

Managing freight effectively: Delivery and Servicing Plans



Introduction

The Capital's economy relies on the freight sector. Among other things, the movement of goods and services helps ensure that shop shelves remain stocked, that restaurants have fresh food to serve and that offices can operate effectively.

Yet, despite its importance, freight transport also has less positive effects on London. Vans and lorries add to congestion which, in turn, increases CO₂ emissions and impacts on the environment. Safety is also an issue, with more than half of cyclists killed or seriously injured in London involved in collisions with goods vehicles.

By managing deliveries to buildings more effectively, and reducing the number of journeys required, we can improve the efficiency of freight in the Capital and help cut costs for both freight operators and their clients. We'll also minimise the impacts of freight transport and help make London a better place for all.



About Delivery and Servicing Plans

Delivery and Servicing Plans (DSPs) provide a framework to better manage all types of freight vehicle movement to and from individual buildings.

Essentially the equivalent of a workplace travel plan for freight, a DSP will improve the safety, efficiency and reliability of deliveries to that location. It will also identify unnecessary journeys, and deliveries that could be made by more sustainable modes, to help reduce congestion and minimise the environmental impact of freight activity.

DSPs will:

- Help developers and local authority planning officials comply with:
 - Planning Policy Guidance 13, which requires the promotion of more sustainable transport choices for moving freight
 - The Traffic Management Act¹, the London Plan² and any borough-specific policies, such as road safety and air quality action plans
- Demonstrate that goods and services can be delivered, and waste removed, in a safe, efficient and environmentally-friendly way
- Identify deliveries that could be reduced, re-timed or even consolidated, particularly during busy periods
- Help cut congestion on London's roads and ease pressure on the environment
- Improve the reliability of deliveries to the site concerned
- Reduce the operating costs of building occupants and freight companies
- Reduce the impact of freight activity on local residents

The benefits of DSPs are described in detail below. We've arranged these benefits according to the group most likely to experience advantages, though the benefits aren't mutually-exclusive and will often apply to all involved.

The plans should be drafted as part of a Transport Assessment and can apply to all land use classes. As each location is different, each plan needs to be tailored to the exact requirements of the site. Local authority planning officials can choose to enforce them as planning conditions if they see fit.

DSPs are working documents and should be flexible so that any changes related to the building, such as new tenants, can be included.

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- 1 The Traffic Management Act (2004) places a Network Management Duty on all local authorities and focuses on optimising traffic operations and minimising disruption
 - 2 The London Plan states that the Mayor promotes, and local policies should ensure, that developments include appropriate servicing facilities, off-road wherever practicable. These policies should also include appropriate freight loading and parking facilities and ensure that collection and delivery can take place off the main bus and tram routes (policy 3c.25)

88 per cent of freight moved in London is transported by road



London Freight Plan

DSPs are a key project within the London Freight Plan. The Plan sets out the steps that need to be taken over the coming years to help address the challenges of delivering freight sustainably in the Capital.

As well as DSPs, the projects in the Plan are:

- **Construction Logistics Plans (CLPs)**

Similar to DSPs, Construction Logistics Plans focus on improving deliveries, and minimising the number of journeys to construction sites. If the building for which you're developing a DSP involves construction work, you should complete a CLP as well.

- **Freight Operator Recognition Scheme (FORS)**

FORS is a free membership scheme that's helping van and lorry operators in the Capital to become safer, more efficient and more environmentally-friendly. A DSP could specify that FORS members, or those who can demonstrate that they meet FORS membership standards, be contracted to provide delivery or servicing activity to the building.

Find out more about the scheme at tfl.gov.uk/fors

- **Freight Information Portal**

A new online resource that will offer freight operators all the information they need about delivering into London, in the one place.

