

# Sutton Town Centre Delivery and Servicing Study



**Final Report**

Prepared for

**London Borough of  
Sutton**

by



*Transport & Travel Research Ltd*

On behalf of the South London  
Freight Quality Partnership

**December 2009**

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Project Number	N/09/464
Version	2.0
Date	December 2009
File location	\\Nikki\public documents\TTR Projects\Current Projects\SLFQP\Technical\Sutton TC\Technical\Reports
Last edited	21 December 2009
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# 1. INTRODUCTION

## 1.1 Introduction and Background

This study was commissioned through the South London Freight Quality Partnership by the London Borough of Sutton to assist them to develop a better understanding of the nature and extent of delivery and servicing activity within Sutton town centre, specifically the High Street, but also focusing on other key retail locations. Following analysis and interpretation of the gathered data, the study contains a suite of recommendations to improve the efficiency, economy, safety and sustainability of local freight movement and servicing activity in Sutton town centre.

Sutton town centre is located approximately ten miles south of central London, in the London Borough of Sutton, population 187,600. Within the London Plan, Sutton is categorised as one of the four south London metropolitan centres, the highest national classification for a town centre. The town centre is dominated by retail activity; however, it faces a high level of competition from other nearby retail centres e.g. Kingston and Croydon. The creation of the Outer London Commission brings an increased focus to London's suburbs, which is expected to benefit Sutton. The Sutton Town Centre Area Action Plan is currently going through the process of being agreed. This sets out a clear vision for developments in the town centre, including sustainable transport proposals, up to 2025.

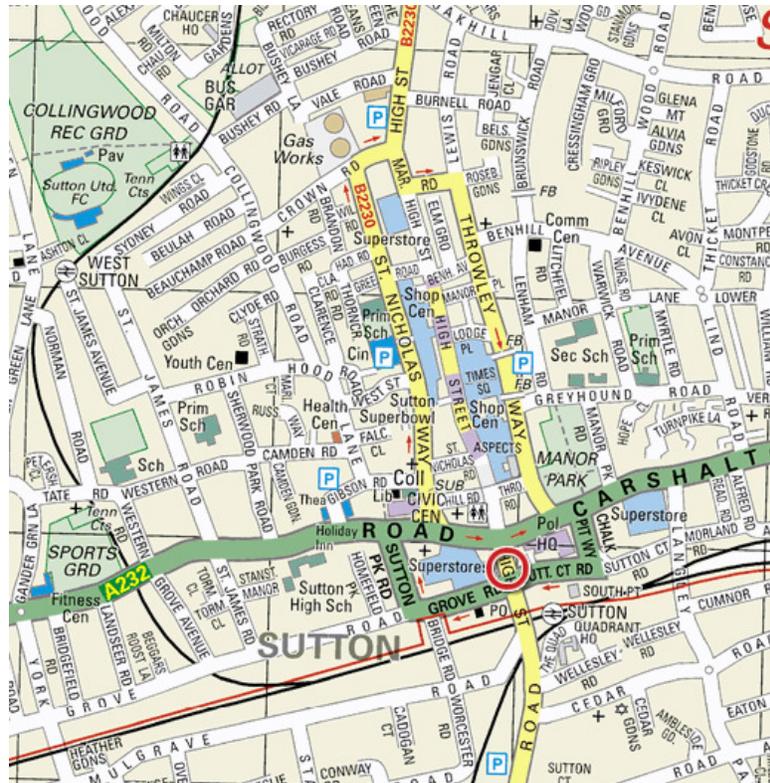


Figure 1 Map of Sutton Town Centre (Source: Multimaps)

Geographically, and in terms of delivery and servicing activity, the town centre has a compact layout. Sutton High Street runs north to south and is bounded by a one-way gyratory system to the east, west and north. Immediately outside the gyratory system are residential areas, the traffic dominated gyratory being a barrier between them and the town centre. At the south end of the high street the Transport for London Red Route network (TLRN) one-way circulatory system bisects the High Street on an east-west axis. The High Street then heads south, crossing the railway line into a further residential area. The town centre is well served by delivery and servicing yards, of which more later.

The London Borough of Sutton is currently producing its Sutton Town Centre Area Action Plan, which forms part of its Local Development Framework. The Plan contains ambitious plans for the future development of Sutton Town centre over the next 10-15 years. This report notes the proposals contained in the 'Sustainable Built Development, Public Realm and Transport' section. The recommendations made in this report align with the Area Action Plan and will ensure that freight transport and servicing activity supports the future physical and economic development of Sutton town centre.

## 1.2 Methodology

The project methodology was developed in response to the project brief and following initial discussions with both Alex Forrest, Senior Transport Planner, and Emily Fahey, Sutton Town Centre Manager.

Following an inception meeting held on 12<sup>th</sup> May 2009 the study was undertaken using the following staged approach:

### **Stage 1: Project management team area familiarisation**

Prior to undertaking initial vehicle movement observation activity, the TTR project management team spent time on site, becoming familiar with the study area. This involved walking through the area and taking digital photographs of key locations for use later in the study report.

### **Stage 2: Desk-based PCN and loading bay review**

To provide important baseline information on the existing nature and extent of loading/unloading problems within the study area, a desk-based research task was undertaken, involving analysis of PCN data pertaining to the study area. Data was received from both TfL for the Red Route and London Borough of Sutton Parking Services for Borough roads.

### Stage 3: Development of observation support materials and observation planning

The practical stages of the project commenced with an observation study, involving delivery and servicing activity at key agreed locations within the study area. A range of information was recorded during the observations at each location. 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. A draft of the observation sheet was provided to L.B. Sutton for review. These are shown in annexes A and C. Annex B contains the vehicle classifications used in the study. Digital cameras were used during the study to record images of activity, to support analysis and interpretation and to be presented in the study report.

To ensure that delivery and servicing activity within the study area was adequately observed and recorded, TTR team members were deployed at a total of six locations within the agreed study area. At any given survey time, observations took place simultaneously at three separate locations. The dates for observations on the 13<sup>th</sup> and 14<sup>th</sup> July 2009 and the following observation locations were agreed with the client:

- High Street, North
- High Street, South
- TLRN (Red Route)
- Railway Station
- St Nicholas Way
- Throwley Way

The timetable and pattern of the surveying is set out in figure 2.

Sutton Town Centre - Survey Pattern												
	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00
	ON	OFF										
Site 1: High Street, South	X				X				X			
Site 2: High Street, North			X				X				X	
Site 3: TLRN (Red Route)	X				X				X			
Site 4: Station Area			X				X				X	
Site 5: St Nicholas Way	X				X				X			
Site 6: Throwley Way			X				X				X	

Figure 2 Sutton Town Centre Survey Pattern

#### **Stage 4: Team Briefing**

A team briefing was held in Sutton prior to the commencement of the observations on the evening of the 13 July. This covered completion of the activity recording sheets, familiarity with vehicle sizes and body types, using the sheet in annex B, and health and safety issues.

#### **Stage 5: Observation Work**

Observations commenced in the High Street on the evening of 13<sup>th</sup> July 2009, from 8pm until 10pm. These focused on the current extent of use of the permissible evening delivery time within the High Street, which is otherwise a pedestrianised area.

The core observation activity was undertaken within a single day on 14<sup>th</sup> July 2009 to cover a total survey period from 7am to 6pm. All observations and recording actually commenced 15 minutes prior to the agreed survey time to allow continuous and progressive recording, rather than abrupt start, to the survey work to be undertaken. Activity was observed on both sides of the road within a realistic and practical observation distance, in either direction.

The observations established the current provision of loading / delivery bays, both on-street and off-street. This included which stores / shopping centres have their own loading bays, and which are dependent on on-street deliveries. The current on-street delivery and loading regulations in the High Street were noted to inform discussion on the proposed changes which can be found later in this report.

Access restrictions for HGVs delivering in Sutton Town Centre were also noted to inform discussion on this issue.

#### **Stage 6: Follow-up Surveys**

Details (including telephone numbers, where available) obtained from information recorded from observed delivery/servicing vehicle liveries were used to carry out a subsequent series of follow-up telephone calls to a selected sample of goods vehicles operators observed as undertaking delivery and servicing activity.

Face-to-face and telephone surveys were undertaken with local businesses in the Town centre and organisations representing business in Sutton.

Interviews were also held with other key players, including the L.B. Sutton Head of Parking Services, L.B. Sutton Traffic Manager, Police representative, Chamber of Trade representative, Freight Transport Association representative and chair of Town Centre Forum.

These calls and face-to-face surveys were used to explore key issues relating to delivery and servicing activity within the area and were used to validate the information gathered from the observation work.

## **Stage 7: Activity Analysis**

Following completion of the detailed observations and the follow-up surveys, activity records, and vehicle images, along with business and operator responses, were analysed, to build a profile of the current nature of delivery/servicing activity in Sutton Town Centre. This highlighted various delivery and servicing issues within the area for which recommendations for their management are contained within this report. These will help improve the safety, efficiency and sustainability of delivery and servicing activity within Sutton Town centre.

## **2 DELIVERY AND SERVICING ACTIVITY – FINDINGS**

This section of the report sets out the findings of the on site observations; business, market trader and operator surveys and interviews; and the desk based review. It needs to be read in conjunction with the data contained in annexes G, H, I, J and K.

### **2.1 On Site Observation Survey**

The data obtained during the on site observations is contained in Annex I of the report.

#### **2.1.1 Number of vehicles loading and unloading within each survey time**

On the evening of the 13<sup>th</sup> July 2009, from 18:00 until 22:00, observations were undertaken on the High Street to assess the current extent of use of the permissible evening delivery time within the otherwise pedestrianised area. A low level of vehicle usage was observed (figure I.1) , with the highest number of vehicles recorded on the High Street being between 21:00 and 22:00. However, after the survey period was completed most vehicles were observed to depart the High Street. Activity observed during this period included shop-fitters, cash in transit deliveries and customers accessing the McDonalds takeaway in the High Street.

During the daytime surveying on the 14 July 2009 the highest number of vehicles recorded carrying out loading / unloading activities was between 09:00 and 10:00 in the morning (table I.1). These 16 vehicles amounted to over 50% of the total number of vehicles observed in the High Street during the daytime surveying period (07:00 – 18:00). Whilst, due to the nature of the survey, the arrival or departure time of all the vehicles present on the High Street were not noted, their presence was recorded to represent a broad picture of the overall number of vehicles servicing businesses on the High Street during a typical day.

This is a similar picture to that for the whole of Sutton, as illustrated by figure I.2 and table I.2. This shows 41 vehicles, 37% of the total number of vehicles recorded during the daytime survey, as delivering during this period. This data shows a typical daily

pattern with most delivery activity taking place in the morning followed by a much smaller peak during the late afternoon as collections take place.

#### 2.1.2 Size of vehicles used for delivery / servicing activity

A total of 159 vehicles were recorded carrying out loading and unloading activities during the survey. As shown by figure I.3 and table I.3, the majority of vehicles performing loading and unloading activity in the survey locations were vans (46%) and rigid vehicles (32%). Of the remaining vehicles 14 (9%) were cars, 8 (5%) were articulated lorries, 7 (4%) were car derived vans and 3 (2%) were electric vehicles. A further 3 vehicles were unclassified. The high percentage of van use reflects trends at a National and London level and may reflect the balance of servicing verses delivery activity taking place in Sutton.

#### 2.1.3 Goods delivered / collected and handling units used

As shown by table I.4 the majority of products delivered / collected were food products (14%), including fruit and vegetables at the local market. Other notable freight movements were the result of waste/recycling collections (10, 6%), cash in transit (9, 6%), equipment and maintenance servicing activities (4%) and other beverage deliveries to the pubs, restaurants and cafes in the area (3%).

As illustrated by the table I.5 the most commonly used handling units were boxes, including totes and plastic crates (18%). The second most frequent handling unit (9%) used in loading/unloading activities was packages. Other popular handling units were loose cartons (5%), bins (4.5%) from the waste/recycling collections and crates and sacks (3.5% each). Only 1.7% of the deliveries/collections were carried out using roll cages as handling units. It should be noted that some of the deliveries/collections used a mixture of types of handling unit. For reference purposes, pictorial descriptions of the various handling units are contained Annex L.

#### 2.1.4 Duration of loading/unloading activity

As illustrated by the figure I.6, the majority of loading/unloading activities (26%) were completed within 5 minutes. A further 11% were completed between 6 and 10 minutes, whilst 7% of the deliveries /collections lasted between 11 and 15 minutes. Only 1% of deliveries/collections lasted between 40 and 60 minutes with a further 1% completed in greater than 60 minutes.

#### 2.1.5 Number of delivery/collection points and purpose of activity

As illustrated by figure I.5, the most common instance, comprising half of the total loading / unloading activities, was for a delivery to service one business, while only 16 (11%) loading/unloading activities were carried out to multiple businesses.

Table I.7 breaks down the delivery, collection and servicing activity recorded on the respective days of the survey. 37% of vehicles observed were carrying out deliveries, 19% collections and 15% servicing activity. Interestingly 4% of vehicle movements did not result in any delivery / collection / servicing activity.

### 2.1.6 Compliance with delivery restrictions

During the survey there were no instances observed of Penalty Charge Notices (PCNs) being issued to freight vehicles. Whilst one or two vehicles departed the High Street through the un-gated exit 10-15 minutes after the gates were closed at 10.00 am, the tolerant approach to delivery and servicing in the High Street meant that they were not issued with PCNs.

Data obtained from London Borough of Sutton and Transport for London indicates that non-compliant loading and unloading does not appear to be a significant issue. However this data needs to be treated with care for the following reasons.

- The London Borough of Sutton data refers to code 02 offences - Parked or loading/unloading in a restricted street where waiting and loading / unloading restrictions are in force. This category includes offences by private as well as commercial vehicles, as well as parking, as opposed to, loading and unloading offences.
- There is only one offence applicable to Red Routes. TfL PCN data will include offences by private as well as commercial vehicles, as well as parking, as opposed to, loading and unloading offences.

The above caveats further show that commercial vehicle compliance with loading and unloading restrictions is not a significant issue in Sutton town centre.

For the period April 2008 to July 2009, in the Sutton Town Centre geographical area, 2,103 tickets were issued in total. Table I.8(a) shows that out of this total 504 PCNs for a code 02 offence were issued which amounts to one quarter of all offences in the geographical area. The average frequency of issue is just under one PCN per day. On the High Street, where the greatest number of tickets are issued the average is two tickets per week. Further discussion regarding the statistics with the Parking Manager at the London Borough of Sutton indicated that no parts of the town centre were considered 'hot spots' for non-compliant loading and unloading activity. This view is backed up by the interviews with operators and the Freight transport Association, who did not consider PCNs a significant issue in the town centre.

