

Putney High Street Delivery and Servicing Study



Prepared for

**London Borough of
Wandsworth**

Final Report



on behalf of the

**South London Freight Quality
Partnership**



by



Version 1.0

February 2011

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1 INTRODUCTION

The London Borough of Wandsworth has identified an air quality problem in the form of extremely high NO₂ concentrations, which comfortably exceed current and future permitted levels, in the region of Putney High Street.

Based on this information, the London Borough of Wandsworth is conducting a series of investigations into the contributing factors to and causes of these high air pollution levels, including:

- Additional air quality monitoring;
- Automated traffic counts & ANPR studies;
- Source apportionment studies.

In general diesel engine vehicles, and particularly heavy duty vehicles (i.e. buses and HGVs), have been found to be the greatest contributor to NO₂ pollution in the UK.

Therefore, the London Borough of Wandsworth is particularly interested in understanding the operating environment for these two specific groups of vehicles in and around Putney High Street. Hence, London Borough of Wandsworth has proposed the area as suitable for a study into delivery and servicing vehicle activity to be conducted by the South London FQP. Separate investigations are to be conducted into bus operations in the area and other initiatives include rephrasing of the traffic lights along Putney High Street.

2 THE STUDY AREA

2.1 Introduction

The district centre of Putney is located in South West London, in the North of the London Borough of Wandsworth, to the South of the River Thames. Putney is connected to the north bank of the Thames by Putney Bridge.

Putney is considered to be very popular place to live with the town considered to have an affluent demographic profile with over 60% of the Putney population aged 25 - 35. They are essentially affluent and well educated. Recent research identified the level of “Urban Intelligence” (well-educated inner city singles with a cosmopolitan lifestyle) in the Putney catchment area as approximately six times the UK average, with “Symbols of Success” (people with global connections and cultural leadership) over twice the UK average¹.

2.2 Business Profile

Putney is identified in the London Plan as a Major Centre, indicating that it contains over 50,000 square metres of retail floor space with a relatively high proportion of comparison goods (goods that consumers buy at infrequent intervals and normally would compare prices before buying e.g. TV, Fridges, clothes etc) compared to convenience goods. Major Centres may also have significant employment, leisure, service and civic functions.

The London Plan indicates that Putney is due for medium growth indicating that there are moderate levels of demand for retail, leisure or office floor space and that there is the physical and public transport capacity to accommodate it².

The Putney High Street area from the Station in the South to the junction with Putney Bridge Road in the North is dominated by retail and leisure (including restaurants and eateries) as shown in Figure 2.1. A map of the target area is shown in Annex A. 51% of businesses in the area are retail, ranging in size from small newsagents and convenience stores to supermarkets such as Sainsburys on Werter Road. 11% of businesses are restaurants and takeaways with 6% vacant units, as of October 2010.

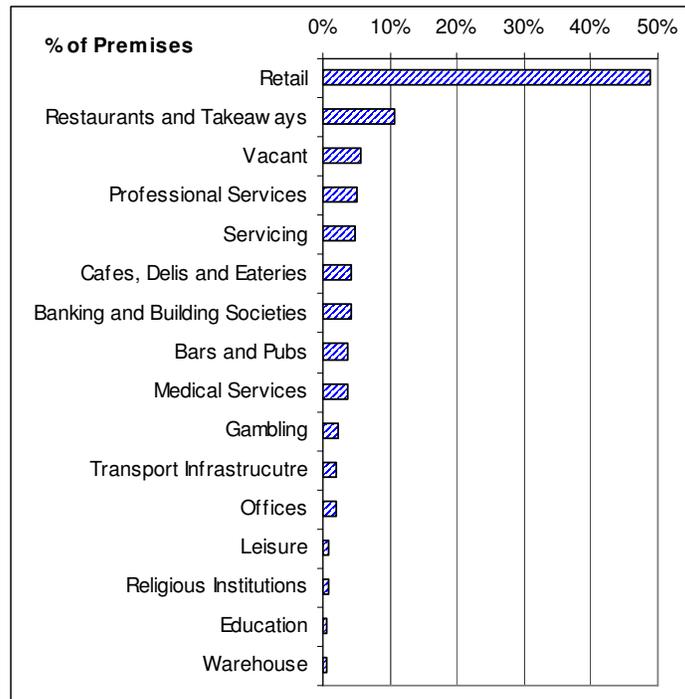
Located off Lacy Road is the Putney Exchange Shopping Centre, which contains approximately 45 businesses. Maps of the Exchange Shopping Centre as of 2008 are included as Annex B.

Also located in the Putney High Street Area is Putney library located off Disraeli road and the Odeon cinema at the north end of Putney High Street.

¹ LB Wandsworth, 2005, 2006 – 2009 Putting Putney First - Putney Business Plan 2006 to 2009, Available: www.wandsworth.gov.uk/download/971/business_plan_2006-2009

² Mayor of London, 2009, The London Plan Spatial Development Strategy for London, Available: <http://www.london.gov.uk/shaping-london/london-plan/docs/london-plan.pdf>

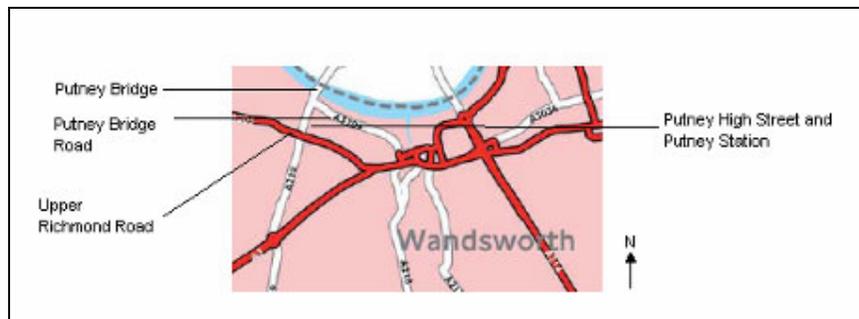
Figure 2.1: Putney High Street business profile



2.3 Transport Infrastructure

Putney High Street, also classified as the A219, is a busy through route which runs North to South connecting with the South Circular A205, also known as Upper Richmond Road. The roads in the surrounding area including Putney High Street are all controlled by the London Borough of Wandsworth, except for Upper Richmond Road, although the Southern end of Putney High Street in the area surrounding the Station is identified by on road markings and signage as a Red Route, and as such is controlled by Transport for London. However, in the Transport for London “Maintaining London’s Red Routes Central Area leaflet, the A219 is not identified as a Red Route³

Figure 2.2: Excerpt from the TfL “Maintaining London’s Red Route Central Area” leaflet

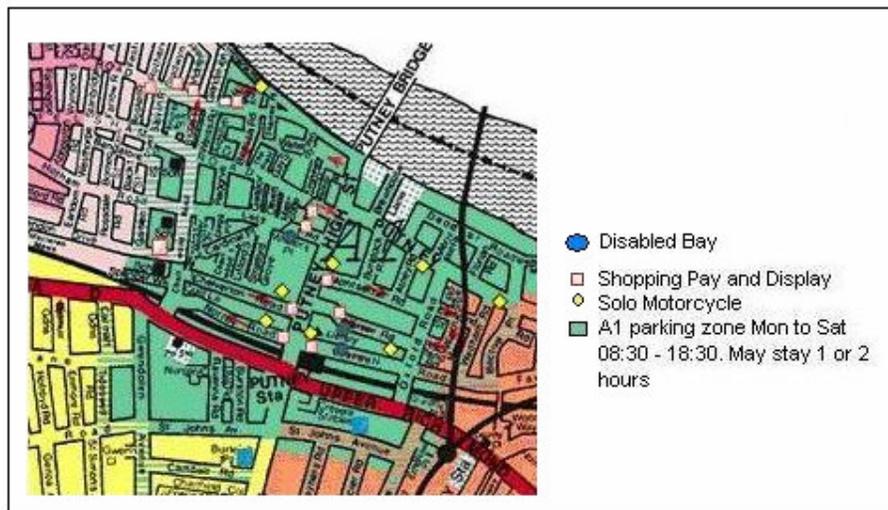


³ Transport for London, “Maintaining London’s Red Route Central Area, Available: <http://www.tfl.gov.uk/assets/downloads/red-route-central.pdf>

The road layout of Putney High Street, from the junction with Upper Richmond Road to the junction with Norroy and Disraeli Roads consists of 2 lanes for each carriageway. Heading north along the High Street from this junction, the road consists of one lane for each carriageway, with sufficient space for emergency service and other vehicles to pass with vehicles pulled over to the side of the High Street.

Putney is served by one mainline rail Station, located at the southern end of Putney High Street, which is served by Southwest Trains, and 2 London Underground Stations – Putney Bridge and East Putney, both of which are served by the District Line. The side roads coming off Putney High Street consist of residential developments, containing mainly terraced housing. The surrounding area is covered by the A1 CPZ, with parking restrictions consisting of permit zoned bays/streets and pay and display ticketing in operation. The restrictions are in operation from 08:30 to 18:30 Monday to Saturday. The permit zoned bays/streets can be for residents or business permit holders only. Pay and Display bays are available for shoppers as are solo motorcycle parking bays and disabled bays.

Figure 2.3: A1 CPZ region in the study area⁴



There are 2 car parks available for shoppers to use in the Putney High Street area, located off Werter Road (the Sainsburys customer car park with 50 spaces including 2 disabled) and at the Putney Exchange Shopping Centre, located off Lacy Road (250 spaces). A Go-Ahead bus depot is also located off Chelverton Road.

⁴LB Wandsworth, 2010, Parking Zones – Putney, Available:
http://www.wandsworth.gov.uk/info/473/street_parking-zones/218/parking_zones/9

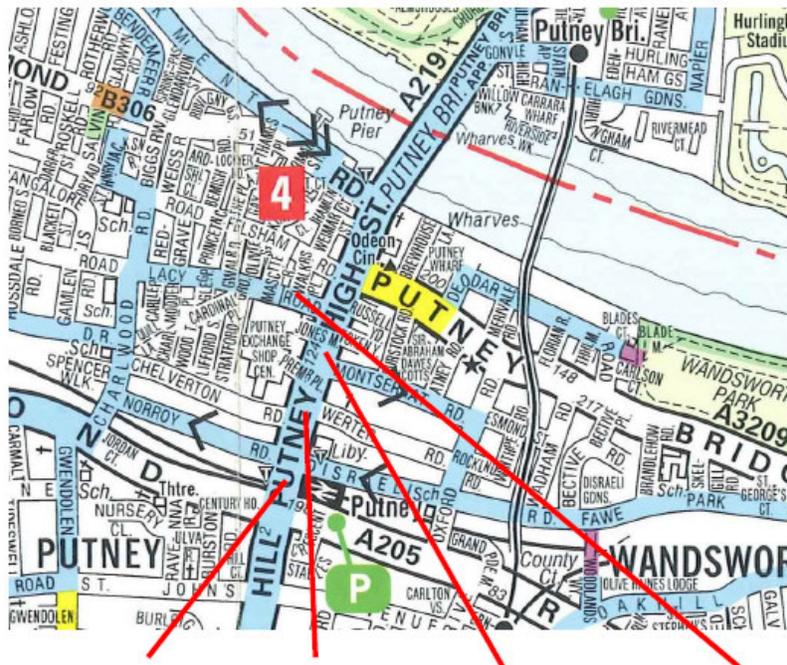
3 METHODOLOGY

The methodology used to carry out this study involved the following stages:

3.1 Stage 1: Project Management Team Area Familiarisation

Prior to undertaking initial vehicle movement observation activity, the TTR project manager and the client spent time on site, becoming familiar with the study area. This involved walking through the area, taking digital photographs for later use in the study and identification of key delivery and servicing locations that were to be surveyed.

Figure 3.1: Study area and surveying locations



Position 1, Putney High Street South to include Loading Bay opposite Station and on Norroy Road

Position 2, Putney High Street Middle to include Chelverton and Werter Road

Position 3, Putney High Street South, if possible up to junction with PBR and Felsham Road

Position 4, Lacy Road to include Putney Exchange Centre and Walker Place

3.2 Stage 2: Development of Study Support Materials and Study Planning

The practical stages of the project involved an observation exercise of delivery and servicing activity at four appropriate locations within the study area. These locations

were agreed prior to surveying with the Client prior to surveying. The locations were identified as below, and are identified in section 3 by the street names in bold:

- Position 1 – **Putney High Street South**, to include the Loading Bay opposite the Station on the North bound carriageway, Norroy Road and Disraeli Road
- Position 2 – **Putney High Street Middle** to include Werter and Chelverton Roads
- Position 3 – **Putney High Street South** up to junction with Putney Bridge Road
- Position 4 – **Lacy Road** to include Walkers Place and Putney Exchange Shopping Centre

TTR has significant experience of undertaking delivery/servicing observation project work and specialised observation record sheets were produced to allow recording of details during the study period (included as Annex C). Digital cameras were also used during the study to record images of activity, to support analysis and interpretation and to be presented in the study report.

At each location, a range of information was recorded during the observations including:

- Receiver or consignor of goods
- Details of businesses carrying out delivery, collection or servicing activity
- Number of vehicles loading and unloading within each survey time period
- Size of vehicles used for delivery/servicing activity
- Type of products delivered/collected
- Type of handling units used (roll cage, tote box, boxes)
- Duration of loading/unloading activity
- Single or multiple delivery/collection points
- Issues relating to legal loading/unloading practices
- Instances of PCNs being issued
- Issues relating to road/pedestrian/driver/vehicle safety
- Issues relating to loading/unloading activity affecting free-flow of traffic
- Availability (and observed use) of off-street loading/unloading facilities

A signed letter from the Client was provided and used by the survey team when approached by delivery drivers, members of the public and/or police officers/PCSO who were in the area over the course of the survey.

3.3 Stage 3: Team Briefing

Briefing of the surveying team occurred prior to the survey dates with appropriate surveying materials, familiarity with vehicle types and handling units, locations, PPE and any other issues agreed.

3.4 Stage 4: Observation Work

The observation work was conducted on Wednesday 10th and Thursday 11th November 2010 with the period of 12:00 to 18:00 covered on the 10th and 05:45 to 12:00 on the 11th. This allowed for a total surveying period of 05.45am to 18.00pm.

The observation dates were agreed to allow for observations and recordings to be taken as for representative working days (rather than at the end of the working week or at the weekend). It should be noted that surveying was not undertaken earlier in the year due to the gas mains being replaced on Upper Richmond Road between July and October 2010, with road diversions in place. It was also decided that had the surveying been left until later in the year, the retailers would not have been having typical deliveries in the build up to Christmas.

3.5 Stage 5: Business Surveys

Following the on-site observations, consultation occurred with businesses in Putney High Street, based on business lists provided by the client, with surveys of businesses conducted on Friday 19th November 2010. A total of 24 businesses fully completed the survey. A number of questionnaires were left with businesses to complete but telephone follow ups proved to be unsuccessful. No businesses within the Putney Exchange Shopping Centre were consulted and it was decided not to approach banks or building societies as it was felt, based on previous studies, that they would not be willing to participate for security reasons. From business lists provided by the client, there were 12 vacant units in the study area.

Table 3.1: Outcomes of business consultation

Outcome of Consultation	No. Businesses
Completed Survey	24
Not Willing to Participate	6
Questionnaire left to complete but not completed	8
Not Consulted	No. Businesses
Putney Exchange Shopping Centre	45 - 50
Bank/Building Society – unlikely to participate for security reasons	9
Vacant Unit	12

The business surveys aimed to explore key issues relating to delivery and servicing activity within the area and to help validate the information gathered from activity observations. The surveys were tested with businesses and then refined (a copy of the survey used is included as Annex D) with information requested including:

- Details of frequency of delivery/servicing activity to premises
- Types of product received
- Handling units used
- Normal arrival/departure times of deliveries/collections
- Dwell times
- Availability of off-street loading/unloading facilities
- Processes and practices used for product procurement and purchasing
- Perceived issues relating to delivery/servicing activity at premises

- Suggestions for improvements

3.6 Stage 6: FERS Audits – On-site and Desk-based

The Freight Environment Review System (FERS) is promoted by TfL as an appropriate methodology to assess the suitability of the on-street delivery environment across London's Boroughs.

FERS audits involve on-site assessments by suitably trained staff to review, for example, the extent of loading bay provision, the proximity of loading bays to relevant premises, the quality and condition of paving over which handling used will be moved, the extent of 'barriers' to delivery, such as high kerbs, obstructive street furniture, severity of inclines on pavements etc. FERS audits also involve specific assessments from the perspective of brewery and cash in transit deliveries, as these have their own particular delivery requirements, such as banks and public houses.

Within the study area, FERS assessments were conducted to assess the suitability of the on-street delivery environment. This was conducted on the 16th and 18th November 2010. These were supplemented with desk-based research where applicable. A summary of the findings of the FERS audit is included in section 6 with a full FERS write up included as Annex E.

3.7 Stage 7: Activity Analysis

Following the observations, business surveys and the FERS audits, all collected information and other relevant data was analysed and reported in order to build a profile of the current nature of delivery/servicing activity and associated issues within the study area.

This highlighted various delivery and servicing issues within the area and recommendations for their management of these issues are contained within this report. These will help improve the safety, efficiency and sustainability of delivery and servicing activity within the Putney High Street area.

3.8 Stage 8: Draft Reporting

Headline findings and an initial draft report was produced for the client by 27th January 2011 and circulated for comment to members of the Environment and Transport teams at Wandsworth Council and the town centre manager.

3.9 Stage 9: Final Reporting and Presentation

The final study report was submitted to the client for comment on 21st February 2011 with a particular focus given to developing a suite of recommendations for potential practical solutions, to help improve the safety, efficiency and sustainability of delivery and servicing activity within the study area, with the aim of improving air quality in the Putney High Street area.

4 SITE OBSERVATIONS

4.1 Points of Note

Whilst the dates for the observation surveys were taken to be typical of average days for delivery activity on Putney High Street (hereinafter referred to as PHS), it should be noted that the premises next to Marks and Spencers were undergoing a period of renovations. Additionally, a traffic collision involving a car and a bollard occurred on the second day of observations on Disraeli Road, necessitating a tow truck to collect the vehicle. Other than this, there were no other work been undertaken in premises or on the road network that would have impacted on delivery activity.

4.2 Instances of No Activity

Over the course of the survey, 44 instances were recorded of vehicles arriving at a location as if they were going to be making delivery, collection or servicing activity but where no activity such activity was subsequently carried out. The reasons noted where this was observed included personal shopping, collection of food or takeaway and use of a cash point. There were also 5 instances of no activity observed where commercial vehicles parked in Pay and Display parking spaces but were not involved in delivery, collection or servicing activity. (This does not include instances where a commercial vehicle entered an area but did not stop e.g. entered Walkers Place or Lacy Road, turned around and left again).

The most cited locations where this occurred were on PHS (11 instances) and the loading bays located on Lacy Road (11 instances).

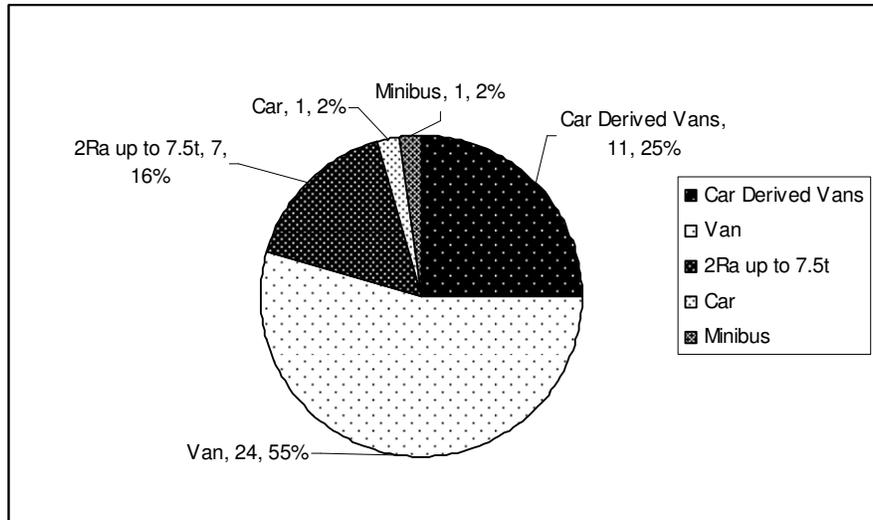
Table 4.1: Location of instances of no activity

Location of the Activity	Area Location				Total
	Putney High Street South	Putney High Street Middle	Putney High Street North	Lacy Road	
PHS Northbound Carriageway	1	1	3	0	5
PHS Southbound Carriageway	1	2	3	0	6
Norroy Road	7	0	0	0	7
Norroy Road Loading Bay	2	0	0	0	2
Disraeli Road	7	0	0	0	7
Werter Road	0	2	0	0	2
Montserrat Road	0	0	1	0	1
Lacy Road Loading Bays	0	0	0	11	11
Putney Exchange Shopping Centre	0	0	0	1	1
Walkers Place	0	0	0	2	2
Total	18	5	7	14	44

The most frequently observed types of vehicle with no activity observed were vans and car derived vans, accounting of for 80% of vehicles observed not carrying out delivery activity. The type of vehicle observed carrying out no activity is not surprising given that car derived vans and vans are also used for as personal/private

modes of transport, in addition to acting as company vehicles and can access standard car parking spaces, compared to rigid and articulated goods vehicles which tend to be exclusively company vehicles and require more space.

Figure 4.1: No activity vehicle types



Of the vehicles involved in no activity, it was felt that only 20% of these had an impact on traffic flow as shown in Table 4.2 which also shows the duration of the no activity. The most recorded no activity time was 10 minutes or less, accounting for 57% of no activity instances.

