

South London Freight Quality Partnership
Steering Group Meeting Minutes
Monday 3rd September 2007

Attendees

Name	Affiliation
Mick Heduan	Transport for London
Edward Noble	LB Merton
David Kennett	LB Wandsworth
Roseline Holt	Sainsburys
Richard Kingsbury	LB Sutton
Stewart Saunders	LB Croydon
Paul Croxon	LB Croydon
Con O'Brien	South London Business
Clive Barker	CSB Logistics
Clive Simmonds	LB Croydon
Dick Allard	London Forum
Clive Woodhead	P F Whiteheads
Alan Lucking	SELTRANS
Iain Forbes	LB Bromley
Alan Lewis	TTR
Arnaud Lagrange	TTR
Russ Tricker	TTR

Apologies

Gordon Telling	Freight Transport Association
Natalie Chapman	Freight Transport Association
Marc Dubet	LB Merton
Alan Carroll	LB Sutton
Stephen Potter	LB Croydon

Introduction

The meeting was designed to update the steering group on the progress made since the last meeting and to discuss new streams of work for the future of the FQP.

Legal Loading Initiative Implementation

RT quickly reviewed the main aim of the Legal Loading Initiative work, informing the group that the six site reports have now been finished in consultation with the key stakeholders in each of the areas which helped us to understand where the problems exist with respect to loading and unloading. The reports include a list of recommendations for each site to assist (un)loading conditions and these have been proposed to the Boroughs involved. Since then plans have been made to try and obtain likely costings and timescales for the recommended work to be completed.

A budget of £50,000 has been made available by Transport for London (TfL) in order to carry out the recommendations across the sites. AL explained that TfL's preferred strategy is to look in detail at a small number of sites which would clearly allow the budget to work more effectively than if the budget were to be stretched across all six sites. The way that the funding can be used is flexible – for example if one site requires a significant investment in order to make improvements, the borough could supplement any budgetary shortfall using another budget if necessary.

ArL / RT went through the main recommendations of each of the sites:

Bromley, Market Square:

- Make the signage more understandable
- Create a 5 minute parking area in the taxi rank
- Improving the knowledge of how to obtain permits to deliver
- Use the private parking from Tetty Way

Merton, London Road:

- Improve options for deliveries via the rear entrances, including new loading bays, changing traffic flow and better enforcement
- Produce and distribute a map with the access restrictions and permitted loading locations
- Take out the central reservation on London Road close to the Civic Centre and alter London Road to one lane in both directions in order to install further parking and delivery options
- Consider how to deliver goods earlier in the day (from 7:30am in all areas)

Kingston, Market Place

- A committee agreed the principle of an extended closure of the Market Place
- But consultation has to be conducted and the responses taken back to the Committee before any final decisions are made
- No recommendations can be made before the Committee's final decision

Croydon, High Street

- Borough officers consider the improvements proposed possible, however they feel that current events, notably the Park Place development project, have overtaken and led to the shelving of our recommendations

Wandsworth, Northcote Road

- Dedicated parking enforcement officers for Northcote Road. Wandsworth Council thought this to be a bad idea due to the high turnover of PAs and problems that would arise in guaranteeing that the same groups of PAs will cover the various parking beats that include Northcote Road.
- An (un)loading permit-style system for delivery vehicles needing to stop and unload. Wandsworth Council also disagreed with this proposal as it has been considered previously but was deemed unsuitable. Unfortunately, the attitudes of some drivers are akin to the idea that it is a "get out of jail free" card and can be used for purposes other than loading/unloading.

- Broad agreement about the restrictions and corresponding signage along the road being inconsistent and unclear. A bay-by-bay review is proposed to be conducted in order to develop recommendations concerning each bay resulting in a simpler more consistent set of restrictions which meets the needs of local stakeholders and can be enforced more effectively.

