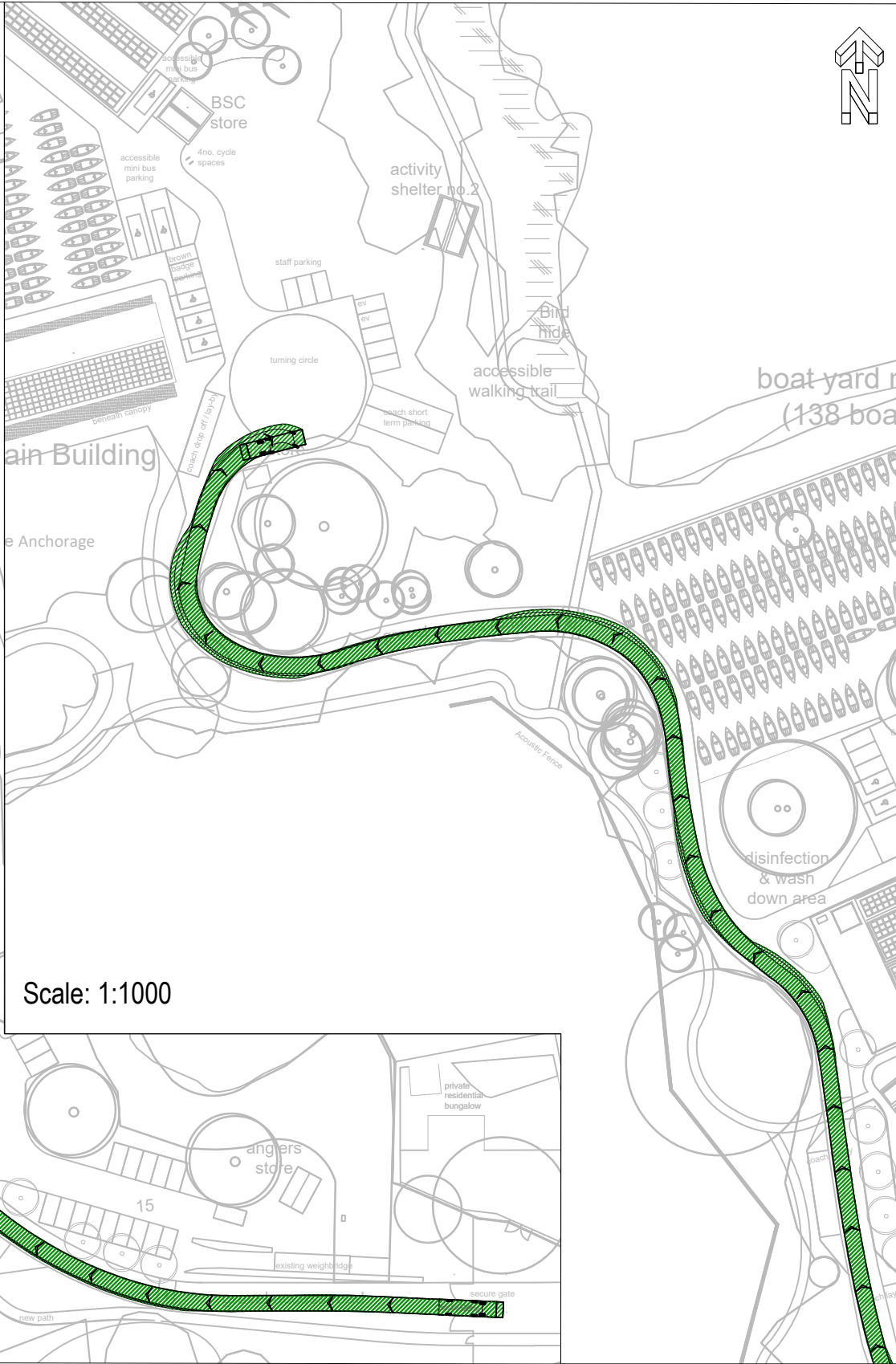
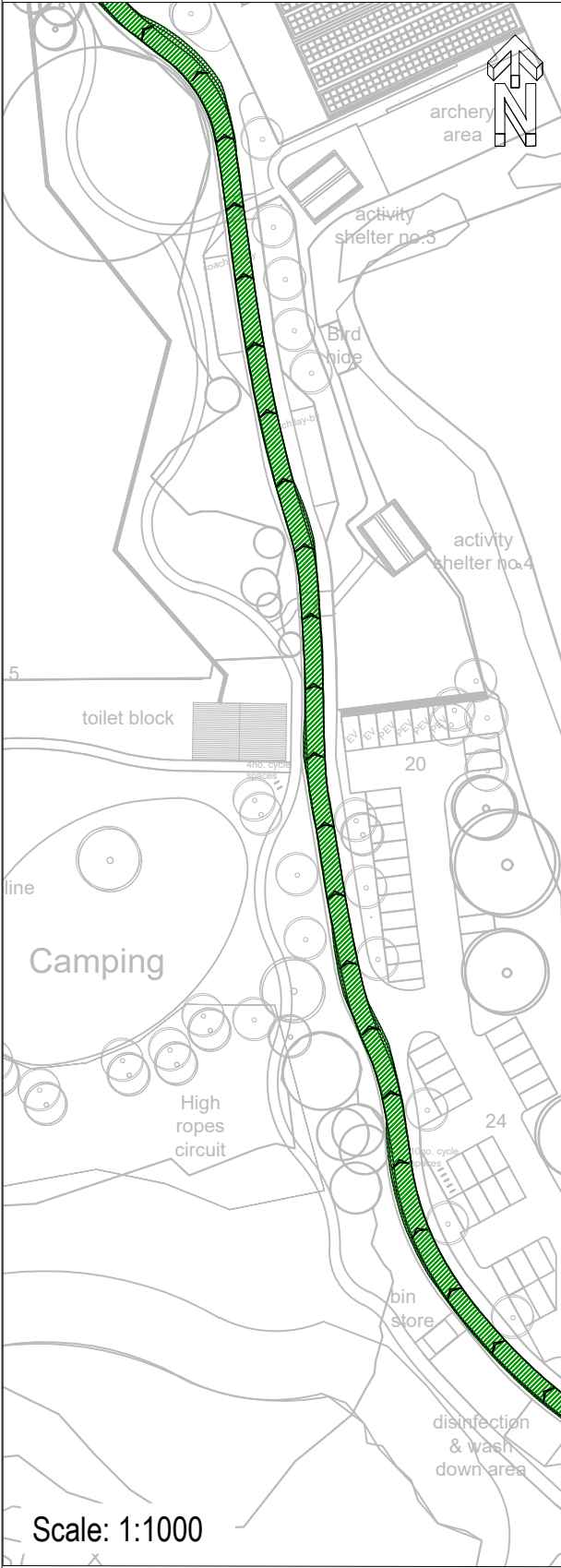
Project
Hillingdon Water Sports Facility and Activity Centre

