

Central London Freight Quality Partnership



Current Freight Issues Group (CFIG) Meeting notes (Online meeting)

Date/Time: 8th November 2022 14.30 to 16.30

Venue: Online Zoom Meeting

Present on online meeting

Mike Browne	CLFQP/ University of Gothenburg (Chair)
John Crook	CLFQP Manager
Natalie Chapman	Logistics UK
Jerry Ward	John Lewis Partnership
Tom Parker	Amazon
Andy Neather	TfL
Carolina Buneder	TfL
David Kaner	West End Partnership
Mike Bracey	Brewery Logistics Group
Julian Allen	University of Westminster (UoW)
Maja Piecyk	University of Westminster (UoW)
Antoneta Horbury	Royal Borough of Kensington & Chelsea
Ian Wainwright	Future City Logistics
Hugh Brennan	Westminster City Council
Alex Potkins	DfT
Ross Phillips	Cross River Partnerships
Eleanor Marshall	Innovate UK
Sarah King	FSB
Jon Miller	Islington Council
Rob Gwynn	Voltra Trucks
Konstantina Katsela	University of Gothenburg
Richard Stone	
Juan Pablo Castellon	Chalmers University of Technology
Max Delamin	ZEVHub
Katie Colledge-Price	ZEVHub

Apologies

James Adcroft	Tesco
Ngairé Thomson	Barnet Council
Chris Sturman	Craymere Consulting
Jo Breare	New Covent Garden Market Authority
Linda White	RHA
Matthew Bennett	Westend Partnership
Amanda Zambon	ACIES
Jolyon Drury	CILT
Mick Dearle	Martin Brower

Item 1: Welcome, introduction and apologies

Mike Browne welcomed everyone, introductions were made, and the group was reminded of compliance with competition law.

Item 2: Meeting notes from the last meeting

John Crosk referred to the meeting notes for the meeting held on the 19th July 2022 and there were no outstanding issues raised.

Anyone who is not on the circulation list for the meeting notes and would like to receive the notes can contact JC, the notes can also be found on the CLFQP website.

There was an update required from the Kerbside discussion which JC will cover in item 7 of the agenda.

Item 3: TfL Update

Andy Neather TfL

Andy gave an update on TfL's key initiatives to the group and noted that Road User Charging and the expansion of the Ultra-Low Emission Zone was likely to be the subject that was going to be of most interest to the group.

There is a proposal to extend the Ultra-Low Emission Zone to the boundaries of the GLA next August but currently there is no final decision taken, the consultation for this was held between May and July this year and TfL received their largest response from stakeholders.

The TfL team have been reviewing the results and a report will be published at a date to be announced in the near future, there will also be a Mayoral decision on any new changes.

The more important long-term project is how we introduce a wider more radical road user charging scheme, which we hope would be in the second half of the decade and that any new scheme could take into account both distances driven as well as vehicle type.

There is ongoing modelling and scoping being undertaken, some elements of this were covered by questions in the consultation hence there is some feedback available when the consultation report is finalised and published however, they did not set out any technological solutions.

The meeting with the freight industry to discuss this was postponed for various reasons but will be rescheduled by the policy team sometime soon. If anyone who was not on the original list of attendees who wants to attend the next meeting, please contact Andy Neather or John Crosk.

The other big project TfL policy team is undertaking is DVS2 with a number of the CLFQP group participating on the project, along with Loughborough University to look at the technology options available to improve road safety, demonstrations of different equipment were given at TfL's Acton depot, to see how the different sensor systems work.

Final proposals have still not been agreed but discussion have been very productive and TfL plan to consult on DVS2 early in 2023 once full proposals have been agreed.

A Cargo Bike strategy is being developed by the policy team which is set to be launched in either December or in January 2023, this is to be confirmed, freight operators have been involved throughout the process.

TfL's regular freight meetings are set out for the next few months, the Freight Advisory group meet on the 8th December, and the Freight Forum is planned for the 19th January 2023. There is also a LoCity meeting planned for 9th February 2023.