The TfL data shows a similar picture. Table I.8(b) indicates that even at the most active location on the red route in Grove Road, PCN issuing averages less than one per day.

The vast majority of deliveries and collections carried out in the surveying area did not cause any issues relating to road, pedestrian, driver and vehicle safety. Tables I.10, I.11 and I.12 illustrate the non-compliant parking, loading and unloading and health and safety issues observed during the on site survey.

There were a few vehicles that parked illegally on double yellow lines, stopped on the Red Route or on the bus stop. There was one instance noted of goods being dropped on the red route and another of goods offloaded from a vehicle and then left on the red route for a short period of time.

The Health & Safety issues observed included loading / unloading activities carried out on the pavement or on the High Street which tended to “push” pedestrians on the sides of the High Street. Both articulated and rigid lorries accessing the ASDA service yard located on St. Nicholas Way utilised reversing manoeuvres which blocks access to the customer car park and disrupts the traffic flow.

#### 2.1.7 Notable frequent receivers and consignors of goods

The most frequent receivers of deliveries/collections were the supermarkets located in Sutton Town Centre area, details of which are illustrated by table I.12. The second category of businesses generating frequent deliveries / collections were restaurants, cafeterias, fast food shops and bars. The pubs in Sutton Town Centre area were allocated a separate category because they generate their own regular deliveries / collections. Other distinctive frequent receivers of goods were building societies, businesses located in the shopping centre and newsagents located in the train station area.

The market stalls typically generate one delivery to set up the stall and one collection when the stall is packed up at the end of each market day. Each activity lasts for more than 20 minutes, but only occur on market days (Tuesday and Saturday).

As illustrated by table I.13 the majority of consigners (46) were couriers/mail and providers of Cash in Transit services and providers of transport services. The second highest category of consigners is constituted by food and drinks suppliers (20). This included various supermarkets and some market stalls and caterers. Waste recycling and cleaning providers (12) and providers of building / equipment and maintenance services (9) were also notable consignors of goods.

## **2.2 Loading Bays Observation Survey – Findings**

As part of the observations, records were made of the provision of loading bays, both on the red routes and within Sutton Town Centre. This data is recorded in Annex G.

The records show that Sutton Town Centre has been well planned with respect to the provision of loading and unloading facilities. This is backed up by the low incidence of PCNs issued for loading and unloading activity. The survey highlighted a few points which are set out below.

At a few locations articulated and other vehicles have to reverse off of the main road to access service areas or loading bays. The locations noted were ASDA, Marks & Spencer / Farm Foods and A.W. Champion. This issue is covered further in the report recommendations.

During the observation day a few instances of recycling, delivery and collection on the gyratory system were observed. These did not take place in recognised loading and unloading facilities. Whilst these instances were of short duration and had limited, or no effect on traffic flow, they increase the potential for accidents or causing congestion.

An articulated vehicle was observed parked on the Morrisons service area with its sleeper cab curtains closed. It is not known if the vehicle had parked there overnight. The lack of suitable overnight parking is an issue for the road freight industry. Consideration should be given to the provision of limited overnight parking in the town centre.

A couple of market traders' vehicles were observed parked in an alleyway off the High Street during market times. The alleyway contains emergency exits for ASDA and Argos. Due to the potential for incidents, consideration should be given to enforcement activity, if this is on public highway, or discussion with the land owners if it is private property.

The final point is that taxis were observed parked in a couple of the loading bays in Carshalton Road. This activity should be raised with TfL for enforcement action to be taken to free up the loading bays.

### **3 BUSINESSES' SURVEY IN SUTTON TOWN CENTRE-FINDINGS**

The data obtained from the business survey is contained in Annex J of the report.

#### **3.1 Business Survey**

A total of fifty-one businesses located on Sutton High Street were approached for the completion of the survey. Of these, forty businesses agreed to take part in the survey and seven businesses declined. Four businesses wished to complete the survey in their own time for return by post. However, none of these surveys have been returned for inclusion in the data analysis. Face to face surveys were carried out with a total of thirty-four businesses with a further six completed over the phone. In addition, two market traders completed face to face surveys.

##### 3.1.1 Business In Sutton High Street

All of the businesses that took part in the survey were located on Sutton High Street. The street contains a wide variety of retailers (table J.1). The largest groupings were apparel, (10) including clothing and shoes, food and drink (9) including fast food, bakery, coffee shops and pubs and supermarkets (5).

Information on business opening and closing times is contained in tables J.2(a) and J.2(b) The majority of businesses open for trading at a time between 08:01 and 10:00 and close at a time between 17:01 and 19:00, while few businesses close after 21:01. Table J.2(b) shows that one business closes after midnight at the weekends and one does not trade on Sunday.

##### 3.1.2 Average daily, weekly deliveries and collections

Data on business's deliveries and collections is shown in tables J.3 and J4. 55% of the businesses located on Sutton High Street have daily deliveries. The majority of businesses have weekly collections (62.5%) while only 20% have daily collections.

### 3.1.3 Type of goods delivered to the businesses on Sutton High Street

As shown by table J.5 the majority of businesses (95%) said their deliveries and collections are constituted by retail goods such as food, drinks, clothing, shoes, play station games, confectionery, etc. 45% of businesses receive deliveries of goods for internal consumption. Only 35% of the businesses advised that they have regular recycling / waste collections.

### 3.1.4 Handling units used for deliveries and collections

Information on goods handling units is contained in table J.6. The most common form of goods handling equipment for deliveries are tote boxes and pallets (55% each), followed by loose cartons (37.5%) and roll cages (22.5%). As expected there are a lower level of collections. With tote boxes being the most common handling unit (42.5%).

### 3.1.5 Deliveries and collection times and days

Table J.7 shows that, as expected, the majority of businesses have their deliveries and collections between 07:00 and 10:00 in the morning, with the majority of businesses (23.5%) have their collection in the same time as their delivery. Almost half of the businesses surveyed (37.5%) advised that they do not have collections on regular basis.

As shown by table J.8 it is notable that the majority of businesses have no busiest day for deliveries. For the other businesses, 32% identified Tuesday as the busiest day for deliveries and 25% Thursdays and Fridays as busy days for deliveries. The table also shows that the majority of businesses that have regular collections do not have a particularly busy day for collections. However, 15% of the businesses have Tuesdays and Fridays as busy days for collections.

### 3.1.6 Delivery and collection vehicle characteristics

Vans (60%) and articulated goods vehicles (45%) are the most common types of vehicle used to deliver to the businesses on Sutton High Street. The majority of businesses have one vehicle delivering to their premises (tables J.9 a & b). It is a similar picture for collections (tables J.10 a & b), though it is notable that the percentage of total businesses having collections made by van (32.5%) is approximately half that of deliveries (60%). It is the same vehicles carrying out deliveries and collections in many cases. As expected (table J.11) it is vans and rigid vehicles that have the greatest accessibility, with articulated vehicles only able to serve less than 20% of delivery sites of the businesses that responded.

### 3.1.7 Duration of deliveries and collections durations

As shown by table J.12 a & b, approximately half of all deliveries are completed in twenty minutes or less, with a further estimated 40% taking between twenty and forty minutes. Only an estimated 15% off deliveries take more than forty minutes. Please note that these are estimated figures as some businesses have deliveries within two

categories. Far less time is required for collections as an estimated 75% of collections are made in under twenty minutes.

### 3.1.8 Sufficient space for servicing Sutton Town Centre

The majority of businesses said that there is sufficient space for deliveries, collections and servicing. It was recognised that there can be congestion in the High Street on market days. However, 30% of the businesses think that there is not sufficient space for servicing in Sutton Town centre as illustrated by table J.13.

Table J.14(a) shows the break-down of use of on and off street loading and unloading facilities. It shows that the majority of businesses (65.5%) make use of the on street loading and unloading facilities. Four businesses that were interviewed use both communal and on street loading and unloading facilities.

Table 4.14(b) shows business respondents' opinions of the off street loading and unloading facilities. Businesses that described the off street loading facilities as poor said that due to restrictions at the back of the store (residential area) their cash deliveries have to be carried using the front of the store. Also, one business pointed out that the off street loading facilities are congested, insufficient, not wide enough and not protected. The businesses that described the off street loading facilities as "fair" did not offer additional explanation, and those that described them as "good" said that they do not have any complaints, despite the fact that they share them with other businesses.

As illustrated by table J.15 the businesses which do not have off street loading and unloading facilities use the High Street (40%) to carry out loading/unloading activities as well as side roads and side alleys (7.5%) and on-street loading bays (2.5%).

### 3.1.9 Control of ordering, deliveries and collections

Table J.16(a) shows that 55% of businesses order their own goods and products with the remainder either having this function carried out for them or orders being created by a combination of processes. Table J.17 shows that the majority of businesses do not have control of their delivery or collection times. Finally table J18 indicates that approximately 10% of all deliveries and collections are carried out on an ad-hoc basis.

### 3.1.10 Problems with freight movement in Sutton Town Centre

The majority of the businesses (65%) advised that there are no problems associated with freight movements in Sutton (table J.19(a)). However some businesses noted that restrictions and market day congestion on the High Street affects their deliveries. 5% of the businesses said that the current efficiency, safety and sustainability of the freight movements could be improved.

The majority of the businesses (70%) do not have any suggestions as how to improve freight movement in Sutton Town centre. The views of the remaining businesses are contained in table J.20. The most common suggestions (10%) were

for greater parking and loading/unloading provision and an extension of High Street access times at Christmas time (5%).

### 3.1.11 Changes in the High Street access restrictions

The London Borough of Sutton is seeking to amend the timings of vehicular access to the High Street. The majority of businesses (75%) advised that they would not be affected by the reduced amount of access to the High Street. The comments of the remaining businesses are contained in table J.21(b). Of these, four businesses did not specify how the changes in access would affect them.

### 3.1.12 Advice on the maximum size of vehicle that can access their sites

The majority of businesses (47.5%) do not advise those making deliveries, collections or servicing about the maximum size of vehicle that can access their site as shown by table J.22.

### 3.1.13 Consolidation Centre (CC) for Sutton Town Centre

The majority of businesses interviewed (80%) said that a CC for distribution of goods for Sutton Town Centre would not be beneficial to their business.

### 3.1.14 Organisations having a Delivery and Servicing Plan (DSP)

As shown by figure J.1, 50% of businesses said that their organisations have a DSP whilst 37.5% of businesses said that they do not and 12.5% not knowing.

## **3.2 Discussions with Local Businesses and Key Players in Sutton Town Centre**

The views of a selection of local businesses and key players having an involvement with Sutton Town Centre were obtained through a series of telephone interviews. Their comments are noted in Annex H. In summary, delivery and servicing issues were not considered a major issue by any of the people or organisations contacted. However, future access to the High Street was of concern to the emergency services.

## **4 MARKET TRADERS SURVEY**

Unfortunately, only two responses were received to the Market Traders survey. Due to the fact that the majority of market traders operate as a single sales person and due to their lack of time to complete a survey it was not possible to obtain a more representative sample. The following points gleaned from the completed surveys are of note:

- Both traders use a van to bring and collect the produce from the market and drive the vehicles themselves.

- During the trading hours one market trader, being local, parks his vehicle at home. The other parks the vehicle in the parking facility near a local unspecified church.
- One said there is sufficient parking space in Sutton Town Centre while the other said there is insufficient parking space in Sutton due to High Street restrictions.
- Neither of them said there are any problems with freight movement in Sutton Town Centre.
- One of them suggested that in his view safety, efficiency and sustainability in Sutton market could be improved by providing more recycling facilities and rubbish collection provision. The other did not have any suggestions.
- The same market trader suggested that in order to improve efficiency, safety and sustainability of servicing Sutton market, more parking provision should be allocated to market traders, as well as parking spaces and parking permits.
- Both market traders said that they would not be affected by extended restrictions hours on the High Street.

## 5 TRANSPORT OPERATORS – FINDINGS

### 5.1 Telephone survey with transport operators

#### 5.1.1 Type of operators interviewed

132 Transport Operators and distributors have been approached via email and 42 were contacted for a telephone survey.

Due to the local knowledge required for the completion of the survey, the nature of the businesses (Cash in Transit operators), or due to the fact that operators do not carry out operations in Sutton, the majority of businesses approached declined to take part in the survey.

A total of 11 transport operators/distributors that operate in Sutton were surveyed about servicing in Sutton Town Centre area. Three of the respondents were logistics operators, three were parcel delivery and other services operators, two were major drinks distributors, two courier companies and one a specialist Cash In Transit company.

The data obtained from their responses is contained in annex K

#### 5.1.2 Frequency of servicing businesses in Sutton Town Centre

Table K.1 shows that the majority of operators interviewed (8) make daily deliveries in Sutton while only 5 operators make daily collections. Only 3 and 4 operators make weekly deliveries and weekly collections respectively.

#### 5.1.3 Time period when the majority of servicing activity occurs

As shown by table K.2 the majority of operators deliver and collect to / from businesses in Sutton between 07:00 and 10:00 in the morning. This limited data

shows a similar pattern for collections as well as deliveries which may be considered untypical.

#### 5.1.4 Type and number of vehicles used for deliveries and collections

As shown by table K.3 the majority of operators used rigid goods vehicles (7) and vans (6) for deliveries. Most of the time the same vehicles are used for collections.

Table K.4 shows the number of vehicles used for servicing. The vast majority of operators use either one or two vehicles for deliveries and collections in Sutton. One operator uses ten vans for deliveries and collections as well as a single rigid good vehicle.

#### 5.1.5 Products delivered and collected in Sutton Town Centre

As shown by table K.5 the majority of operators surveyed deliver/collect a wide variety of goods necessary for the business, other than hazardous goods.

#### 5.1.6 Type of handling units used for deliveries and collections

As illustrated by table K.6 the operators surveyed most frequently used pallets for deliveries and collections as well as tote boxes and other handling units such as barrels, bags, parcels, packets.

#### 5.1.7 Max size of vehicle that can access Sutton Town Centre

As shown by table K.7 the majority of operators advised that the maximum size of vehicle that can access various businesses in Sutton is a rigid vehicle varying between 2 axles 7.5 tonne and 3 axles up to 25 tonnes.

#### 5.1.8 Average time for completion for deliveries and collections

Considering that the majority of collections are completed at the time as deliveries there is a wide range of transaction times. The majority of the operators advised that deliveries/collections take on average less than 20 minutes to complete (table K.8).

However, other operators said that on average deliveries/collections take between 10 and 40 minutes (6) to complete. One operator said that their deliveries/collection take up to 50 minutes to complete and suggested that they should receive a parking dispensation.