Table 4.2: Activity time of no activity and impact on traffic flow

Activity Time	Loading and Unloading Issues Affecting Traffic Flow			%
	Yes	No	Total	
10 minutes or less	7	18	25	57%
11 - 20 minutes	1	7	8	18%
21 - 30 minutes	0	2	2	5%
31 - 40 minutes	0	1	1	2%
41 - 50 minutes	0	1	1	2%
51 - 60 minutes	1	1	2	5%
60 minutes or more	0	2	2	5%
Arrival and/or Departure Time Missing	0	3	3	7%
Total	9	35	44	100%
%	20%	80%	100%	

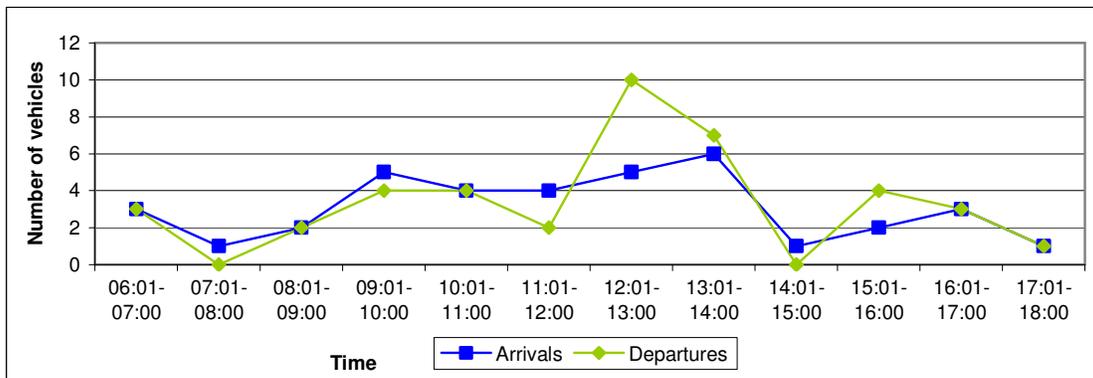
4.3 Putney Exchange Shopping Centre

Over the course of the survey, 45 instances were recorded of vehicles involved in delivery, collection or servicing activity associated with the Putney Exchange Shopping Centre (hereinafter referred to as PESC). The Shopping Centre has its own off street loading and unloading facilities that cannot be observed from Lacy Road and as such, in the majority of cases, it was not possible to ascertain which

premises the vehicles were delivering to, except from the vehicle livery, or the type of activity. Of those businesses within the shopping centre, vehicle activity was associated with Waitrose (6 vehicle movements although 2 of these were related to a Home Delivery Vehicle), Argos (1 vehicle), Julian Graves (1 vehicle) and Flower Smith (1 vehicle).

The arrival and departure times of the vehicles are shown in Figure 4.2. The busiest arrival times for vehicles accessing the shopping centre are between 13:01 and 14:00 (6 vehicles) and between 12:01 – 13:00 and 09:01 – 10:00 (both 5 vehicles). Peak departure times for vehicles that had accessed the shopping centre were between 12:01 and 13:00 (10 vehicles) and 13:01 – 14:00 (7 vehicles). Noticeably quiet time periods for vehicles arriving or departing the shopping centre were between 07:01 – 08:00 and 14:01 – 15:00.

Figure 4.2: Arrival and Departure times at the PESC



Unsurprisingly, the majority of vehicles (73%) accessing the shopping centre carry out their activity from within the shopping centre itself (with 5%) of vehicles then going to service premises from Walkers Place 9% of all vehicles accessing the shopping centre did so from PHS and it was felt that these vehicles all had an impact on traffic flow, with vehicles having to drive/manoeuvre around the stopped vehicle.

Figure 4.3: Activity Location for vehicles accessing PESC



As indicated previously, where vehicles entered the shopping centre service area, it was not possible to identify the type of activity being carried out, accounting for 66% of cases. 14% of vehicles were involved in delivery activity with collections accounting for 7%. 5% of vehicles were observed at both the PESC, where it is not known what activity was carried out, and in Walkers Place where deliveries were made. 5% of activity consisted of cash in transit.

Table 4.3: Type of activity associated with vehicles accessing PESC

Type of Activity	Number of Vehicles	%
Unknown	29	66%
Delivery	7	16%
Collection	3	7%
Delivery and Unknown	2	5%
Cash in Transit	2	5%
Servicing	1	2%
Total	44	100%

20% of vehicles accessing the shopping centre did not have any livery to indicate which company they were from. The other 80% was made up of 30 different companies as shown in Table 4.4, Waitrose, who operate home delivery services from the store, and DPD were the most observed companies. It should be noted that there was a large number of different courier companies who had one vehicle accessing the shopping centre over the observation period, including TNT, DHL, City Link, Clipper, Interlink and UPS.

Table 4.4: Suppliers and no. vehicles observed accessing PESC

Supplier Name	No. Vehicles	Supplier Name	No. Vehicles	Supplier Name	No. Vehicles
No livery	9	DHL	1	Move on Van	1
Waitrose	4	Dodd Contracts	1	Office Depot	1
DPD	2	Evening Standard	1	PHS	1
Royal Mail	2	Exeter St Bakery	1	Premier Inns	1
Argos	1	G4S	1	R&T Transport	1
Bako	1	GK Transport	1	Simply	1
Bentley Design	1	Holland and Barretts	1	The Flower Store	1
Cargo	1	Initial Rentokil	1	TNT	1
City Link	1	Interlink Express	1	UPS	1
Clipper Logistics	1	Millers Rapid Response	1	Warburton	1
Dairy Crest	1				

For the 15 instances of activity where it was possible to observe the activity and businesses accessed, there were 3 instances of multiple premises serviced from the same location. It should be noted that there were a number of vehicles observed accessing the shopping centre that also serviced other parts of the high street. This is covered in section 4.5.

The most cited types of products observed were courier/parcels, cash in transit and post/mail. The most observed handling unit was loose boxes and then locked boxes (for cash in transit) and bags/sacks.

Table 4.5: Types of product and handling unit

Product Type	Freq.	%	Handling Unit Type	Freq	%
Courier/Parcel	3	20%	Loose Boxes	5	33%
Unknown	2	13%	Unknown	2	13%
Cash in Transit	2	13%	Locked Boxes	2	13%
Post/Mail	2	13%	Bags/Sacks	2	13%
Servicing	1	7%	Bins	1	7%
Nappies	1	7%	Bundles	1	7%
Waste and/or Recycling	1	7%	Waste and Recycling Bins	1	7%
Newspapers/ Magazines	1	7%	Roll Cages	1	7%
Books and Stationary	1	7%	Total	15	100%
Drink	1	7%			
Total	15	100%			

No Penalty Charge Notices (PCNs) were observed being issued to vehicles accessing the shopping centre, with only one observed incident of unsafe practices, with a vehicle driving away with their rear doors open.

4.4 Putney High Street Observations

Over the course of the survey, 184 instances were observed of vehicles involved in delivery, collection or servicing. It should be noted that of these 184 instances of activity, 35 involved just 16 vehicles carrying out of activities on different sections of PHS.

The most observed type of activity was deliveries, accounting for 57% of activity. It is interesting to note that 6% of all activity on PHS consists of cash in transit services.

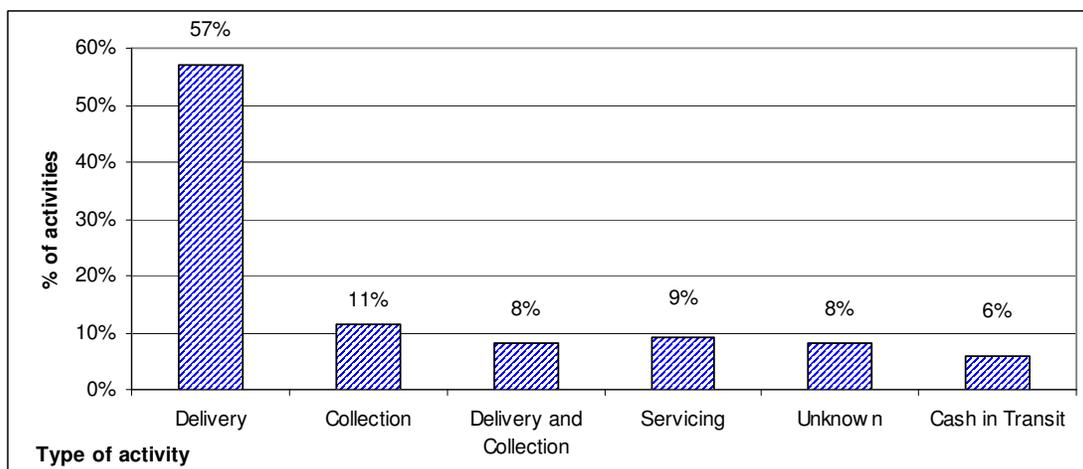
Figure 4.4: Type of activity observed on PHS

Table 4.6 shows the locations of where the activity took place. There was a fairly even split across the length of PHS from North to South and including Lacy Road. Of all of the activity, 42% occurred on PHS itself, with 58% occurring in side streets and other loading areas e.g. Walkers Place.

Table 4.6: Location of Activity

Location of the Activity	Area Location				Total
	PHS South	PHS Middle	PHS North	Lacy Road	
PHS Northbound Carriageway	1	5	9	0	15
PHS Southbound Carriageway	6	11	12	0	29
Putney High Street (carriageway not noted)	2	4	17	0	23
PHS South North Bound Loading Bay opposite Putney Rail	4	0	0	0	4
PHS South Northbound Bus Stops	4	0	0	0	4
PHS South SB Bus Stops/Station	3	0	0	0	3
Norroy Road	3	0	0	0	3
Norroy Road Loading Bay	11	0	0	0	11
Disraeli Road	17	0	0	0	17
Chelverton Road	0	12	0	0	12
Werter Road	1	17	0	0	18
Montserrat Road	0	0	4	0	4
Lacy Road	0	0	0	7	7
Lacy Road Loading Bays	0	0	0	18	18
Walkers Place	0	0	0	14	14
Felsham Road	0	0	0	1	1
Unknown	0	0	0	1	1
Total	52	49	42	41	184

Of the 184 instances of activity, it was not possible to identify individual businesses being accessed in 28% of instances, with there being 3% of instances whereby the observers identified that multiple businesses had being accessed, but were not able to identify the businesses concerned.

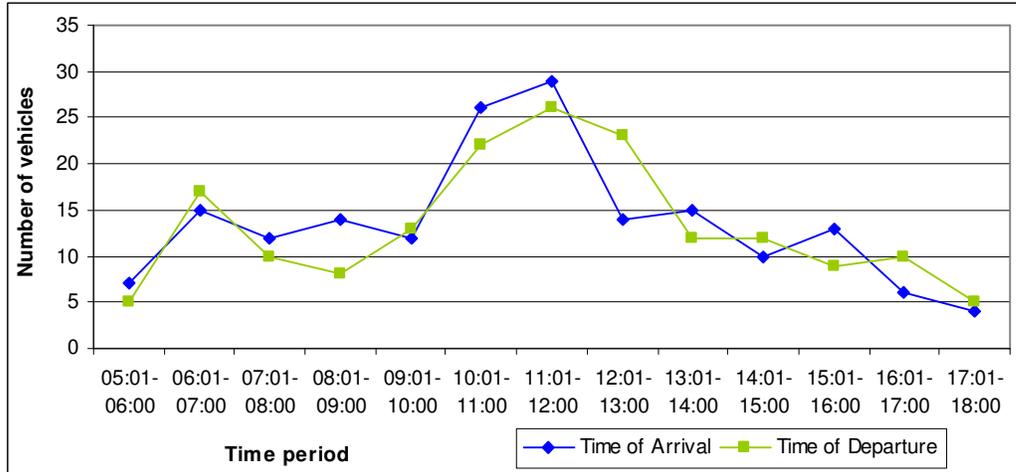
Table 4.7 shows those businesses accessed more than once over the observation period. The most serviced businesses included Sainsburys, Putney Station (including deliveries of Newspapers and Magazines, and the News Stand in the Station), Tesco Express, Putney Library including the service area to the West of the library, Boots, WHSmith, and the pubs/bars of the Spotted Horse and Citizen Smiths.

Table 4.7: Most accessed businesses

Business	No. Activity	Business	No. Activity	Business	No. Activity
Sainsburys	9	Superdrug	3	Shehans	2
Station (inc Newsstand)	8	Residential Property	3	Ritz Music	2
Tesco Express	5	News Stand NB Carriageway	3	Railway Pub	2
Library	5	Moomba	3	Natwest	2
Boots	5	Currys	3	Maplin	2
WHSmiths	4	Coat and Badge Pub	3	Lloyds	2
Spotted Horse	4	Walkers Place	2	Linstad House	2
Citizen Smiths	4	Topshop / Topman	2	Dental Surgery	2
Vodafone	3	TK Maxx	2	Bus Depot	2
Universal Dry Cleaners	3				

Arrival and departure times are shown in Figure 4.5. Peak arrival times are between 10:01 and 12:00, with peak departure times between 10:00 and 13:00. This is unsurprising given the restrictions in place for the majority of PHS.

Figure 4.5: Arrival and Departure time for vehicles accessing PHS



Duration of the observed activity is shown in Figure 4.6. The most observed duration of activity is less than 10 minutes, accounting for 54% of activity, with 26% of activity occurring for between 10 and 30 minutes. It was not possible to calculate activity duration for 10% of activity due to arrival or departure times not being observed/recorded.

Figure 4.6: Duration of activity on PHS

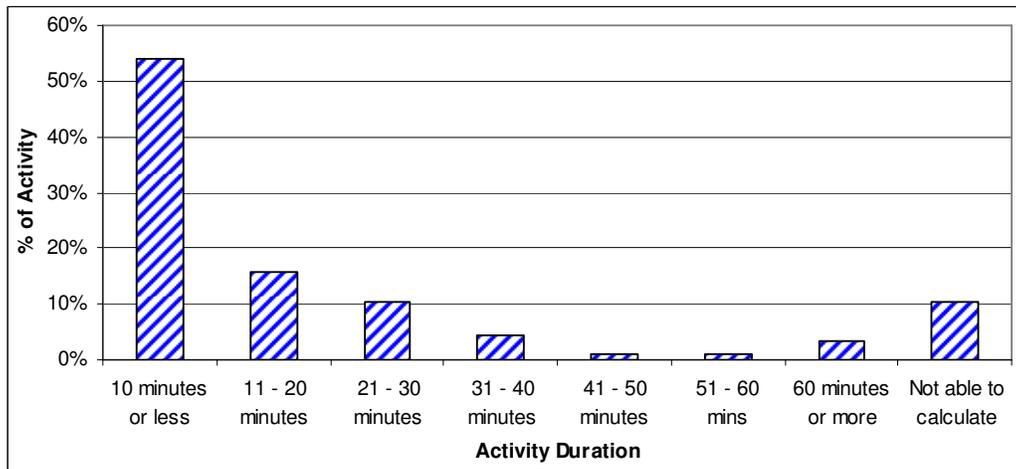
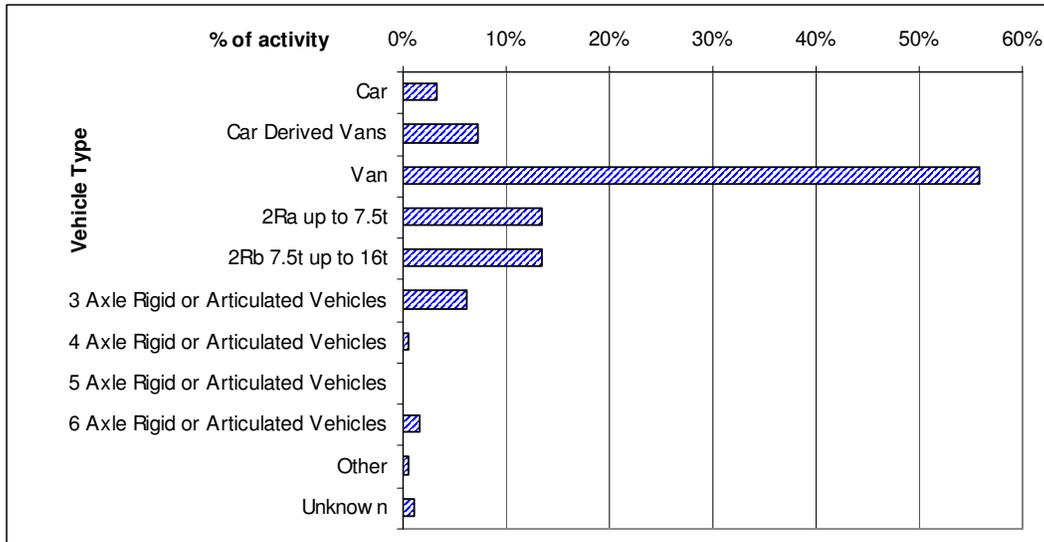


Figure 4.7 shows the types of vehicles observed carrying out the observed activity. The most cited types of vehicles were vans, accounting for 56% of all observed activity. 2 axle vehicles up to 16t gross vehicle weight (g.v.w.) collectively accounted for 26% of activities. Vehicles with more than 2 axles only accounted for 9% of observed activity. Those businesses involved in activity from larger vehicles (vehicles of g.v.w. of more than 7.5t) included:

- large retailers and superstores with their own integrated supply chain and deliveries from suppliers e.g. TK Maxx, Sainsburys, Tesco Express
- public houses, restaurants and coffee shops such as the Coat and Badge Pub, Sheehans, Costa Coffee, receiving deliveries from third party logistics providers e.g. Keuhne and Nagel
- and mid level retailers such as GNC, Millets and WHSmiths, receiving deliveries from third party logistics providers e.g. TNT, 3663

Figure 4.7: Vehicle types involved in activity on PHS



The locations where larger vehicles (2 axle rigid or larger) were observed (Table 4.8) shows no clear pattern, although the most cited location is on Putney High Street. Significantly, a number of larger vehicles were recorded in Chelverton Road (although 2 of these accessed the Bus Depot), Werter Road (although the majority of these would be in the Sainsburys delivery yard) and Disraeli Road (associated with waste collection).

Over the course of the observations, 24 instances of activity (13%) involved vehicles accessing multiple businesses from the same spot. However, it should be noted that this does not include whereby the same vehicle accessed multiple businesses on PHS, but moved the vehicle between accessing one or more businesses. This is included in section 4.5.

Table 4.8: Location of Activity by Larger Vehicle Types

Location of the Activity	Vehicle Type					Total
	2Ra	2Rb	3 axle Rigid / Artic	4 axle Rigid / Artic	6 axle Rigid / Artic	
PHS Southbound Carriageway	5	4	1	0	2	12
PHS (carriageway not noted)	2	5	0	0	0	7
PHS Northbound Carriageway	3	0	0	0	0	3

Location of the Activity	Vehicle Type					Total
	2Ra	2Rb	3 axle Rigid / Artic	4 axle Rigid / Artic	6 axle Rigid / Artic	
PHS South SB Bus Stops / Station	0	2	0	0	0	2
PHS South RR Loading Bay	0	1	0	0	0	1
Disraeli Road	3	2	1	0	0	6
Norroy Road	1	0	0	0	0	1
Norroy Road Loading Bay	2	1	1	0	0	4
Subtotal						
Chelverton Road	4	0	3	0	0	7
Werter Road	0	3	2	0	1	6
Subtotal						
Walker Place	2	2	1	1	0	6
Lacy Road	0	0	2	0	0	2
Lacy Road Loading Bays	2	3	0	0	0	5
Total	24	23	11	1	3	62

Figure 4.8: Number of businesses accessed from the same access point

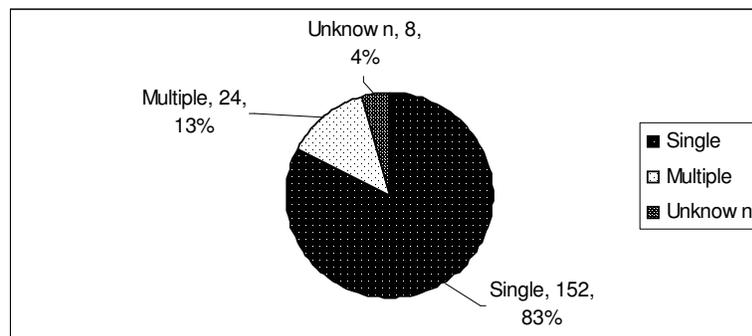


Table 4.9 shows the types of product associated with deliveries and collections, where it was possible for this to be observed. The most recorded types of deliveries and collections (excluding servicing and unknown) were food, drink, parcels/courier, salvage and newspapers and magazines. A large number of the newspaper and magazine deliveries were associated with the Station.

It should also be noted that there was a large number of instances of Cash in Transit activities (11 instances) occurring and waste/recycling collections (10 instances), although some of these are explained in section 4.5. The eight instances of the delivery/collection of salvage is associated with companies conducting reverse logistics, making deliveries of new stock and taking away empty handling units/recyclables and stock to be returned.

Table 4.9: Product types observed

Product Type	No. Activity	%	Product Type	No. Activity	%
Unknown	58	32%	Shop Displays / Advertising Materials	3	2%
Food	27	15%	Pharmaceuticals and Health Foods	2	1%

Product Type	No. Activity	%	Product Type	No. Activity	%
Courier/Parcel	17	9%	Used Cooking Oils	2	1%
Servicing	14	8%	Documents	2	1%
Drink	11	6%	Books and Stationary	2	1%
Cash in Transit	11	6%	Giftware	1	1%
Waste and/or Recycling	10	5%	Automotive Repair Parts	1	1%
Salvage	8	4%	Ambient Goods	1	1%
Newspapers and Magazines	8	4%	Electrical/Electronic	1	1%
Clothing	7	4%	Bags/Sacks	1	1%
Post/Mail	3	2%	Carpets and textiles	1	1%
Home Improvement / Construction Materials	3	2%	Total	194	105%

Table 4.9 shows the types of handling unit observed. In the majority of cases, these were loose boxes or items (40%), rather than a handling unit such as Roll Cages or Pallet Trucks. This is not surprising given the nature of the vehicles observed in activity (i.e. vans).

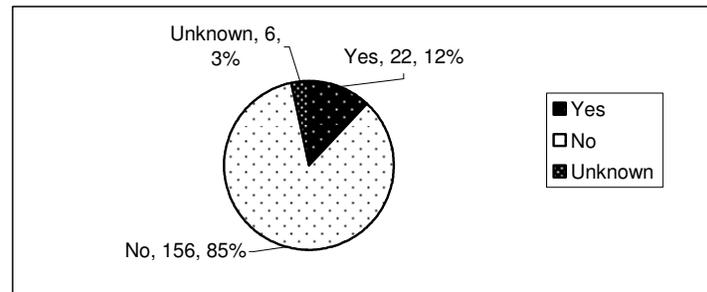
Table 4.10: Handling Units observed

Handling Unit	No. Activity	%	Handling Unit	No. Activity	%
Loose Boxes	53	29%	Kegs/Barrels	6	3%
Loose Items	20	11%	Waste/ Recycling Bins	4	2%
Bags/Sacks	15	8%	Trays	2	1%
N/A	15	8%	Pallet	2	1%
Roll Cages	12	7%	Bins	1	1%
Plastic Crates	10	5%	Trolley	1	1%
Locked Boxes	9	5%	Unknown	33	18%
Bundles	8	4%	Total	191	104%

Figure 4.9: Observations of handling units observed



Whilst PHS has significant amounts of traffic utilising it, including as a through route, only 22 instances of activity (12%) were recorded as having unsafe elements to them. Supporting comments relating to the unsafe practices included drivers having to cross PHS, general driver safety issues and parking on pavements and in pedestrian areas.

Figure 4.10: Safety Issues observed**Table 4.11: Safety issues supporting comments**

Safety Issues Comments	No. Activity
Driver crossed PHS	6
Driver safety issues	5
Loaded in the road	2
Pavement Parking	2
Mounted kerb on exit	1
Pedestrian area parked, traffic crossing blocked	1
Reversed with rear doors open	1

Of the 184 activities observed, it was felt that 43% of them negatively impacted on traffic flow.