Lewisham, Deptford High Street

- New delivery bay (1) – south side of the street parking to the north of Comet Street on the west side of Deptford High Street
- New delivery bay (2) – north side of street parking south of Douglas Way on the west side of Deptford High Street
- (In discussion): CCTV could be placed on the southern corner of Douglas Way and the northern corner of Comet Street, so linked with the 2 new loading bays
- More communication and training with parking attendants
- Improve signage
- Costing will soon be established

Communication Plan Update

AL and RT updated the group on the Communications Plan. AL explained that the document originated as a generic strategy of intentions, but since then the document has been refined into the shape of a plan with set goals and targets. This revised plan is now awaiting approval from TfL, with the main issue concerned with making the best use of the constrained budget. The programme of work cited within the document is supported by the database, website and e-newsletter which are considered to be part of the core FQP management activities. RT explained that the project database now contains nearly 200 contacts, made up of public sector bodies e.g. London Boroughs, and private sector companies, including freight logistics companies. The SLFQP website www.southlondonfqp.com is constantly kept updated with project news and developments. An e-newsletter has been produced on a quarterly basis and sent out to our wide list of all contacts that appear in the contacts database. The wider communications programme includes:

- Updating the project flyer which provides summary information about what has been achieved in the SLFQP to date
- Press Activities: TTR has set itself a target to draft press releases based on project progress and then to send out to local newspaper and journal companies for publication
- Own Event: The SLFQP will hold its own event aimed at promoting the partnership and encouraging further sign-up by freight operators
- Speaking Opportunities: The SLFQP has committed itself to identifying speaking opportunities at seminars or conferences which will allow engagement with local stakeholders.

DA expressed a desire for community groups to be kept informed of the progress of the SLFQP – he thought that the production of a leaflet or a similar type of engagement tool that is pitched at the level of a non-freight specialist audience in order to effectively communicate.

ACTION: RT to remain proactive in ensuring that the FQP is duly represented at appropriate events.

Update from TfL Freight Unit

MH explained that it was important to extend the partnership strategy out to the wider community.

MH said that there was a need to develop the partnership at various levels, with industry partners being involved via a sign-up to a Memorandum of Understanding (MoU) to the London Freight Plan (LFP). Industry partners at this level include organisations such as VOSA, FTA, RHA, DfT, Health and Safety Executive (HSE) and Skills for Logistics.

There is an action plan which supports the MoU, which basically sets out a framework of understanding and cooperation between Transport for London Freight Unit and the 'Freight Quality Partnership' in respect of working together and jointly supporting delivery of the 'London Freight Plan'. The MoU does not constitute any contractual or legally binding agreement between TfL and the FQP, but instead sets out a framework of mutual understanding, cooperation and trust in support of the LFP.

MH believed that that the MoU would help TfL to assist the boroughs on the local level.

IF of Bromley Borough Council, expressed concern about the draft London Freight Plan (LFP). He felt that the opinions of the Borough had not been adequately taken into consideration. An additional concern noted was that there was no mention of the Boroughs in the Freight Operator Recognition Scheme (FORS) presentation.

MH believed that an industry standard for FORS was close to completion and a 'soft launch' for the scheme was due in mid-November. It is envisaged that the FORS Partner Forum will create a composite standard compliance and Corporate Social Responsibility (CSR) and then using the standards, best practice, regulations and guidelines that represent the FORS partnership to produce a 'Specification for Sustainable Commercial Operators'.

CW thought that all boroughs should sign up to the MoU as there would probably be a risk of becoming alienated by not being included.

ALucking was also of the opinion that previous concerns had not been acknowledged. He explained that Boroughs were being asked to sign up to the LFP without it actually having been finally completed (as it is still in draft form).

MH said that, from the point of view of the Freight Unit, the optimistic timescale for signatories to the MoU was by the end of September. IF was clear that he wished to see the LFP before signing up to the MoU, explaining that Bromley were consulted on the plan 12 months ago. MH explained that the delay in getting the document into its

'final' form was due to a number of reasons, including delays resulting from agreeing wording on areas such as environmental issues. AL stated that the MoU should include all TfL Freight Unit activities.

