



Draft Freight and Servicing Action Plan

Appendix B

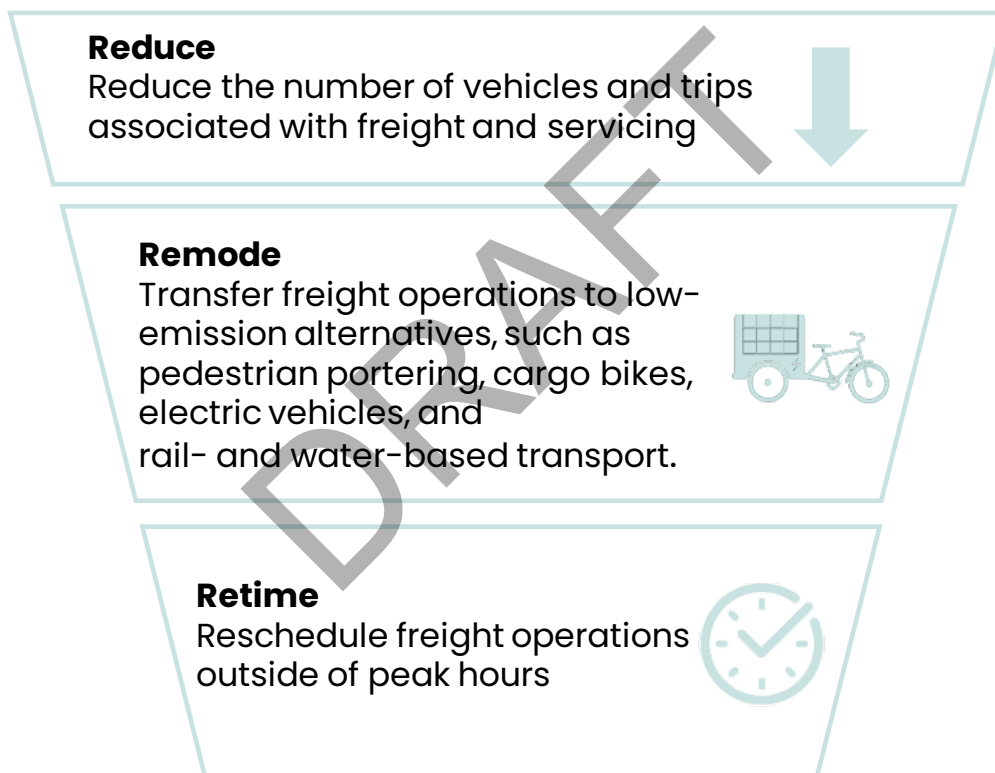
Best Practices In Freight And Servicing

February 2024



1. INTRODUCTION

- 1.1. This document complements Camden’s Freight and Servicing Action Plan. It provides examples of best practice for freight and servicing in urban context.
- 1.2. Successful initiatives have been developed across London to manage freight and servicing activity. We can learn from these and apply similar measures in Camden where appropriate. These case studies showcase the achievements of the local authorities working in partnership with BIDs, local businesses, and private operators. These successes will serve as benchmarking indicators for Camden’s freight and servicing action plan.
- 1.3. The case studies below are categorised by the intervention type, along with their corresponding principles of good practice.



1.4. Intervention type: **Efficient procurement and consolidation**



1.4.1. Lambeth Council developed a Low Emission Logistics Procurement Toolkit to support public sector procurement of ‘green fleets’ across their various departments. Some of the measures included installing EVCPs at Council buildings, ensuring the Council-owned fleet meets Euro Emission Vehicle Standards and selecting new suppliers based on delivery schedule and their sustainable staff policies.

1.4.2. Lambeth and Wandsworth Councils have examined the frequency of deliveries from their approved stationery supplier, by liaising with the



supplier's account manager to ensure only biweekly deliveries occur and products are not delivered outside the set delivery days. This will be specified in briefs during future re-tendering.

- 1.4.3. Westminster City Council** works with its approved suppliers to ensure that its daily grocery and beverage delivery to their headquarters occurs prior to 7am and after 10pm, to avoid periods of peak congestion.
- 1.4.4. Cross River Partnership** established the West End Buyers Club with the New West End Company BID, which promotes the advantages of using preferred suppliers to local West End businesses.
- 1.4.5. Fitzrovia Partnership** (a BID within Camden) has a shared procurement service for business members to try to reduce vehicular traffic and associated emissions, congestion, and safety concerns. It has also reduced business operating costs which helps to positively publicise the benefits. Creating similar procurement clubs across Camden's other BIDs could bring similar success.