Table 4.12: Impact on Traffic Flow

Loading and Unloading Issues Affecting Traffic Flow	No. Activity	%
Yes	79	43%
No	100	54
Unknown	5	3%
Total	184	100%

Supporting comments received to clarify the nature of impacts on traffic flow included 36 instances where traffic had to manoeuvre around vehicles involved in the observed activity. There were also 7 reported comments where access to or from bus stops was impeded by the activity being carried out.

Table 4.13: Supporting comments on impact on Traffic Flow

Supporting Comment	No. Activity
Traffic had to drive around the vehicle/blocked the road	36
Partly blocked bus access to Bus Stop	6
Impact on Buses departing/entering the depot	2
Accessed loading bay by cutting through 2 lanes and then driving through a bus stop. Upon exiting, cut through two lanes and exited southwards	1
Blocked service road which many vehicles tried to use to access Felsham Road	1
Pulled out into the path of oncoming bus	1
Stopped in Bus Stop	1

Supporting Comment	No. Activity
Waited for Gates to be opened. Reduced traffic to single lane opposite entrance to Exchange Centre Car Park	1

Given the nature of the road layout and locations of the majority of businesses, it is not surprising that the impact on traffic flow of loading/unloading activities is greatest in PHS as shown in Table 4.14. It is also interesting to note that loading/unloading activity in Chelverton Road has an impact on access to/from the Go Ahead Bus Depot.

Figure 4.11: Impact on traffic flow on PHS Southbound

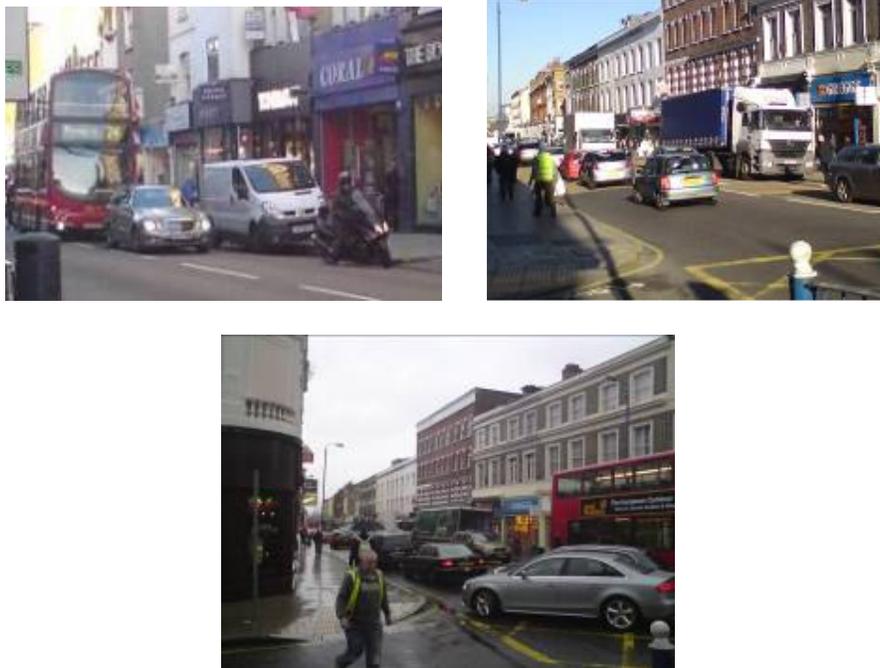
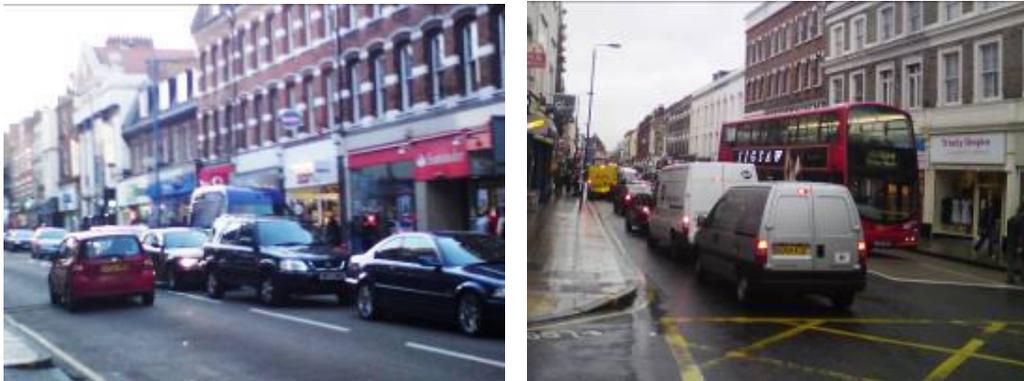


Table 4.14: Impact on Traffic Flow by location of activity

Location of the Activity	Loading and Unloading Issues Affecting Traffic Flow			Total
	Yes	No	Unknown	
PHS Southbound Carriageway	24	5	0	29
PHS (carriageway not noted)	21	2	0	23
PHS Northbound Carriageway	14	1	0	15
Chelverton Road	4	7	1	12
PHS South SB Bus Stops/ Station	2	1	0	3
Disraeli Road	3	14	0	17
PHS South RR Loading Bay	2	2	0	4
Lacy Road	2	5	0	7
Lacy Road Loading Bays	1	16	1	18
Walkers Place	1	11	2	14
Montserrat Road	1	3	0	4
Werter Road	1	17	0	18
PHS South NB Bus Stops	3	1	0	4

Location of the Activity	Loading and Unloading Issues Affecting Traffic Flow			Total
	Yes	No	Unknown	
Norroy Road Loading Bay	0	11	0	11
Felsham Road	0	1	0	1
Unknown	0	0	1	1
Norroy Road	0	3	0	3
Total	79	100	5	184

Figure 4.12: Impact on traffic flow on Northbound carriageway PHS



It is also interesting to note that where activities impacted on traffic flow, 75% of these activities were for less than 20 minutes, with 20% of these taking more than 20 minutes.

Table 4.15: Impact on Traffic Flow by duration of activity

Time Duration	Loading/Unloading Affect Traffic Flow			Total
	Yes	No	Unknown	
10 minutes or less	47	50	0	97
11 - 20 minutes	13	14	2	29
21 - 30 minutes	6	13	2	21
31 - 40 minutes	4	4	0	8
41 - 50 minutes	2	0	0	2
51 - 60 minutes	1	1	0	2
60 minutes or more	3	3	0	6
Not able to calculate	3	15	1	19
Total	79	100	5	184

Of all of the activities observed, 33% of these used loading/unloading facilities. The most observed areas where loading facilities were used included Lacy Road Loading Bays, Walkers Place, Norroy Road Loading Bays and Werter Road. Loading facilities in Werter Road consisted of WHSmiths using a side loading entrance, the delivery yard at Sainsburys, and a rear access area behind Prêt a Manger. Loading/unloading facilities in Chelverton Road consisted of commercial vehicles entering the Go Ahead Depot for delivery/servicing reasons, whilst in Disraeli Road, this consisted of the service area between the library and GNC.

Figure 4.13: Observed use of loading facilities at Putney High Street Red Route Loading Bay (top left), Lacy Road (top right), Sainsburys (bottom left) and Superdrug (bottom right)



Table 4.16: Use of Loading/Unloading Facilities by location of activity

Location of the Activity	Loading/unloading facilities used			Total
	Yes	No	Unknown	
Lacy Road Loading Bays	18	0	0	18
Walkers Place	14	0	0	14
Norroy Road Loading Bay	11	0	0	11
Werter Road	10	8	0	18
PHS South RR Loading Bay	4	0	0	4
Chelverton Road	2	9	1	12
Disraeli Road	1	16	0	17
PHS Northbound Carriageway	0	15	0	15
PHS Southbound Carriageway	0	29	0	29
Lacy Road	0	7	0	7
Felsham Road	0	1	0	1
Unknown	0	0	1	1
Montserrat Road	0	4	0	4

Location of the Activity	Loading/unloading facilities used			Total
	Yes	No	Unknown	
PHS	0	23	0	23
PHS South NB Bus Stops	0	4	0	4
Norroy Road	0	3	0	3
PHS South SB Bus Stops / Station	0	3	0	3
Total	60	122	2	184

Only 2 Penalty Charge Notices were issued over the course of the observations – these were to commercial vehicles on the middle section of Putney High Street and on Werter Road.

Figure 4.14: PCN being issued to commercial vehicle on Werter Road



4.5 Other Observations

In addition to the observations recorded in sections 4.2 – 4.4, a number of further observations were noted relating to activity in the PHS area.

With regards the Red Route Loading Bay on the northbound Carriageway opposite Putney Station, it has been reported by Wandsworth's Transport Team that when delivery vehicles access this loading bay, this poses difficulty for buses trying to access the bus stops. Whilst this loading bay was not well used during the observations (with activity only observed in 4 instances), instances of restricted bus access were recorded on one occasion. However, it should also be noted at certain times in the mid morning and early afternoon, the presence of buses waiting in the loading bay was observed, prior to entering the bus stops.

Figure 4.15: Safety Issues at Red Route Loading Bay South Bound Carriageway



From the livery and the first 4 digits of a vehicle's registration number, it has been possible to estimate the number of instances where the same vehicle appeared at more than one location on PHS (and side roads), and/or at the PESC. It is felt that 24 vehicles accessed multiple parts of PHS and/or PESC – 16 vehicles accessed multiple parts of PHS only, accounting for 35 instances of activity (19%). 8 vehicles accessed multiple parts of the High Street (10 instances of activity or 5% of the High Street activity) and the Exchange Shopping Centre (8 instances of activity or 18% of Exchange Centre activity).

Unsurprisingly, this behaviour is typically associated with couriers and 3rd party logistics operators such as UPS, but also suppliers to supermarkets and retailers such as Hovis, Unichem and Newspaper Suppliers e.g. Evening Standard. In the case of Metro, the same vehicle accessed the Station, departed and then subsequently returned.

Waste collection in PHS area was observed as being carried out by four different companies - Biffa, Veolia, Grays and the Borough's own waste collection vehicles. These four companies accounted for ten instances of activity, although two of these were attributed to a Veolia vehicle. Each of these accessed multiple businesses on the High Street and the surrounding side streets.

Table 4.17: Vehicles accessing multiple parts of the High Street

Company	Reg. No	Number of Observations		Company	Reg. No	Number of Observations	
		PHS	PESC			PHS	PESC
UK Mail	BA05	3	0	TNT	PL06	2	0
Freeway	FD07	3	0	Delice de France	RK09	2	0
UPS	LX03	3	0	Veolia	VV05	2	0
Hovis	-	2	0	Evening Standard	LY56	2	1
Unichem	CK56	2	0	DPD	YP57	2	1
Parcel Force	EX59	2	0	DHL	BK09	1	1
UPS	EY57	2	0	R&T Transport	CN08	1	1
Metro	GN58	2	0	Holland and Barrett	FN55	1	1
Citilink	HG57	2	0	Office Depot	JEZ	1	1
Loomis	KW07	2	0	UPS	ND52	1	1
Night Freight	LF52	2	0	Warburton	PN08	1	1
Uptown Biodiesel	LG03	2	0	Total	24	45	8
G4S	LT57	2	0				

Cash in Transit activity was recorded in 11 stances of activity during the observations, all undertaken by either Loomis or Group 4 Security (G4S). It was interesting to note that in the case of Loomis, one van was immediately followed by a second, with livery on the side of the vehicle indicating that this was in conjunction with the Met Police.

Figure 4.16: Cash in Transit



As a result of the nature of cash in transit deliveries, in the majority of cases, it is not secure to use loading facilities but rather to stop to the front of premises, typically on PHS.

Whilst on-street provision for loading and unloading is mainly located in the side streets of Lacy Road, Norroy Road and at the Red Route Loading Bay opposite Putney Rail Station, there are several off street loading facilities available for use by businesses. These include at Walkers Place, as observed being used to access businesses located on the North Bound Carriageway at the North end of PHS e.g. Superdrug and Halfords, the Putney Exchange Centre and Lacy Road businesses. Sainsburys have their own loading area which has a side access road running parallel to this that was observed as being in use by Prêt A Manager.

Side/Rear access of businesses located on the Southbound Carriageway close to Disraeli Road e.g. GNC was also observed as being used to access waste bins. No activity was observed relating to rear access of McDonalds and other High Street premises via Jones Mews.

5 BUSINESS SURVEYS

A total of 35 businesses were approached to take part in the delivery and servicing survey on PHS and a total of 24 face to face interviews were completed with the businesses willing to participate. Among the businesses that took part in the survey were major department stores and supermarkets such as Tesco, M&S, Sainsbury and clothing retailers including TK Maxx, Jigsaw, Topshop, various coffee and sandwich outlets such as Costa, Prêt à Manger, Subway and electrical retailers such as Sony, Currys and Maplin.

5.1 Detailed findings

Detailed findings are provided in sections 5.1.1 – 5.1.3. Further information on section 5.1.1 can be found in Annex E.

5.1.1 Type of businesses taking part in the survey

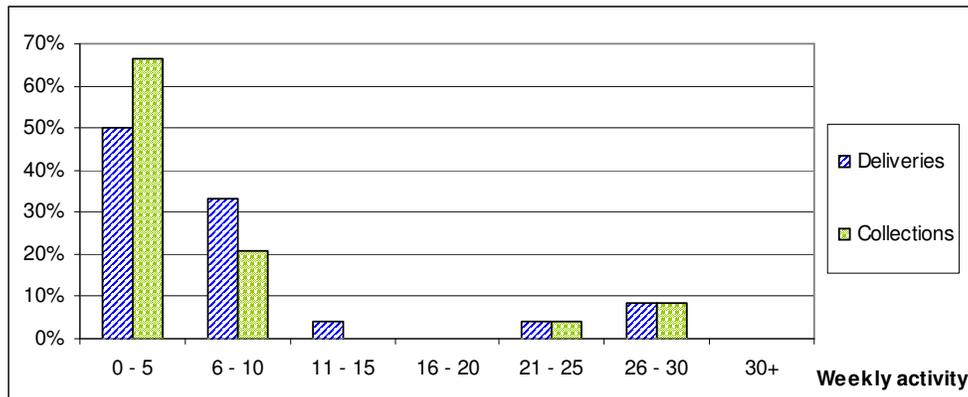
A significant proportion of businesses that took part in the survey were clothing retailers, coffee shops, electrical retailers, supermarkets and health and beauty outlets.

Table 5.1: Type of business that took part in the survey

Type of business	No. Businesses	%	Type of business	No. Businesses	%
Clothing retailer	4	17%	Department Store	1	4%
Coffee Shop & Sandwich Bar	3	13%	Fashion Accessories retailer	1	4%
Electrical retailer	3	13%	Glasses retailer	1	4%
Health & Beauty retailer	2	8%	Home ware & Gift retailer	1	4%
Supermarket	2	8%	Music retailer	1	4%
Bakery/Sandwich Bar	1	4%	Sport retail	1	4%
Bicycle Retailer	1	4%	Stationery retailer	1	4%
Clothing Charity	1	4%	Total	24	100%

The majority of businesses (71%) open between 08:01 and 10:00, with the other 29% open between 06:01 and 08:00 (Monday to Friday). 71% of businesses close between 17:01 and 19:00, with 21% closing between 19:01 and 21:00 (Monday to Friday). Of those businesses consulted, 8% do not open on a Sunday.

38% of businesses indicated that they do not receive daily delivery, with 54% not having daily collections. 46% of businesses indicated that they receive 1 daily delivery with the number of weekly deliveries and collections shown in Figure 5.1. 50% of businesses receive up to 5 weekly deliveries, with 33% receiving 6 – 10 deliveries. 67% of businesses receive up to 5 weekly collections, although it should be noted that 46% of businesses carry out reverse logistics whereby collections of waste and salvage are made at the same time as deliveries.

Figure 5.1: Weekly activity of businesses

The most delivered/collected type of goods were retail goods sold by the business (96% of businesses) and goods necessary for the business and waste and recycling also cited (both by 71% of businesses). The most cited handling units were Tote Boxes and Pallets for both deliveries and collections.

The busiest times for deliveries were cited as between 10:00 and 16:00, which is unsurprising given the restrictions for loading on the High Street. The busiest time for collections is before 07:00. Busiest days for deliveries were on a Thursday and Friday. Monday was cited as a busy day for collections, although 71% of businesses indicated there is no busiest day for collections.

Regarding the type of vehicle involved in the delivery and collection activity, all three types of vehicle – Van, Rigid Goods Vehicle and Articulated Goods Vehicle – were all equally cited, with Waste Collection Vehicle also cited for collections.

The most cited durations for the delivery, collection or servicing activity were less than 10 minutes (37% of deliveries, 57% of collections) with the majority of activities completed in less than 30 minutes.

5.1.2 Loading and Unloading Locations and Provision

The majority of deliveries and collections take place on the High Street (63% of businesses). Six businesses have access to off High Street loading facilities including Walkers Place and Werter Road, with 4 businesses indicating Rear Access, 2 via Chelverton Road. Only 1 business indicated deliveries and collections via Jones Mews.

Table 5.2: Location used for deliveries and collections

Location Type	Street	No. Businesses	%
On Street	Putney High Street	15	63%
Off Street	Walkers Place	3	13%
	Werter Road	2	8%
	Unknown Location	1	4%
Rear Access	Chelverton Road	2	8%

Location Type	Street	No. Businesses	%
	Alley at the Side	1	4%
	General	1	4%
Servicing/Side Road	Jones Mews	1	4%
Total		26	108%

Half of the businesses do not have rear access although 2 stores which do have rear access do not use it. In the first case this is on Werter Road close to Sainsbury's yard and it is not used due to security reasons. In the second case, the department store's service road is incompatible with the size of the vehicle that normally delivers to the store.

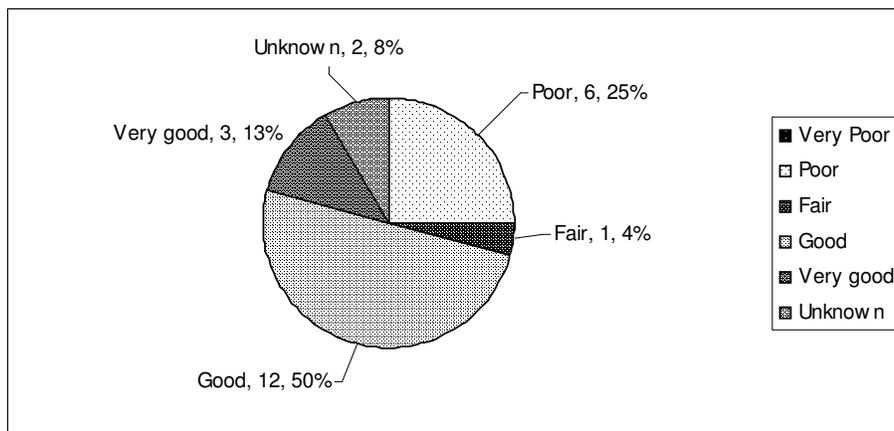
Table 5.3: Provision of rear access

Does the business have rear access?	No. Businesses	%
Yes and it is used	10	42%
Yes but it is not used	2	8%
No	12	50%
Total	24	100%

Half of the businesses interviewed described the provision of loading/unloading facilities for deliveries and collections as good.

Two of the six interviewees that described the loading/unloading provision as being poor explained that the provision of a delivery bay is needed. Another 2 business managers commented that the provision is poor due to the proximity of a nearby bus stop; another explained that their delivery driver has to cross a pedestrian crossing with goods to be delivered on pallets and that in their view this is a dangerous location.

Figure 5.4: Opinion of loading/unloading facilities for businesses



5.1.3 Control over deliveries, collections and the supply chain

58% of businesses have their ordering process controlled by the Head Office, with only 17% indicating that they control the supply chain.

Table 5.4: Control over the supply chain

Who controls the ordering process	No. Businesses	%
Head Office	14	58%
You & an employee and the Head Office	5	21%
You or an Employee	4	17%
Combination of employers, Head Office and suppliers	1	4%
Total	24	100%

The majority of businesses do not control their delivery and collection times, these are set for them by the Head Office. However, one electrical Business has control over the collection times.

Table 5.5: Control activity time

The business controls activity times	Deliveries		Collections	
	No. Businesses	%	No. Businesses	%
Yes	0	0%	22	92%
No	23	96%	1	4%
Unknown	1	4%	1	4%
Total	24	100%	24	100%

5.1.4 Freight Perception

67% of businesses interviewed commented that they are not aware of any problems associated with freight. One respondent who indicated that there are no problems with their deliveries indicated that their deliveries are so quick that there is no impact on traffic flow.

Table 5.6: Problems associated with freight

Problems associated with freight	No. Businesses	%
None, not any,	17	72%
There is no where to park	3	12%
Articulated vehicles hinder traffic flow	2	8%
Traffic and congestion	1	4%
Articulated vehicle has to circle the area to access Werter Road	1	4%
Total	24	100%

The views received from businesses relating to the safety, efficiency and sustainability of deliveries were mixed, with comments received from all 24 businesses, and classified as in Table 5.15. 37% of businesses indicated that

deliveries on PHS are carried out efficiently and sustainably at present, or that there are no problems. However, 50% of businesses indicated one or more problems/issues including the level of traffic in the area, safety issues and conflicts with other users.

Table 5.7: General views about deliveries and collections

General view about the safety, efficiency and sustainability of the deliveries and collections	No. Businesses	%
Positive Views		
It is good/efficient	7	29%
No problems - does not deliver on the High Street	1	4%
Early morning deliveries with no issues	1	4%
Area is safe and well policed	1	4%
Area well signed	1	4%
Negative Views		
The area has too much traffic and congestion, including lorries and buses	4	17%
Deliveries viewed as unsafe/conflict with other users	2	8%
Deliveries to specific area cause problems e.g. side roads, Tesco/Greggs	2	8%
Deliveries inconvenient for the High Street	1	4%
Daytime deliveries difficult	1	4%
Area not accessible	1	4%
2 staff assist with deliveries to prevent H&S issues	1	4%
Other		
Has no view/unknown	4	17%
Total	27	113%

46% of businesses indicated that they have no suggestions or that nothing can or will be changed. Among the suggestions for improvements was the provision of delivery bays on PHS, night time deliveries and lenient parking for deliveries and collections.

Table 5.8: Suggested improvements to deliveries and collections

Suggestions to improve the safety, efficiency and sustainability of deliveries and collections	No. Businesses	%
Practical Suggestions		
Lenient parking for deliveries and collections	2	8%
Provision of loading bays on the High Street	2	8%
Investigate implementing night time deliveries	2	8%
More provision for waste and recycling	1	4%
More frequent waste collections	1	4%
Road to be widened for delivery bays	1	4%
Implement a loading manager for the High Street	1	4%
More delivery times/less restrictions	1	4%
Reduce activity time	1	4%
More signage for the loading areas	1	4%
Improved access for lorries	1	4%

Suggestions to improve the safety, efficiency and sustainability of deliveries and collections	No. Businesses	%
Practical Suggestions		
Reduced vehicle access to improve traffic flow	1	4%
Implement a fee for deliveries	1	4%
No Suggestions		
No suggestions / Nothing will or can be changed	11	46%
Other		
Not relevant	1	4%
Total	27	113%

5.2 Supporting Comments from Business Surveys

This section provides supporting comments and feedback in relation to the business surveys conducted with businesses on Putney High Street regarding the businesses' general view about freight movements. The views of businesses relating to freight, deliveries and servicing were of mixed views.