Drawing Title
EGRESS
LARGE MOBILE CRANE
SWEEP PATH ANALYSIS

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-212-P01

Large Mobile Crane
Overall Length 12.300m
Overall Width 2.430m
Overall Body Height 3.386m
Min Body Ground Clearance 0.590m
Track Width 2.430m
Lock to lock time 6.00s
Kerb to Kerb Turning Radius 10.000m

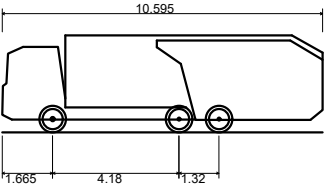
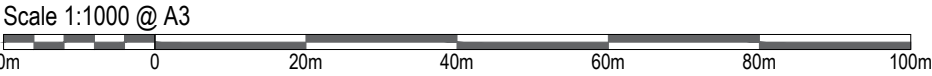
Revision History					
Rev	Comment	By	Chkd	Appr	Date
Current Revision					
P01	FIRST ISSUE	NB	WH	SB	12/07/23



Scale: 1:1000

Scale: 1:1000

Scale: 1:250



Phoenix 2-23W (with Elite 2 6x2MS chassis)
Overall Length 10.595m
Overall Width 2.530m
Overall Body Height 3.205m
Min Body Ground Clearance 0.410m
Track Width 2.500m
Lock to lock time 4.00s
Kerb to Kerb Turning Radius 10.150m

FOR APPROVAL

LB HILLINGDON

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Project
Hillingdon Water Sports Facility and Activity Centre

Drawing Title
ACCESS
REFUSE VEHICLE
SWEPT PATH ANALYSIS

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-206-P01

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Revision History					
Rev	Comment	By	Chkd	Appr	Date
Current Revision					
P01	FIRST ISSUE	NB	WH	SB	10/07/23



Scale: 1:1000

Scale: 1:1000

Scale: 1:250

Scale 1:1000 @ A3



FOR APPROVAL

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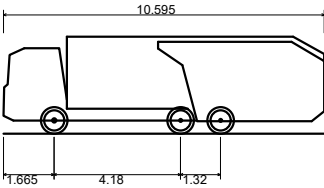
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Project
Hillingdon Water Sports Facility and Activity Centre

Drawing Title
EGRESS
REFUSE VEHICLE
SWEPT PATH ANALYSIS

RWCL Internal Register reference: 2915-068 Scales @ A3
2915-068-206-P01

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Phoenix 2-23W (with Elite 2 6x2MS chassis)
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Min Body Ground Clearance 0.410m
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Revision History						
Rev	Comment	By	Chkd	Appr	Date	
Current Revision						
P01	FIRST ISSUE	NB	WH	SB	10/07/23	