#### 5.1.9 Description of the on street loading/unloading facilities

The majority of the operators described the on street loading/unloading facilities in Sutton Town Centre as “fair” (table K.9). Two others said that the parking regulations and their Health and Safety guidelines are in conflict. A further two operators advised that they are “poor”.

Operators described the on street loading facilities as “fair” and “not too bad”, not offering additional comments supporting this information. However, one operator described the facilities as “fair” despite pointing out that deliveries on the High Street

have to be made before 10.00 in the morning and the risk of getting a penalty charge notice (PCN) on the Red Route in the new built flats area.

The operators described the on street facilities as “poor” due to insufficient loading bays, deliveries that have to be made on the High Street before 10:00 in the morning and the fact that frequently the drivers get PCNs.

#### 5.1.10 Description of the off street loading/unloading facilities

Table K.10 shows that the majority of the operators described the off street loading/unloading facilities in Sutton Town Centre as “very poor” due to the one-way in/out system and limited provision. Other transport operators found them, “poor”, “fair” or “good”.

The majority of operators interviewed described the off street facilities as “very poor” by adding that the provision of off street loading facilities is insufficient, limited to one-way system in and out, and that drivers sometimes drive off the one-way system when a vehicle is in the yard; their comments pointed out that the off street loading facilities in Sutton are not always available and that they risk getting a PCN, or that they risk getting a PCN on the one-way system, particularly on Throwley Way.

Other operators scored the off street loading facilities as “poor” due to lack of provision. The operators that described the off street loading facilities as “fair” and “good” said that they are not too bad compared in comparison with other town centres.

#### 5.1.11 Deliveries/collections if loading/unloading facilities unavailable

Three operators said that if the facilities are not available they would deliver without complying with the loading and unloading restrictions (table K.11). A further three operators would still deliver with great difficulty due to lack of facilities by parking some distance from their customer. Two operators advised that they would not make the delivery.

#### 5.1.12 Delivery and collection timings

The operators surveyed advised that they are able to control the timing of deliveries and collections to businesses in Sutton for approximately half of all activity. Deliveries and collections take place in both planned and ad hoc forms. One operator advised that they had customer driven deliveries (*tables K.12 and K.13*).

#### 5.1.13 Problems associated with freight movements in Sutton Town Centre

Operators comments on freight movement in Sutton are contained in table K.14. Two operators said they are not aware of any problems. Issues raised by the other operators were the one-way system on the red route, length of time for deliveries, traffic wardens, congestion and health & safety issues.

5.1.14 General view of the current efficiency, safety and sustainability of freight movements in Sutton

The majority of operators surveyed did not have any issues regarding the efficiency safety and sustainability of freight movements in Sutton Town Centre. The only specific comment related to the High Street restrictions making freight movements difficult (table K.15).

5.1.15 Suggestions to improve the current efficiency, safety and sustainability of freight movements in Sutton Town Centre

The operators surveyed were asked for their suggestions to improve the current efficiency, safety and sustainability of freight movements in Sutton Town Centre. The comments received are contained in table K.16. They included removal of parking restrictions for HGVs, more designated areas for deliveries and dispensations for brewery deliveries for reasons of health and safety.

5.1.16 Operators affected by the extended restrictions on the High Street

None of the operators advised that their business would be affected by the changes in access to the High Street (table K.17). This is due to the fact that their deliveries/collections are made during the day, or that they are already not allowed to deliver during night time due to noise regulations and the London Lorry Control Scheme.

5.1.17 Maximum size of vehicle that can access Sutton Town Centre

A small majority of operators (6) advise those servicing businesses about the maximum size of vehicle that can access Sutton Town Centre (table K.18).

5.1.18 Consolidation Centre in Sutton Town Centre

Operators views on the use of a consolidation centre to serve Sutton town centre were mixed. Six operators advised that a consolidation centre for distribution of goods would not be beneficial to businesses in Sutton Town Centre, whilst four said that a consolidation centre would be beneficial with a further one considering the idea a possibility, depending on cost.

## 6 CONCLUSIONS AND RECOMMENDATIONS

### 6.1 Conclusions

Sutton Town Centre is remarkably well laid out from a delivery and servicing perspective. The compact High Street, and its associated servicing infrastructure within the gyratory system has benefited from the planning decisions taken over the past decades. However this arrangement has led to the gyratory system becoming a barrier separating residents from the town centre.

The challenge over the next few years will be to maintain and improve on the ease of servicing the town centre as the vision contained in the Area Action Plan is implemented. The redevelopment of the twenty-one opportunity sites and the fruition of the four 'Quarters' will require the freight and servicing industry to bring about the changes as well as supporting the ongoing economy of the town centre.

The business and operator questionnaires and interviews with key organisations that followed up the observations have confirmed that there are no major issues faced by delivery and servicing organisations serving Sutton Town Centre. However, there are some current issues that require consideration. Thought needs to be given as to how freight and servicing can facilitate the development of the town centre as well as ensuring that it is able to fulfil its role in the future.

### 6.2 Recommendations

#### 6.2.1 Current Issues

##### Access to the High Street

Consultation has recently taken place on altering the Traffic Management Order covering access to the High Street. Currently access for loading and unloading is allowed between 8.00pm and 10.00am south of Greenford Road, with similar arrangements applying north of Greenford Road, but with the addition of access for market traders that hold permits on market days. It is proposed that the time allowed for loading and unloading is reduced to between 6.00am and 10.00am.

The evening observation showed that little freight and servicing activity took place on the High Street in the evening. Of that observed, some may be able to utilise rear entrances to retail and business premises or relocate to on or off-street loading and unloading facilities on the side roads. However, access will still be required for cash in transit deliveries to cash points and night safes in the High Street as well as access for the emergency services.

Consideration will need to be given to management of vehicle access outside of the recognised times for loading and unloading. Whilst a complete ban will facilitate the development of cafe culture at the southern end of the High Street, and avoid some of the vehicle related anti-social behaviour currently experienced in the High Street, some form of vehicle access will still be required. There may also be seasonal

demand for access to the High Street, with one business mentioning that better access at Christmas would be beneficial.

It is understood that G4S, The Post Office, Greggs and the emergency services have keys to access the High Street. Of these only the police responded to the consultation on changes to the Traffic Management Order. It is recommended that consultation takes place with the other key holders to ensure that their access needs can be met through alternative arrangements or managed access to the High Street.

As part of the changes it is also proposed to remove the loading bay opposite the junction of St. Nicholas Road and the High Street. This should not be an issue as delivery and servicing vehicles will be able stop at any point on the High Street.

### HG V Access Routes

Currently HG V access to / from the gyratory system from residential roads is controlled by 7.5 tonne weight limits. This ensures that vehicles access Sutton town centre correctly via Angel Hill (B2230) from the North, Carshalton Road (A232) from the east, Brighton Road (B2230) from the South and Cheam Road (A232) from the West.

During the observation period, no infractions of these restrictions were observed. Therefore it is recommended that no changes are made to the current arrangements.

### Reversing Vehicles on the Gyratory

During the observations vehicles were seen reversing from the gyratory system into servicing yards at ASDA and Marks & Spencer / Farm Foods. The follow-up questionnaires indicated that this was not perceived as an issue for the stores concerned. These manoeuvres are a cause of short term traffic congestion, as the sites are located mid-way along the gyratory system. Reversing vehicles are also a source of danger for other vehicles and pedestrians. Both these locations are by traffic light controlled junctions, and articulated lorries can block junctions while waiting to enter servicing yards, particularly ASDA.

It is recommended that discussions take place with the stores at each location to see if these movements can be better managed, perhaps by utilising a banksman as is required at building sites. This solution was implemented by a national retailer in Kingston following a serious incident involving their delivery vehicle and a member of the public whilst the vehicle was manoeuvring to access the site. An alternative, but more complex solution would be to halt the traffic as part of the junction control in the area. This should be considered a longer term solution.

It is understood that articulated vehicles reverse when delivering to A.W. Champion in Burnell Road. Should future changes be made to traffic flow in that area consideration needs to be given to the management of articulated vehicles accessing the site.

## 6.2.2 Future Management of Freight and Servicing Activity

The Sutton Town Centre Area Action Plan suggests that there are twenty-one sites in the vicinity that may be redeveloped over the coming years. This, and the future delivery and servicing requirements for the Town Centre will require an increasing amount of vehicular traffic. There are a suite of tools available to London Borough of Sutton 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.

### 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.

### Delivery and Servicing Plans

The London Borough of Sutton is one of the first London Boroughs to develop its own Delivery and Servicing Plan (DSP). This is being carried out through the South London Freight Quality Partnership with the assistance of Ecolocal.

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.

### Freight Environmental Review System (FERS)

The Freight Environmental Review System (FERS) is a tool to manage delivery and servicing infrastructure and activity on the street. It involves an audit of a location or street to identify existing infrastructure and impediments to deliveries and can be used to evaluate proposed new infrastructure, or changes to existing delivery infrastructure. This will ensure that the requirements of freight and servicing activity are considered along with the competing demands of pedestrians, cars, bicycles etc when new schemes are being developed.

Further information of CLPs, DSPs and FERS can be obtained from the South London freight Quality Partnership.

### Sutton Town Centre Area Action Plan

The Sutton Town Centre Area Action Plan contains various proposals that will have an impact on delivery and servicing activity in the future. This section contains recommendations on the implementation of the freight related proposals.

**Proposal 6.4:** An Integrated system of high quality spaces and pedestrian links should be established, in accordance with an agreed public realm strategy.

The development of the public realm is a significant constituent of the Area Action Plan. Improvements to the public realm should not be to the detriment of delivery and servicing activity. Use of the FERS system detailed previously should ensure that freight requirements are given consideration and that robust arrangements are maintained.

**Proposal 6.9:** A new road link should be constructed between the Brighton Road / High Street / Mulgrave Road intersection and Grove Road.

The stretch of High Street between the Grove Road / Sutton Court Road junction and Brighton Road is important for serving the retail units in the High Street and at, and in the vicinity of, Sutton Station. Consideration needs to be given as to maintaining the servicing requirements for this busy area.

**Proposal 6.10:** A new road link should be constructed between St. Nicholas Way and the High Street north of Zurich Square

The servicing requirements of the North end of the High Street between Marshalls Road and the new road will require consideration. Servicing from the rear of the

premises may be possible, but the area includes at least one pub that is served from the High Street.

**Proposal 6.11:** The town centre gyratory road network should be modified by diverting southbound traffic via Burnell Road and Lewis Road.

A.W. Champion has already made their views known to the Borough regarding this proposal. This area contains a variety of business, whose delivery and servicing requirements will require consideration.

It is recommended that should the proposals 6.9, 6.10 and 6.11 be taken forward a delivery and servicing plan for the respective areas is developed to ensure that all delivery and servicing requirements are taken onto consideration.

**ANNEX A  
SUTTON HIGH STREET  
SURVEY SHEET**

# SUTTON TOWN CENTRE DELIVERY AND SERVICING STUDY

<b>SUTTON TOWN CENTRE DELIVERY AND SERVICING STUDY</b>											
<b>Date:</b>	<b>Location No.</b>						<b>Page No.</b>				
	1	2	3	4	5	6					
Business Served	Time of Arrival	Time of Departure	Vehicle Type	Name of Supplier/Deliverer/Livery	Purpose of the activity	Type of product	Type of handling units	Single or Multiple delivery / collection points	Safety Issues	PCN Issued	Other Comments
	24 hour clock	24 hour clock	See sheet	Contact details	D / C / S		Roll cage, tote box, loose, etc.	S / M, or number if known	Road / Pedestrian / Driver / Vehicle	Y / N	

**ANNEX B**  
**VEHICLE CLASSIFICATION**  
**SHEET**

Classification	Code as	Examples	Classification	Code as	Examples
Pedestrian	<b>P</b>		Bicycle	<b>B</b>	
Motorcycle	<b>MC</b>		Car	<b>C</b>	
Car Derived Van	<b>CV</b>				
Van	<b>V</b>				
2 axled Rigid up to 7.5 tonnes (long wheel bases)	<b>2Ra</b>				
2 axled Rigid 7.5 – 18 tonnes	<b>2Rb</b>				
3 axled Rigid 18 – 26 tonnes	<b>3R</b>				
4 axled Rigid 26 – 34 tonnes	<b>4R</b>				
Articulated Vehicles according to the number of axles	<b>3A, 4A, 5A, 6A</b>				

**ANNEX C**  
**LOADING BAY INFORMATION**  
**SHEET**

# SUTTON TOWN CENTRE DELIVERY AND SERVICING STUDY

## Loading Bay Information Sheet

Date:						Page No.	
Location	On / Off Road	On road loading bay - time of operation	Communal / Private	Vehicle Type observed	Vehicle Entry - Forward / Reverse	Waste / Recycling	Comments
	ON / OFF	24 hour clock	C / P	See sheet	F / R	W / R	

**ANNEX D**  
**BUSINESS SURVEY FORM**

<b>Sutton Interview Survey (businesses)</b>
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<b>Location</b>	<b>Sutton Town Centre</b>		
<b>Time</b>		<b>Date</b>	
<b>Name of Business</b>		<b>Business Telephone Number</b>	
<b>Type of Business</b>		<b>Business Email</b>	
<b>Address</b>		<b>Business Web Address</b>	

<b>Interviewee Name</b>	
-------------------------	--

**Good morning/afternoon.** I am from TTR and we are conducting the interviews on behalf of Sutton Council to find out what the business perception and experience are of freight movements in Sutton Town Centre. The survey will help us better understand the freight movements and enable us to offer recommendations on better and improved management and rationalisation of freight operations in the area. The questionnaire will take between 15 and 20 minutes.

<i>Day of interview</i>					
<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

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

<b>Q2</b>	<b>Approximately, how many delivery and collection activities do you have on an average day/week?</b>		
	<b>Daily Delivery</b>		<b>Weekly Delivery</b>
	<b>Daily Collection</b>		<b>Weekly Collection</b>

<b>Q3</b>	<b>What types of the deliveries are made to your business?</b>		
	<b>Business (goods necessary for the business)</b> e.g. newspapers, stationery, document storage, furniture, laundry	<input type="checkbox"/> 1	please specify:
	<b>Couriers &amp; Mail</b> e.g. Letters, parcels, mail bags, bundles	<input type="checkbox"/> 2	please specify:
	<b>Retail (only goods sold by the business)</b> e.g. newspapers, CDs, toiletries, clothing, computer equipment, furniture, food, drink, toiletries, electrical items, beer/spirits etc	<input type="checkbox"/> 3	please specify:
	<b>Consumables</b> e.g. Water (bottled), catering/vending	<input type="checkbox"/> 4	please specify:
	<b>Servicing</b> e.g. Contractors / builders, IT servicing, empty crates	<input type="checkbox"/> 5	please specify:
	<b>Waste/Recycling</b>	<input type="checkbox"/> 6	please specify:
	<b>Any other deliveries</b>	<input type="checkbox"/> 7	please specify:

<b>Q4</b>	<b>Can you tell me how goods are delivered to and collected from your business?</b>					
	<b>Delivery</b>					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		
	<b>Collection</b>					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	Other	<input type="checkbox"/> 5
In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4			

<b>Q5</b>	<b>During which period(s) do the majority of your deliveries and collections take place?</b>			
	<b>Delivery</b>			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6
	<b>Collection</b>			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6

<b>Q6</b>	<b>Please can you tell me which the busiest day for delivery and collection of goods for your business is?</b>					
	<b>Delivery</b>					
	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		
	<b>Collection</b>					
	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		

<b>Q7</b>	<b>Can you tell me what type and number of vehicles deliver to and collect from your business?</b>		
	<b>Delivery</b>		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.
	<b>Collection</b>		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.