Two thirds of the businesses interviewed said that they are not aware of any problems associated with freight movements on Putney High Street. In terms of the safety, efficiency and sustainability of deliveries and other freight movements, 8 Businesses confirmed that these are quite good and efficient while another 3 businesses had no view on the matter. One business manager indicated that their *"deliveries are quick and have no impact on the traffic flow on the High Street."*

However, several of the businesses raised several points and issues relating to the negative impact of or provision for loading/unloading and delivery activity, with one business summarising that *"Putney is not designed for this level of traffic"*.

The nature of the businesses on the High Street, which have their own consolidated supply chains, national and/or regional distribution centres served by articulated goods vehicle can cause problems on the High Street, in conflict with the existing servicing infrastructure and the way in which efficient supply chains work.

One business receives deliveries from the High Street prior to 07:00 to reduce the impact on the local road network. The delivery takes 50 minutes and occupies a whole lane on the roadway. Whilst the store has a service road and rear access available, these cannot be used for deliveries as they are incompatible with the size of the lorry that is used for the main delivery to the store. Other respondents noted that despite blocking one of the lanes of the roadway, the articulated vehicle that normally delivers to the store has to be parked as close as possible to the store. Another business complained about the traffic and the congestion on PHS, while others pointed out deliveries carried out at Tesco and Greggs *"hinder the traffic"* flow.

Other issues raised related to provision of loading itself - three businesses pointed out that it is difficult to find a place to park as there are no delivery bays on the High Street and one Business who receives deliveries via Jones Mews indicated that

when delivery vehicles stop at the entrance to the service road, this blocks access for any other deliveries.

One business commented that their deliveries are potentially dangerous and unsafe due to the 'dynamic of the High Street' but are essential to the normal running of the store. Two store managers interviewed pointed out that there is potential conflict between pedestrians, bus passengers and delivery vehicles on the High Street. Another business also remarked that the one way system leads to additional travelling time to access the loading area on Werter Road.

Businesses were asked to suggest improvements to PHS based on their experience of running a business in the area. Eight of them did not have any propositions to ameliorate the congestion in the area and increase the efficiency of deliveries, whilst two businesses had a rather nonchalant attitude regarding the current state of the area saying that nothing in PHS will change.

Three other businesses suggested the provision of more loading bays on the High Street, while others recommended night time deliveries to diminish their impact on the traffic. One business manager advised that the safety of the area could be improved by having a manager for the entire area to monitor and oversee pedestrians, commuters and loading activities.

One respondent implied that the safety and efficiency of the area could be enhanced by imposing a fee for deliveries. Another interviewee put forward the idea of a lenient parking system for delivery vehicles, while others suggested improvements could be made by restricting vehicles' access to the area.

6 FREIGHT ENVIRONMENT REVIEW SYSTEM

The Freight Environment Review System (FERS) audit was conducted to assess the current provision for freight and servicing vehicles in the Putney High Street area. This was with a view to harmonising freight activity with other street users. FERS includes assessing a series of parameters within each feature such as a street section or a loading space from a freight users' perspective.

A summary of key findings is presented in section 6.1. A full write up of the FERS audit for Putney High Street and the associated side roads is included as Annex E.

6.1 FERS Summary Findings

PHS, on both North and Southbound Carriageways, from the junction with Disraeli Road to the junction with Lacy Road, restrictions in place for loading and unloading activity, are:

- no stopping allowed on the High Street Monday to Sunday between 07:00 and 19:00
- no loading allowed on Monday to Friday between 07:00 – 10:00 and 16:00 – 19:00

No stopping or loading is allowed between the junction of the High Street with Lacy and Felsham Roads, and at the Southern end of PHS, close to Putney Station. In this area there are road markings and signage indicating that this is a Red Route, with no stopping for parking or loading allowed outside of loading bays. Further restrictions are also in place at junctions with side roads.

It is recognised from the FERS audit, and the observation surveys that there are high volumes of pedestrians, shoppers and cyclists on the High Street, and it is felt that this is due to the proximity of the shops, the railway Station and the Exchange Shopping centre.

Along various sections of PHS, pedestrian railings and brightly contrasted bollards are present along the both the north and southbound carriageways. Whilst the pavement surfaces are considered to be of good quality, the carriageway surface has cracks and potholes in close proximity to the pavements.

It is felt that freight vehicles hinder the traffic flow and disrupt vehicles travelling behind them when deliveries take place on the High Street.

There is no on-street provision for loading activity on PHS except for a shared use **Red Route loading bay** on the Northbound carriageway located opposite Putney Station. Signage for this is obscured by a nearby newsagent, and the location of the bus stop north of the loading bay presents obstacles. This is particularly the case when vehicles carry out loading activities in the bay, buses cannot easily pull into the bus stop, and this can cause localised congestion. Buses have been observed stopping in the loading bay prior to entering the bus stops and it is felt that the

loading bay is not large enough to accommodate all the types of vehicles likely to use it e.g. larger articulated vehicles.

Disraeli Road is a mainly residential street, containing Putney Library, a doctor's surgery and several small offices. The street is one way with vehicles travelling from the East to exit onto the High Street. Residential, disabled, motorcycle and cycle parking are also provided for on Disraeli Road. On the Northeast side of Disraeli Road, several industrial waste bins are stored behind the businesses which face the High Street, but were observed on the pavement near to the Library presenting potential hazards.

Norroy Road is a mainly residential street which also contains a loading bay for use by vehicles accessing the High Street, or by disabled car users. Residential and Pay and Display car parking are also provided. The street is one way with vehicles travelling from the High Street to the West into the residential area. The faded road markings of the loading bay on Norroy Road South West are not in sync with the red route restrictions indicated on the signpost by the bay. It is felt that the loading bay on Norroy Road is not large enough to accommodate all the types of vehicles likely to use it. It is not suitable for large articulated lorries and not large enough to fit both vehicles with disabled badges provided and freight vehicles.

Chelverton Road is a mainly residential street, but also contains several restaurants/cafes, small offices and the Go-Ahead Bus Depot. No loading bays are located on Chelverton Road and rear access to Costa Coffee and a few other businesses on the High Street is not accessible. Vehicle access into the residential part of Chelverton Road is restricted beyond the Bus Depot. Freight vehicles carrying out loading/unloading activities on Chelverton Road North West disrupt the traffic flow by blocking the traffic lane with buses and other road users unable to easily overtake them causing temporary local congestion.

Werter Road consists of a Sainsburys store with its own delivery yard and customer car park, residential properties, a Church, and side access to several businesses on the High Street. The road is a one way street with vehicles exiting from the East on to the High Street. Provision for residential and disabled parking, a Taxi Rank and Pay and Display parking are also provided. Whilst it is felt that the majority of loading/unloading activity occurs in the Sainsburys delivery yard, vehicles were observed carrying out delivery activity on the North East, where loading is restricted.

Lacy Road contains the side entrances to the PESC for both customers wishing to access the customer car park, and for delivery and servicing vehicles. A number of businesses not based within the Centre are located on Lacy Road, including shops and restaurants/bars. The road allows for vehicles to travel in both directions but access to the residential area in the West of Lacy Road is prohibited. Lacy Road contains 5 loadings bays and a number of disabled parking spaces. Whilst it is felt that the loadings bays if used individually are not large enough for larger freight vehicles, the loading bays can be used together. It is felt that there is a lack of signage indicating the location of the loading bays for use by delivery vehicles.

Walkers Place is an off-street area to the rear of premises (including TK Maxx, Boots, Halfords and Superdrug) located at the North end of the High Street, and to

the north of Lacy Road. In addition to the off street area, there is a service road linking Lacy Road and Felsham Road. Car parking is also provided in Walkers Place. During the FERS audit, it was observed that delivery vehicles blocked the service road with deliveries and there were instances of pavement parking in the surrounding area. It is also felt that the storage of waste bins presented potential hazards to delivery staff, and that there could be instances of fly tipping occurring. As per Lacy Road, it is felt that there is a lack of signage indicating the location of Walkers Place for potential use by delivery vehicles. However, it is believed that Walkers Place is private land, and so not the responsibility of the London Borough of Wandsworth, and in this respect, there is a limit to whether anything could be done.

Felsham Road consists of mainly residential properties, with Barclays Bank located at the junction with the High Street. Felsham Road is also a one way street, and was observed as being the exit onto the High Street for vehicles from Lacy Road, Walkers Place and Weimer Street. It is felt that the road is narrow and can become congested when Cash in Transit occurs at the bank blocking vehicles travelling behind the Cash in Transit vehicle, or when the High Street is congested and vehicles can't exit on to the High Street.

Jones Mews is a service road that runs behind of premises including HMV, McDonalds, Santander, Clarks and Claire's Accessories. The service road is wide enough for only one vehicle at a time and can become blocked where vehicles stop to carry out loading and unloading activity. The road is also not wide enough for vehicles larger than a small 2 axle vehicle to access.

7 STRATEGIC CONSULTATION

To try to gather wider views and perspectives on the perception of freight activity on Putney High Street, attempts were made to gather the views of other key stakeholders in the area. These included the Transport Department at the London Borough of Wandsworth, the Putney Town Centre Manager, the Go Ahead Bus Depot, the Putney Exchange Shopping Centre and the Freight Transport Association.

7.1 Transport Department, London Borough of Wandsworth

Prior to this study, the Transport Department at the London Borough of Wandsworth were aware of issues associated with the Red Route Loading Bay commented on in section 4 and section 6. The issue they were particularly aware of is that when vehicles are involved in loading/unloading activity at the Red Route Loading Bay, buses have difficulties in accessing the bus stops to the north of the loading bay, which, taking into account a taxi rank in the middle of PHS, impacts on northbound vehicle movements on Putney High Street.

In recognition of this issue, the Transport Department developed and are submitting a scheme to go before committee and then public consultation relating to the area at the South end of Putney High Street, and Putney Rail Station area. This is to be carried out to complement improvements to Putney Station to be made by Network Rail relating to the Station entrances and lifts to the platforms.

It is proposed to upgrade the environment outside Putney Station and the surrounding streets with improved facilities for pedestrians, cyclists, bus passengers, bus operations and general traffic. The proposals also include an upgrade of the streetscape of the area, bringing it in line with the rest of Putney High Street which has been refurbished in recent years. This scheme encompasses both sides of Putney High Street from Upper Richmond Road to Norroy Road, and also includes adjacent sections of Norroy and Disraeli Roads.

Information collected as part of this study including the observations and FERS audit has fed into this. A summary of the scheme and applicable measures from a delivery and servicing perspective are:

- Removal of unnecessary street furniture, including guard railing, newspaper bins, phone boxes, the bus controllers cabin and unnecessary posts and signs; and improvement of the streetscape in line with the rest of Putney High Street;
- Reduction of the length of the taxi stand and slight inset of the loading bay and bus stop on the northbound carriageway to provide additional space for traffic to manoeuvre past buses and loading vehicles, thus easing congestion and smoothing traffic flow;

- Installation of a disabled parking bay on Norroy Road, and removal of disabled parking in the red route loading bay to better meet the requirements of business and disabled people⁵.

Other feedback from the Transport, Parking and Highways teams at the London Borough of Wandsworth identified that deliveries and freight activity are important to the local economy of Putney. However, delivery activity and freight vehicles are felt to impact on traffic in Putney High Street causing delays for buses, impacting on the cycling environment and access for emergency service vehicles. It is acknowledged that any impact on traffic flow is important because of the volume of traffic using the route throughout the week.

In recognition of the dual roles that Putney High Street has, the Council implemented unique waiting restrictions on the High Street itself, to complement loading restrictions:

- Waiting restrictions in the section of Putney High Street between Disraeli Road and Putney Bridge Road operates from 7am to 7pm, Monday to Sunday, which is unique in the Borough.
- Loading is permitted between 10am and 4pm, and overnight

These were introduced to try to prevent obstructive parking during the peak hours whilst still accommodating the needs of commercial premises. However, it is acknowledged that this does not completely prevent obstructive parking but is the best option that they have come up with to date.

It is acknowledged also that it would be beneficial if deliveries could be made at night or through rear accesses to premises, but recognising the difficulties that these can lead to.

7.2 Putney Town Centre Manager

The Putney Town Centre Manager (TCM) indicated that he has not received any comments from businesses relating to freight activity or provision, and that any comments from residents would be directed to councillors.

The view, that appears to be supported by the business surveys, is that the provision for freight vehicles is not perfect, but it works. The movement of vehicles in Putney High Street is a balance between its uses as a Major Strategic Road (leading to the South Circular) by vehicles of all types - "Putney has the highest traffic flows across the Thames which feed into the High Street" - and the re-stocking needs of businesses.

It is felt that measures such as pavement widening or restriction of the road space would be counter productive, particularly for emergency service vehicles, such as fire engines, ambulances and police cars to pass through the High Street quickly. At

⁵ London Borough of Wandsworth, 2011, Strategic Planning and Transportation Overview and Scrutiny Committee Report by the Director of Technical Services on plans to improve access and interchange at Earlsfield Station, SW18 (Earlsfield) and Putney Station, SW15 (Thamesfield).

present, where the road narrows to only one lane per carriageway, this is only possible because there is an unofficial “third lane” available, so long as vehicles pull into the sides of road, emergency vehicles can then pass. At present as well, where deliveries are occurring on the High Street, vehicles can flow around those that are parked.

It is understood that previously, much of the old High Street had rear access to their premises. However, as the High Street developed, new properties were built and other buildings extended; in filling has occurred so that rear access is now not available. Additionally, as technologies have changed, vehicles have got larger and with the use of refrigerated units residents now notice the issue more. It was felt that this could be the case with Out of Hours deliveries.

The TCM also commented that there is to be a third phase of gas main replacement works happening in the future, phase two of which was completed in October 2010.

7.3 Go Ahead Bus Depot

The Bus Depot located on Chelverton Road is operated by Go Ahead Buses.

From the perspective of the bus services starting/terminating/using Putney High Street, the biggest concern is the amount of lorries and vans that unload in the High Street. This is particularly the case when:

- a lorry will be unloading outside a shop and a van then pulls up almost opposite the lorry leading to congestion
- delivery vehicles park opposite bus stops

One suggested solution to solve the first issue would be to have unloading on one side of the road at certain times, then switch to the other side.

From the perspective of the bus depot, whilst during the Observation surveys delivery vehicles were observed unloading from bus stops, it is felt that the buses do not experience problems with delivery vehicles loading/unloading from bus stops.

It had also been commented that delivery activity in Chelverton Road has an impact on the traffic flow, particularly for buses entering and leaving the depot. However, this was not felt to be an issue with the Depot commenting “Chelverton Road is a bit hit and miss with mainly delivery vans parking for 20 to 30 minutes but we do live with this.”

7.4 Putney Exchange Shopping Centre

The Putney Exchange Shopping Centre’s vehicle entrance is located off of Lacy Road, with pedestrian entrances also off of Lacy Road, and off of PHS. There is a car park available for customers consisting of approximately 250 spaces and adjacent to the entrance to the car park on Lacy Road, is an entrance to a delivery and servicing yard.

Figure 7.1: Entrance to PESC Service Yard

The Centre contains 55 businesses including retailers, restaurants, cafes and sandwich establishments, and includes a Waitrose store. The Centre also contains several residential flats which overlook the High Street and Lacy Road.

The yard consists of 11 shared access delivery bays, 8 of which are double bays for use by larger vehicles. Vehicles wishing to access the yard first need to sign in with security at the entrance to the yard, before proceeding. The signing in sheet identifies the company that is carrying out the activity, who the activity is for, and arrival/departure times. The Centre receives approximately 10 – 20 deliveries per a day for its tenants, with Thursday the busiest day for deliveries as businesses prepare for the weekend.

In accordance with the S106 agreement that the Centre has with the London Borough of Wandsworth, the Centre does not open the gates to access the delivery yard until 06:00 in the morning and the gates are closed after 22:00 at night. Additionally, the Centre is not allowed to receive any deliveries on a Sunday, except by special arrangement. However, where the gates are not open until 06:00, some delivery vehicles arrive earlier than this and wait in the Lacy Road area, some of which leave their engines idling. The Centre's policy is to try to discourage this.

It is the Centre's policy towards its tenants (and for the tenants to inform their transport departments, suppliers and third party logistics providers) that all deliveries, collections and servicing should be carried out through the basement, with the exception of HMV, which receives deliveries via Jones Mews, unless the size of delivery vehicle prohibits this. The Observation surveys reflect this policy although several vehicles accessed the Centre from Putney High Street. It is felt that these were most likely to have been new delivery drivers.

This policy also extends to Cash in Transit activities. However, whilst Cash in Transit activities are advised to use the basement delivery yard, this can't be enforced by the centre.

Prior to 2003, a large taxi rank was located on Lacy Road. However, as a result of congestion in the area, the taxis relinquished use of this facility and the ranks were converted into the loading and disabled car parking bays. This has seen congestion in the Lacy Road area improve since. From the Centre's point of view, there is no

need for on street disabled bays on Lacy Road with the Centre's own customer car park including the provision of disabled bays.

From the viewpoint of the Centre, at peak times the High Street is very congested, including on the High Street at the time of the morning commute, with the delivery and servicing activity perceived to impact on safety. This is particularly felt to be the case between 08:00 and 10:00, although loading restrictions are in force during this time period.

It is recognised that the nature of the High Street as a through route with large amounts of passing traffic does not aid the delivery and servicing environment for businesses outside of the Centre.

It has been suggested that restricting times for loading/unloading on the High Street could lead to an increase in Out of Hours Deliveries or shift deliveries to back roads such as Oxford Road. However, it is recognised that Out of Hours Deliveries could impact on the local residents. It has also been suggested that there is weak enforcement of the current loading restrictions on the High Street, although camera enforcement of no turns into Monserrat and Norroy Roads has seen a positive impact.

Based on the Observation Surveys, it is believed that one business in the PESC operates home delivery vehicles, this being Waitrose. It is believed that only one vehicle operates from the store, and according to the Waitrose website, home delivery is available from the Putney Store (<https://www.waitrosedeliver.com>).

7.5 Freight Transport Association

The Freight Transport Association has not received any comments from its members specific to Putney High Street.

8 CONCLUSIONS AND RECOMMENDATIONS

8.1 Conclusions

Putney High Street is a challenging environment from a delivery and servicing perspective. This is as a result of the dual functionality that the High Street has - as a busy through route to/from the South Circular to the North bank of the Thames, and as a traditional High Street. Putney also has an affluent residential population living in close proximity to the High Street.

The road layout with the converging lanes as you proceed from the south to the northern end of Putney High Street narrows the available road space from 4 lanes to 2, with space to pass in the centre of the road if vehicles pull into the sides of the road. The High Street also does not have any in-set bays for freight vehicles or buses, so that where vehicles have to stop on the High Street for any activity including loading/unloading or passenger collection/drop off, this impacts on traffic flow.

Loading facilities on the High Street itself consist of only 1 loading bay located at the South end of the High Street, with delivery vehicles stopping on the High Street, or accessing the High Street from the various side roads, loading facilities on Norroy Road and Lacy Road, or from off street loading facilities such as at Sainsburys on Werter Road and Walkers Place. The majority of delivery vehicles requiring access the Putney Exchange Shopping Centre do so from the Shopping Centre's own delivery and servicing yard.

Whilst a significant amount of the activity observed occurs from these side roads, the activity on the High Street can negatively impact on traffic flow. In the majority of cases where the activity has an impact on traffic flow, the activity does not last for longer than 10 minutes, and efforts to alter location of delivery away from the High Street will impact on duration of activity. However, there are observed instances of longer periods of activity where vehicles need to manoeuvre around vehicles stopping associated with delivery and servicing activity.

From the business and wider consultation, the perception of provision for delivery and servicing is mixed. Whilst it is felt that whilst the environment for delivery and servicing activity is not perfect, it works at present and there is a limit as to how delivery and servicing arrangements it can be improved. This is particularly the case given the historic layout of the High Street.

It is also acknowledged that previously the Putney area was identified for Medium Growth in the London Plan. As such there will be a need to manage new developments as and when they are built. However, it is not known if this is in the High Street area or elsewhere in Putney.

Section 8.2 summarises some potential recommendations that could be considered to try to reduce the impact that delivery and servicing has on Putney High Street. For each suggested measure, the advantages and disadvantages have been outlined in

recognition that it is felt that there is no set solution for helping to manage delivery and servicing activity on the High Street.

8.2 Potential Measures to Manage Delivery and Servicing Activity

The suggested measures in section 8.2 have utilised the TfL Kerbside Loading Guidance Technical Advice Note⁶, and the Mayor of London's "Clearing the Air Strategy"⁷. These measures are listed in no particular order of preference or priority but outline so possible measures that could be considered.

It is felt that the timings of the restrictions on the High Street prohibiting loading between 07:00 – 10:00 and 16:00 – 19:00 aim to remove congestion outside of the traditional commuter peaks and it is not recommended that these are altered at this time.

It is recognised that Putney High Street has been repaved recently⁸, with the Putney Station design scheme mentioned in Section 7.1 to include repaving pavements and removing street clutter between Upper Richmond Road and Disraeli Road / Norroy Road and outside Putney Station.

8.2.1 Increased Provision of Loading Bays on the Side Roads

Loading Bays are currently located on the side roads of Lacy Road and Norroy Road, and vehicles have been observed in activity on Disraeli, Chelverton and Werter Road. Very little activity was observed on Montserrat Road. However, in the case of Disraeli Road several of these related to waste collection in the area at the rear of GNC and the Library, and in the case of Werter Road, half of the activity was carried out from within the Sainsburys loading yard.

Consideration could be given to installing further loading/unloading facilities on the side streets for use by vehicles delivering to the High Street. However, it is strongly recommended that if this were to be carried out, consideration should be given to restricting access to/use of these loading bays to van traffic or light rigid goods vehicles. It is not desirable for HGVs to drive through residential areas due to associated noise, vehicle emissions, negative impacts from the weight of vehicles and restricted movement and impact on vehicle turning circle and manoeuvrability.

These could also be introduced with restrictions on when they could be used, or they could be introduced as dual use bays. However, it should be noted that the locations of the loading bays would need to be carefully considered to take into account the one way systems in operation in the Putney area, and the presence of the bus depot on Chelverton Road.