Q&As

A question was asked about Road User Charging and when was the freight industry going to hear some concrete proposals from TfL as any change is likely to have a major impact on future planning and decisions on businesses strategies, hence the longest lead time possible is required to enable good decisions to be made. It can take up to three years to install the infrastructure at depots say for EVs, so that means industry is already looking at 2026

TfL stated that it is too early to say at this stage, but the likelihood is that any consultation would be in 2024 but no concrete date has been fixed because there is still a great deal of work to be done around technological solutions and modelling. The TfL team are fully aware of the issues freight operators face and their concern about investing without knowing what the future looks like, but TfL do want to give the industry as much time to prepare as possible and are fully aware of the long lead times for vehicles etc and the infrastructure at depots.

Item 4: TfL Freight Operating Environment Improvement

Carolina Buneder TfL

Carolina explained that she is part of the policy team at TfL and that she is working on a project to simplify their current information for freight operators and are looking at how different schemes such as DVS, LEZ,ULEZ, London Lorry Control scheme and their different legislation requirements can be communicated in a simplified way. Currently they are looking to engage with the industry to understand their needs and frustrations regarding the information available about the current schemes and toolkits to find a better solution.

TfL have held engagement session with industry already and participants have already given some interesting insights as to their current issues. In the short-term TfL are looking to improve the operating environment for freight operators and to understand their needs and what are the gaps in terms of how TfL

informs regulations and standards and how clear they are for operators to comply with.

In the short term, the project will consist of a web-based toolkit for operators coming into London so they can understand what's required of them when coming into London, and they look forward to working with the industry to develop future understanding.

Q&As

The point was made that currently if a business is running a fleet and want to check if a vehicle has a permit for DVS before sending it out a work in London, this can't be done unless you were the person to apply for the permit as confirmation is sent to individuals email addresses, the industry needs to be able to check a vehicle status by some form of web based search by vehicle registration that then shows what that vehicle is compliant and able to operate in the Capital.

Carolina agreed to update CLFQP throughout the process.

Item 5: Current Operational Challenges, Trends & Initiatives Discussion

ALL

The notes below summarise some of the main points made during the discussion.

Discussion began regarding infrastructure and obtaining land which were seen as major obstacles facing operators in London. Operators need to have EVs where sites have the infrastructure to provide charging facilities and to allow vehicles the widest scope to reach customers but trying to find sites in London that are cost effective is one of the hardest challenges operators are facing.

Getting the land in the right place is very difficult, getting the planning permission is another challenge, operators are essentially looking for a car parking facility to operate their fleets and transitioning to EV fleets is extremely expensive not only the cost of vehicles but then upgrading the grid to allow onsite charging. The upgrading costs apply regardless of whether the operator owns or rents the site. The issue of who pays for grid upgrades needs to be looked at national government level to encourage operators to transition to EVs. Upgrading a site that's rented for example makes very little commercial sense.

Some companies have Micro mobility hubs in London and one operator is making 1.4million deliveries by cargo bike or walkers but they need additional sites to increase their output. However, finding land to expand operations is a challenge and there is a role for the GLA and TfL to make sure this is clearly set out in the London Plan in order to help operators.

The comment was made that a lot can be achieved by micro mobility hubs in a small amount of space.

A question was asked:

Are courier operators planning on changing the delivery options available at checkout to allow customers to choose an eco-option along the lines of "I don't mind when in the next week this is delivered if it saves on the number of trips made by the van"? as currently customers can consolidate their own orders but it would be helpful to be able to reduce trips to a wider area ?

In response it was noted that many customers want the option and flexibility of getting a delivery when they want it (which is often as soon as possible) and it is also part of the package they (the customers) are buying when they sign up, obviously operators do as much as they can to group deliveries already and do encourage consolidation of customers' orders and that is an option they can already choose for their own orders there is also the option to use lockers.

There is also some confusion that next day orders are the cause of additional vehicle movements, currently there are such high volumes that the limitation is not the size of the vehicle but about the time you must deliver i.e., 9 hours to make deliveries.

The point was made that in the original London Plan that it was stated that there should be no net loss of industrial land, but this was removed by a previous cabinet minister because it was seen as getting in the way of more residential building, hence it was taken out of the London Plan.

Work has started on the next London Plan which is in the early stages and it takes a long time to produce a plan, it is essential to bring to the attention of those working on the plan that industrial land is protected. Land is important for all purposes and not only for residential needs.