<b>Q8</b>	<b>What is the maximum size of vehicle that can access your site?</b>	
	Cars	<input type="checkbox"/> 1
	Small Vans	<input type="checkbox"/> 2
	Single Rear Transit Type Vehicle	<input type="checkbox"/> 3
	2 axles <7.5 tonnes twin rear wheel transit van	<input type="checkbox"/> 4
	2 axles 7.5 to 17 tonnes (with reflective plates)	<input type="checkbox"/> 5
	3 axles (rigid) 17 to 25 tonnes	<input type="checkbox"/> 6
	4 axles (rigid) 25 to 33 tonnes	<input type="checkbox"/> 7
	3 or 4 axles (articulated) up to 33 tonnes	<input type="checkbox"/> 8
5 or more axles (articulated) over 33 tonne	<input type="checkbox"/> 9	

<b>Q9</b>	<b>On average, how long does a delivery and collection take?</b>			
	<b>Delivery</b>			
	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		
	<b>Collection</b>			
	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

<b>Q10</b>	<b>Do you think there is sufficient space for deliveries, collections and servicing in Sutton Town Centre?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	Please provide details

<b>Q11</b>	<b>Does your business use on or off street loading and unloading facilities for deliveries and collection of goods?</b>			
	<b>Communal</b>	<input type="checkbox"/> 1		
	Yes	<input type="checkbox"/> 1	No. of spaces	No <input type="checkbox"/> 5
	<b>Private</b>	<input type="checkbox"/> 2		
	Yes	<input type="checkbox"/> 2	No. of spaces	No <input type="checkbox"/> 6
	<b>Yard</b>	<input type="checkbox"/> 3		
	Yes	<input type="checkbox"/> 3	No. of spaces	No <input type="checkbox"/> 7
	<b>On Street</b>	<input type="checkbox"/> 4		
Yes	<input type="checkbox"/> 4	No. of spaces	No <input type="checkbox"/> 8	

If On street, go to Q14

<b>Q12</b>	<b>How would you describe the off street loading and unloading facilities for your deliveries and collections?</b>					
	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
Please give an explanation						

<b>Q13</b>	<b>If you don't have off street loading and unloading facilities how are deliveries to and collections from your premises carried out?</b>					

<b>Q14</b>	<b>Do you order your goods/products?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

If yes, go to Q17

<b>Q15</b>	<b>Does someone else order the good/products for you?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q16</b>	<b>It is the ordering process a mixture of the two options above?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q17</b>	<b>Do you control your delivery/collection times?</b>	
	<b>Delivery</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	<b>Collection</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
Other	<input type="checkbox"/> 4	

<b>Q17</b>	<b>Do you control your delivery/collection times?</b>	
	<b>Delivery</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	<b>Collection</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
Other	<input type="checkbox"/> 4	

If yes, go to Q20

<b>Q18</b>	<b>Does someone else control your delivery/collection times?</b>	
	<b>Delivery</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	<b>Collection</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
Other	<input type="checkbox"/> 4	

<b>Q19</b>	<b>Are your deliveries/collection ad-hoc?</b>	
	<b>Delivery</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
	Other	<input type="checkbox"/> 4
	<b>Collection</b>	
	Yes	<input type="checkbox"/> 1
	No	<input type="checkbox"/> 2
	Don't know	<input type="checkbox"/> 3
Other	<input type="checkbox"/> 4	

<b>Q21</b>	<b>What is your general view of current efficiency, safety and sustainability of freight movements in Sutton Town Centre?</b>

Q21	<b>What is your general view of current efficiency, safety and sustainability of freight movements in Sutton Town Centre?</b>		

Q22	<b>Do you have any suggestions, from your experience, on how to improve freight movements Sutton Town Centre in terms of efficiency safety and sustainability?</b>		

Q23	<b>Are your deliveries/collections made from the pedestrianised High Street?</b>		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Don't know	<input type="checkbox"/>	3
	Other	<input type="checkbox"/>	4

Q24	<b>If delivery/collection vehicles were unable to access the High Street between 20:00 in the evening and 06:00 in the morning, would this affect your business?</b>		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2
	Don't know	<input type="checkbox"/>	3
	Other	<input type="checkbox"/>	4

If No, go to Q 25

Q25	<b>If delivery/collection vehicles were unable to access the High Street between 8 pm in the evening and 6 am in the morning, how this would affect your business?</b>		

Q26	<b>Do you advise those making deliveries, collections or servicing about the maximum size of vehicle that can access your site?</b>		
	Yes	<input type="checkbox"/>	1
	No	<input type="checkbox"/>	2

Q27	<b>Do you think a consolidation centre for distribution of goods for Sutton Town centre would be beneficial to your business? (describe consolidation centre)</b>		

Q28	<b>Does your Organisation have a Delivery and Servicing Plan?</b>		
	Yes	<input type="checkbox"/>	1 <i>Please provide details (explain the plan)</i>
	No	<input type="checkbox"/>	2

Thank you for your participation.

**ANNEX E**  
**MARKET TRADERS SURVEY**  
**FORM**

**Sutton Interview Survey (Market Traders)**

<b>Location</b>	<b>Sutton Town Centre</b>		
<b>Time</b>		<b>Date</b>	
<b>Name of Business</b>		<b>Business Telephone Number</b>	
<b>Type of Business</b>		<b>Business Email</b>	
<b>Address</b>		<b>Business Web Address</b>	

<b>Interviewee Name</b>	
-------------------------	--

<b>Q1</b>	<b>What days do you trade in Sutton?</b>		
		From	To
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

<b>Q2</b>	<b>Can you tell me what type and number of vehicles you use for servicing the Sutton market?</b>		
	Van	<input type="checkbox"/> 1	<i>No.</i>
	Rigid goods vehicle	<input type="checkbox"/> 2	<i>No.</i>
	Articulated goods vehicle	<input type="checkbox"/> 3	<i>No.</i>
Other	<input type="checkbox"/> 4	<i>No.</i>	

<b>Q3</b>	<b>Do you drive the vehicle(s) used to deliver/collect from the market yourself?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	<i>Please provide details</i>

<b>Q4</b>	<b>Could you tell me where you park the vehicles during the time in which you trade in the market?</b>		

<b>Q5</b>	<b>Do you think there is sufficient space for servicing in Sutton Market?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	<i>Please provide details</i>

<b>Q6</b>	<b>How would you describe the off street loading and unloading facilities for your deliveries and collections?</b>					
	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
<i>Please give an explanation</i>						

<b>Q7</b>	<b>Can you tell me of any problems associated with servicing in Sutton Market?</b>

<b>Q8</b>	<b>What is your general view of current efficiency, safety and sustainability of servicing in Sutton Market?</b>

<b>Q9</b>	<b>Do you have any suggestions, from your experience, on how to improve servicing in Sutton market in terms of efficiency safety and sustainability?</b>

<b>Q10</b>	<b>If delivery/collection vehicles were unable to access the High Street between 20:00 in the evening and 06:00 in the morning, would this affect your business?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q11</b>	<b>If delivery/collection vehicles were unable to access the High Street between 20:00 in the evening and 06:00 in the morning, how this would affect your business?</b>

Thank you for your participation.

**ANNEX F**  
**OPERATORS SURVEY FORM**

**Sutton Interview Survey (Operators)**

<b>Location</b>	<b>Sutton Town Centre</b>		
<b>Time</b>		<b>Date</b>	
<b>Name of Business</b>		<b>Business Telephone Number</b>	
<b>Type of Business</b>		<b>Business Email</b>	
<b>Address</b>		<b>Business Web Address</b>	

<b>Interviewee Name</b>	
-------------------------	--

<i>Day of interview</i>					
<i>Mon</i>	<i>Tues</i>	<i>Wed</i>	<i>Thurs</i>	<i>Fri</i>	<i>Sat</i>
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

<b>Q1</b>	<b>How often you have vehicles that deliver and collect goods to/from businesses in Sutton Town Centre on an average day/week?</b>			
	<b>Daily Delivery</b>	<input type="checkbox"/> 1	<b>Weekly Delivery</b>	<input type="checkbox"/> 3
	<b>Daily Collection</b>	<input type="checkbox"/> 2	<b>Weekly Collection</b>	<input type="checkbox"/> 4

<b>Q2</b>	<b>During which period(s) do the majority of the deliveries and collections take place to businesses in Sutton Town centre?</b>			
	<b>Delivery</b>			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6
	<b>Collection</b>			
	Before 7am	<input type="checkbox"/> 1	4pm-7pm	<input type="checkbox"/> 4
	7am-10am	<input type="checkbox"/> 2	After 7pm	<input type="checkbox"/> 5
	10am-4pm	<input type="checkbox"/> 3	Not applicable	<input type="checkbox"/> 6

<b>Q3</b>	<b>Can you tell me what type and number of vehicles deliver to and collect to businesses in Sutton Town Centre?</b>		
	<b>Delivery</b>		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.
	<b>Collection</b>		
	Van	<input type="checkbox"/> 1	No.
	Rigid goods vehicle	<input type="checkbox"/> 2	No.
	Articulated goods vehicle	<input type="checkbox"/> 3	No.
	Other	<input type="checkbox"/> 4	No.

<b>Q4</b>	<b>Could you tell me please what type of products you frequently deliver/collect to/from businesses in Sutton Town Centre</b>		
	<b>Goods necessary for the business</b> e.g. newspapers, stationery, document storage, furniture, laundry	<input type="checkbox"/> 1	please specify:
	<b>Couriers &amp; Mail</b> e.g. Letters, parcels, mail bags, bundles	<input type="checkbox"/> 2	<i>please specify:</i>
	<b>Retail (only goods sold by the business)</b> e.g. newspapers, CDs, toiletries, clothing, computer equipment, furniture, food, drink, toiletries, electrical items, beer/spirits etc	<input type="checkbox"/> 3	<i>please specify:</i>
	<b>Consumables</b> e.g. Water (bottled), catering/vending	<input type="checkbox"/> 4	please specify:
	<b>Servicing</b> e.g. Contractors / builders, IT servicing, empty crates	<input type="checkbox"/> 5	please specify:
	<b>Waste/Recycling</b>	<input type="checkbox"/> 6	please specify:
<b>Any other deliveries</b>	<input type="checkbox"/> 7	please specify:	

<b>Q5</b>	<b>Can you tell me what type of handling units are used to deliver and collect from the businesses in Sutton Town Centre?</b>					
	<b>Delivery</b>					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	<i>Other</i>	<input type="checkbox"/> 5
	In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4		
	<b>Collection</b>					
	On pallets	<input type="checkbox"/> 1	In tote boxes	<input type="checkbox"/> 3	<i>Other</i>	<input type="checkbox"/> 5
In roll cages	<input type="checkbox"/> 2	In loose cartons	<input type="checkbox"/> 4			

<b>Q6</b>	<b>What is the maximum size of vehicle that can access various businesses in Sutton Town Centre?</b>	
	Cars	<input type="checkbox"/> 1
	Small Vans	<input type="checkbox"/> 2
	Single Rear Transit Type Vehicle	<input type="checkbox"/> 3
	2 axles <7.5 tonnes twin rear wheel transit van	<input type="checkbox"/> 4
	2 axles 7.5 to 17 tonnes (with reflective plates)	<input type="checkbox"/> 5
	3 axles (rigid) 17 to 25 tonnes	<input type="checkbox"/> 6
	4 axles (rigid) 25 to 33 tonnes	<input type="checkbox"/> 7
	3 or 4 axles (articulated) up to 33 tonnes	<input type="checkbox"/> 8
5 or more axles (articulated) over 33 tonne	<input type="checkbox"/> 9	

<b>Q7</b>	<b>On average, do you know how long a delivery/collection to businesses in Sutton Town centre takes to complete?</b>			
	<b>Delivery</b>			
	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		
	<b>Collection</b>			
	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		

<b>Q8</b>	<b>How would you describe the on street loading and unloading facilities for deliveries and collections for businesses or in Sutton Town centre?</b>					
	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
<i>Please give an explanation</i>						

<b>Q9</b>	<b>How would you describe the off street loading and unloading facilities for deliveries and collections for businesses or in Sutton Town centre?</b>					
	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
<i>Please give an explanation</i>						

<b>Q10</b>	<b>If the loading unloading facilities are not available do you know how are deliveries to and collections from businesses in Sutton town centre carried out?</b>					

<b>Q11</b>	<b>Do you control the delivery/collection times to businesses in Sutton Town Centre?</b>			
	<b>Delivery</b>			
	Yes	<input type="checkbox"/> 1		
	No	<input type="checkbox"/> 2		
	Don't know	<input type="checkbox"/> 3		
	Other	<input type="checkbox"/> 4		
	<b>Collection</b>			
	Yes	<input type="checkbox"/> 1		
	No	<input type="checkbox"/> 2		
	Don't know	<input type="checkbox"/> 3		
	Other	<input type="checkbox"/> 4		

<b>Q12</b>	<b>Are the deliveries/collection to businesses in Sutton town centre planned or ad-hoc?</b>		
	<b>Delivery</b>		
	Planned	<input type="checkbox"/> 1	
	Ad -hoc	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	
	<b>Collection</b>		
	Planned	<input type="checkbox"/> 1	
	Ad-hoc	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
Other	<input type="checkbox"/> 4		

<b>Q13</b>	<b>Can you tell me of any problems associated with freight movements in Sutton town Centre?</b>		

<b>Q14</b>	<b>What is your general view of current efficiency, safety and sustainability of freight movements in Sutton Town Centre?</b>		

<b>Q15</b>	<b>Do you have any suggestions, from your experience, on how to improve freight movements Sutton Town Centre in terms of efficiency safety and sustainability?</b>		

<b>Q16</b>	<b>If delivery/collection vehicles were unable to access the High Street in Sutton town Centre between 20:00 in the evening and 06:00 in the morning, would this affect your business?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	
	Don't know	<input type="checkbox"/> 3	
	Other	<input type="checkbox"/> 4	

<b>Q17</b>	<b>If delivery/collection vehicles were unable to access the High Street between 20:00 in the evening and 06:00 in the morning, how this would affect your business?</b>		

<b>Q18</b>	<b>Do you advise those making deliveries, collections or servicing businesses to Sutton Town centre about the maximum size of vehicle that can access Sutton Town centre?</b>		
	Yes	<input type="checkbox"/> 1	
	No	<input type="checkbox"/> 2	

<b>Q19</b>	<b>Do you think a consolidation centre for distribution of goods in Sutton Town Centre would be beneficial to your business? (describe consolidation centre)</b>

Thank you for your participation.