8.2.2 Review and Installation of Freight Signage

From the FERS audit, it is felt that there is an inconsistency at the Norroy Road Loading Bay relating to the legality of the signage and road markings which needs to

⁶ Transport for London Freight Unit, 2009, Kerbside Loading Guidance Technical Advice Note

⁷ Mayor of London, 2010, Clearing the Air The Mayor's Air Quality Strategy

⁸ London Borough of Wandsworth, 2010, Putney Special News from the Town Centre, Xmas Special

be clarified. It is also felt that there is a lack of signage locating the presence of loading bays on Lacy Road and the area at Walkers Place. However, it is felt that signage indicating vehicular access to the Putney Exchange Shopping Centre is appropriate. Consideration could be given to installing appropriate signage for these locations and any other loading bays in the area.

8.2.3 Loading and Unloading Facilities Map

Following on from section 8.2.5, consideration could be given to producing a map to distribute to retailers and/or suppliers identifying locations of loading facilities, restrictions and the times that the loading facilities are available for use. This could include loading bays on street, off street loading facilities such as Walker's Place, and locations of other key places of interest e.g. Sainsburys and Putney Exchange Shopping Centre. This could be disseminated electronically or on paper.

8.2.4 Out-of-Hours Deliveries

Out of Hours Deliveries have the potential to shift deliveries and vehicle activity away from periods of peak demand and congestion, and some businesses on Putney High Street already receive out-of-hours deliveries. Several businesses also suggested that consideration could be given to implementing out-of-hours deliveries. However, it is felt that this measure would not be applicable for the majority of businesses in the Putney High Street area given the size of many of the businesses, who may not be able to provide staffing to cover for the deliveries. At the same time, close proximity of the residents who are sensitised to the area would make overt out of hours deliveries difficult to implement.

8.2.5 Penalty Charge Notices

Analysis of Penalty Charge Notice information in the Putney High Street area has not been conducted. PCN issuing was not observed as being an issue during the observations phase of this project, although, it was noted in a previous report for the SLFQP that Werter Road in Putney was identified as a PCN hotspot in the London Borough of Wandsworth⁹. However further information on the types of contravention code for PCN's issued in Werter Road is not known at this time.

It is recommended that consideration could be given to reviewing available data on Penalty Charge Notices issued to commercial vehicles (as per Code 2 Loading Unloading contravention - see Annex F) in the Putney area. This could identify locations on side roads where large numbers of PCNs are issued which could be considerations for loading facilities.

If it is shown that there are areas in the Putney High Street area that are hot spots for Code 2 contraventions, consideration could be given to relaxed enforcement for loading/unloading activities.

As of February 2011, this was being investigated by the Parking Manager at the London Borough of Wandsworth, and the Town Centre Manager. However, whilst

⁹ TTR on behalf of the SLFQP, 2008, Penalty Charge Notices in the South London FQP area, Available: <http://www.londonsfqs.co.uk/LinkClick.aspx?fileticket=xgXAmMy6Lis%3d&tabid=188&mid=522>

Code 2 violations were able to be identified, difficulties were being experienced with regards the type of vehicle the PCN was issued to, and the location where the PCN was issued to on any given road.

8.3 Measures that would not be appropriate to consider

8.3.1 Provision of Loading Bays on the High Street

There is a lack of loading facilities and provision for deliveries and servicing on the High Street, although vehicles are able to stop at the kerbside when the loading/unloading restrictions are not in force.

As commented previously, there is a lack of carriageway space at present and it is felt that the existing pavements are not wide enough to allow for inset loading bays (whereby the loading activity is completely removed from the traffic flow), without negatively impacting on the large numbers of pedestrians observed on Putney High Street. Half-on half off facilities, whereby vehicles park partly on the footway and partly on the carriageway, should not be encouraged as the vehicle involved in loading/unloading activity would still impact on traffic flow, as is occurring at present.

At the same point, it is not recommended for pavements to be widened and this would restrict the amount of carriageway space available to the flowing traffic increasing congestion and negatively impacting on local air quality.

8.3.2 Maximising Use of Off Street Loading Provision

The Putney Exchange Shopping Centre and Sainsburys on Werter Road benefit from having off-street loading facilities for use and in the majority of activity observed associated with these premises, the activity occurs from within these off street locations. As such it is felt that there is a limit as to how much further use of these facilities can be made.

8.3.3 Use of Side and Rear Access

Prior to the observation surveying, an initial suggested measure under consideration was looking to maximise the use of side and rear access to premises. However, from the consultation with businesses, it is understood that some businesses already carry this out, and for others this would not be applicable. As commented in the FERS write up in Annex E, for those businesses whose premises back onto Jones Mews, the access road can only accommodate one vehicle at a time. Other premises on the High Street have had their rear access encroached upon by residential developments or it is no longer accessible due to the presence of bollards, waste/recycling bins or parked cars. As such, looking to increase the use of side or rear access in the majority of cases is not a suitable measure to take forward.

8.4 Future Management of Freight and Servicing Activity

8.4.1 Collaborative Working

With regard to taking freight measures forward in the Putney area, with the aim of improving air quality, collaborative working will be crucial. It is understood that there is a partnership amongst businesses in the area for Traffic, Transport and Parking that should be consulted on any planned activity, as well involving the Putney Exchange Shopping Centre.

8.4.2 Future Developments

At this time it is not known how the Putney High Street area will develop in the future. Should future developments be of such a size their delivery and servicing requirements will require an increasing amount of vehicular traffic, a suite of tools available to London borough of Wandsworth Planners and Highways Officers to ensure that this activity is best managed. This section outlines some of the measures that can be put into effect to minimise the adverse effects of freight and servicing activity.

8.4.3 Construction Logistics Plans

Construction Logistics Plans (CLPs) can help the construction industry manage all types of freight vehicle movement to and from construction sites. They improve the safety and reliability of deliveries to a site, reduce congestion and minimise the environmental impact of construction traffic. The benefits of CLPs to the local community are less noise and intrusion from vehicle movements; better compliance with health and safety legislation leading to fewer accidents; improved compliance with loading and unloading regulations and reduced pollution and greenhouse gas emissions.

CLPs should be developed as part of a transport assessment for each redevelopment site in the town centre. Every CLP needs to be tailored to the individual site's requirements, but points to consider include looking at where legal loading can take place; using freight operators who can demonstrate their commitment to best practice - for example, members of the TfL Freight Operator Recognition Scheme (FORS); consolidating deliveries so fewer journeys are needed; and using more sustainable delivery methods.

There is also a desire on the part of TfL to develop area wide CLPs with the expectation that this will maximise the benefits from the use of CLPs by exploiting the synergies between different development sites. Incorporation of area wide CLPs into the Area Action Plan process provides an opportunity to progress this towards implementation.

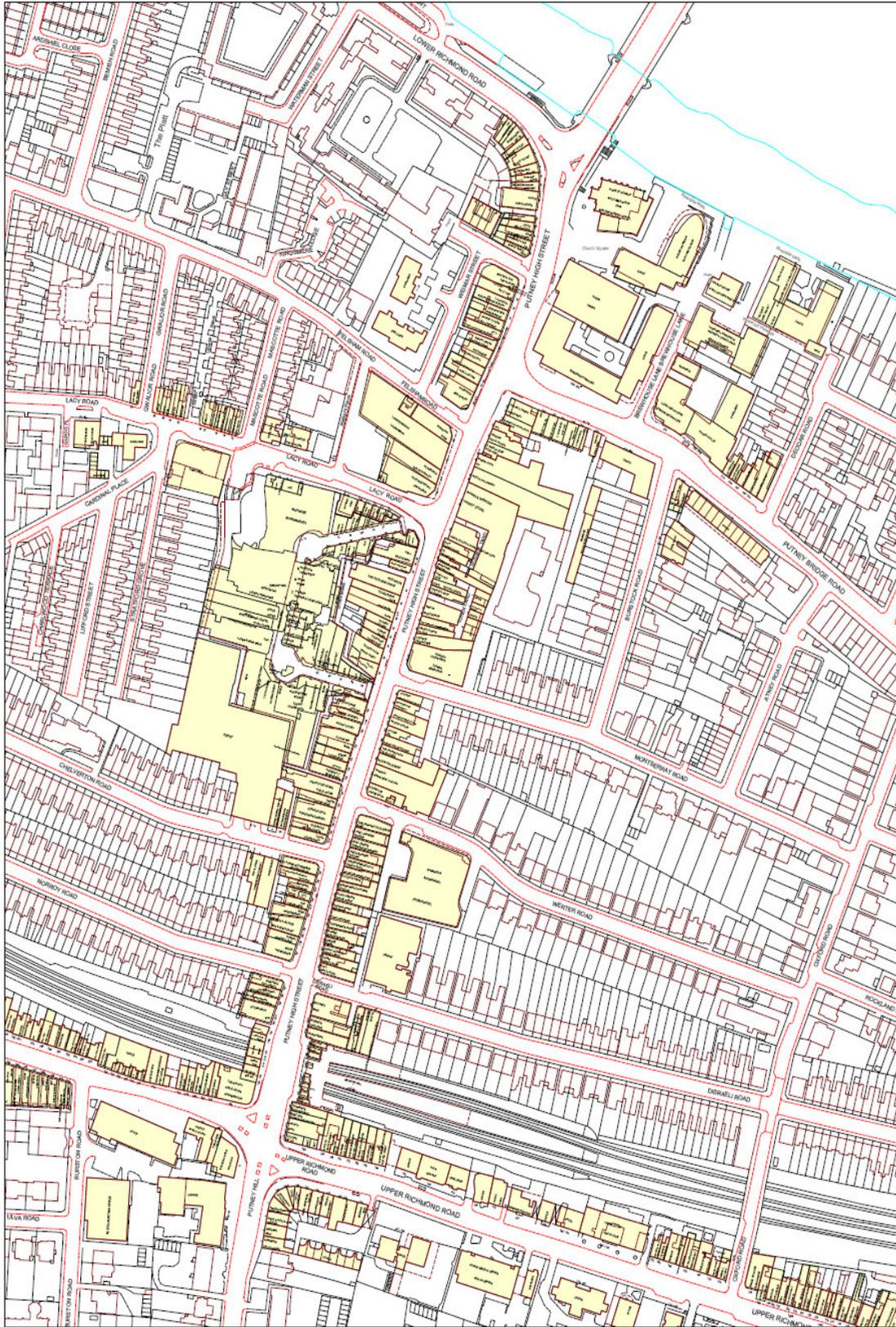
8.4.4 Delivery and Servicing Plans

Delivery and Servicing Plans (DSPs) help the management of freight vehicle movement to and from individual buildings or a discrete geographical area. They improve the safety and reliability of deliveries, help reduce congestion and minimise environmental impact. The benefits of DSPs to the local community are less noise

and intrusion from vehicle movements; better compliance with health and safety legislation leading to fewer accidents; improved compliance with loading and unloading regulations and reduced pollution and greenhouse gas emissions.

DSPs should be drafted as part of a transport assessment, and can be drafted retrospectively for existing buildings. Things to consider including in a DSP are looking at where safe and legal loading can take place; using freight operators who can demonstrate their commitment to best practice - for example, members of the TfL Freight Operator Recognition Scheme (FORS); reducing numbers of journeys, so reducing pollution and greenhouse gas emissions; and using more sustainable delivery methods - cycles rather than vans, for example, or requesting that your suppliers use electric vehicles.

ANNEX A: PUTNEY HIGH STREET MAP



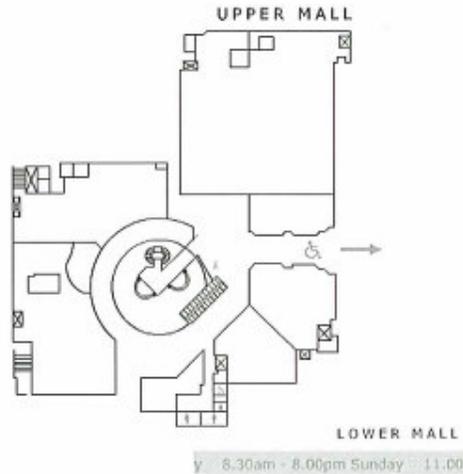
	<p>Putney High Street, Retail Information</p>	<p><small>This map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction without Crown Copyright is a criminal offence. Wandsworth Council LA 1000 9275 2010. 2010 Ordnance Survey Ltd. All rights reserved.</small></p>	<p>Date: 03/11/2010 Scale: 1:1000</p>	<p>Created by GIS Team, DTS</p>	
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ANNEX B: THE PUTNEY EXCHANGE SHOPPING CENTRE



STORE GUIDE

- Argos
- BBs Coffee & Muffins
- Costa Coffee
- Gymboree
- Khazana World
- One Small Step One Giant Leap
- Ottakars
- Toy Stop

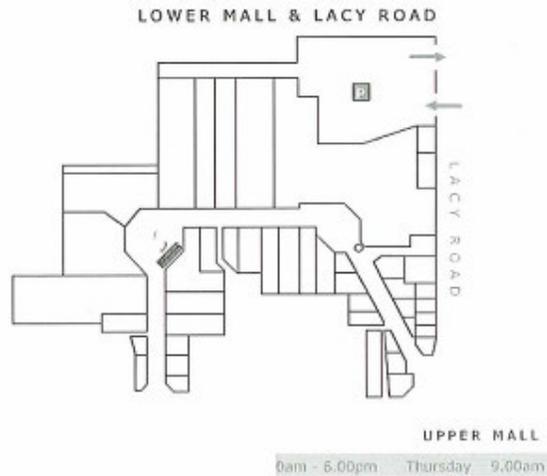


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STORE GUIDE

- | | |
|------------------------|--------------------|
| Accessorize | River Island |
| American Express | Julian Graves |
| Bay Trading Co. | La Senza |
| Cafe Whittards | Leighton Opticians |
| Cargø | Martial Fitness |
| Claire's Accessories | Mansoon |
| Clinton Cards | Moomba |
| Da Giulano | Next |
| Shehans | Vacant |
| Dr China | Ottakars |
| Early Learning Centre | Paper Passions |
| Ernest Jones | Penelope Red |
| Farrago | Raveli |
| Flowersmith | Regis |
| Game | Ritz Music |
| Gap | Office Shoes |
| Gap Kids | Running Bare |
| Hairways | The Escape |
| Escape Skincare Centre | Tie Rack |
| HMV | Waitrose |
| Huttons | |
| J Rogers & Sons | |



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ANNEX C: FREIGHT OBSERVATION TEMPLATE SHEET

ANNEX D: BUSINSS SURVEY FORM

**Putney High Street Delivery and Servicing Study
Business Interviews**

Good morning/afternoon. I am from Transport & Travel Research and we are conducting interviews on behalf of the London Borough of Wandsworth to find out about the delivery and servicing needs of businesses in the Putney High Street area. The survey will help us better understand businesses delivery and servicing requirements and enable us to offer recommendations to the council as to how they can be improved. The overall aim of the project is to improve air quality in Putney. The questionnaire will take between 10 and 15 minutes to complete.

Time		Date	
Business		Telephone	
Business Type		Email	
Street		Weblink	

Interviewee Name	
-------------------------	--

Q1	Please can you tell me your business hours?		
		From	To
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

Q2	Approximately, how many delivery, collection or servicing activities do you have during an average day/week?		
	Daily Delivery		Weekly Delivery
	Daily Collection		Weekly Collection
	Daily Servicing		Weekly Servicing
	Other		

Q3	What types of deliveries and collections are made to your business?		
	Business (goods necessary for the business) e.g. newspapers, stationery, document storage, furniture, laundry	<input type="checkbox"/>	Q1
	Couriers & Mail e.g. Letters, parcels, mail bags, bundles	<input type="checkbox"/>	Q2
	Retail (for sale) e.g. newspapers, CDs, toiletries, clothing, computer equipment, furniture, food, drink, toiletries, electrical items, beer/spirits etc	<input type="checkbox"/>	Q3
	Consumables (own consumption) e.g. Water (bottled), catering/vending	<input type="checkbox"/>	Q4
	Servicing e.g. Contractors / builders, IT servicing, empty crates	<input type="checkbox"/>	Q5
	Waste/Recycling	<input type="checkbox"/>	Q6
Any other deliveries	<input type="checkbox"/>	Q7	

Q4	Can you tell me how goods are delivered to, and collected from your business?				
	Delivery				
	On pallets	<input type="checkbox"/>	In tote boxes	<input type="checkbox"/>	Other
	In roll cages	<input type="checkbox"/>	In loose cartons	<input type="checkbox"/>	<input type="checkbox"/>
	Collection				
	On pallets	<input type="checkbox"/>	In tote boxes	<input type="checkbox"/>	Other
In roll cages	<input type="checkbox"/>	In loose cartons	<input type="checkbox"/>	<input type="checkbox"/>	

Q5	Are you deliveries/collections planned or ad hoc/as and when?			
	Delivery		Collection	
	Planned to a Schedule	<input type="checkbox"/> 1	Planned to a Schedule	<input type="checkbox"/> 1
	Ad hoc/As and When	<input type="checkbox"/> 2	Ad hoc/As and When	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4	Other	<input type="checkbox"/> 4

Q6	During which period(s) do the majority of your deliveries and collections take place?			
	Delivery			
	Before 7am	<input type="checkbox"/> 1	After 7pm	<input type="checkbox"/> 5
	7am-10am	<input type="checkbox"/> 2	Not applicable	<input type="checkbox"/> 6
	10am-4pm	<input type="checkbox"/> 3	No Set Time	<input type="checkbox"/> 7
	4pm-7pm	<input type="checkbox"/> 4		
	Collection			
	Before 7am	<input type="checkbox"/> 1	After 7pm	<input type="checkbox"/> 5
	7am-10am	<input type="checkbox"/> 2	Not applicable	<input type="checkbox"/> 6
	10am-4pm	<input type="checkbox"/> 3	No Set Time	<input type="checkbox"/> 7
	4pm-7pm	<input type="checkbox"/> 4		

Q7	Please can you tell me which is the busiest day for delivery and collection of goods for your business					
	Delivery					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		
	Collection					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		
	Servicing					
	Monday	<input type="checkbox"/> 1	Thursday	<input type="checkbox"/> 4	Sunday	<input type="checkbox"/> 7
	Tuesday	<input type="checkbox"/> 2	Friday	<input type="checkbox"/> 5	There is no busiest day	<input type="checkbox"/> 8
	Wednesday	<input type="checkbox"/> 3	Saturday	<input type="checkbox"/> 6		

Q8	Can you tell me what type of vehicles deliver to and collect from your business?			
	Delivery		Collection	
	Van	<input type="checkbox"/> 1	Van	<input type="checkbox"/> 1
	Rigid goods vehicle	<input type="checkbox"/> 2	Rigid goods vehicle	<input type="checkbox"/> 2
	Articulated goods vehicle	<input type="checkbox"/> 3	Articulated goods vehicle	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4	Other	<input type="checkbox"/> 4

Q9	On average, how long does a delivery and collection take?			
	Delivery			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7
	30 to 40 minutes	<input type="checkbox"/> 4	No set duration	<input type="checkbox"/> 8
	Collection			
	Less than 10 minutes	<input type="checkbox"/> 1	40 to 50 minutes	<input type="checkbox"/> 5
	10 to 20 minutes	<input type="checkbox"/> 2	50 to 60 minutes	<input type="checkbox"/> 6
	20 to 30 minutes	<input type="checkbox"/> 3	More than 60 minutes	<input type="checkbox"/> 7
	30 to 40 minutes	<input type="checkbox"/> 4	No set duration	<input type="checkbox"/> 8

Q10a	What is the location from which vehicles load/unload their deliveries and collection of goods?		
	On Street Loading Bay (go to 10b)	<input type="checkbox"/> 1	Street Name:
	On Street (go to 10b)	<input type="checkbox"/> 2	Street Name:
	Off Street Loading Bay (go to 11)	<input type="checkbox"/> 3	
	Rear Access (go to 11)	<input type="checkbox"/> 4	
	Other (go to 11)	<input type="checkbox"/> 5	

Q10b	Are there Off Street Loading/Unloading facilities or Rear Access that could be used for deliveries?		
	Yes	<input type="checkbox"/> 1	No
	If Yes, why are these not used?		

Q11	How would you describe the loading and unloading facilities for your deliveries and collections?					
	Very poor	Poor	Fair	Good	Very good	Not applicable
	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Comment					

Q12	Who controls the Ordering of goods/products for the business?		
	You or an Employee	<input type="checkbox"/> 1	
	Head Office	<input type="checkbox"/> 2	
	Suppliers	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

Q13	Do you control your delivery/collection times?			
	Delivery		Collection	
	Yes	<input type="checkbox"/> 1	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4	Other	<input type="checkbox"/> 4

Q14	Can you tell me of any problems associated with freight movements in Putney High Street area?
	Comments

Q15	What is your general view of current efficiency, safety and sustainability of freight movements in the Putney High Street area?
	Comments

Q16	Do you have any suggestions, from your experience, on how to improve freight movements in the Putney High Street area, in terms of efficiency, safety and sustainability?
	Comments

ANNEX E: BUSINESS SURVEYS ANNEXED DATA TABLES

E.1 Business hours

During weekdays the majority of businesses open between 08:00 and 10:00 in the morning, while on Sunday the majority of the businesses interviewed open between 10:00 and 12:00 in the morning. Two of the businesses are closed on Sunday.

Table E.1: Businesses opening time

Day	Opening Hours				Total
	06:01-08:00	08:01- 10:00	10:01- 12:00	Closed all day	
Monday	7	17	0	0	24
Tuesday	7	17	0	0	24
Wednesday	7	17	0	0	24
Thursday	7	17	0	0	24
Friday	7	17	0	0	24
Saturday	5	18	1	0	24
Sunday	2	8	12	2	24

During weekdays and weekends the majority of the businesses close between 17:00 and 19:00 in the evening. It is interesting to note that 1 - 2 businesses do not close until after 21:01 Monday to Saturday.

Table E.2: Businesses closing time

Day	Closing Hours					Closed all day	Total
	00:01 - 06:00	15:01 - 17:00	17:01 - 19:00	19:01 - 21:00	21:01- 00:00		
Monday	0	0	17	5	2	0	24
Tuesday	0	0	17	5	2	0	24
Wednesday	0	0	17	5	2	0	24
Thursday	1	0	16	6	1	0	24
Friday	1	0	17	5	1	0	24
Saturday	1	0	18	4	1	0	24
Sunday	0	1	18	2	1	2	24

E.2 Activity Levels

46% of businesses indicated that they have 1 daily delivery whilst 38% of businesses indicated that do not have daily deliveries. 54% of the businesses interviewed indicated that they do not have daily collections. No businesses surveyed have daily servicing requirements. Where a range of daily values were given, e.g. 2 - 3, this has been counted as 3 in Table E.3.