CS and AL were in agreement to each sign the MoU in the immediate future, CS as lead borough and AL as co-ordinator, with expected wider signatory at a later stage.

ACTION: AL to circulate the annex to the MoU to all members of the FQP steering group – prior to the meeting only the main document had been circulated.

ACTION: Steering group members to return comments to AL or RT by the end of September.

ACTION: CS and AL to liaise in signing the MoU as representative for the lead borough and co-ordinator.

Update on Night Time Deliveries

ArL explained that lessons had been drawn from the TfL trials of night-time deliveries. The key lesson is to follow the DfT / FTA toolkit methodology and to look closely at the original reasons for the curfew and any other local issues. There is also a strong need to ensure that local store management takes full ownership of delivery time changes. The involvement of the Local Authority is also important, to cover issues such as noise sensitive areas, and so that the noise level generated can be monitored effectively.

In terms of the trial at Sainsburys, ArL explained that the first key was about newspaper deliveries. One potential solution would be to come through the car park to load and unload to the front of the store. One recommendation is to apply for a variation of planning conditions to get newspaper deliveries between 4:30am – 6:30am. An initial meeting with Croydon Council took place in August 2007. Sainsburys are currently pulling together a costing and trying to calculate the likely benefits of such a trial. Sainsburys themselves consider the benefits will only be marginal. There is a restriction in place at the moment – the challenge would be to ascertain the likely cost in getting this restriction lifted against the likely benefits.

ALucking commented that a frequent problem was caused by the bad attitude of a lot of drivers causing noise problems, for example leaving the radio playing whilst the doors/windows are open or leaving engines running whilst the vehicle is stationary.

ArL also explained that Boots The Chemist is also looking into a trial in the south London area, however this has not started yet due to Boots having not precisely determined the positive effects of such a scheme. Boots have highlighted the issue of security, in particular requiring two drivers to be together during night time. There are also restrictions in place over the roads that can be used due to the 'London Lorry Ban'. Boots have identified a number of stores that they would like to deliver to at night, with a particular interest in launching a trial towards the end of October.

DA said that he would like to be kept up to date with developments in this area. He was also curious as to the definition of 'night time' which was confirmed as between the hours of 11:00pm and 7:00am according to official noise regulations.

RH explained that Sainsburys stores typically request deliveries at 7:00am once the 'night time' window has finished, causing big problems. RH explained that if the boundaries were to move slightly either side of the current window this would assist greatly.

IF proposed that TTR should contact London Councils to know their views about the evolution of the London Lorry Ban but also to make them more involved in the Night-time delivery project within the South London FQP.

ACTION: ArL to contact Antoneta Horbury at London Councils to follow up on this.

Construction Consolidation Update

AL explained that following on from recent meetings, there was broad agreement to investigate this further for Park Place with the lead contractor and Croydon Council. Dialogue has also been opened up with developers of other major developments in Croydon, including detailed discussions with Stanhope plc. It was thought that building a business case from the South Bermondsey construction centre was still something of a grey area, but would need to be addressed taking into account local issues.

CB thought that it was still questionable as to the business case for each firm. The business model should be more akin to existing freight logistics. AL commented that the 'wider use' report does not appear to consider how to use existing facilities to their full potential. DK noted significant development plans expected in Wandsworth and AL agreed that there was a need to engage with Wandsworth planners regarding development plans there which could feed into construction consolidation. Construction logistics would be one of the key priorities within the LFP.

Retail Consolidation Centre Feasibility Study: Progress Update

AL set out the context of the feasibility study for the benefit of those who had not attended a previous meeting and to refresh the group generally. The main objectives were to capture information to allow quantification of market size, traffic impacts, environmental impacts and cost models which would lead to an implementation strategy. Initial discussions with strategic stakeholders indicated support in principle, but there are major questions concerning the business model and financial case. Building upon information previously collected at store level, attempts have been made to collect detailed information about delivery schedules to allow traffic impacts to be quantified.