**ANNEX G  
LOADING BAY SURVEY  
RESULTS**

### Loading Bay Information Sheet

Area	Location	On / Off Road	On road loading bay - time of operation	Communal / Private	Vehicle Type observed	Vehicle Entry - Forward / Reverse	Waste / Recycling	Comments
		ON / OFF	24 hour clock	C / P	See sheet	F / R	W / R	
High Street	High Street	On		C	Market Vehicle			Used by Kid Stop and other market vehicles.
	Asda/Argos	On					R	
	Greenford Road	Off	24 hour	C			W	Serves rear of High Street.
	Warren James/ Clarks						W	Gated alleyway.
	Other							Loading bays marked on the High Street, but not in use.

High Street (West) / St. Nicholas Way	Vale Road (N)	Off	24 hour clock	C / P	W x 2			
	Market	Off	Business Hours	P	W + Deliveries			
	Welcome Finanace	Off		P				Cars only.
	The Zurich Building	Off	7:00 to 8:00 Mon - Fri 8:00 - 6:00 Sat -Sun	P				Cars only.
	The Crown				Rigid 2 axle		R	Recycling on street.
	Halfords	Off	24 hour clock	P			W + Deliveries	
	Mlknow House	Off	Business Hours	P			W + Deliveries	
	Asda	Off	24 hour clock	C	Rigid +Articulated		R, W + Deliveries	
	St. Nicholas Road/ rear of Debenhams	On			CV			Delivery on street.
	Debenhams	Off	24 hour clock	C				
	Cinema	On					W/R	Collection on Street.
	Riva Bingo x 2	Off		C			W	
	URC/Methodist Church	On	7 to 7 20 min	C	Cars			
	St Nicholas Way	On	30 min no return for 2 hours	C				Delivery in the High Street.
	St Nicholas Way S	Off		C	V			
St Nicholas Way N	Off		C			W		

<b>Throwley Way / High Street (East)</b>	G4S	Off		P			W	Security control.
	Throwley road North	Off	24 h	C			W	Serves rear of High Street.
	Aspects (includes Chichago Rock Café)	Off	24 H	C			W	
	East side							House clearance, vehicle parked on Throwley Way.
	Rileys	Off		C			W	Roll cages.
	Times Square*2	Off		C	Transit		W	
	M&S, Farm Foods, Carpet right	Off	Business Hours	C	Articulated, CVs			
	Lodge Road, N, S	Off	24 hour clock	C			W	Servicing rear of High Street.
	Manor Road N	On / Off	20 min/24 hour clock no return fo 2 hours	C, P			W	Servicing Throwley W and rear of High Street.
	Manor Road S	Off		C			W	Servicing Throwley Way.
	Benhill Avenue N	Off		C			W	Servicing Throwley Way and rear of High Street.
	Elm Grove	Off					W	Servicing rear of High Street.
	Matalan							
Burnell Road	Off	Business Hours	P			W	Garage and Hi-Q.	
Burger King, Halen House	Off					W		

<b>Station Area</b>	Tesco	On		C				
	Opposite Cedar Road	Off	Security controlled				W	
	The Quadrant						W +R	Services rear of the High Street north of the Station, Recycling Bank.
	O'Neills / The Ivory Lounge	Off			Transit and rigid		W	Beer delivery

<b>Red Route (East)</b>	Carshalton Road, 2 x (N), 1 x (S)	On	20 minutes	C	Taxis			Loading + disabled 3 hours.
	Sutton Park House (N)	Off		P				Car Park/deliveries
	Police Station	Off	24 hour clock	P				
	B&Q	Off	24 hour clock	P	Rigid + V			
	Nine	Off	24 hour clock	P				
	Sutton Court Road	Off	24 hour clock	P				Serves rear of East side of High Street access off the Red Route
	Bank Street	On/Off	24 hour clock	P			W	Bins on street

<b>Red Route (West)</b>	Grove Road (S)	Off	7 to 7, 20 min	C	Rigid			Disabled, 3 hours.
	Orme Road (N)	Off	24 hour clock	P			W	Controlled Zone 08:00 to 18:30. Serves rear of High Street and Grove Road (N).
	Mitre House, Grove Road (S)	Off	24 hour clock	P			W	Serves rear of the West side of the High Street.
	Telephone Exchange (S)	Off	24 hour clock	P			W	
	Post Office (S)	Off	24 hour clock	P				Access off of Bridge Road.
	Copley Clark & Bennett (N)	Off	24 hour clock	P				
	Grove Road x3 (N)	Off	7 to 7, 20 min, No Return for 40 min	C				Separate disabled bay.
	Sutton Park Road (E)	Off	24 hour clock	C			W	
	Morrisons	Off	24 hour clock	P	Rigid + Artic		W	Overnight parking?
	Sutton Baptist Church	Off	24 hour clock	P			W	
	Opposite Kinetik night club	On	7 -7 20 min	C			W	Disabled, 3 hours.

**ANNEX H**  
**COMMENTS MADE DURING**  
**TELEPHONE INTERVIEWS**

### **Ted Gates, Vice Chairman of the Town Centre Partnership**

He had not received any specific comments associated with freight movements in Sutton from his members.

### **Richard Gleeson, Chairman, Sutton and Cheam Society**

Freight and Servicing is not a particular area of concern for his members. They are supportive of the town centre redevelopment. He mentioned that when the gyratory system was implemented it was designed that all buildings on the High Street could be serviced from the rear, i.e. off of the gyratory system.

### **Natalie Chapman, Regional Policy Manager, London, South East and East of England, Freight Transport Association**

She had not received any comments, good or bad, regarding deliveries in Sutton from members of the London Freight Council.

### **Richard Kingsbury, Parking Manager, London Borough of Sutton**

Comments incorporated in section 2.1.7. above.

### **A T Keal, Director AW Champion**

A W Champion is keen to work with the Borough to enhance the profile of the town and the quality of the environment. Delivery and servicing to their yard from Burnell Road is very important to the successful operation of their business. They also made available a copy of their response to the Town Centre Area Action Plan consultation with respect to proposal 6:11, regarding potential changes in Burnell Road.

### **Metropolitan Police – Traffic Division and Commercial Vehicle Education Unit**

The issue of which organisation, Police or Local Authority, will enforce which vehicle, driver, moving traffic and loading, unloading and parking legislation in the high street following the proposed changes was discussed. This relates to the wider debate across London between these organisations on this subject. It is suggested that discussions take place between the organisations to ensure that the position regarding Sutton High Street is clarified before traffic orders are made.

Access to the High Street for emergency vehicles was discussed. Specifically space for vehicles to manoeuvre, the provision of bench seating and the problem of cafes and bars setting out chairs and tables in the High Street.

### **Sutton Fire Station**

The Fire Brigade have a need to access the High Street at all times for a variety of reasons e.g. public safety, terrorism, as well as fighting fires. In a worst case scenario, they require access for many large vehicles. This involves swept space for turning vehicles, three times vehicle width to enable jacks to be extended and need space for hose laying. They would prefer that the High Street be kept as free from

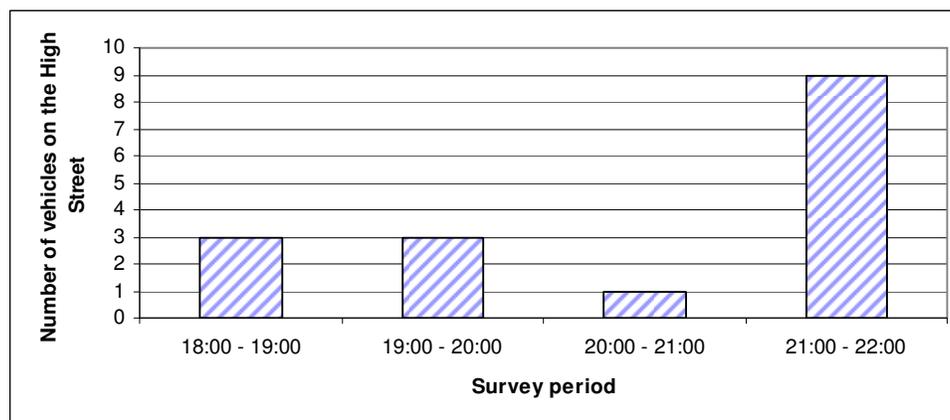
obstacles as possible. Tables and chairs are a nuisance, whilst the removal of bollards in the high street has been beneficial. They noted that sometimes padlocks on the entrance gates are missing, or the gates are not locked. There should also be clear access to fire hydrant points. They suggested that the roadway should be clearly marked out.

**Gail Turney, Mayer Brown**

Gail provided details of the regeneration work that is currently in hand in the Town Centre. They were not aware of specific freight and servicing issues, but were awaiting the outcome of this report.

**ANNEX I**  
**OBSERVATION DATA**

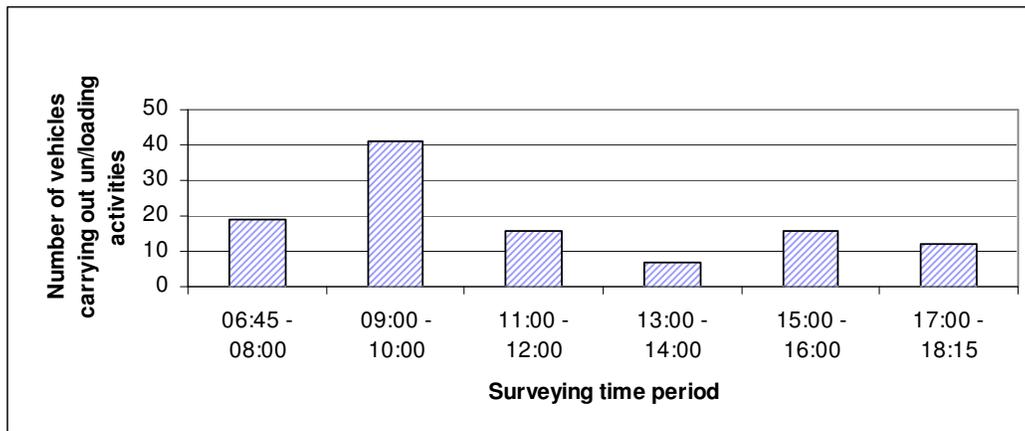
**Figure I.1: Number of vehicles loading / unloading on the High Street during the evening of 13 July 2009**



**Table I.1: Number of vehicles loading / unloading on the High Street in the evening of the 13 July 2009 and during the day on the 14 July 2009**

Date	Survey period	Number of vehicles carrying out loading / unloading activity	%
13 July 2009	18:00 - 19:00*	2	3%
	19:01 - 20:00*	2	3%
	20:01 - 21:00*	0	0%
	21:00 - 22:00*	10	13%
14 July 2009	06:45 - 08:00	4	5%
	09:00 - 10:00	16	21%
	11:00 - 12:00	4	5%
	13:00 - 14:00	0	0%
	15:00 - 16:00	2	3%
	17:00 - 18:15	4	5%
	<b>Vehicle Arrival and Departure Times Recorded</b>	<b>44</b>	<b>58%</b>
	Vehicle Present at Start of Surveying Period	6	8%
	Arrival or Departure Time not recorded	19	25%
	Arrival and Departure Time not recorded	7	9%
	<b>Total</b>	<b>76</b>	<b>100%</b>

**Figure I.2: Number of vehicles loading / unloading within each time period during the day on the 14 July 2009**

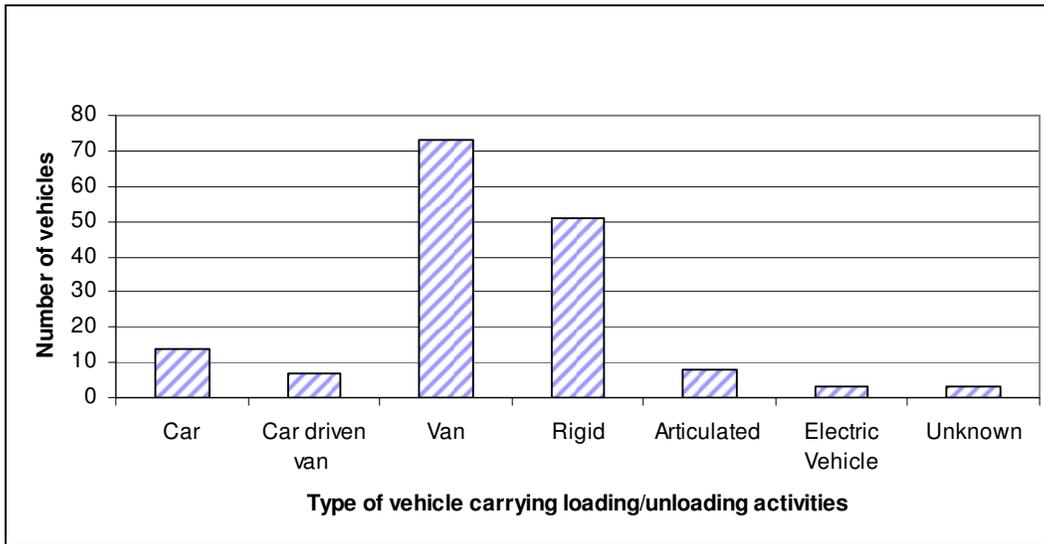


**Table I.2: Number of vehicles loading / unloading within each time period during the survey**

Survey period	Number of vehicles loading / unloading	%
06:45 - 08:00	19	16%
09:00 - 10:00	41	35%
11:00 - 12:00	16	14%
13:00 - 14:00	7	6%
15:00 - 16:00	16	14%
17:00 - 18:15	12	10%
18:00 - 19:00*	2	2%
19:01 - 20:00*	2	2%
20:01 - 21:00*	0	0%
21:00 - 22:00	1	1%
<b>Vehicle Arrival and Departure Times Recorded</b>	<b>116</b>	<b>73%</b>
Vehicle Present at Start of Surveying Period	14	9%
Arrival or Departure Time not recorded	25	16%
Arrival and Departure Time not recorded	5	3%
<b>Total</b>	<b>160</b>	