For more information on any of these projects, or to download a copy of the plan, visit tfl.gov.uk/freight



Benefits of DSPs

Local authorities and residents

- Less congestion on local roads
- Reduced emissions, and use of more sustainable modes where possible, to contribute towards CO₂ reduction targets
- Fewer goods vehicle journeys lowering the risk of collisions
- Opportunity to reduce parking enforcement activity costs – more deliveries will use legal loading facilities so less traffic and parking infringements should occur
- Improved quality-of-life for local residents through reduced noise and intrusion and lower risk of accidents

Building developers and businesses

- Reduced delivery costs and improved security
- More reliable deliveries resulting in less disruption to normal business practices
- Time-savings by identifying unnecessary deliveries
- Less noise and intrusion
- Opportunity to feed into a CSR programme and ensure your operations comply with health and safety legislation

Freight operators

- Legal loading areas will mean less risk of receiving penalty charge notices
- Fuel savings through reduced, re-timed or consolidated deliveries
- More certainty over delivery times
- Less journeys will reduce the risk of collisions involving your vehicles

Demand for freight transport is projected to increase by 15 per cent by 2025



Developing a DSP

The site developer should draft the DSP as part of the Transport Assessment.



The plan needs to be tailored to the specific requirements of the building, but outputs can include:

- A plan identifying where safe and legal loading can take place
- An agreement for occupants to use freight operators who can demonstrate their commitment to following best practice – for example, FORS members. Visit tfl.gov.uk/fors for more details
- Proactive management of deliveries to reduce the number of unnecessary journeys and increase the use of more sustainable modes, where possible

We're currently evaluating the most effective tools and techniques to minimise the impact of freight activity on London's roads. The issues that need to be covered in the DSP will vary from site to site, though we've outlined some areas that could be considered over the following pages.

Many developers are already doing some of these activities. DSPs will integrate this work more effectively, by detailing all the measures that could help better manage freight activity in a single framework.

Design

- Ensure new developments include appropriate servicing facilities and off-street loading bays, where practicable
- Make sure collection and delivery will take place away from main roads and bus and tram routes
- Assess the physical constraints of the site, including:
 - on-site turning space allocation
 - size of loading bays
 - queuing facilities
- Complete a swept path analysis showing how freight vehicles will access the site
- Conduct a risk assessment of loading points
- Audit local traffic management regulations and consider the likely impacts for freight

Other design factors you could consider:

- Interior design factors – eg is sufficient storage provided?
- What security measures are needed? Eg staff presence, CCTV, barrier control, advance booking system etc
- Can secure drop-off facilities be provided for unoccupied premises, to reduce the number of failed trips and encourage out-of-hours deliveries?
- What arrangements are needed for special deliveries, such as cash collections and brewery deliveries

Procurement strategy

- Procurement process should demonstrate an awareness of all vehicle activity associated with the site, its impacts and appropriate measures to reduce it
- Demonstrate a commitment to safer, more efficient and more environmentally-friendly distribution by contracting operators registered with a best practice scheme, such as FORS
- Encourage tenants to source items locally, or from the same supplier, to reduce the number of deliveries required

Operational efficiency

- Consider methods to implement and enforce peak-hour delivery restrictions
- Develop a plan informing freight operators where they can legally collect from, and deliver to, the building
- Implement a vehicle booking/management system, if appropriate. Commercial buildings may particularly benefit from such a system to manage and schedule vehicle activity

Other operational efficiency issues you could consider:

- What measures could you use to encourage out-of-hours deliveries? Eg noise abatement strategies
- Will staff responsible for receiving deliveries need additional/specific training?

Road freight accounts for around a quarter of the ground-based transport sector's CO₂ emissions.



Waste management

- Consider options for reducing, segregating, storing and removing waste
- Can you provide facilities so the safe collection of refuse and recycling can take place out of peak hours and away from busy routes?

Road trip reduction

- Review delivery and collection frequencies
- Promote load consolidation by providing sufficient space for larger vehicles
- Consider use of local consolidation facilities which could:
 - Help manage delivery schedules to increase delivery success rates
 - Offer a holding centre for deliveries by larger vehicles. It may then be possible to forward loads by a more sustainable mode

Other road trip reduction measures you could consider:

Are there any incentives you could offer to encourage deliveries by more sustainable modes, where possible?

Targets and monitoring

- Ongoing review process to determine whether the measures implemented comply with the DSP requirements and planning authority's conditions
- Agree mechanism for feeding data collected during the review into industry databases such as TRICS, TRAVL and i-Trace
- Consider whether any additional actions are needed to reduce the impact of freight

Further information

Contact us for more details on DSPs, or further advice on drafting a plan. Check our website regularly for up-to-date advice and guidance.



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Website

tfl.gov.uk/freight