One suggestion made during the group discussion was that boroughs and TfL need to have conversations with parcel and delivery companies operating in London as well as car park operators and land owners to help the search by the private parcel companies for sites to establish Micro Consolidation Hubs. This can be argued as a vital step if we are to have more zero carbon deliveries, be collision risk reduction, compliant and achieve less stressful outcomes for drivers. Westminster is working on how to relay this messaging to landowners, car park operators, building leaseholders etc - if we are to have more and more on-line deliveries and Next Day then the need for land availability is clear.

In terms of the logistics land requirements, it may be necessary to consider the differences between land needs for parcel delivery micro mobility with those for dark stores and dark kitchens for instant grocery and meal deliveries as the latter may have greater impacts. Plus, dark stores and dark kitchens are not currently well handled by planning regulations.

Another point was made that there are still skill shortages not just in drivers but in areas like vehicle technicians which is an issue for operators moving to alternative fuel vehicles as the industry is currently struggling to attract and maintain technicians for the current fleets, older technicians are not upskilling in large numbers, other are choosing to leave the industry and it was felt that the problem is exacerbated by the further education sector dropping courses that traditionally encourage younger people to take that path.

As we move towards a peak period in November and December, driver shortage will again be a problem and there is no easy answer or quick fix. Energy costs and the threat of black outs in the winter are also a concern, some operators who are deemed to be critical operators will be protected from power cuts, but the overall situation is unclear as logistics does not appear on that list.

It was agreed that further thought needs to be given to the potential role that CLFQP can play in the discussions around Land, Skills, and Energy. Proposed that there will be a report back at the next meeting.

Item 6: Rapid Charging London's E-Fleets Zevhub Presentation

Max Delamain
Katie Colledge-Price

Q&As.

A question was asked if OFGEM were looking to substantially change the cost of grid upgrades for depot operators and for yourselves to make EVs more viable for operators with large fleets.

Zevhub are only aware of this issue to a limited extent but know of the OFGEM challenges, they will be keeping a close eye on this matter.

Another question was around charging bay sizes that will be used, will they be able to accommodate the wide range of HGV vehicle sizes that exist
The bays will be 3.3mtrs wide with hatching between the bays to allow access for connecting charge cables.

With regards to operators using Artic vehicles, they will not want to unhook their trailer when charging and therefore the question of turning circles needs to be considered. Currently there are very few of the large vehicles available as EVs, hence only limited take up is expected on the Zevhub sites. However consideration will be given on Zevhub sites to accommodate this type of vehicle in the future to allow them to charge without splitting the unit and trailer.

There was a question regarding working with the coach industry as there have been a lot of enquiries around the lack of fast charging in central London.

It's not something currently that Zevhub are looking at, but they were looking at a site in Tottenham alongside a large bus operator, hence they are more than happy to look at a different charging model but will need to get good utilisation on any site to make any site viable

Item 7: CLFQP Kerbside update

John Crook

The CLFQP working party currently consists of David Kayner, Jolyon Drury, Ian Wainwright, Chris Sturman and John Crook.

Two meetings have been held recently to look at the seven next step actions that were set out in the last CLFQP meeting in July.

Gathering more information is certainly valuable and several points were noted including for example: (1) finding data for servicing trips vs deliveries to understand kerbside demand (especially for vans) (2) opportunities for more work to be carried out regarding re-timing of deliveries. David Kaner has approached the central London BIDS to see if there is an interest and motivation to look at this subject and to explore the funding required.

All have said they are interested but none have specified an area where it would be possible to consider an area-based Delivery and Service Plan (DSP) i.e. rather than an establishment by establishment DSP.

Jolyon has arranged for the working party to present to the London planning forum on the 12th of December (may change) to help them to understand the current issues with kerbside demand.

The working party are in the process of assembling information in the form of photographic evidence to highlight the challenges operators and other stakeholders face on a day-to-day basis at the kerbside and more feedback will be provided at the next meeting in the new year.

As noted above the working party is keen to examine a localised DSP approach where the focus is area based or street based. This would mean looking at the street and the activity required on that street to understand what type of DSP is required that would be relevant to more than one establishment (business).

One area identified for such a trial/study is Fleet Street/ Temple.

Item 8: Borough Initiatives and issues on Freight

Boroughs

Ross Phillips Cross River Partnerships Update:

The [Clean Air Logistics for London \(CALL\)](#) project is a Defra-funded air quality project that will move more freight into London via river rather than road, supported by a network of highly visible zero emission delivery methods across the Central London area, including Electric Vehicles, Cargo Bikes and Walking Freight. The CALL Project will be co-ordinated by Cross River Partnership (CRP) and incorporates eleven project partners, made up of a strategic agency, local authorities, BIDs, and a landowner.