\* - Denotes activity taking place during the previous evening

**Figure I.3: Types of vehicle used for delivery / servicing activity**



**Table I.3: Types of vehicle used for delivery / servicing activity**

Type of vehicle loading / unloading	Number of vehicles	% of the total number of vehicles
Van	74	46%
Rigid	51	32%
Car	14	9%
Articulated	8	5%
Car derived van	7	4%
Electric Vehicle	3	2%
Unknown	3	2%
<b>Total</b>	<b>160</b>	<b>100%</b>

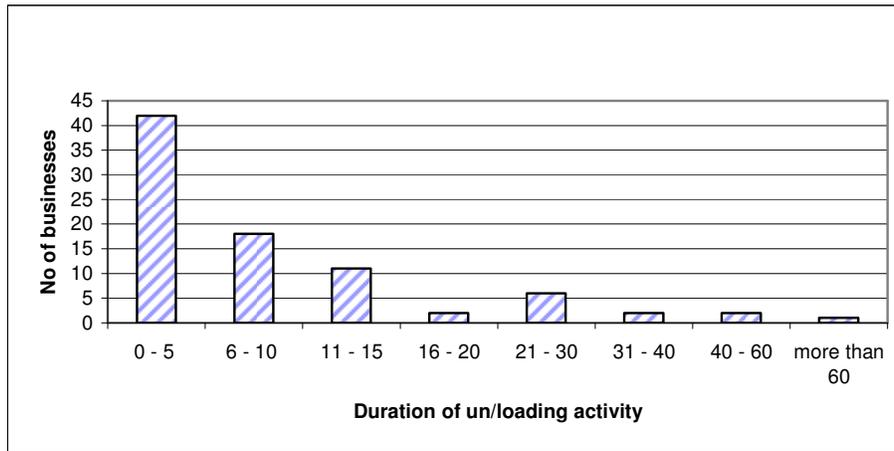
**Table I.4: Type of products delivered / collected**

Type of product	Number of deliveries / collections	%	Type of product	Number of deliveries / collections	%
Unknown	72	45%	Window Cleaning	2	1%
Food/Frozen food/ Fruits & Vegetables	22	14%	Magazines/Newspapers	2	1%
Recycling/Waste	10	6%	Documents	2	1%
Cash In Transit	9	6%	Picking up person	2	1%
Equipment	7	4%	Gold & silver jewellery	1	1%
Boxes/Package	6	4%	Other	1	1%
None	6	4%	Food & Drink	1	1%
Alcohol/ Beverages	5	3%	DVDs, CDs	1	1%
Mail/Post	4	3%	Furniture	1	1%
Homeware & electricals	3	2%	Stationery	1	1%
Clothing &shoes	2	1%			
<b>Total</b>			<b>160</b>		<b>100%</b>

**Table I.5: Type of handling units used in deliveries / collections**

Type of handling units	Number of deliveries / collections	% of deliveries / collections	Type of handling units	Number of deliveries / collections	% of deliveries / collections
Unknown	78	45.3%	Sacks	6	3.5%
Boxes, plastic boxes, tote boxes	31	18.0%	Roll cages	3	1.7%
Packages	16	9.3%	Barrels	3	1.7%
Loose, loose cartons	8	4.7%	Plastic bags	3	1.7%
Crates	6	3.5%	Punnets	2	1.2%
None	7	4.1%	Other (metal baskets, carpet roll)	2	1.2%
Bins	7	4.5%	<b>Total</b>	<b>172</b>	<b>100.0%</b>

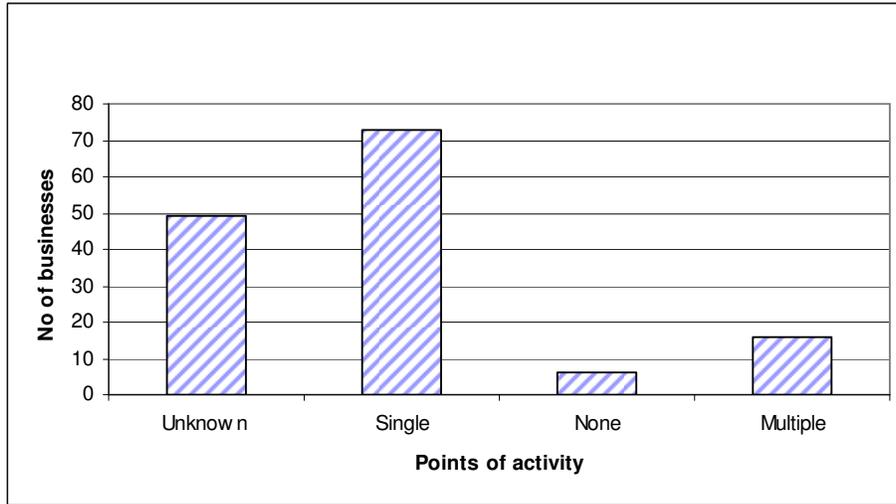
**Figure I.4: Duration of loading/unloading activity**



**Table I.6: Duration of loading/unloading activity**

Duration of loading / unloading activity (Minutes)	Number of vehicles	%
0 - 5	42	26%
6 - 10	18	11%
11 - 15	11	7%
16 - 20	2	1%
21 - 30	6	4%
31 - 40	2	1%
40 - 60	2	1%
more than 60	1	1%
Total loading / unloading activity known	84	53%
Vehicle present at the start of the survey	13	8%
Arrival or departure time not recorded	57	36%
Arrival and departure time not recorded	6	4%
<b>Total</b>	<b>160</b>	<b>100%</b>

**Figure I.5: Number of delivery/collection points**



**Table I.7: Purpose of activity**

Purpose of activity	Number of vehicles	% of total number of vehicles recorded
Delivery	59	37%
Unknown	39	24%
Collection	31	19%
Servicing	24	15%
None	6	4%
Delivery and Collection	1	1%
<b>Total</b>	<b>160</b>	<b>100%</b>

**Table I.8(a): London Borough of Sutton Penalty Charge Notice data  
(Code 02 PCNs issued in Sutton town centre)**

Location	No of code 02 PCNs issued April 2008 - July 2009
High Street	130
LODGE PLACE	127
HILL RD - CPZ 4	11
MARSHALLS RD	0
ST NICHOLAS WAY	35
ST NICHOLAS RD	105
THROWLEY RD	45
THROWLEY WAY	51
<b>Total</b>	<b>504</b>

**Table I.8(b): Transport for London penalty Charge Notice data  
(PCNs issued on roads in Sutton town centre)**

Location	No of PCNs issued July 2008 – August 2009 (part month)
Carshalton Road	214
Cheam Road	289
Grove Road SM2	393
Sutton Court Road SM1	19
Sutton Park Road	9
<b>Total</b>	<b>924</b>

**Table I.9: Issues relating to illegal parking**

Issues relating to	Instances	Details
<b>Illegal parking</b>	13	Parked on double yellow line on Lodge Place. Went into the High St; traffic warden noticed the vehicle but did not issue a PCN – illegal parking on the High Street during restricted hours
	2	2 vans parked on the alley between Asda and Argos
	2	Stopped on the Bus Route
	2	Pulled on the Red Route
	1	Van illegally parked in the bicycle parking facility at the train station
<b>Total</b>	<b>20</b>	

**Table I.10: Issues relating to illegal loading**

Issues relating to	Instances	Quotes
<b>Illegal loading/unloading</b>	20	Stopped on the bus (route) stop lay by/ on double yellow lines/ on the High Street in the afternoon G4S/ on no loading restriction area for deliveries/collections
	6	6 vans parked at the same time in the same section of the High Street to disassemble market stall and remove produce at the end of the day.
	1	Other boxes are left on the red route in front of the restaurant creating hazardous conditions on the red route - see Figure 3.6
<b>Total</b>		<b>27</b>

**Table I.11: Issues relating to illegal loading**

Issues relating to Health & Safety	Instances	Comments
<b>Obstructing pedestrians</b>	20	6 vans parked at the same time in the same section of the High Street to disassemble market stall and remove produce at the end of the day; pedestrians are pushed on the sides/ When the back doors open to carry out the collection, slightly obstructing the pedestrians/ Cash in transit being collected in the pedestrian area with pedestrians around/ Barrels rolling down on the pavement
<b>Creating hazardous conditions and Health &amp; Safety risks</b>	3	07:15 another batch of boxes is unloaded; due to the load being too big these boxes are dropped on the road and left on the road. Other boxes are left on the red route in front of the restaurant creating hazardous conditions on the Red Route / Barrels rolling down on the pavement
	1	(The vehicle) accessed the yard in reverse. A member of staff had to come out and stop the traffic, while the other George articulated vehicle had to reverse to allow Argos truck to access the yard; manoeuvre disrupting the traffic flow; blocked the access to Asda's customer car park
<b>Total</b>		<b>24</b>

**Table I.12: Frequent receivers of goods**

Frequent receivers	Number of total deliveries/collections	Name of the receivers	Number of deliveries / collections recorded
Supermarkets	14	Asda	6
		Tesco	2
		M&S	1
		Wilkinson	2
		Costcutter	1
		Argos	1
		Farm Foods	1
Restaurants/cafe/teria/fast food/bar	12	Revolution	3
		Fast food	6
		Nandos/Zizi	2
		Café Nero	1
Market Stall	10		
Pub	9	Old Bank Pub	3
		O'Neills	3
		The Grapes	2
		Cock and Bull	1
Building Society	9	Building Society	2
		Abbey	4
		Barclay	1
		HSBC	1
		RBS	1
Shopping Centre and Times Sq. Building	5		
Newsagent	6	WH Smith	1
		Whistlestop	4
		Magazine Etull	1
Resident Houses	5		

**Table I.13: Frequent consignors and their details**

Frequent consignors	Number of total deliveries / collections	Name of the consignors	Details	Number of deliveries / collections recorded
Mail/Couriers / Cash In Transit / Transport Services	46	Royal Mail	<a href="http://www.royalmail.com">www.royalmail.com</a>	8
		G4S		9
		TNT	800 100 600	6
		Loomis		3
		DHL	<a href="http://www.dhl.co.uk">www.dhl.co.uk</a>	5
		Enterprise Rent a car	<a href="http://www.entreprise.co.uk">www.entreprise.co.uk</a>	3
		Business Post		2
		UPS		1
		Streetwise Carriers	0836 1444	1
		Redfields Transport	0101 277 9888	1
		Reach it- Does it	07831 334 772	1
		Parcel Force		1
		Other		1
		NYK Logistics		1
		GM2 Logistics		1
DSP Global		1		
City Link		1		
Waste/Recycling Management/Cleaning Services	12	Biffa	0800 601 601	5
		Veolia Waste Management	<a href="http://www.veolia.co.uk">www.veolia.co.uk</a>	1
		Cleaning Sutton Streets		3
		PHS	029 20809090	1
		Registered Waste Carrier		1
Other	9	Symonds Hydroclean	<a href="http://www.symondshydroclean.co.uk">www.symondshydroclean.co.uk</a>	1
		Music/DIY/Jewellery/Homecare Market stall		4
		Associated Weavers	<a href="http://www.qualitycarpetdirect.co.uk">www.qualitycarpetdirect.co.uk</a>	1
		Argos	<a href="http://www.argos.co.uk">www.argos.co.uk</a>	1
Food/Drinks distribution	20	Kirth Patrick		1
		Tufnell		1
		Asda	<a href="http://www.asda.co.uk">www.asda.co.uk</a>	3
		Kuehne Nagel RN Drinks logistics	01179-758506	2
		Tesco	<a href="http://www.tesco.co.uk">www.tesco.co.uk</a>	1
		Tesco home delivery		1
		Wilkinson		1
		Farm Foods		1
		Simple Simon innovation in foods	027 164 2626	1
		Catercraft 01273 421109	01273 421109	1
		AFC Food 0208089 8800		1
		DHL Tradeteam		1
		Tradeteam delivering the drinks		1
		JJ Foods	08708 555 999	1
		Brakes- fresh ideas		1
Meals on wheels		1		
Market stall fruits and vegetables		2		
3663 Food Distribution		1		
Stationery suppliers	2	Lyreco	<a href="http://www.lyreco.co">www.lyreco.co</a>	1
		Ryman Stationery		1
Building Equipment / Maintenance	9	Cartledge (street furniture servicing)		1
		Mitie	<a href="http://www.mitie.co.uk">www.mitie.co.uk</a>	1
		P.T. Commercials	0800 083 9555	1
		Traleda	<a href="http://www.traleda.co.uk">www.traleda.co.uk</a>	1
		QCS	<a href="http://www.qcsukltd.com">www.qcsukltd.com</a>	
		Flooring Distribution		1
		Deens Blinds and Awnings		1
		London Tower Services	0207 511 2090	1
SWP plumbing heating		1		
Thyssen krupp Elevator		1		

**ANNEX J**  
**BUSINESS SURVEY DATA**

**Table J.1: Type of businesses that took part in the survey**

Type of Business	No of Businesses	%	Type of Business	No of Businesses	%
Clothing retailer	6	15.0%	Toys/books Retailer	1	2.5%
Supermarket	5	12.5%	Photo Shop	1	2.5%
Shoe retailer	4	10.0%	Perfume retailer	1	2.5%
Fast Food	3	7.5%	Newsagent at the train station	1	2.5%
Coffee Place	3	7.5%	Homeware Retailer	1	2.5%
Stationery retailer	2	5.0%	Games Retailer	1	2.5%
Pub	2	5.0%	Confectionery retailer	1	2.5%
Phone retailer	2	5.0%	Card Retailer	1	2.5%
Pharmacy, cosmetics retailer	2	5.0%	Bakery	1	2.5%
Electricals retailer	2	5.0%	<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.2(a): Opening Hours Monday –Sunday**

Opening Hours								
Day	00:01-06:00	06:01-08:00	08:01-10:00	10:01-12:00	12:01-14:00	14:01-18:00	Sunday closed all day	Total
Monday	0	8	28	4	0	0	0	40
Tuesday	0	8	28	4	0	0	0	40
Wednesday	0	8	28	4	0	0	0	40
Thursday	0	8	28	4	0	0	0	40
Friday	0	7	29	4	0	0	0	40
Saturday	0	7	29	4	0	0	0	40
Sunday	0	2	7	30	0	0	1	40