Delivery schedule information has not been forthcoming because for two principal reasons:

- Fundamental disconnection between stores and those who make strategic decisions within their supply chain

- Considerable resistance to change within the supply chain of many larger companies, partly due to the fact that they have already set up a form of consolidation within their own supply chain and do not wish to sanction control to a third party or to incur additional costs

AL explained that without a trial in place it has been difficult to get a large number of companies to co-operate and that the expectation of additional cost is an obvious barrier to participation a consolidation centre. Recently Norfolk County Council has taken an alternative approach to setting up a consolidation centre for Norwich by using an existing supplier who are already coming into the city centre and investing in staff time to concentrate on recruitment to the centre's use.

The SLFQP has been in contact with a few interested businesses that wish to be involved, providing core business to start this off in the local area. The ultimate test would be in a trial. CW reminded the group that this trial was something that the partnership wanted to do 18 months ago. AL thought that the issue may have slipped down TfL's priority list due to increased awareness of the problem of developing a business case following their experience of the construction material consolidation centre in South Bermondsey.

Next Steps:

PCN Hotspots

ArL explained that TfL is keen to push forward with work to investigate problems with PCN hotspots in the south London area. The first step is to analyse existing PCN data contained within the studies conducted on the Legal Loading Initiative sites. Questionnaires have been sent to boroughs involved and businesses in order to locate the main PCN hotspots in the south of London. The sort of information that is being / has been collected includes:

- Where the PCNs are most commonly issued?
- The common official code or contravention relating to delivery PCNs?
- Reasons why PCNs have been issued
- Typical values of PCNs
- Types of vehicles mainly concerned
- The approach to PCN appeals

Data already collected and used from the Legal Loading Initiative reports has shown that 50% of the PCNs issued are linked to a problem of loading/unloading in the context of Market Place, Kingston. In the majority of cases it has been found that PCNs are issued due to loading problems have been issued for two main reasons:

- Vehicles parked or loading / unloading in a restricted street where waiting and loading / unloading restrictions are in force
- Vehicles parked in a loading place during restricted hours without evidence of (un)loading

TfL would like to capture information relating to delivery infringements on at least these factors:

- Types of vehicles
- Exact locations
- Type of contraventions

TfL is currently looking into upgrading systems for all boroughs to be able to capture data in a uniform way. LB Sutton is already capturing this data. AL thought that a simple software adjustment should allow adequate data capture. CW highlighted a point about the lack of consideration of the needs of drivers on the part of PAs.

The next steps involve intuitively linking this in with the Legal Loading Initiative work. TfL have agreed in principle to take forward the LLI implementation in Bromley and Wandsworth. The situation in Bromley situation is to be seen as a package with increased enforcement being put in place together with improvements to loading provision and the reduction of demand on road space, subject to budgetary approval.

The next stage of the LLI will be initiated through a forum for parking officers which will chiefly be concerned with assessing progress to date, looking at developments in parking enforcement for delivery operations (including consideration of updates to the Loading / Unloading Code of Practice), and by assessing if there has been any change in the way that parking attendants enforce loading infringements. Training standards for PAs will also be reviewed. Work will also be undertaken on addressing current data capture within Borough parking enforcement information systems and potential improvements that can be made.

ACTION: RT to organise a date for a second Legal Loading Initiative Seminar, partly to assess the impact of the Code of Practice.

Waste transport / fly tipping

There are two new workstreams underway within the partnership.

- An investigation of fly tipping hotspots within the SLFQP partner boroughs
- A review of current waste transport practices within the SLFQP partner Boroughs to inform TfL work on waste transport models and, in part, how they could be improved to include change of mode used and distances travelled

AL considered this area to be a main area of work for TfL and so collection of information to find out where the biggest problems are in terms of fly tipping will be important.

Date of next meeting

A date of 13th December has been suggested assuming all relevant parties are available.

ACTION: RT to confirm this by e-mail to the steering group.