Table E.3: Daily activity levels

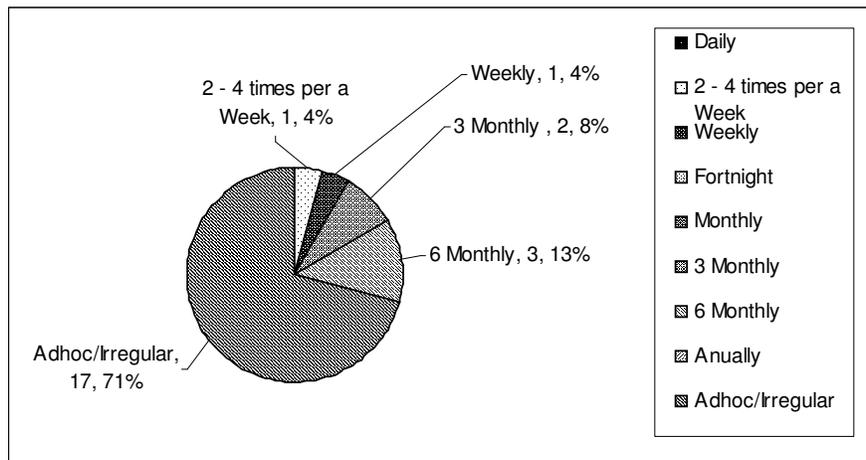
Number of Daily Activities	Average daily deliveries		Average daily collections	
	No Businesses.	%	No Businesses.	%
0	9	38%	13	54%
1	11	46%	8	33%
2	1	4%	0	0%
3	1	4%	1	4%
4	1	4%	1	4%
5	1	4%	1	4%

Total	24	100%	24	100%
--------------	-----------	-------------	-----------	-------------

50% of business indicated that they up to 5 deliveries per a week, with 33% receiving 6 – 10 deliveries per a week. It is interesting to note that 12% of businesses indicated that they receive more than 20 deliveries per a week. 67% of businesses indicated that they receive up to 5 weekly collections, with a 33% having 6 – 10 weekly collections. Interesting, 12% also receive more than 20 collections, however, it should be noted that 46% of businesses carry out reverse logistics, whereby collections are completed at the same time and by the same vehicles that bring the deliveries to the store.

The majority of businesses (54%) do not have regular weekly servicing at their premises, with the exception being Tesco, which has 4 servicing activities per week and Oliver Bonas, which has 1 weekly servicing activity. 21 % of businesses have servicing requirements, but these are 3 or 6 monthly.

Figure E.1: Servicing requirements of businesses



E.3 Deliveries and Collections of goods

Businesses were asked to identify the types of goods received in deliveries and collected from their premises, and were able to identify multiple types of good. 96% of businesses receive retail goods sold by the business, with 71% receiving goods necessary for the business. 71% identified waste and recycling collections, with courier usage/mail indicated by 63%.

Table E.4: Goods delivered and collected from the businesses

Goods delivered and collected to/from businesses	No. Businesses	%
Retail, goods sold by the business	23	96%
Goods necessary for the business	17	71%
Waste, recycling	17	71%
Couriers, mail	15	63%
Servicing, contractors, IT, Toilet and Hygiene	13	54%
Consumables, water, catering/vending	2	8%

Total	87	363%
--------------	-----------	-------------

The majority of the businesses indicated that in their deliveries and collections they use several types of handling units. The most frequent units used for deliveries are tote boxes (54% of businesses) and pallets (42%). For collections, tote boxes are again the most cited (38%), while for collections, roll cages and waste bins and bags were equally mentioned (29%).

Table E.5: Handling units used for deliveries and collections

Handling units used for deliveries	No. Businesses	%	Handling units used for collections	No. Businesses	%
Tote boxes	13	54%	Tote boxes	9	38%
Pallets	10	42%	Pallets	6	25%
Roll cages	9	38%	Roll cages	7	29%
Loose cartoons	8	33%	Loose cartoons	2	8%
Other (Bags, Hangers)	1	4%	Other (rags)	2	8%
Total	41	171%	Waste Bags, Industrial waste bins	7	29%
			Plastic trays	1	4%
			Total	34	142%

All the business managers explained that their deliveries are planned to a schedule, with 92% of business managers indicated that so are their collections. One electrical retailer explained that their collections are ad hoc.

The store managers indicated that there are multiple time frames when their deliveries and collections take place in the Putney area. The most frequent time frame in which deliveries take place is between 10:00 and 16:00 (46% of businesses), when restrictions are not in force on the High Street. 33% of businesses have their deliveries before 07:00, before the restrictions come into effect. The most cited time slot for collections is before 07:00, as indicated by 38% of businesses.

Table E.6: Times slots for deliveries and collections

Time Slot	Deliveries		Collections	
	No. Businesses	%	No. Businesses	%
Before 7am	8	33%	9	38%
7 am - 10 am	5	21%	3	13%
10 am - 4 pm	11	46%	7	29%
4 pm - 7 pm	2	8%	3	13%
After 7pm	3	13%	3	13%
Other	1	4%	2	8%
No set time	1	4%	1	4%
Total	31	129%	28	117%

As explained in the key findings section some retailers identified up to 3 weekdays that are busy for deliveries whilst the majority of the retailers indicated that there is no busy day for collections and servicing.

Table E.7: Busy days for deliveries and collections

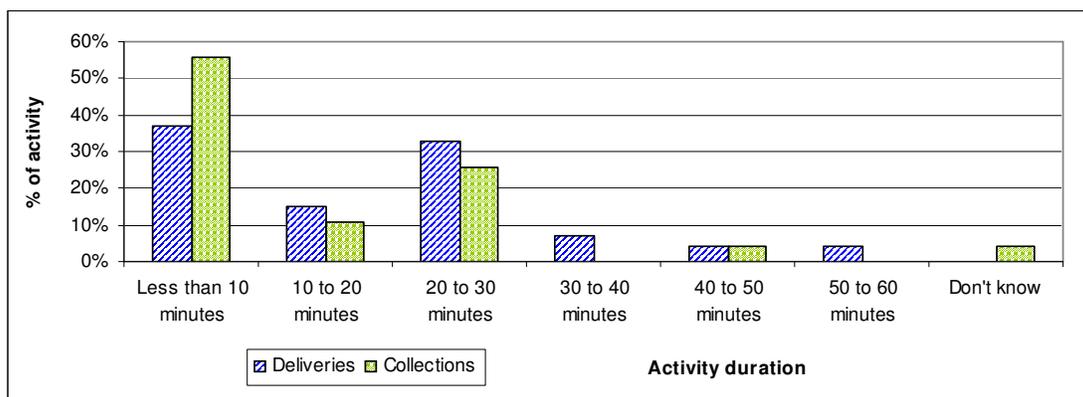
Busy day of the week	Deliveries		Collections	
	No. Businesses	%	No. Businesses	%
Monday	4	17%	5	21%
Tuesday	4	17%	0	0%
Wednesday	2	8%	0	0%
Thursday	6	25%	3	13%
Friday	7	29%	3	13%
Saturday	2	8%	0	0%
Sunday	1	4%	0	0%
No busy day	7	29%	17	71%
Total	33	138%	28	117%

Businesses identified the types of vehicles used for deliveries, and collections, with 3 businesses identifying multiple vehicle types. Vans, Rigid Goods Vehicles and Articulated Goods Vehicles are equally used for deliveries by the businesses interviewed (38% of businesses respectively) and for collections (29% of businesses), although Waste Collection Vehicles were also cited by 21% of businesses.

Table E.8: Vehicle type for deliveries and collections

Types of vehicles	Delivery		Collection	
	No. Businesses	%	No. Businesses	%
Van	9	38%	7	29%
Rigid goods vehicle	9	38%	7	29%
Articulated goods vehicle	9	38%	7	29%
Waste Collection Vehicles	0	0%	5	21%
Total	27	113%	26	108%

Businesses identified the time duration of activity, with 3 businesses identifying two lengths of activity time for deliveries and collections, dependant on which type of vehicle is used. 37% of deliveries are complete in less than 10 minutes, with the second most cited duration being between 20 and 30 minutes (33%). 57% of collections take less than 10 minutes to complete.

Figure E.2: Activity Duration

ANNEX F: FERS AUDIT FULL REPORT

F.1 Introduction

This details the full details of the FERS Audit for Putney High Street and the associated side roads. E.1 details general comments relating to Putney High Street with sections E.2 to E.19 detailing the description of the various side roads and their junctions with the High Street such as Norroy, Disraeli, Chelverton, Werter, Lacy and Felsham Road.

F.2 Putney High Street

Parking, loading and unloading on Putney High Street are controlled through road markings of single yellow lines with single pips. These are accompanied by signage indicating the restrictions in place in that particular area. In the southern section of Putney High Street around Putney Rail Station, there is also signage and road markings indicating that this area is a Red Route, with no stopping for parking or loading allowed outside of loading bays.

On the remainder of the High Street, both North and Southbound carriageways, from the junction with Disraeli Road, no stopping is allowed on the High Street Monday – Sunday between 07:00 and 19:00, with no loading allowed on Monday to Friday between 07:00 – 10:00 and 16:00 – 19:00. However, for the stretch of the High Street between Lacy Road and Felsham Road, there is no stopping allowed for any vehicles except London Buses. After the junction of Putney High Street and Felsham Road on the northbound carriageway, there is no loading or unloading allowed Monday to Sunday 07:00 – 19:00.

At junctions with side roads such as Chelverton, Werter, Lacy and Felsham Roads, the restrictions and road markings change to double yellow lines (or double red in the case of Norroy Road) and double pips indicating no loading at any time. In some areas the yellow lines and pips on the pavement present signs of wear and appear faded.

Figure F.1: Parking and loading restriction signage (left) and road markings (right) on the High Street



Along various sections of the High Street, pedestrian railings and brightly contrasted bollards are present along both the North and Southbound carriageways.

Figure F.2: Pedestrian railings (left) and clutter (right) on the High Street



The pavements' surface along the High Street is made of paving slabs which overall are in good condition and do not appear damaged by heavy freight activity occurring on the High Street. However, the carriageway surface has cracks and potholes in close proximity to the pavements.

Figure F.3: Evidence of Pot holes on the High Street



It is felt that freight vehicles hinder the traffic flow and disrupt vehicles travelling behind them when deliveries take place on the High Street.

There is a high volume of pedestrians, shoppers and cyclists on the High Street due to the proximity of the shops, the railway Station and the Exchange Shopping centre, although dedicated cycle paths are not provided for cyclists. Sections of the High Street separate pedestrians from the moving traffic by railings as commented upon earlier and there are a large number of pedestrian crossings at traffic lights. If freight vehicles and pedestrians occasionally interact at the informal crossings, it is likely that both parties to have good inter-visibility. There is evidence of the existing street furniture including railings of having been nudged and damaged but it can not be stated whether this is by freight vehicles.

Figure F.4 Damaged railing



F.3 Upper Richmond Road junction with High Street South West

F.3.1 Traffic congestion from loading activities

The junction of Upper Richmond Road and the High Street South West is subject to Red Route restrictions of double red lines which impose no stopping for parking or loading at any time. This junction is signalised and requires vehicles to slowdown and stop. Some bunching of traffic occurs at the junction occurs when the traffic light is red.

Figure F.5: Traffic light controlled junction of Putney High Street and Upper Richmond Road (left) and Loading bay on High Street Northbound carriageway



On the Northbound carriageway of the High Street South West there is a Red Route Loading bay whose detailed description is provided in the section E.4.

This intersection has a particular high volume of pedestrians and cyclists drawn by the interchange with public transport services, both bus and rail services located on the High Street. Cycling stands are provided on High Street South West but these are over subscribed with overspill bicycles having been observed to be parked to the

railings. Railings are present on both the High Street Southwest and Upper Richmond Road to protect pedestrians and other users from traffic.

Figure F.6: Bike parking facilities High Street Southwest (left) and the provision of railings at the junction (right)



There is adequate turning space for freight vehicles coming from Upper Richmond Road onto the High Street.

The volumes of pedestrians and cyclists observed at this junction are high at peak times. Pedestrian and cyclist flows are completely separated at this junction by traffic light and pavements. However, the bus stop on the High Street and in the proximity of the loading bay can increase the risk of pedestrians interacting with the freight activity carried out in the bay.

F.3.2 Infrastructure damage

The carriageway surfaces on Upper Richmond Road and on the High Street South West are made from tarmac with no visible defects.

Figure F.7: Footway surface around the Red Route Loading Bay and on the High Street



The footway surfaces are made from paving slabs on both the High Street and Upper Richmond Road, and from a combination of block and tactile paving at the pedestrian crossing on Upper Richmond Road. The kerbstones around the pedestrian crossing are lowered to serve mobility requirements of disabled and wheelchair users.

The pavement surface around some of the premises on the High Street South West has significant cracks and depressions that can cause a trip hazard for pedestrians and delivery drivers alike. The paving slabs on Upper Richmond Road are in good condition with no visible defects.

Figure F.8: Footway surface at the pedestrian crossing on Upper Richmond Road (left) and Kerbstone at the junction (centre) and Footway surface at Railway Pub (right)



On the Upper Richmond Road kerbstones are made from a durable material and look intact. However, in the corner of the junction and around the loading bay, the kerbstones present signs from kerbs overrunning and mounting. The paving slabs around the Railway pub entrance area present signs of visible grazing caused by heavy freight activities.

The street furniture existing on the High Street Southwest such as waste bins on light posts and signposts are intact and located away from where they could be hit by vehicles. The pedestrian railings on Upper Richmond Road appear to have been bent by bike locks and chains of parked bicycles rather than by strikes from freight vehicles.

F.3.3 Access route to the area

The red route restrictions are appropriately signposted and are visible from all angles. However, the signage by the loading bay is obstructed by the newspaper outlet.

Figure F.9: Traffic flows around the junction



Freight vehicles accessing the junction come from roads which are congested with high volumes of traffic. The junction is not in the proximity of any residential areas and premises present on High Street South West and Upper Richmond Road are

predominantly businesses and offices. These include pubs, estate agents, hairdressers, small retailers and building societies.

The carriageway surface and dimensions of the junction are appropriate for all types of freight vehicles that are likely to use it including articulated goods vehicles. The businesses in this area are appropriate for all types of freight vehicles likely to use this route and the loading facility of the High Street South West.

F.4 Upper Richmond Road South East Junction with High Street South East

F.4.1 Traffic congestion from loading activities

This junction is a Red Route which does not allow freight vehicles to stop at any time. Upper Richmond Road and this corner of the High Street have a high volume of traffic, with traffic lights present to manage the traffic flow and allow for pedestrian crossing. There are some parking spaces located on Upper Richmond Road North East, opposite the Warren Estate agency.

Figure F.10: Freight and traffic flows at the junction (left) and red route signage restriction on the High Street (centre) and Upper Richmond Road parking signage (right)



Where legal stopping is not allowed on the High Street, it is felt that it is most likely that freight vehicles would stop on Upper Richmond Road, with parking allowed for a maximum of 20 minutes between 10:00 – 16:00, Monday to Sunday.

A high number of cyclists have been noticed at this junction and bike parking facilities are provided on Upper Richmond Road South East. There is no dedicated cycle path on the High Street or Upper Richmond Road for freight vehicles to interact with. Pedestrian railings and bollards are provided to protect pedestrians and other users from the freight traffic on the Upper Richmond Road North East and on the corner of the junction with the High Street.

The space available at the corner of the junction allows vehicles to turn without overrunning the kerb. However, bollards are present to prevent encroachment with pedestrians and other users.

Figure F.11: Bike parking on Upper Richmond Road (left) and Bollards at the corner of the junction



F.4.2 Safety from moving vehicles

There is a high flow of pedestrians and cyclists at this junction. Railings, bollards and traffic lights ensure that the vehicles on the road are separated and there is no interaction with the pedestrian realm.

F.4.3 Infrastructure damage

The carriageway and the parking spaces on Upper Richmond Road are in good condition with no potholes or cracks visible and are considered suitable for freight activities. There are signs that any potholes present have been covered. Undulations and flaws on the carriageway have been spotted around the bus stop on the High Street in front of the Station entrance that could present a trip hazard for pedestrians.

Figure F.12: Carriageway surface on Upper Richmond Road (left) Carriageway surface at the bus stop (right)



The footway surface at this junction is a combination of pavement slabs on Upper Richmond Road, block paving and tactile paving around the pedestrian crossings and tarmac around the Station entrance.

The paving slabs on Upper Richmond Road are in good condition and visually attractive while those on the High Street around the bus stops are more damaged. Slabs around the waste bins have been affected by the freight activity or have parts

missing. The tarmac footway area around the railway Station entrance is free of cracks and visible undulations.

Figure F.13: Footway surface on the High Street (left) and on the Station area



In terms of vertical object strikes, the pedestrian railing, signposts and lamp posts have no significant signs of damage. This street furniture is located in an area where it is not likely to be hit by moving vehicles. However, the bell shaped bollards present at the junction between the two roads show signs of being struck to the extent that they have been uplifted.

Figure F.14: Damaged bollard at the corner of the junction



The kerbstones on Upper Richmond Road appear intact while those present on the North East of the High Street section of this junction are more worn with cracked slabs.

Figure F.15: Kerbstones on the High Street



Overall, both carriageway and footway surfaces are suitable for loading/unloading activities, although they could do with some improvement.

F.4.4 Access routes to the area

All the red route signage and road signs are correct, clear and visible from all angles.

Figure F.16: Signage present in the area



The carriageway surface and dimensions are suitable for all freight vehicles, this being a busy street, particularly due to the proximity of the railway Station and bus stops. Some businesses such as Halifax (cash collections etc) as well as waste bins provided on the High Street require regular servicing.

F.5 Loading Bay High Street South West by the Railway Pub

F.5.1 Loading signage

The loading bay is located on the High Street South West, which is marked as red route. The red route restrictions indicate no stopping Monday to Saturday from 07:00 to 19:00 with the exception of loading between 10:00 and 16:00 for up to 20 minutes and disabled parking usage up to 3 hours. All the parameters of the sign are legal and in sync with the road markings on the carriageway.

In terms of visibility, the sign is obscured by the newsagent outlet nearby the loading bay. The loading restrictions are appropriate for majority of the adjacent businesses including the pub. Despite some wear in the bays' road markings, these remain visible.

Figure F.17: Obstructed signage and Loading Bay road markings



The loading bay is located just before the bus stop and bus lane on the High Street South West opposite the railway Station. During the FERS Audit, Bus drivers have been observed as entering and waiting in the loading bay before entering the bus

stops. The bay is also used to let passengers depart the bus, if there are more than two buses in the same time at the bus stop.

The restrictions and the signage of the bay are clearly laid out and are easy to understand.

F.5.2 Loading Space

The distances to the premises likely to use the loading space is less than 40 meters, and the Railway pub, which is likely to receive heavier deliveries and barrels, is located less than 5 metres from the loading bay.

Figure F.18: Vans and delivery activity in the Loading bay



The loading bay is not of adequate size to accommodate all types of freight vehicles and disabled usage in the same time. The loading bay can only be used by one goods vehicle at a time and for larger vehicles of gross vehicle weight above 7.5t, these vehicles would not fit in the loading bay without encroaching into the bus stops. This is illustrated in Figure E.18 (left) where one vehicle is delivering while the small rigid is parked illegal on the bus lane outside the bay.

If freight vehicles come from the Upper Richmond Road/ Putney Hill going North on the High Street, the loading bay is easy to access and manoeuvre into. Freight vehicles that access the bay coming from the High Street have to cross several traffic lanes creating dangerous circumstances for all the other road users. Such instances have been observed during FERS audit. Some vehicles have also been observed mounting the kerb of the loading bay.

F.5.3 Timings

Some deliveries are likely to occur outside the loading times and the allowed dwell time of 20 minutes is suitable for the majority of businesses located on the High Street South West. Loading and unloading timings are designed to avoid the morning and evening rush hour traffic and the commuter tidal flows. However, there is some potential conflict with the high number of public transport users at the bus stop nearby the bay.

There isn't any residential housing near to the bay affected by timings or noise generated by loading activities taking place in the bay. The heavy motorised traffic on the High Street throughout the day has noise and air quality impacts on the whole area.

F.5.4 Traffic congestion from loading activities

When vehicles carry out loading activities in the bay, buses cannot easily pull into the bus stop. This combination of factors often generates temporary local congestion particularly when more than one bus arrives at the bus stop at the same time. As mentioned above, if vehicles come from the Southerly direction (Putney Hill or Upper Richmond Road) the manoeuvring into the loading bay occurs with no disruption to the following vehicles.

F.5.5 Infrastructure damage

The footway surface around the bay is made from red tarmac and presents regular patches of black tarmac caused by the possible removal of bollards around the bay. However, one brightly contrasted bollard has “survived” next to the litter bin and the bus stop which is not likely to affect or impede the loading and unloading activities in taking place in the bay.

Figure F.19: Street furniture around the bay



The footway area of the premises near to the bay is uneven and represents a serious trip hazard for delivery driver. The carriageway around the bay surface is from tarmac and overall is in good condition, despite some undulations in the bus lane surface.

Figure F.20: Footways surface around the bay (left) and Uneven surface (right)



F.5.6 Footway user conflict

There is a high volume of pedestrians, public transport users and cyclists in this area. Bicycles are parked on the pedestrian railing at the junction between Upper Richmond Road and the High Street, as described in E.2 and E.3. Delivery vehicles can impede on the flow of the bus service at the bus stop and there is a real conflict between pedestrians that inadequately cross the High Street carriageway and delivery vehicles located in the loading bay.

Figure F.21: Pedestrian improperly crossing the street (left) and Parked bicycles (right)



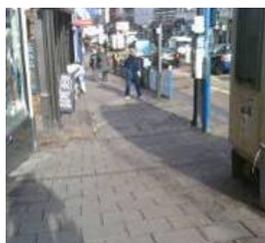
No physical protective measures, apart from the bollard at the bus stop are provided to protect footway users and the passengers at the bus stop; however, the width of the footway is adequate to allow pedestrians to freely negotiate their movements and not interact with the ongoing freight activities.

No goods or industrial waste bins are stored on footway nearby the loading bay that could impede on the loading activity. If the bay is used outside the legal loading time the conflict between pedestrians and cyclists and freight vehicles present in the bay can increase.

F.5.7 Barriers

The street furniture does not affect the manual handling of handling units nor the loading activity in the bay. No other temporary barriers are present to obstruct the loading activity carried out in the bay. Regarding the steps and slopes, the South West pavement of the High Street slopes/inclines towards the junction with Norroy Road but it is unlikely to represent a trip hazard for the delivery drivers that use the bay.

Figure F.22: Inclined footway surface on the High Street



There is no interaction between freight vehicles and cycle path as such as the road users have to share the road. The freight environment and the bay are completely separated from the pedestrian footway and public transport users frequently waiting at the bus stop.

F.6 Disraeli Road North East Junction with High Street South East

Disraeli Road is a one way road, the direction of traffic coming from the East from Oxford Road towards the High Street. The road consists of mainly residential housing with large amount of residential, disabled and pay and display parking spaces. This road is suitable for smaller freight vehicles, the maximum size being rigid goods vehicles.

F.6.1 Traffic congestion from loading activities

The road is subject to double yellow line restrictions, with no loading restrictions or times indicated by signage or the presence of pips. When spaces to stop are not available at this location, freight vehicle drivers appeared to circulate the adjacent roads in order to stop. Queuing of vehicles can occur when the traffic lights at the junction with the High Street are red.