**Table J.2(b): Closing Hours Monday -Sunday**

Closing Hours									
Day	00:01-06:00	06:01-12:00	12:01-15:00	15:01-17:00	17:01-19:00	19:01-21:00	21:01-00:00	Sunday closed all day	Total
Monday	0	0	0	0	33	2	5	0	40
Tuesday	0	0	0	0	33	2	5	0	40
Wednesday	0	0	0	0	33	2	5	0	40
Thursday	1	0	0	0	29	3	7	0	40
Friday	1	0	0	0	31	1	7	0	40
Saturday	1	0	0	1	31	0	7	0	40
Sunday	0	0	0	30	3	1	5	1	40

**Table J.3 (a): Average daily deliveries**

Daily deliveries	No of businesses	%
1	14	35.0%
2	4	10.0%
1 - 2	1	2.5%
3	1	2.5%
10	1	2.5%
20	1	2.5%
<b>Total</b>	<b>22</b>	<b>55.0%</b>
Do not have daily deliveries	18	45.0%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.4 (a): Average daily collections**

Average daily collections	No of businesses	%
1	4	10.0
2	1	2.5
20	1	2.5
2 - 3	1	2.5
3	1	2.5
Total	8	20.0
Do not have daily collections	32	80.0
<b>Total</b>	<b>40</b>	<b>100.0</b>

**Table J.3 (b): Average weekly deliveries**

Weekly deliveries	No of businesses	%
1 a month	1	2.5%
1 to 5	21	52.5%
6 to 10	9	22.5%
10 to 15	5	12.5%
15 to 20	1	2.5%
20 -25	1	2.5%
more than 50	2	5.0%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.4 (b): Average weekly collections**

Weekly collections	No of businesses	%
1 to 5	19	47.5%
6 to 10	1	2.5%
10 to 15	1	2.5%
15 to 20	2	5.0%
20 -25	1	2.5%
more than 50	1	2.5%
Total	25	62.5%
Do not have collections on regular basis	15	37.5%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.5: Type of goods delivered/collected to the businesses**

Goods delivered to the businesses	No of businesses	Percent of total businesses
Retail, goods sold by the business (food, drink, clothing, shoes etc)	38	95.0%
Goods necessary for the business (newspapers, stationery, documents storage, furniture)	18	45.0%
Couriers, mail	14	35.0%
Consumables, water, catering/vending	15	37.5%
Servicing, contractors, IT servicing, Toilet hygiene	9	22.5%
Waste, recycling	14	35.0%
Other deliveries e.g. fixtures	1	2.5%
Total deliveries	109	
<b>Total businesses *</b>	<b>40</b>	

\*Some businesses have more than one category of goods delivered.

**Table J.6: Handling units used for deliveries and collections**

Deliveries			Collections		
Handling units	No of businesses	% of total businesses	Handling units	No of businesses	% of total businesses
On pallets	22	55.0%	On pallets	8	20.0%
On Roll cages	9	22.5%	On Roll cages	9	22.5%
In tote boxes	22	55.0%	In tote boxes	17	42.5%
In loose cartons	15	37.5%	In loose cartons	5	12.5%
Other (barrels, bags, crates, milk dollies, loose load, rails)	6	15.0%	Other (barrels, bags, crates, milk dollies, loose load, rails)	7	17.5%
Total deliveries	74		Total collections	46	
<b>Total businesses</b>	<b>40</b>		<b>Total businesses</b>	<b>40</b>	

**Table J.7: Delivery and Collection times**

Time	Deliveries		Collections	
	No of businesses	Percent of total businesses	No of businesses	Percent of total businesses
Before 7am	8	20.0%	7	17.5%
7am -10am	26	65.0%	13	32.5%
10am - 4pm	13	32.5%	5	12.5%
4pm - 7pm	2	5.0%	6	15.0%
After 7pm	1	2.5%	3	7.5%
8 am - 5pm	1	2.5%	15	37.5%
Total	51		34	
<b>Total businesses</b>	<b>40</b>	<b>100.0%</b>	<b>40</b>	<b>100.0%</b>

**Table J.8: Busiest Day for Deliveries and collections**

Day of Week	Deliveries		Collections	
	No of businesses	Percent of total businesses	No of businesses	Percent of total businesses
Monday	6	15.0%	3	7.5%
Tuesday	13	32.5%	6	15.0%
Wednesday	9	22.5%	3	7.5%
Thursday	10	25.0%	5	12.5%
Friday	10	25.0%	6	15.0%
Saturday	4	10.0%	4	10.0%
Sunday	0	0.0%	0	0.0%
No busy day	16	40.0%	11	27.5%
Total	52		27	
<b>Total businesses</b>	<b>40</b>	<b>100.0%</b>	<b>40</b>	<b>100.0%</b>

**Table J.9 (a): Type of vehicles delivering to businesses**

Type of vehicle used for deliveries	No of businesses	Percent of total businesses
Van	24	60.0%
Rigid goods vehicle	9	22.5%
Articulated goods vehicle	18	45.0%
Don't know	1	2.5%
Total deliveries *	52	
<b>Total Businesses</b>	<b>40</b>	<b>100.00%</b>

\*Some businesses have more than one type of vehicles that deliver to their premises

**Table J.9 (b): Number of vehicles delivering to businesses**

Number of vehicles used for deliveries	No of businesses	Percent of total businesses
1	36	90.0%
2	10	25.0%
3	1	2.5%
4	1	2.5%
5	3	7.5%
8	1	2.5%
Total	52	
<b>Total businesses</b>	<b>40</b>	<b>100.0</b>

**Table J.10 (a): Type of vehicles collecting from businesses**

Type of vehicle used for collections	No of businesses	Percent of total businesses
Van	13	32.5%
Rigid goods vehicle	5	12.5%
Articulated goods vehicle	12	30.0%
Don't know	1	2.5%
Total collections*	31	
Not having regular collection/unspecified	9	22.5%
<b>Total Businesses</b>	<b>40</b>	<b>100.00%</b>

\*Some businesses have more than one type of vehicles that collect from their premises

**Table J.10 (b): Number of vehicles collecting from businesses**

Number of vehicles used for collections	No of businesses	Percent of total businesses
1	20	50.0%
2	6	15.0%
3	0	0.0%
4	1	2.5%
5	1	2.5%
8	1	2.5%
Total	29	
Unspecified	2	5.0%
Not having regular collection/unspecified	9	22.5%
<b>Total businesses</b>	<b>40</b>	<b>100.0</b>

**Table J:11: Maximum size of vehicle that can access the site of various businesses**

<b>Maximum size of vehicles that can access businesses' site</b>	<b>No of businesses</b>	<b>Percentage</b>
Small vans	1	2.5%
Single rear transit type vehicle	4	10.0%
2 axle <7.7 tonnes	4	10.0%
2 axle 7.5 to 17 tonnes	7	17.5%
3 axle rigid 17 to 25 tonnes	7	17.5%
4 axle rigid 25 to 33 tonnes	2	5.0%
3 or 4 axles articulated up to 33 tonnes	4	10.0%
5 or more axles articulated over 33 tonnes	2	5.0%
Don't know	9	22.5%
<b>Total</b>	<b>40</b>	<b>100</b>

**Table J.12 (a): Delivery completion times**

<b>Deliveries' completion time</b>	<b>No of businesses</b>	<b>Percent</b>
Less than 10 minutes	7	17.50%
10 to 20 minutes	13	32.50%
20 to 30 minutes	10	25.00%
30 to 40 minutes	7	17.50%
40 to 50 minutes	2	5.00%
50 to 60 minutes	2	5.00%
More than 60 minutes	2	5.00%
Total deliveries*	43	
<b>Total businesses</b>	<b>40</b>	<b>100.00%</b>

\*Some businesses have up to 2 categories of deliveries

**Table J.12 (b): Collection completion times**

<b>Collections' completion time</b>	<b>No of businesses</b>	<b>Percent</b>
Less than 10 minutes	11	27.50%
10 to 20 minutes	10	25.00%
20 to 30 minutes	5	12.50%
30 to 40 minutes	4	10.00%
40 to 50 min	2	5.00%
50 to 60 minutes	1	2.50%
More than 60 minutes	1	2.50%
Don't know	1	2.50%
Not regular collections unspecified	12	30.00%
Total collections*	47	
<b>Total businesses</b>	<b>40</b>	<b>100.00%</b>

**Table J.13: Sufficient space for servicing in Sutton Town Centre**

<b>Sufficient space for servicing in Sutton TC</b>	<b>No of businesses</b>	<b>Percent</b>	<b>Comments</b>
Yes	28	70.0%	Bearable, When markets are on there can be a problem.
No	12	30.0%	Busy area, High St. restrictions do not help, Insufficient parking provision and loading/unloading facilities, St Nicholas Rd gets congested
<b>Total</b>	<b>40</b>	<b>100.0%</b>	

**Table J.14 (a): Use of on/off street loading unloading facilities**

On/off street loading unloading facilities	No of businesses	Percent
Communal	12	30.0%
Private	5	12.5%
Yard	1	2.5%
<b>Total Off street</b>	<b>18</b>	<b>40.0%</b>
On street	26	65.0%
Total	44	
<b>Total businesses</b>	<b>40</b>	<b>100.0%</b>

**Table J.14 (b): Description of loading unloading facilities**

Description of Off street loading/unloading facilities	No of businesses	Percent	Comments
Poor	2	5.0	Cash Collections are made through the front of the store, using the High St. due to restrictions. Not enough, congested, not protected, not wide enough.
Fair	6	15.0	No comments
Good	8	20.0	Not an issue with them. We share them with Argos and a furniture store
Very good	2	5.0	No comments
Total	18	45.0	
Do not use off street	22	55.0	
<b>Total</b>	<b>40</b>	<b>100.0</b>	

**Table J.15: Deliveries/collection carried out without off street loading/unloading facilities**

<b>Delivery / collection arrangements if there are no off street facilities</b>	<b>No of businesses</b>	<b>Percent</b>	<b>Comments</b>
Using/parking on the High Street	16	40.0%	Use the High Street
Using the bay nearby the store	1	2.5%	Using the bay nearby, products are brought into the store
Using the bay on the side of the High St	1	2.5%	Bring the products delivered from the bay on the side of the High St into the shop
Using the bay on the Red Route	1	2.5%	Lorry parks on the delivery bay Red Route, delivery brought into the store
Using the side alley/road	3	7.5%	Use the side alley or sometimes parking in front of the pub
Total responses *	22	55.0%	
<b>Total businesses</b>	<b>40</b>	<b>100.0%</b>	

\*2 businesses use both on and off street facilities

**Table J.16 (a): Businesses ordering their own goods**

<b>Order own goods/products</b>	<b>No of businesses</b>	<b>Percent</b>	<b>Comments</b>
Yes	22	55.0%	
No	15	37.5%	Automatic Replenishment
Other	3	7.5%	Order based on sales, Combination of sales and orders
<b>Total</b>	<b>40</b>	<b>100.0%</b>	

**Table J.16 (b): Someone else ordering businesses' goods**

<b>Does someone else order the goods for you</b>	<b>No of businesses</b>	<b>Percent</b>	<b>Who orders the goods</b>
Yes	18	41.20%	9 Head Office/warehouse, 5 Automatic process, 1via DC, 3 Unspecified
Mixture of the ordering process	2	5.90%	Combination of order and automatic process
Total	20	47.10%	
<b>Total businesses</b>	<b>34</b>	<b>100.00%</b>	

**Table J.17 (a): Control over delivery and collection times**

Control delivery times	No of businesses	Percent	Control collection times	No of businesses	Percent
Yes	5	12.5%	Yes	2	5.0%
No	35	87.5%	No	23	57.5%
<b>Total</b>	<b>40</b>	<b>100</b>	Total	25	62.5%
			N/A	15	37.5%
			<b>Total</b>	<b>40</b>	<b>100</b>

**Table J.17 (b): Who controls delivery and collection times**

Who controls delivery times	No of businesses	Percent	Who controls collection times	No of businesses	Percent
Unspecified	15	37.5%	Unspecified	9	22.5%
Head office	12	30.0%	Head office	13	32.5%
Head office / warehouse	9	22.5%	Supplier / external contractor	2	5.0%
Supplier / Distributor	2	5.0%	Recycling company / council	1	2.5%
Delivery / Distribution company	2	5.0%	N/A	15	37.5%
<b>Total</b>	<b>40</b>	<b>100.0%</b>	<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.18: Ad hoc deliveries and collections**

Ad Hoc deliveries	No of businesses	Percent	Ad hoc Collections	No of businesses	Percent
Yes	5	12.5%	Yes	4	10.0%
No	32	80.0%	No	22	55.0%
Don't know	2	5.0%	Don't know	2	5.0%
Other	1	2.5%	Other	1	2.5%
<b>Total</b>	<b>40</b>	<b>100.0%</b>	<b>Total</b>	<b>29</b>	<b>72.5%</b>
			N/A	11	27.5%
			<b>Total</b>	<b>40</b>	<b>100%</b>

**Table J.19 (a): Problems associated with freight movements**

Problems associated with freight in Sutton TC	No of businesses	Percent	Comments
None, not any	26	65.0%	No problems
Restrictions on the High Street affect deliveries	3	7.5%	Restrictions on the High Street, difficult to deliver after 10.30; Missed deliveries/collections because the High St gate closed
Double yellow lines	1	2.5%	The double yellow lines, the driver has to park on double yellow lines for delivery
PCN being issued	2	5.0%	The double yellow lines, the driver has to park on double yellow lines for delivery
Vehicles speeding on the High Street	2	5.0%	Sometimes vehicles drive fast on the High Street, traffic that clears when the gates are closed
Congestion on the High Street/St Nicholas Road	3	7.5%	When the French market is on it takes over the High street
Insufficient parking provision	1	2.5%	Nowhere to park, insufficient parking provision
Weather conditions	1	2.5%	During the winter when it snows there is no grip, very slippery had to turn deliveries down
Restrictions in the residential area	1	2.5%	Restrictions during the night time, due to residential area
<b>Total</b>	<b>40</b>	<b>100.0%</b>	

**Table J.19 (b): Views about freight movements**

View about the freight in Sutton TC	No of businesses	Percent
It's pretty good	32	80.0%
Has no view	4	10.0%
Not affected, have their own delivery yard	1	2.5%
Lorries on the High Street in the morning	1	2.5%
Not up to standards / Could be improved	2	5.0%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.20: Suggestions to improve freight movements**

