

Central London Freight Quality Partnership



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

Date/Time: 2nd November 2021 14.00 to 16.00

Venue: Online Zoom Meeting

Present on online meeting

Mike Browne	CLFQP/ University of Gothenburg (Chair)
John Crosk	CLFQP Manager
Natalie Chapman	Logistics UK
Kit Digby	Logistics UK
Rianne Taylor	Westminster City Council
Maryam Duale	Westminster City Council
Jerry Ward	John Lewis Partnership
Linda White	RHA
Andy Neather	TfL
Mick Dearle	Martin Brower
David Kaner	West End Partnership
Jolyon Drury	CILT
Amanda Zambon	DHL
Mike Bracey	Brewery Logistics Group
Julian Allen	University of Westminster (UoW)
Maja Piecyk	University of Westminster (UoW)
Bruce McVean	Corporation of City of London
Antoneta Horbury	Royal Borough of Kensington & Chelsea
James McCool	Royal Borough of Kensington & Chelsea
Francis Dwan	Royal Borough of Kensington & Chelsea
James Adcroft	Tesco
Keith Abbott	Saints
Ian Wainwright	Future City Logistics
Jacqueline Saunders	Camden Council
Ngaire Thomson	Barnet Council
Eleonora Tu	Institute for Transport and Logistics (Italy)
Konstantina Katsela	University of Gothenburg
Rob Gwynn	Hermes

Apologies

Kieran McKay	Corporation of City of London
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Item 1: Welcome, introduction and apologies

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

Item 2: Meeting notes from the last meeting

John Crosk referred to the meeting note for the meeting held on the 15th of July 2021 and there were no outstanding issues raised.

Item 3: Freight and the kerbside in urban areas - presentation

Julian Allen: University of Westminster

Julian made a presentation reviewing the challenges freight operators have faced over a number of years, and how things have changed in terms of environment, various schemes and how things might look in the future for kerbside activity.

The full presentation has been forwarded separately via email.

Item 4: Discussion about freight and the kerbside

Michael Browne: Thanked Julian for an interesting presentation, and then opened the discussion and asked the group for their views and different perspectives of the subject, and to then see if there were some positive actions that the CLFQP could take to encourage changes as we move into an uncertain future.

Below is a summary of the points raised during the discussion.

- Various work and strategies in London have identified kerbside space as vital to servicing businesses. However, freight operations are still losing kerbside space to other activities and as a result it is becoming increasingly difficult to service London.
- The complexity of demands for the kerbside means that sometimes the wrong things are considered, such as proposing cargo bikes as the general solution for urban freight operations. While they are useful in some instances and sectors, they are not in others.
- What could the London boroughs do to resolve the issues and reverse the current trend of losing kerbside space for freight operations?

- An important issue is how much kerbside space is required at any given location and when it is needed.
- In terms of the future possibility of the bookable kerbside, there may be a role for it in terms of full-load deliveries that need to be adjacent to the delivery point and take some time to carry out, especially of heavy or bulky goods, such as brewery deliveries.
- But the case for bookable deliveries for other freight operations such as multidrop vehicle rounds is less clear and may be difficult to make use of and result in substantial administration. Delivering into London has become harder over time, and there are many regulations and restrictions that have to be complied with (such as DVS, ULEZ, Congestion Charge etc, planning routes for LLCS etc.) Having to book kerbside space would be another obstacle to delivering in London, with effort and cost implications.
- Use of the kerbside is more difficult during the day due to its heavy usage. Retiming deliveries to off-peak hours would make this easier but retiming deliveries is difficult due to the views of residents and councils. Vehicles are now quieter, and electrification will also help further reduce noise. Thought should be given to what can be done to get stakeholders (especially residents and councils) to consider that loading should be permitted in the off-peak when there is less congestion and deliveries can be made much quicker with easier access, and thereby reduce peak-time demand for the kerbside.
- Transport for London put together a retiming protocol some time ago. This could potentially be used to reinvigorate the conversation about retiming of deliveries. An approach could be developed that aims to speed up the process of providing permission for retiming deliveries to the off-peak. However, it is necessary to be mindful that residents are not always keen and have legitimate concerns.
- It is feasible to carry out off-peak quiet deliveries at night in parts of the city, and there are currently many off-peak deliveries that are happening that no one even notices. However, an important issue to address before introducing off-peak delivery trials or schemes is what powers there are to enforce and stop such trials/schemes if they prove to be problematic to residents and others. There needs to be a means by which an operator causing nuisance can be stopped from doing so.
- In aviation, a balanced approach is used to assess impact on residents and noise pollution, against economic impact where deliveries can be made quietly, perhaps this approach can be used for roads?
- Car usage is diminishing in Camden and there are varied demands on kerbside space in the borough. It is a balancing act to meet these demands, however resident parking is taking a lower priority.