F.6.2 Safety from Moving vehicles

A high number of pedestrian and cycle flows were observed crossing at the junction of Disraeli Road and the High Street going South to North, presumably from the Station. There is no cycle lane as such, but the pavements used by both pedestrians and cyclists are protected by brightly coloured bollards. These are present along the road from the junction with the High Street up to the pay and display parking spaces.

A bell shaped bollard is provided at the corner of Disraeli Road South East and the High Street South preventing encroachment with pedestrians and cyclists.

Figure F.23: Bell shaped bollard (left) Timber bollards (centre) and other bollards (right) on Disraeli Road



The junction is assisted by traffic lights due to a combination of factors such as the tight turning circle, pedestrian railing, high volume of traffic on the High Street and the high volume of pedestrians. The traffic lights also help separate the vehicle traffic from the tidal flow of pedestrians and cyclists particularly at rush hour.

The timber bollards present after the Gallery outlet ensure minimum conflict between pedestrians and possible freight activity occurring on Disraeli Road.

F.6.3 Infrastructure damage

The carriageway surface is block paving and is free of defects and undulations. The footway surface is composed of a combination of paving blocks at the junction with the High Street and paving slabs along the pavement. These are in good condition and intact.

Figure F.24: Pavement slabs (left) Nudged bell shaped bollard in the corner of the junction (centre) and other bollard damage (right)



The range of bollards located on Disraeli Road appear to have been struck by vehicles previously, particularly the bell shaped bollard present in the junction with the High Street, providing some evidence of the kerb mounting.

F.6.4 Signage

There are cycling and motorcycling parking facilities on this side of Disraeli Road and disabled parking spaces are provided in front of the library. The disabled parking signs were clear and visible from all angles. The road signs indicating the disabled bays were worn out and faded.

Figure F.25: Disabled bay signage



No goods vehicles signage is present and it is not necessary to indicate the access route to the area. Signage is present indicating the one way system, no left turn onto the High Street and no access from the High Street. The carriageway is not suitable

for articulated vehicles as it is too narrow with the parking spaces for residents, visitors and disabled users.

F.6.5 Servicing

In front of the library's main entrance there were 2 industrial waste bins stored on the pavement. These were unaligned and restricted the footway surface available on the pavement to the library' visitors. The presence of the industrial waste bins increases the chances of encroachment between freight vehicles and pedestrians, obstructing the free flow of pedestrians on the pavement.

Figure F.26: Industrial waste bins stored in front of the library entrance (left) and Side servicing road on Disraeli Road North East



F.6.6 Off Street Access

The servicing road by the library is used by private cars to park and to store industrial waste bins. These are stored on the pedestrian area of the servicing road and require regular waste collections. However, due to the cars parked on the side road throughout the day, waste and recycling vehicles cannot access the servicing road and complete their servicing without disrupting the traffic flow. This potentially explains why waste bins were temporarily stored by the library entrance.

F.7 Disraeli Road North East junction with the High Street

Vehicles can not exit Disraeli Road onto the High Street and head south due to the traffic lights not permitting a left turn.

The comments in section E.5 are also applicable to this section. Bollards are present along the side of the road up to the pay and display parking spaces and there were signs that some bollards have been nudged and damaged by vehicle users.

The premises along Disraeli Road South East are not all suitable for all types of freight vehicles, as the access to the High Street requires driving through the residential area on Disraeli Road and past the local Doctors surgery.

A rear service area is located at the rear of Nat West and the Gallery, which is formed from granite stones, which are durable and suitable for heavy freight activities.

F.8 Norroy Road South West junction with the High Street

Norroy Road is a one way street which in conjunction with the High Street is subject to red route restrictions. The red route restrictions prevent vehicles from stopping from Monday to Saturday from 07:00 to 19:00, except for loading for a maximum of 20 minutes and disabled usage up to 3 hours within the loading bay. Outside of the loading bay, there are no loading restrictions or times indicated by signage or the presence of pips. The road consists of mainly residential housing with large amount of residential parking spaces available. There are also several Pay and Display parking bays and a loading bay (see E.9)

Figure F.27: Red Route sign on Norroy Road



F.8.1 Traffic congestion from loading activities

When the loading bay is in use, freight vehicles will circle the area until an appropriate space is found. There is no formal cycle path interaction with freight vehicles and cycles are parked by the pedestrian railings and signposts on Norroy Road South West. There are a high number of pedestrians at the informal crossing between the High Street North and South.

Figure F.28: Pedestrian railing the High Street in junction with Norroy Road



F.8.2 Safety from moving freight vehicles

Pedestrian railings to protect pedestrians and potential encroachment by freight vehicles are provided on the High Street at the junction with Norroy Road South

West. The railing present signs of being nudged by cycles' chains rather than freight vehicles. There is no cycle path that freight vehicles have to cross and the road has to be shared between vehicles and other road users.

At the informal pedestrian crossing between the High Street North West and South West, there is good inter-visibility between pedestrians and freight vehicles. At this crossing, the kerb is lowered and the footway area provided with tactile pavement to ease wheelchair and disabled access as well as facilitating the manoeuvring of manual handling aids for loading.

Figure F.29: Carriageway (left) and footway (right) surfaces



The carriageway surface of Norroy Road is tarmac which has depressions and undulations, and the road markings are faded. The footway surface is paving blocks and is free of cracks and flaws.

F.8.3 Infrastructure damage

There are no signs of street furniture being damaged by freight vehicles. However, the turn into the loading space has a tight angle and there are indications of the kerbs having been run over. At the corner between Norroy Road South West and the High Street the kerb stones have extensive cracks with parts missing which indicate heavy freight movements.

Figure F.30: Kerbstone run-over



Despite the undulation present on the carriageway, this is suitable for freight activities and does not represent trip hazards for the unloading drivers, cyclists and pedestrians. The footway is also suitable for loading and unloading activities.

F.8.4 Access routes to the area

There are no HGV signs present to indicate the routes to the area. The one way street Norroy Road is adequately signposted. The red route restrictions are signposted at a location where the sign is visible.

Figure F.31: Signage on Norroy Road



The carriageway dimensions and features make it suitable for the majority of goods vehicles up to 3 axle rigid goods vehicles, but unsuitable for articulated goods vehicles. However, it should be noted that the road is mainly residential and as such it might not be appropriate for all types of freight vehicles to use this.

The access route requires driving through the High Street which is a heavily congested road particularly at peak times.

F.9 Norroy Road North West junction with the High Street

This section of Norroy road is part of the one way street that can only be accessed from the High Street. This section of Norroy Road is subject to single yellow line parking restrictions, with no loading restrictions identified by signage. These and the road markings on the road are slightly worn out.

There is no cycle path that freight vehicles have to cross and the road has to be shared between vehicles and other road users. Cycling parking stands and pay and display parking spaces are provided along Norroy Road North West.

Figure F.32: Norroy Road North West and High Street junction



When a vehicle is accessing a pay and display space, this can affect the following vehicles as these have to wait at the junction. There is moderate flow of pedestrians and cyclists along Norroy Road North West but there is a completed separation between freight vehicles accessing the road and the pedestrian environment.

As in E.7, the informal crossing at the junction between the High Street South West and High Street North West is provided with lowered kerbs and tactile paving. No bollards or pedestrian railing are provided on this side of Norroy Road to protect the footway users as the loading activity occurs on Norroy Road South West. At the junction with the High Street, the pavement is wide and allows the pedestrians to freely negotiate their movements. There is sufficient visibility and to prevent pedestrians from interacting with the vehicles accessing Norroy Road and the loading activities occurring in the loading bay on Norroy Road South West.

As in E.7, the carriageway on Norroy Road presents potholes and patches, while the pavement slabs are intact and in good condition. There are no signs of street furniture being damaged by freight activities and kerbstones at this junction are intact with no evidence of vehicles mounting the kerb.

F.10 Loading bay Norroy Road South West

As in indicated in E.7, this loading bay is located on Norroy Road, just past the junction of Norroy Road Southwest and the High Street. The loading bay is a dual loading bay for loading/unloading activity and disabled car parking.

F.10.1 Loading space

Distances to the premises likely to use the loading bay such as Agora Amusements and the Dry Cleaners on the High Street are less than 40m.

The shared use loading space is not large enough to accommodate all the types of vehicles likely to use it, notably large articulated lorries. Similarly, the loading bay is not large enough to fit loading/unloading vehicles and with disabled car parking at the same time.

Access to the loading bay is considered to be easy, with freight vehicles not required to reverse into the facility. However, there is not sufficient space to manoeuvre while entering the bay as freight vehicles can and do mount the kerb.

F.10.2 Timings

There are no set time frames in which deliveries can occur apart from the maximum dwell time of 20 minutes. The dwell time is sufficient for the businesses likely to use it, as none of these are large retailers.

The deliveries occurring in the loading bay do not impact on the peak tidal flows of pedestrians and motorised traffic due to its location, away from the congested High Street. Loading and unloading can occur throughout of the day with no impact on the pedestrian/cyclist peak flows.

The location of the bay is further back from the main residential houses and it is felt that the noise caused by freight activities does not affect the nearby residential houses.

F.10.3 Loading signage

Figure F.33: Loading bay signage (left) and road markings (right)



The loading bay is signposted as a red route loading bay with mixed usage for loading and unloading activities up to 20 minutes and for disabled parking up to 3 hours. However, the faded road markings of the loading bay are not in sync with the red route restrictions indicated on the signpost. In terms of legality of the signage, loading sign does not match the road markings.

F.10.4 Visibility of signage

The sign indicating the red route restrictions and the maximum dwell time is in good condition and visible from all directions. The signpost by the loading facility, as well as the sign indicating the one way street are clear and easy to understand.

F.10.5 Traffic congestion from loading activities

No congestion is caused on the Norroy Road while loading activities take place in the loading bay. Manoeuvring into the loading bay can be done at some speed, without disrupting the following vehicles. Vehicles accessing Norroy Road do not need to slow down past the loading vehicle and are not impeded by it in any way.

However, when leaving the loading space a freight vehicle has to drive through a residential area to re-join the adjacent road network.

F.10.6 Infrastructure damage caused by freight vehicles

The footway surface around the loading area on Norroy Road South West is made of paving blocks which do not have any visible cracking or undulations resulting from freight activities.

However, the footway surface of the loading bay itself presents depressions. The carriageway around the bay area is made of tarmac and has potholes and other uneven areas, although these are not likely to be a trip hazard for the delivery driver or hinder the usage of manual handling aid equipment.

Figure F.34: Footway surface (left) and carriageway (right) in the bay



There are no signs of objects being struck or of street furniture being damaged by freight vehicles. However, the kerbstones at the junction between Norroy Road South West and the High Street appear damaged by heavy freight activity to the extent of parts missing and visible cracks.

F.10.7 Footway user conflict

Whilst the flow of pedestrians and cyclists observed on the South East part of the High Street was felt to be high, it is felt that there isn't any conflict between freight activities taking place in the bay and pedestrians/cyclists moving along Norroy Road due to the location of the bay. The pavement around the loading space is wide enough to allow cyclists and pedestrians to negotiate the pedestrian environment with no interference from the loading activity.

Goods vehicles using the bay which were observed were parked within the loading bay with no encroachment with pedestrians. No goods were left temporarily on the pavement.

F.10.8 Barriers

The delivery might have to cross the carriageway for deliveries to the premises located on Norroy Road North West and on the High Street. However, the crossing of the Norroy Road carriageway is not dangerous as the volume of vehicles accessing Norroy Road is relatively low. However, the same can't be said for the High Street.

The businesses located on the Norroy Road North West and High Street are within an appropriate distance from the bay; the informal crossing located at the junction with the High Street has the kerbs dropped to ease the manoeuvring of the manual handling aids (trolleys) likely to be used.

No temporary goods or industrial waste bins are stored on the pavement and no steps or slopes are present to hinder the loading activity. The kerbs of the pavements can be navigated by usual manual handling aids.

F.10.9 Driver health and safety

There is sufficient space available in the loading area for the delivery driver to carry out loading activity with minimum danger from passing traffic. The bay is situated away from the main busy road, the High Street. The routes to the premises where deliveries are likely to be carried out do not include steps that can represent a trip hazard for the driver.

No street furniture that can impede on the loading activities and the transportation of goods to the premises is present. The pavement around the businesses on the High Street is made of paving slabs which are free of defects. The footway around the loading area is slightly uneven but does not affect the health and safety of the delivery driver during the loading activity. The loading bay feels safe as it is located in an area visible for pedestrians and cyclists and other road users; in the evening, the bay is well lit as it is located under a lamp post.

F.11 Chelverton Road North West junction with the High Street

This section is subject to double yellow lines restrictions and single pips that prevent loading Monday to Friday from 08:00 to 09:30 and from 16:30 to 18:30pm.

Chelverton Road North West is the exit carriageway for vehicles turning onto the High Street. The junction is assisted by traffic lights for both vehicles' flow and pedestrian flow.

Freight vehicles carrying out loading/unloading activities on Chelverton Road North West disrupt the traffic flow by blocking the carriageway; buses and other road users cannot easily overtake them causing temporary local congestion.

Access to the servicing area behind Costa Coffee is blocked and the loading activity cannot take place away from Chelverton Road.

Figure F.35: Restrictions on Chelverton Road (left) and limited access to rear servicing area (right)



F.11.1 Traffic congestion from loading activities

Freight vehicles carrying out loading/unloading activities on this side of the road tend to disrupt the traffic flow as the buses and other road users cannot easily drive past them.

Figure F.36: Vehicles unloading on Chelverton Road and blocking the traffic lane



Industrial waste bins from 2 different waste collection companies are stored on the pavement on Chelverton Road. This might trigger more regular collections/servicing and limit the footway available to pedestrians (women with prams etc) when freight activity takes place on Chelverton Road North West.

It was observed during the FERS audit that rigid and articulated freight vehicles use the bus depot to turn around and exit the road via Chelverton Road North West.

F.11.2 Safety from moving freight vehicles

There is no cycling lane and the road has to be shared between motorised road users and cyclists. To protect pedestrians from the loading activity, brightly contrasted bollards are provided along Chelverton Road North West.

There is a high volume of pedestrians crossing to/from High Street North West and South West; the traffic lights at this junction ensure that there is a complete separation between the flow of vehicles and buses entering the High Street from Chelverton Road North West and the pedestrian and cyclist flows.

There is good inter-visibility between cyclists and pedestrians and freight vehicles carrying out loading/unloading activities on Chelverton Road. It is unlikely for pedestrians to interact with the freight activity on this side of the road; the volume of pedestrians moving along Chelverton Road North West is relatively low.

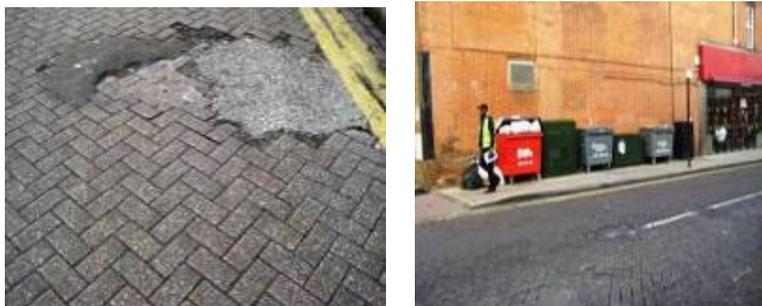
F.11.3 Turning freight vehicles

The corner of the junction between High Street North West and Chelverton Road North West allows vehicles to turn onto the High Street without overrunning the kerb. Additional brightly contrasted bollard is provided at this intersection to prevent encroachment between buses and freight vehicles and the pedestrian environment.

F.11.4 Infrastructure damage

The carriageway surface is made of paving blocks and presents depressions as proof of road works (pot holes covered) rather than heavy freight activity damage.

Figure F.37: Potholes on the road (left) and condition of the carriageway (right)



The present street furniture such as bollards appear damaged by cycle chains but not scuffed by interaction with freight vehicles; however, the sign indicating Chelverton Road as a dead-end road is proof of being hit by a large vehicle goods vehicle or a bus.

The footway surface up to the junction with the service road by the Cutting Room is made of pavement slabs which are in good condition with no visible undulations.

Between the hairdresser the Cutting Room and the Bus depot the footway surface is uneven and the area at the entrance to the hair dresser and the Friends restaurant

has extensive cracks. This area of the pavement might present a trip hazard for drivers delivering to the mentioned premises or their customers.

The kerbstones between the High Street and the servicing road are intact, but further damage is visible between the hairdressers and the bus garage. However, they are able to be navigated by delivery drivers and do not affect the manual handling of the unloading trolleys.

F.11.5 Access to the area

HGV signage is not specifically needed in this area and the existing signage is clear and visible indicating that from Chelverton Road, access to the residential area is not permitted by vehicles.

The carriageway is suitable for the majority of goods vehicles including large rigid and articulated vehicles.

F.12 Chelverton Road South West junction with the High Street

As per Chelverton Road Northwest, this section is also subject to double yellow lines restriction and single pips that prevents loading Monday to Friday from 08:00 to 09:30 and from 16:30 to 18:30.

The carriageway provides access from the High Street to Chelverton Road. The junction with the High Street is assisted with traffic lights for both vehicles and pedestrians

F.12.1 Traffic congestion from loading vehicles

This carriageway gets blocked by vehicles overtaking freight vehicles stopped on Chelverton Road North West, resulting in short time congestion. The majority of freight vehicles can find a suitable place to stop without entering the main residential area on Chelverton Road.

Figure F.38: Deliveries carried out on Chelverton Road South West



Again, industrial waste bins are stored on the pavement, indicating regular servicing and restriction of the footway surface available for pedestrians.

F.12.2 Safety from moving freight vehicles

The carriageway has to be shared between road users and cyclists. There are no bollards or pedestrian railing to protect the pedestrians. These are not required as there is a lower volume of pedestrians along Chelverton Road South West than on the opposite side of the road. The complete separation between the freight vehicles flow and pedestrians is ensured by the traffic lights and the wide pavement.

The turning junction from the High Street to Chelverton Road is tight but there are no signs of overrunning the kerb.

F.12.3 Infrastructure damage

The carriageway as mentioned in the section above is slightly patched but overall suitable for freight activities. The footway and kerbstones are in good condition and overall intact up to the Royal Restaurant. More gaps between the kerbstones are present after the entrance to the Royal Restaurant but with no effect on the potential loading activity.

There are no signs of freight activity damaging the street furniture present. The lamppost to which the loading restriction sign has been attached is located away from the traffic where is unlikely to be struck.

F.12.4 Access to the area

As per above, HGV signage is not specifically needed in this area and the existing signage is clear and visible indicating that from Chelverton Road, access to the residential area is not permitted by vehicles.

The carriageway is suitable for the majority of freight vehicles likely to use it including the bus depot. Most of the premises along the access route are appropriate for all the freight vehicles likely to deliver/collect on this section of the road.

F.13 Werter Road South East junction with the High Street

Werter Road is a one way street used by vehicles to enter Putney High Street. The road is subject to double yellow lines restrictions and faded double pips, indicating no loading at any time. Signage supports this indicating that loading is prohibited in junction with the High Street.

At the western end of Werter Road, on the South Eastern side of the road, is a taxi rank, set aside from the traffic flow. The taxi rank has space for two vehicles. Towards the eastern end of Werter Road are residential, disabled and pay display car parking bays.

Figure F.39: Provision for taxis on Werter Road**F.13.1 Traffic congestion from loading activities**

Deliveries and servicing for Sainsbury occur in the interior delivery yard and away from the junction with the High Street. Rear access of some premises such as Prêt à Manger can also be accessed from the area to the west of Sainsbury's delivery yard.

Figure F.40: Provision for loading at Sainsburys on Werter Road

However, some congestion and bunching of vehicles is caused by vehicles waiting to access the High Street.

F.13.2 Safety from moving vehicles

Brightly contrasted bollards and kerbstones are provided at the intersection with the High Street and along Werter Road South East to protect pedestrians and cyclists from moving vehicles. Cycle stands are provided in front of the supermarket and elsewhere along Werter Road, although there are no cycle lanes on Werter Road, so that all of the road users have to share the road.

There is a high volume of pedestrians along Werter Road, due to the supermarket and the crossing with the High Street. However, as the main Sainsbury deliveries

occur in the dedicated loading facility, there is little interaction between loading and unloading activities and pedestrians.

F.13.3 Infrastructure damage

The carriageway surface presents overall cracks and undulations particularly in the junction with Sainsbury's loading yard where the surface has depressions and patches of due to road works.

Figure F.41: Turning into the delivery yard at Sainsburys (left) and surface within the yard itself (right)



However, the main loading activity occurs inside the interior yard and is unlikely to affect health and safety of the driver, or the manoeuvrability of the loading handling aids. It should also be noted that the delivery yard is not the responsibility of the London Borough of Wandsworth, but that of the land owner.

The footway surface is overall free of depressions, adequate for freight activities. The kerbs appear intact along Werter Road South East but more cracked at the junction with Sainsbury's loading yard. Kerbs are lowered on both sides of the junction between Werter Road South East and the loading yard and are provided with tactile paving to ease those in wheel chairs and the manoeuvrability of wheeled loading equipment.

At the entrance to Sainsbury's yard there is good visibility for pedestrians but there's a blind spot for the freight vehicles turning onto Werter Road. There is also evidence of damage by vehicles at the corner of Werter Road and Sainsbury's loading yard, where bollards have appear to have been damaged.

Another uneven surface is in the area close to the customers' car park entrance at Sainsburys, but is an aspect that FERS does not cover.

F.13.4 Access to the area

No HGV signage is required to indicate the access to the store as the residential area is close to the supermarket. Freight vehicles are expected to drive through residential areas consisting of terraced housing to access the High Street via Werter Road.

The carriageway is suitable for the majority of freight vehicles likely to use it and the loading yard and the entrance shows signs of damage from heavy freight activity. Not all the premises along Werter Road including a church and housing estate are appropriate for the freight vehicles likely to use Werter Road.

It should also be noted that the corner of the junction between Werter Road and High Street has a tight turning circle with the bollard provided at the intersection has been hit.

F.14 Werter Road North East junction with the High Street

As mentioned in the previous section, Werter Road North East is a one way street subject to double yellow lines and loading pips restrictions.