Suggestions to improve freight movements	No of businesses	Percent	Comments
None	28	70.0%	Not any suggestions
Extend the hours when the gate is open on the High Street/Christmas time	2	5.0%	Extend the hours when the gate on the High street is open/ during the Christmas time
Provision of more loading/unloading bays and car parking	4	10.0%	Off the High St (South) should be more delivery bays; Provision of loading bay on Manor Lane; Provision of parking for customers
Traffic wardens more flexible regarding deliveries	1	2.5%	Traffic wardens to be more flexible with deliveries
More speed restrictions on the High Street	1	2.5%	Maybe more speed restrictions on the High Street
No changes	1	2.5%	Keep it as it is
Make businesses to respect the restrictions	1	2.5%	Make businesses to respect restrictions times
Mark up the loading bays visibly	1	2.5%	Mark up visibly the loading bays, allow deliveries on the High St up to 10.30, protect the loading bays more loading bays on the side roads
All deliveries should be made at the back of the shops	1	2.5%	All deliveries should be done at the back of the shop , but it is impossible
<b>Total</b>	<b>40</b>	<b>100.0%</b>	

**Table J.21 (a): Businesses affected by the extended restriction hours**

Would be affected by the extended High Street restrictions(8pm to 6 am)	No of businesses	Percent
Yes	10	25.0%
No	30	75.0%
<b>Total</b>	<b>40</b>	<b>100.0%</b>

**Table J.21 (b): How businesses would be affected by the extended restriction hours**

How the extended restrictions (8pm to 6 am) on the High Street would affect your business	No of businesses	Percent	Comments
Would not be affected	30	75.0%	
Would badly affect the business with impact on deliveries	3	7.5%	Would not have any deliveries. Would not be able to get the deliveries in. Would badly affect our business, could not operate as we have deliveries before 7am
It would affect the functioning of the business	2	5.0%	If large items are delivered due to HS reasons have to park close to the store and at times when pedestrians are not on the streets, at early hours in the morning, it will affect the functioning of the business. Would have to re arrange recycling times/pick ups.
Affected but unspecified	4	10.0%	No comments
it would affect the quality of customer service	1	2.5%	We need our deliveries early in the morning to avoid customer complaints
<b>Total</b>	<b>40</b>	<b>100.0%</b>	

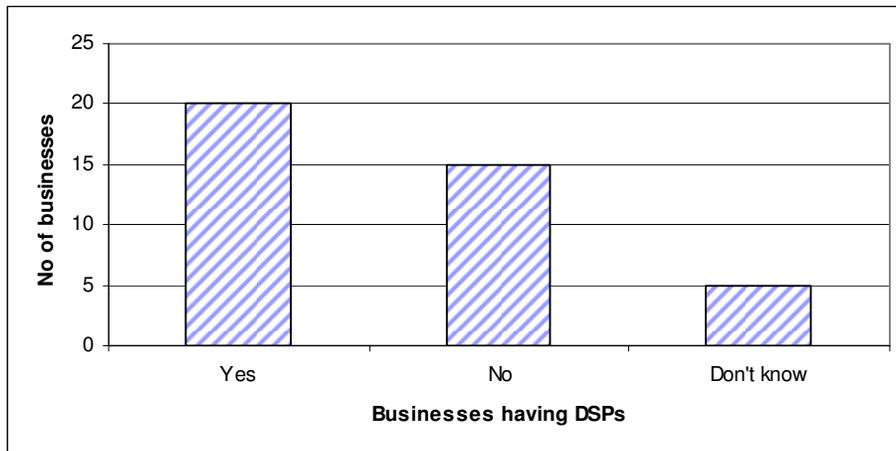
**Table J.22: Advising about the maximum size vehicle that can access their site**

Advice about the max size vehicle	No of businesses	Percent
Yes	19	47.5%
No	19	47.5%
Don't know	1	2.5%
Other( depends)	1	2.5%
<b>Total</b>	<b>40</b>	<b>100</b>

**Table J.23: Consolidation Centre being beneficial to the businesses in Sutton Town Centre**

A Consolidation Centre for businesses in Sutton Town Centre would be beneficial	No of businesses	Percent
Yes	4	10.0
No	32	80.0
Possibly	3	7.5
Don't know	1	2.5
<b>Total</b>	<b>40</b>	<b>100.0</b>

**Figure J.1: Businesses having DSPs**



**ANNEX K**  
**OPERATOR SURVEY DATA**

**Table K.1: Frequency of servicing businesses in Sutton Town Centre**

Type of loading/unloading activity	No of operators
Daily deliveries	8
Daily collections	5
Weekly collections	4
Weekly deliveries	3

\* Some businesses have daily deliveries but weekly collections, others service Sutton Town Centre on weekly or daily basis.

**Table K.2: Period of time when the majority of servicing occurs in Sutton Town Centre**

Period time when the majority of servicing occurs			
Deliveries	No of operators	Collections	No of operators
Before 7am	0	Before 7am	1
7am - 10am	11	7am - 10am	9
10am - 4pm	5	10am - 4pm	5
4pm - 7pm	1	4pm - 7pm	1
After 7pm	0	After 7pm	0
<b>Total*</b>	<b>18</b>	<b>Total*</b>	<b>16</b>

\* Some operators deliver between 7am -10am and also between 10am and 4pm and the same time for collections

**Table K.3: Type of vehicles used for deliveries and collections**

Deliveries		Collections	
Type of Vehicle	No of operators	Type of Vehicle	No of operators
Van	6	Van	3
Rigid goods vehicle	7	Rigid goods vehicle	5
Articulated goods vehicle	2	Articulated goods vehicle	2
Other	0	Other	0
<b>Total*</b>	<b>15</b>	<b>Total*</b>	<b>10</b>

\*Some operators used more than 1 vehicle or more than one type of vehicles for deliveries and collections

**Table K.4: Number of vehicles used for servicing businesses in Sutton Town Centre**

Deliveries			Collections		
No of vehicles	Type of Vehicle	No of operators	No of vehicles	Type of Vehicle	No of operators
1	Van	4	1	Van	2
1 to 2	Van	1	1 to 2	Van	0
10	Van	1	10	Van	1
1	Rigid goods vehicle	3	1	Rigid goods vehicle	3
1 to 2	Rigid goods vehicle	2	1 to 2	Rigid goods vehicle	1
2	Rigid goods vehicle	2	2	Rigid goods vehicle	1
1	Articulated goods vehicle	1	1	Articulated goods vehicle	1
1 to 2	Articulated goods vehicle	1	1 to 2	Articulated goods vehicle	1
2	Articulated goods vehicle	0	2	Articulated goods vehicle	0
<b>Total</b>		<b>15</b>	<b>Total</b>		<b>10</b>

\*Some operators used more than 1 vehicle or more than one type of vehicles for deliveries and collections

**Table K.5: Categories of products frequently delivered/collected to/from businesses in Sutton**

Type of Products Delivered	Specified	No of Operators
Couriers, mail, retail, necessary for the business, consumables, consumables, including waste	all type of products except hazardous, All type including waste	5
Consumables, water, catering, vending	Beer, spirits, soft drinks, wine	2
Goods necessary for the business	card for shops, furniture	1
Servicing, It servicing Contractors	Building materials	1
Couriers mail	Mail	1
Don't know		1
<b>Total*</b>		<b>11</b>

\* Some operators deliver all categories of products

**Table K.6: Type of handling units used for deliveries and collections used by operators**

Deliveries		Collections	
Type of handling units	No of operators	Type of handling units	No of operators
On pallets	8	On pallets	7
In roll cages	0	In roll cages	0
In tote boxes	5	In tote boxes	5
In loose cartoons	1	In loose cartoons	1
Other (barrels, bags, parcels, packet)	5	Other (barrels, bags, parcels, packet)	4
<b>Total*</b>	<b>18</b>	<b>Total*</b>	<b>17</b>

\*Some operators use up to three different types of handling units for deliveries and collections

**Table K.7: Maximum size of vehicles that can access various businesses in Sutton**

Max size of vehicles that can access various businesses in Sutton	No of operators
Cars	0
Small Vans	0
Single Rear Transit Type Vehicle	2
2 axles <7.5 tonnes twin rear wheel transit van	4
2 axles 7.5 to 17 tonnes (with reflective plates)	3
3 axles (rigid) 17 to 25 tonnes	2
4 axles (rigid) 25 to 33 tonnes	0
3 or 4 axles (articulated) up to 33 tonnes	0
5 or more axles (articulated) over 33 tonne	0
<b>Total</b>	<b>11</b>

**Table K.8: Average time for completion for deliveries and collections**

Deliveries		Collections	
Time to complete	No of operators	Time to complete	No of operators
Less than 10 min	5	Less than 10 min	5
10 to 20 min	3	10 to 20 min	3
20 to 30 min	2	20 to 30 min	2
30 to 40 min	2	30 to 40 min	1
40 to 50 min	1	40 to 50 min	1
50 to 60 min	0	50 to 60 min	0
More than 60 min	0	More than 60 min	0
<b>Total</b>	<b>13</b>	<b>Total</b>	<b>12</b>

**Table K.9: Description of the on street loading/unloading facilities**

<b>On street loading and unloading facilities</b>	<b>No of operators</b>	<b>Comments</b>
Very good	0	
Good	0	
Fair	6	Have to deliver on the High St. before 10 am and the one ways system particularly Throwley Way always gets a PCN. Not too bad
Poor	2	Very few loading bays, High Street in particular not accessible after 10 am, frequently being issued PCNs.
Very poor	1	No Comments
N/A	2	Because of the H&S guidelines have to park adjacent or as near as possible to the del point and there is a conflict with parking regulations, normally they get dispensation but not in Sutton
<b>Total</b>	<b>11</b>	

**Table K.10: Description of the off street loading/unloading facilities**

<b>Off street loading and unloading facilities</b>	<b>No of operators</b>	<b>Comments</b>
Very Poor	5	Because of the one away system. Not enough provision. Could get a PCN. Because of limited space and one way out, drivers drive off
Poor	2	Few facilities available.
Fair	1	No Comments
Good	1	No Comments
Very Good	0	
N/A	2	Because of the H&S guidelines have to park adjacent or as near as possible to the delivery point and there is a conflict with parking regulations, normally they get dispensation but not in Sutton
<b>Total</b>	<b>11</b>	

**Table K.11: Deliveries/collection carried out if loading/unloading facilities are not available**

<b>If loading/unloading facilities not available, how deliveries/collections are carried out</b>	<b>No of operators</b>	<b>Comments</b>
Park illegal	3	Break the traffic rules, park illegal, they do their jobs, parking restrictions are not realistic. They have to park adjacent or as near as possible to the del point anyway
Do not deliver/collect	2	Bring the delivery back, unable to deliver; if the driver gets PCN he has to pay it himself
Loading facilities always available	1	No problems, always available
Still deliver	3	We still deliver, carry the products to the businesses. Deliver with great difficulty; drivers do their best to park as close as possible to the delivery point but lack of facilities increases the un/loading time.
N/A	2	N/A deliver to private addresses
<b>Total</b>	<b>11</b>	

**Table K.12: Control over delivery/collection times**

<b>Control delivery times</b>	<b>No of operators</b>	<b>Control collections times</b>	<b>No of operators</b>
Yes	4	Yes	5
No	5	No	4
Don't know	0	Don't know	0
Other (customer driven)	2	Other (customer driven)	1
N/A	0	N/A	1
<b>Total</b>	<b>11</b>	<b>Total</b>	<b>11</b>

**Table K.13: Planned or ad hoc deliveries/collections**

<b>Planned or <i>ad hoc</i> deliveries</b>	<b>No of operators</b>	<b>Planned or ad hoc collections</b>	<b>No of operators</b>
Planned	6	Planned	6
Ad hoc	7	Ad hoc	8
Don't know	0	Don't know	0
Other(customer driven)	1	Other(customer driven)	0
<b>Total</b>	<b>14</b>	<b>Total</b>	<b>14</b>

**Table K.14: Problems associated with freight movements in Sutton**

Problems associated with freight movements in Sutton Town Centre	No of operators	Comments
Not any problems	2	Not any problems
Don't know	2	Don't know
One way system/Red Route	2	One way system causes difficulties, some drivers when a vehicle is in the yard, due to limited space, they drive off. Red Route area
Long Deliveries	1	Deliveries in the shopping centre can take quite long
Traffic wardens	1	Traffic wardens
Congestion	1	Traffic/congestion
H&S guidelines	1	H&S guidelines conflicting with the parking rules
Unspecified	1	
<b>Total</b>	<b>11</b>	

**Table K.15: Operators' views about the current efficiency safety and sustainability of freight movements in Sutton Town centre**

View of the current efficiency, safety, sustainability of freight movements	No of operators	Comments
Good / OK / Fair	6	Pretty Good, not an issue
Don't know	2	Don't know
Affected by the High St. restrictions	1	It's not too bad, restrictions on the High St. make it difficult
Mediocre	1	Mediocre
Unspecified	1	
<b>Total</b>	<b>11</b>	

**Table K.16: Suggestions to improve the current efficiency safety and sustainability of freight movements in Sutton Town centre**

Suggestions to improve current efficiency, safety, sustainability of freight movements	No of operators	Comments
No suggestions	4	No suggestions
Removing of parking restrictions for HGVs	2	High St. restrictions are the only problem, they should be removed. Get rid of the parking wardens and have less restrictions on parking for HGVs
More designated areas for deliveries/System implementation for deliveries on loading bays	3	Loading bays operated by a swipe system, or an electronic system for operators on the High St. More loading bays and better access to the High street
Don't know	1	Don't know
Parking dispensation given to brewery deliveries	1	Brewery deliveries being given dispensation for safety reasons
<b>Total</b>	<b>11</b>	

**Table K.17: Operators affected by the extended restrictions on the High Street**

<b>If delivery/collection vehicles were unable to access the High St between 8 pm and 6 am would this affect your business</b>	<b>No of operators</b>
Yes	0
No	11
Don't know	0
Other	0
<b>Total</b>	<b>11</b>

**Table K.18: Advise those servicing businesses about the maximum size vehicle that can access Sutton Town centre**

<b>Advise those making deliveries/collections to businesses about the max size of vehicle that can access Sutton Town Centre</b>	<b>No of operators</b>
Yes	6
No	4
Don't know	1
Other	0
<b>Total</b>	<b>11</b>

**Table K.19: Would a Consolidation Centre for distribution of goods be beneficial to businesses in Sutton Town Centre**

<b>Do you think a Consolidation Centre for distributions of goods would be beneficial to businesses in Sutton Town Centre</b>	<b>No of operators</b>	<b>Comments</b>
Yes	4	Time saving might be possible, one stop for deliveries instead of several stops to businesses. Would make a great benefit to the area.
No	6	Not good for us and not for anyone else
Possible	1	Possible, if cost effective
Don't know	0	
Other	0	
<b>Total</b>	<b>11</b>	

**ANNEX L**  
**TYPE OF HANDLING UNITS**



Plastic trays



Plastic containers



Tote boxes



Pallets



Loose cartoons



Roll cages



Dairy Cart trolley



Cash and Carry Trolley



Garment rails



Commercial waste bins



Bags