Grosvenor Estates waste consolidation with First Mile

Grosvenor Estates have committed to consolidating 500 of their properties to one waste carrier First Mile, including mixed recycling, junk removal and food waste.

They have engaged with their employees to foster a culture of responsible recycling. This initiative has achieved recycling rates of 70% and significantly reduced the number of refuse lorries travelling through the area.

Other neighbouring local businesses in Mayfair have also joined the initiative since to maximise the area-wide reduction in servicing trips.

In 2022, [First Mile has launched a custom-built electric bikes](#), which is now used to consolidate Grosvenor Estates waste and recycling.



Figure 1: First Mile custom electric recycling bike¹.

¹ Photo source: [First Mile](#)



1.5. Intervention type: **Planning**



- 1.5.1. The City of London Corporation** required a detailed CLP and Deconstruction Logistics Plan (DLP) for the major mixed-use development '1 Leadenhall', to include a freight consolidation operation for the proposed building. The DSP further provided a commitment to limit delivery and servicing operation hours to off-peak periods only.
- 1.5.2. Croydon Council** use CLPs to ensure that all HGV drivers undertaking highway works do not schedule their vehicle movements between 8-10am, wherever possible to reduce the interaction with vulnerable users at peak times. Construction Delivery Legal Agreements are further used as a contract between the Council and developers to restrict traffic access during certain times. This has removed lorry movements from the morning peak period and reduced noise pollution for local residents.
- 1.5.3. Somerset House** created a delivery and servicing plan aimed at reducing the negative impacts caused by delivery and servicing vehicles. It was not a Planning requirement as such, but the developer was keen to reduce their impact at their own initiative. A range of measures were undertaken, for example, deliveries were retimed, and food and beverage businesses coordinated and consolidated suppliers. The project yielded a 12% reduction in vehicle trips to Somerset House's West Gate, and a 16% reduction in food and beverage deliveries.

1.6. Intervention type: **Re-moding to low emission freight and servicing**



- 1.6.1. City of London** uses electric lorries for refuse collection in the Square Mile, which helps to improve localised air quality for one of the core employment areas in central London which experiences high volumes of different road users across all modes.
- 1.6.2. 'Bikes for Business' initiative run by **Team London Bridge**, the BID for the London Bridge area, provides £700 subsidy per member business to use cargo bikes. Approximately 50 businesses switched some of their deliveries to cargo bike, with a 12% reduction experienced in motorised freight vehicles noted on Newcomen Street.
- 1.6.3. Paxton and Whitfield**, an artisan cheese shop located in the West End, have been able to partner with Ecofleet to roll out carbon bike deliveries instead of diesel vans. The company have been able to expand their capacity for on-demand deliveries while saving approximately 4,050kg of CO2 in vehicle emissions each year.
- 1.6.4. Ceva Logistics** utilised Butler's Wharf to offload medical supplies and equipment as part of their river freight trial for Guys and St Thomas' hospital in 2021. This was combined with a last-mile e-cargo bike courier solution, eliminating the requirement for landside consolidation facilities which has often limited the viability of river freight solutions.



1.6.5. Cross River Partnership has developed a directory of ultra-low emission suppliers as part of the Clean Air Villages project. The tool enables buyers of goods and services to be selective about how sustainable their freight and servicing provision is.

FM Conway e-cargo bikes

Grosvenor Estates have committed to consolidating 500 of their properties to In aim to become carbon neutral by 2045, the construction infrastructure [company introduced e-cargo bikes](#) to its fleet in partnership with Westminster City Council.

With carrying capacities of 250kg, the e-bikes, fitted with low-level platforms, are able to carry a range of construction materials, reducing the number of construction vehicles travelling into and around London, and curbing greenhouse gas emissions.

In addition to the environmental benefits, the introduction of e-cargo bikes to the company's fleet has improved their business efficiency and reduced costs relating to parking, road charges, and vehicle maintenance costs.