CRP have already delivered a river freight trial through the Clean Air Villages 4 and Clean Air Logistics for London project. Office supplies were collected from Dartford,

stopping at Woolwich to collect janitorial supplies, and delivered to Woods Quays. These were then sent by cargo bike to businesses in the Northbank BID area and showed significant air quality improvements and reduced human exposure to toxic air pollution by providing an alternative method of delivering into central London. CRP has produced a detailed look at the case study, which you can view here: <https://crossriverpartnership.org/wp-content/uploads/2022/11/River-Freight-Pilot-Case-Study-Summer-2022.pdf>

CRP have also been understanding the impact from innovative trials of local consolidation hubs as part of [Clean Air Freight](#). CRP has delivered a micro hub that services Brixton, where deliveries from multiple suppliers are sent off-site, before being delivered by Pedal Me and their cargo bikes to the businesses using the scheme. The businesses are supported with more storage, able to bulk buy more, reducing vehicle miles into central London, and the last mile is done by zero emission propulsion. You can read more about the project in our case study here: <https://crossriverpartnership.org/wp-content/uploads/2022/08/CAV4-Case-Study-Brixton-Logistics-Hub-2.pdf>

Jon Miller Islington Council Update:

An update was provided regarding Islington's development of their draft freight action plan, they are in the early stages of developing their plan and are focusing it around three themes of Council operations, local businesses, and the freight industry. They are keen to explore avenues including Micro mobility hubs, Cargo bikes, consolidation, and critical distance deliveries.

Hugh Brennan Westminster City Council Update.

Regarding the trial or study that was mentioned relating to DSPs (see previous item 7), WCC, WSP and CoL did meet to discuss the possibility of developing a project three or four months ago and at the time it was decided that there were insufficient resources or the time to dedicate to this project. However there will be a further meeting with the CoL and there may be scope to relaunch such a project, perhaps as Temple, Strand, Fleet St loading surveys and a study on deliveries. Hugh Brennan confirmed he would come back to the group when there was something concrete to report, and will involve John Crosk closely on that.

WCC are currently working on several freight, servicing and delivery projects:

(1) a parcel bay project which commences in February next year where WCC aim to launch with two bays in Covent Garden and Victoria to see if GRID bookable bays for parcel deliveries is a good way forward, the aim is for a driver to book a bay for 30-60 minutes and then use a sack truck to make nearby deliveries.

At this stage WCC are unsure if this scheme will work in practice, they are aware of a similar scheme in New York City, and they will keep a close eye on that scheme as well.

(2) WCC are also looking to film 20 marked loading bays to check activity with the objective to see if these bays are fit for purpose, and looking at such questions as whether tail lifts can be used, is there street furniture in the way, what is the access

like for the driver etc and will be working with John Crosk again on this project once the filming is complete and there are some conclusions.

(3) Moped and Motor bike riders, WCC have the highest number of collisions and injuries of any London borough and have completed a study which much is contributed to the moped riders, Deliveroo, Just Eat etc, this is a major concern for WCC as vulnerable riders' safety is a problem in this area of business.

(4) A cargo bike trial scheme is to be launched in February 2023 with four sites where residents or local businesses will be invited to trial a Cargo bike. The intention is to find out if such a scheme is attractive and to learn lessons about this type of initiative.

Item 9: Members update/any other business

All

Natalie Chapman informed the meeting that she has a new role and that her new title is Head of Public Affairs, she will remain with Logistics UK and will look to hand over her current role in the new year and at that point no longer attend future meetings. Mike Browne thanked Natalie for her many valuable contributions over the years and said that she will be missed.

Julian Allen informed the meeting that the Centre for Sustainable Road Freight is currently carrying out research into several topics relevant to CLFQP members which will be made available via the website. Those already completed can be accessed from the weblink below.

<https://www.csrf.ac.uk/outputs-home/policy-briefings-2/>

John Crosk asked a question relating to unsegregated cycle lanes where operators are asking questions as to where they should position their vehicle for the safety of all stakeholders.

It was thought that this question should be answered in terms of guidance by London Councils, JC to contact Andrew Luck.

Item 10: Future Meetings

February 2023 date to be confirmed.