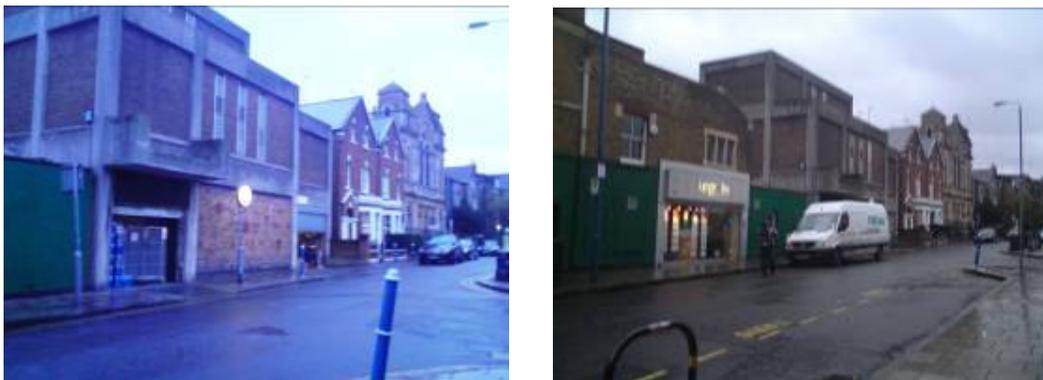
Brightly contrasted bollards are provided along the Werter Road North East to protect the pedestrians and prevent encroachment of the freight vehicles with the pedestrian environment.

The volume of pedestrian and cyclists at the informal crossing between the High Street North and South is high and as mentioned in the section above the kerbs are lowered and provided with tactile paving.

In addition to delivery activity associated with Sainsburys occurring on the South Eastern side of Werter Road, delivery and servicing activity can be made through accessing side entrances located on Werter Road, including WHSmiths.

No loading facilities are available for use, with delivery vehicles having to stop carry out loading/unloading in breach of restrictions, and impacting on traffic flow. In the observations, a Penalty Charge Notice was observed being issues to a servicing vehicle in Werter Road.

Figure F.42: Side access of premises from Werter Road North East



F.15 Lacy Road South West junction with the High Street South West

This section of Lacy Road is provided with double yellow lines and double yellow pips. The restrictions are signposted and they indicate no loading at any time.

Figure F.43: Double yellow lines and restrictions on Lacy Road South West



The carriageway provides vehicle access coming from the High Street onto Lacy Road and the junction is assisted by traffic lights for both vehicles and pedestrians.

F.15.1 Traffic congestion from loading activities

No loading activities are expected to occur on this carriageway as there are five loading bays provided further on Lacy Road South West. No bunching of vehicles occurs at this junction and the loading activities taking place in the mentioned loading bays have no or little impact on the traffic flow.

F.15.2 Safety form moving vehicles

There is no dedicated cycle path provided on Lacy Road or on the High Street and the road users have to share the road with cyclists. However, bicycle stands are provided at the corner of the junction and along Lacy Road.

Brightly contrasted railings to protect pedestrians from encroachment of vehicles into the pedestrian environment are provided at the junction of Lacy Road and the High street, and along Lacy Road itself.

Figure F.44: Pedestrian railings and cycle parking (left) and footway service (right)



The design and layout of the junction allows vehicles to turn without significantly overrunning the kerbs, which apart from one kerbstone appear to be intact and in good condition.

The traffic lights and the pedestrian railings ensure complete separation between the pedestrian environment and the road users, as at this junction there is a high volume of pedestrians and cyclists with the entrance to the Putney Exchange Shopping Centre nearby on the High Street. At the pedestrian crossing the kerbs are dropped and provided with tactile paving to facilitate the mobility of the wheelchair users and other manual handling equipment likely to be used for deliveries.

Figure F.45: Dropped Kerbstones (left) and Carriageway Surface (right)



F.15.3 Infrastructure damage

The carriageway surface is made of paving blocks and there are no visible cracks, but undulations are present towards the pavement increasing the risk to pedestrians from the spray of water.

The footway is composed from a combination of paving slabs on the High Street, and part pavement/part paving blocks on Lacy Road. The footway surface is free of defects and is visually attractive complementing the surrounding streetscape.

In terms of strikes to vertical objects from vehicles, the lamppost and railings appear to have been nudged but not by freight vehicles. There are minor damages to the kerbstones at the corner of the junction but with no effect on general freight activity. The footway surface is suitable for the likely transportation of delivered goods on foot.

F.15.4 Access route to the area

There are no HGV or freight signs indicating the access route to the five loading bay or to the goods entrance for the shopping centre. This could be partly due to the presence of the residential area along the Lacy and Mascate Road, although it should be noted there is no through access via Lacy Road.

The loading restrictions are adequately signposted and the dimensions of the carriageway are suitable for the majority of freight vehicles likely to use it. The premises along the High Street and Lacy Road such as restaurants, coffee shops, music shops are appropriate for the freight vehicles likely to deliver these businesses.

Figure F.46: Signage to Western End of Lacy Road (left) and No Access to Residential Area (centre and right)



The western end of Lacy Road is correctly signed as a cul-de-sac, as vehicles' access towards the residential part of Lacy Road is closed.

F.16 Lacy Road North West junction with the High Street

This carriageway provides the exit from Lacy Road to the High Street. This side of the road is marked with double yellow line and double blips which are complemented by the no loading at any time signs as above.

The traffic lights ensure that vehicles (both passenger departing the Putney Exchange Shopping Centre and freight), pedestrians and cycle flows are managed safely.

F.16.1 Traffic congestion from loading activity

As mentioned in the previous section, the loading activity is likely to take place on loading bays provided on the South West side of Lacy Road. There are no loading activities to impact on the traffic flow. However some queuing of vehicles occurs when the traffic light is red.

Very little waiting or circling of the area occurs as vehicles will always use the loading bays or Walkers Place for the completion of the loading activities.

F.16.2 Safety form moving vehicles

As per above, road users have to share then road with cyclists. However, at the Western end of the Lacy Road, a dedicated cycling exit/entrance is provided to access the residential area. During the FERS audit, a relatively high number of cyclists have been observed at this junction and multiple cycling parking stands are provided along Lacy Road North West and in junction with the High Street.

Pedestrian railings are provided to protect footway users at the junction with the High Street and brightly contrasted bollards are present along Lacy road up to the junction with Walkers Place. The pedestrian railings and the traffic lights ensure a complete separation of the pedestrian realm from vehicles, and the dropped kerbs and tactile paving at the pedestrian crossing facilitate pedestrian and other footway users' mobility.

It is unlikely for the pedestrians or cyclists to interact with the freight activity carried out on this side of the road which mainly takes place on Walkers Place.

F.16.3 Infrastructure damage

The design and layout of the junction of Lacy Road and Walkers Place has a tight radius and there are signs of the kerbs being overrun, carriageway damaged and road markings wear caused by freight vehicles.

Figure F.47: Tight turn into Walkers Place from Lacy Road (left) and Vertical Strike Damage (right)



In terms of vertical objects strike the lampposts and bollards have signs of being nudged by chains used for parking bicycles rather than by freight vehicles.

Granite stones are provided on Lacy Road North West at the Coat & Arms side entrance, which is probably used for loading and unloading of heavy loads and barrels.

F.16.4 Access routes to the area

The exit of Lacy Road North West leads to the High Street, which is a busy and congested road at peak times; this can delay the delivery of products. There is no signage to the area and the premises along Lacy Road North West are overall appropriate for the types of freight vehicles likely to access the area; however, Eddie's Cats Theatre is located on Lacy Road North West and it is not appropriate as a business for the type of freight vehicles movement likely to occur in the area.

F.17 Five loading bays located on Lacy Road South West

Five loading bays are provided on Lacy Road South East. They are shared use facilities as only loading activities can take place Monday to Saturday from 07:00 to

19:00 for a maximum 20 minutes. Two dedicated parking spaces for disabled are provided further on Lacy Road South West.

Figure F.48: Loading bays road markings (left) and restrictions (centre) and Disabled Parking Bay provision



F.17.1 Loading spaces

Distances to all premises likely to use the loading spaces is less than 40 meters including the side entrance to the Exchange Shopping Centre.

Used individually, the loading bays are not large to accommodate all types of freight vehicles including articulated vehicles. The loading spaces are suitable for all types of vehicles likely to use them if there are used together/combined as a large loading bay.

Figure F.49: Delivery activity observed



There is sufficient space to manoeuvre into/out of the loading bays and vehicles are not required to reverse into the facilities. In some cases, vans have been noted mounting the kerb. When leaving the bays, freight vehicles have been observed reversing or turning around at the Western end of road on Lacy Road, towards the goods entrance to the shopping centre.

F.17.2 Timings

It is felt that all deliveries can occur within the delivery timings and dwell period allowed, including early morning deliveries to the coffee shop and the restaurant on Lacy Road South West.

Whilst the bays are available for use for loading activity from 07:00 to 19:00, it is felt that due to the location of the bays, away from the High Street, the loading timings do not conflict with the peak times for commuters, pedestrians, public transport users and cyclists, although arrival times for staff at the Shopping Centre are not known.

Loading activities are prohibited after 7pm to minimise the noise impact on the area; the residential area on Lacy Road is not located on the proximity of the bays and the noise disturbance is not felt to be an issue.

F.17.3 Loading signage

All the parameters of the sign are legal and despite appearing worn out, the road markings on the road indicating the loading bays are in sync with the signage provided. The signage indicating the loading bays and timings are in good condition, clear and visible from all directions. As mentioned above, the loading timings are appropriate for the majority of premises located on Lacy Road South West. The road markings show signs of wear but are still readable.

F.17.4 Traffic congestion from the loading activities

As a result of the inset location of the loading bays, vehicles can pass in either direction with no need to slow down past the loading vehicle. Passing vehicles are not impeded by the loading activity and any freight vehicles that use the bays can manoeuvre in the bays at some speed with no disruption to vehicles following behind.

F.17.5 Infrastructure damage caused by freight vehicles

The footway surface in the loading facilities is made of paving blocks and is adequate in strength for heavy loads with no undulations or defects caused by freight activities.

The existing street furniture (bench, litter bins, kerbs) and the signpost are intact and do not appear to be located in areas where they are likely to be hit by freight vehicles. However, one paving block near the loading bays seems to have been damaged by heavy freight activity in the loading bay.

The footway surrounding the loading area has no camber or uneven surfaces and the most direct routes to the premises nearby are suitable for the use of manual handling aids.

Figure F.50: Footway (left) and carriageway (right) surfaces**F.17.6 Footway user conflict**

Whilst there appears to be loading activities taking place in the facilities throughout the day, there is no conflict with pedestrians and cyclists moving along Lacy Road South West, with the pedestrian environment separated from the freight facilities. No goods are temporarily stored on the pavement to obstruct and impede on the flow of pedestrians.

Cycling stands for parking bicycles are provided away from the loading facilities and their users are unlikely to interact with the freight activity in then bays.

It is not necessary for the delivery driver to cross the road to complete a delivery as all premises are on the same side of the road, Lacy Road South West, as the loading bay. No items of street furniture such as kerbs hamper the use of the manual handling aids when loading/unloading activities take place in the bays. The kerbstones are navigable by such wheeled delivery equipment.

The area feels safe for loading and unloading activities and there is sufficient space available in and around the loading bays without getting too close to passing traffic.

F.18 Walkers Place**F.18.1 Congestion from loading activities**

Walkers Place is a service area and road that connects Lacy Road with Felsham Road. Pedestrians are provided with pavement on the North West edge of the carriageway, and on the Northeast area of the service area. The pedestrian area on the North West is protected by pedestrian railings and pedestrian selective access while the footway area on the North East is used mainly for loading activities.

The footway surface of the pavement for pedestrians is made of paving blocks, is in good condition overall and the railings ensure complete separation between the pedestrian environment and the goods vehicles. However, on the footway surface there are visible undulations that have no impact and do not hinder the pedestrian movements.

On the North East side there are various goods entrance of the businesses located on the High Street such as Halfords, TK Maxx and Superdrug, with the Coat and Badge Pub and mixed residential/office premises located on the North West side.

Figure F.51: Pedestrian pavement on Northwest side of Walkers Place (left) and Access Restrictions (right)



No motor vehicles are allowed in the area and a mandatory 5 miles speed limit is indicated by the signage at the entrance to Walkers Place from Lacy Road. The junction of Walkers Place and Lacy Road is marked with slightly worn out double yellow lines and double pips

The service road is with a red box and “private road” marking indicating no stopping. These road markings are faded and worn out due to the frequent freight movements on this road. However, despite this, goods vehicles have been observed (in both the Observations and FERS audit) stopping to make deliveries and collections by the goods entrance to TK Maxx blocking the exit unto Felsham Road, and to the residential/office buildings.

Figure F.52: Walkers Place Road Markings



F.18.2 Conflict with footway users – Superdrug and Halfords

Parking spaces are provided on the North East of Walkers Place together with a loading bay in front of the Superdrug goods entrance. The carriage way surface is made from tarmac and presents extensive cracks.

Figure F.53: Superdrug's (left) and Halfords (right) goods' entrances

By the loading bay and Superdrug goods entrance roll cages with recycling and tote boxes are stored temporarily, next to the goods entrance. The roll cages are not aligned and could cause trip hazards, as well as hindering loading activity. Packaging is also located outside of the roll cages, giving an “untidy” look to the loading bay.

By Halfords' goods entrance another two unaligned empty roll cages were temporarily stored at the time of the audit. Industrial waste bins were stored in the far North East corner of Walkers Place in a parking space. These were also unaligned and one of them was abandoned on the carriageway, which could have affected freight vehicles movements and blocked the access to Halfords' entrance, creating health and safety risks.

Figure F.54: Unaligned industrial waste bins (left), perceived fly tipping (centre) and signage (right)

The industrial bins are hazards for both deliveries and delivery staff. The industrial bins are stored next to some steps and a second pedestrian exit onto the Lacy Road. Walkers Place North East is unlikely to be used by pedestrians or cyclists but car parking spaces are present, with drivers and passengers accessing vehicles.

It is also felt that despite the warning signpost against fly tipping, instances of this occur, with domestic waste being abandoned next to the industrial waste bins at the time of the audit.

F.18.3 Conflict with footway users – TK Maxx/North end of Walkers Place

Figure F.55: Delivery activity at the North end of Walkers Place



Despite the road markings on the road, articulated vehicles stop in front of the TK Maxx goods entrance blocking the exit way unto Felsham Road. Additionally, it was observed that despite multiple parking spaces available on Walkers Place, light goods vehicles stop on the pavement at the North end of Walkers Place towards Felsham Road.

More industrial waste bins are stored on the footway area by the entrance, but there are aligned not hindering the Figured loading activity. The footway surface available at TK Maxx slightly slopes to facilitate the manoeuvring of wheeled loading equipment;

F.18.4 Infrastructure Damage

As mentioned in the previous section, the entrance to Walkers Place from Lacy Road shows signs of freight vehicles overrunning the kerbstones and carriageway surface damaged by heavy freight vehicles.

Figure F.56: Kerbstones run over and road markings wear



The footway and carriageway surface at the junction with Felsham Road appears damaged by heavy freight activity and goods vehicles mounting the kerbs. One bar is missing from the pedestrian railing provided to prevent the encroachment between the freight activities and pedestrian movements in junction with Felsham Road.

Figure F.57: Carriageway damage (left) and Pedestrian railing damage (right)

The carriageway surface is suitable for the majority of freight vehicles likely to use it; however, it should be pointed out that when loading and unloading activities occur by the TK Maxx goods entrance, the exit to Felsham Road is blocked for a considerable period of time.

Most of the premises located on Walkers Place and the access route to the loading areas are suitable for all types of freight vehicles likely to use it. However, Felsham Road and the area opposite TK Maxx goods entrance are residential.

F.18.5 Access routes to the area

No signage is provided to ensure HGVs' accessibility to Walkers Place, and when interviewed, the TK Maxx manager commented that signage to Walkers Place could be improved. The corner with Felsham Road has a tight radius and the inter-visibility with pedestrians walking along Felsham Road is reduced.

F.19 Felsham Road North and South West junction with the High Street

Felsham Road is a one way street providing the exit of the vehicles from Walkers Place and Weimar Street on to the High Street.. Vehicles have been observed to use this route as a shortcut through Lacy Road and Walkers Place back onto the High Street. Vehicle access to the residential area further West of the junction of Walkers Place and Felsham Road is prohibited, with vehicle access restrictions in place.

F.19.1 Congestion from the loading and unloading activities

The main commercial premise on Felsham Road is Barclays Bank, located at the junction of the High Street and Felsham Road on the South West side of Felsham Road. The exit way from Felsham Road onto the High Street is narrow and when servicing activities take place at the Barclays Bank, vehicles cannot pass by the vehicle. During the FERS audit, a G4S van was observed blocking traffic and causing disruption and congestion whilst carrying out Cash in Transit activity.

In normal circumstances some bunching of the vehicles occurs on Felsham Road when the High Street is congested and vehicles have to wait before exiting Felsham Road. There are no cycle lanes and as such road users have to share road with

cyclists. However, cyclists have exit and access routes to the residential area to the Western end of Felsham Road.

Figure F.58: Congestion from loading activity (left) and loading restrictions (centre and right)



At the junction of Felsham Road and Walkers Place, where there are nearby residential properties, the loading restrictions are for no stopping Monday to Saturday 08:00 to 18:30. As you go East along Felsham Road, on the North West side, restrictions are provided through single yellow lines and single pips which restrict vehicles from waiting and loading between 07:30 and 18:30.

At the junction with the High Street, double yellow lines indicate that stopping is prohibited 24 hours a day, seven days a week. The waiting restriction signs are displayed on the bollards located on the North West of the road; these are not visible from angles to the passing traffic and can be easily overseen.

Two additional parking spaces numbered 70 and 71 are located by the bollards, on the North West section of the road.

F.19.2 Safety from moving freight vehicles

At the intersection between the High Street and Felsham Road a relatively high volume of pedestrians has been noticed. The junction is not provided with a formal pedestrian crossing but there is good inter-visibility between the moving vehicles and pedestrians and the kerbs have been dropped and the footway area is provided with tactile paving to ensure the accessibility of disabled wheeled chairs and other wheeled equipment. The bus stop on the High Street South West in front of the Barclays Bank increases the number of pedestrians and public transport users at this junction.

The kerbstones and the bollards on North West side of the road protect the footway users from encroachment with vehicles. More brightly contrasted bollards are provided at the junction between Felsham Road with Weimar Street and along Felsham Road North West. Cycling stands are provided after the junction with Weimar Street.

F.19.3 Infrastructure damage

The carriageway surface is made of paving blocks and appears in good condition with no signs of damage from heavy freight activity. The footway surface at the

junction with the High Street is made of paving slabs and from the junction with the High Street, Felsham Road's footway surface is made of paving blocks free of defects.

In terms of vertical object strikes, the bollards by the 70 and 71 parking spaces presents signs of being nudged.

Figure F.59: Kerbstones at the junction of Felsham Road and Weimar Street (left), damaged signage (centre) and recycling facilities (right)



At the junction of Felsham Road and Weimar Street, the kerbstones are made from double granite stones and are different from the kerbstones used at the junction with the High Street. Both type of kerbstones are made from durable materials and appear in good condition.

Pay and display bays are provided on both sides of Felsham Road and recycling facilities are located on Felsham Road North West, near to residential properties. These facilities require regular servicing. The pay and display signpost nearby the recycling facility has been damaged by heavy goods vehicles' movement to the extent of being uplifted from the ground. The kerbstones around the recycling bins show signs of grazing caused by heavy freight activity.

The carriageway surface is suitable for all types of HGVs likely to use it, but congestion can occur if vehicles have to stop prior to exiting on to the High Street.

F.19.4 Access routes to the area

The access route to Felsham Road requires exit via Walkers Place which can be blocked when deliveries and collections occur at TK Maxx. Not all the premises along Felsham Road are suitable for the HGV traffic, with the western end of Felsham Road consisting of mainly residential properties.

F.20 Jones Mews (Service Road by McDonalds and Whisk Cookshop)

Jones Mews is narrow service road located to the north of McDonalds on the High Street. This road can only be accessed from the High Street next to McDonalds, with no other entrance or exit. It has an "L" shape continuing South a where few businesses have rear access or emergency exits.

The road is only wide enough for one vehicle, and as such is not wide enough to accommodate passing vehicles. The HMV goods entrance is located at the Northern section of the “L” shape and during Business interviews the HMV manager indicated that when one vehicle stops, they cannot bring the goods in via the service road.

Figure F.60: Views of Jones Mews



The maximum size of vehicle that can access the road is a 2 axles vehicle, and it is felt that larger 2 axle vehicles would not fit along this road.

It was noted that a few premises had letterboxes on the East side of Jones Mews, and several industrial bins were stored on the ground indicating regular waste and mail service. The footway surface is made of tarmac and has potholes and cracks.

Figure F.61: Letter boxes (left) and HMV goods entrance (centre and right)



There is a bollard provided on the South West of the pavement on the High Street which prevents vehicles' interaction with the window displays of businesses on the High Street when exiting the service road.

ANNEX G: WANDSWORTH PCN CONTRAVENTION CODES

G.1 Higher level penalty charge parking contraventions - On street¹⁰

Code	Description	Explanation
01	Parked in a restricted street during prescribed hours	Parked on a yellow line or in a street where there is a temporary waiting restriction.
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	Parked where there is a yellow line and yellow markings on the kerb.
12	Parked in a residents' or shared use parking place without clearly displaying either a permit or voucher or pay and display ticket issued for that place	Where no resident or visitor permit or pay & display ticket valid for that parking place is displayed. Or where a resident or visitor permit or pay and display ticket that would have been valid for that parking place is displayed, but is expired by more than 7 days (resident permit), more than one day (visitor permit), or more than 24 hours (pay & display ticket)
16	Parked in a permit space without displaying a valid permit	The appropriate permit for that space must be clearly displayed on the windscreen.
20	Parked in a loading gap marked by a yellow line	This is a yellow line in between two parking spaces.
21	Parked in a suspended bay/space or part of bay/space	A suspension is marked by a yellow triangular sign, which gives details of the date/time and area suspended.
23	Parked in a parking place or area not designated for that class of vehicle	Only certain vehicles may park in some places.
25	Parked in a loading place during restricted hours without loading.	Loading places are for loading and unloading only.
26	Vehicle parked more than 50 cm from the edge of the carriageway and not within a designated parking place	You may not 'double park'. This applies even if there is no other vehicle present.
27	Parked adjacent to a dropped footway	Parked in front of a dropped kerb at a junction or driveway access when other restrictions do not apply.
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge.	Only valid blue badge holders may park in a disabled person's space.
45	Parked on a taxi rank	Only a taxi may park on a taxi rank. Other vehicles may not park, even to pick up a passenger.
47	Stopped on a restricted bus stop/stand	You may not stop at a bus stop or stand.
48	Stopped in a restricted area outside a school	This is shown by yellow zigzag markings. You may not stop there for any reason.
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	No commercial vehicle over 5 tonnes in weight may park overnight in London streets.
61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	You may not park with any part of an HGV on the pavement.
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	You may not park with any part of your car on the pavement.
99	Stopped on a pedestrian crossing and/or crossing area marked by zigzags	You must not stop on a pedestrian crossing or in the white zigzag area.

¹⁰ London Borough of Wandsworth, 2001, Penalty Charge Notices, Available: http://www.wandsworth.gov.uk/info/471/street_parking-enforcement_and_fines/307/penalty_charge_notices_pcn/2