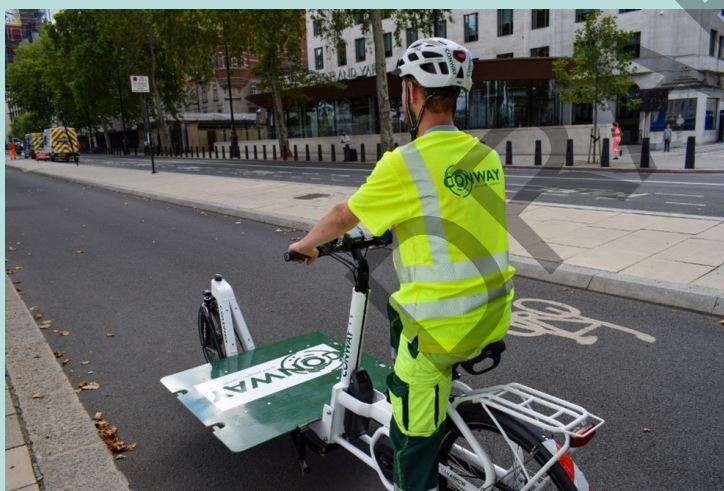


Figure 2: Cargo bike suitable for construction material deliveries.²

² Photo source: FM Conway

1.7. Intervention type: **Redistributing street space**



- 1.7.1. Since 2017 May, the Bank junction at the heart of the **City of London Corporation** has been closed to motor vehicles (other than buses) between 7am and 7pm, following the successful 'Bank on Safety' trial. The area was previously seen as a hotspot for fatal incidents involving HGVs.
- 1.7.2. Jermyn Street within **City of Westminster** was enhanced in 2018 to reduce traffic speeds and provide more space for pedestrians during the busy afternoon period. To ensure that local businesses could still receive deliveries, 24 hour loading provision was provided at three dedicated central on-street bays. The ability to accommodate both pedestrian and freight needs were retained while improving road safety and reducing safety issues posed by large freight vehicles.



1.7.3. Rye Lane in Peckham, **London Borough of Southwark**, was closed to all vehicles during the pandemic under a trial. The Council and TfL have since reopened the high street for timed loading and servicing (7am to 10am every day), in addition to buses and taxis, to allow essential deliveries to occur. This supports the town centre’s role to balance economic activity and supporting trade, with Healthy Streets and liveable neighbourhood concepts.

1.8. Intervention type: Communications



1.8.1. City of London Corporation has recently promoted alternatives to receiving personal deliveries at offices for major businesses located in the Square Mile.

1.8.2. Southwark Council and Westminster City Council have both undertaken a fortnight monitoring period to ascertain the level of personal deliveries received at their main office, following which alternative solutions were communicated to staff to reduce number of deliveries together with Cross River Partnership.

Click. Collect. Clean Air Campaign

As part of Better Air Better Business programme, Cross River Partnership developed ‘[Click.Collect.Clean Air](#)’ behaviour change campaign, that aims to raise awareness and encourage people to redirect personal deliveries away from workplaces to reduce congestion and improve air quality in central London.

The initiative works in partnership with multiple London boroughs, BIDs, and delivery operators, and features 20 alternatives to workplace deliveries.

The scheme is deemed to provide valuable information and to be supporting the reduction in personal deliveries.



Figure 3: Cross River Partnership Communications material for Click. Collect. Clean Air. Campaign.³

³ Source: Cross River Partnership



1.8.3. A series of online tools were developed for residents and businesses to access the information about low or zero emission delivery options:

- **The Urban Logistics Hub Map:** Logistics hubs have an important role to play in promoting healthy and efficient deliveries in London. The Urban Logistics Hub map provides information on potential spaces for urban logistics solutions (including those that are already operational) and enables businesses to contact the owners of these sites.
- **Business Cargo Bike Guide:** This site supports businesses with essential information for procuring and using cargo bikes.
- **Sustainable Steps:** Addressing climate change can seem like an overwhelming task for small businesses. This website is designed to help small business tackle environmental sustainability and reduce emissions one step at a time.
- **CRP Transport Emissions Calculator:** This tool helps businesses to estimate the emissions impacts of moving their goods and services around London. It can help to compare the impact of different delivery methods.
- **CRP's Thames Directory:** This interactive web tool provides information about utilising The River Thames to transport goods into London. The map provides information about London's river infrastructure, whilst the Directory provides information on vessel operators and ultra-low emission (cargo bikes and electric vehicles) last mile couriers, that be used to supplement river freight operations.