- Local authorities need to ensure that it is not those who shout the loudest who are given priority in terms of kerbside allocation. Street kerbside space need to be carefully planned out by local authorities and that they should properly understand what the demands are.
- It would be helpful if the boroughs could provide insight into what is taken into consideration and the method for doing so when planning for kerbside delivery and servicing and other kerbside activities.
- Boroughs do take unloading and loading requirements into consideration when proposing changes to existing streets.
- Recent reports by London First and the Centre for London have re-discussed the issue of a Freight Czar for London.
- Competing uses for kerbside space may lead to insufficient space for freight loading/unloading. At present, when a change of kerbside use is considered to accommodate another purpose there is no mechanism for determining how much space is required for freight needs.
- Maybe Delivery and Servicing Plans (DSPs) required for new building developments could be devised for streets and their freight servicing needs.
- Walking through the West End, reduction in kerbside space due to alfresco dining is observable. Even though it is winter, these schemes are not being removed from the kerbside. The existence of these dining facilities increases the length of time that deliveries take to place such as theatres and hospitality venues. This is sometimes resulting in unsafe practises being adopted by those who handle the goods, for example, pallet trucks with goods in excess of a tonne being moved in excess of 300 metres to their destination. A conversation is needed with the councils and business users that are driving these practises. DSPs for streets would be a real step forward to resolve some of these issues.
- Conversations between freight operators and the receivers of the goods they are delivering could help to relieve the impact on kerbside changes such as outdoor dining areas on deliveries.
- Such conversations with receivers are relatively straightforward when the company doing the delivery is owned by the receiver of the goods (i.e., own account operations). However, such conversations are more complicated when the delivery company is a third-party operator. In this case, the receiver is often not focused on the delivery operation and problems encountered in carrying it out (kerbside space, PCNs etc.) Receivers often only think about deliveries and how they take place when they do not happen. Also, not all site-based changes (such as outdoor dining are planned for and dealt with by site staff, sometimes being handled by the business' head office team. Some third-party delivery

companies make deliveries as part of national contracts and the company has to make difficult urban deliveries, they would normally choose to avoid because of this. This results in making a loss on such deliveries to protect the larger contract.

- CILT is reviewing TRICS trip generation results as they do not seem to mirror what actually happens. Resolving this is important as otherwise the data being used in planning applications for new developments is not representative and the DSPs for individual new developments is wrong.
- DSPs for streets is an interesting idea. Perhaps the City of London Corporation could work with other CLFQP members to develop a suitable approach to ensuring that a good understanding of the freight servicing requirements of a particular street (such as Fleet Street).

Agreement on next steps

It was agreed that the discussion on kerbside loading had been a helpful one, but that it was impractical to continue such considerations with such a large group at general CLFQP meetings. It was suggested that there should be a small working group comprising perhaps two or three representatives from the boroughs and TfL, and a few representatives from the industry side working together to devise a way forward on this topic. This could focus on issues such as: (i) data and evidence of kerbside use and problems for freight operations, (ii) developing new processes and approaches to kerbside loading allocation (such as DSP for streets) and how policy makers liaise with industry and others about this, and (iii) focus on a particular kerbside loading issue or place and determining what processes and steps that could be taken to it, instead of the current reactive approach.

Making such work helpful and usable will require that boroughs determine how such co-operation with industry should take place, to ensure that the outputs from such a working group provide what is required and can be made use of in implementing new solutions.

Item 5: TfL Update

Dr Andy Neather: Strategic communications lead, air quality Department of News and External Relations at Transport for London

Andy informed the meeting that ULEZ had happened and applies to vehicles under 3.5t, he told the meeting that TfL will not have full details on compliance until 3 weeks has passed, however going into last week it was thought that compliance was around 87% across cars and vans.

The vehicle checker has been widely used with over 10.5 million hits and that overall, the launch is considered a success by TfL.

Proposals for a Boundary Charge are still being considered but are some way off at present. A feasibility study setting out potential option of what effect such a scheme would have on traffic has been sent to the mayor.

The consultation for a revision to the Congestion Charge has now closed, with 10k responses. There will be a report sent to the mayor regarding issues raised.

There will be no changes to the charge in 2021 and any changes will occur in 2022.

TfL still have budget issues, and the next round of conversations will be around the bailout, where the deadline for discussions is the 11 Dec 2021.

Phase 2 OF DVS is coming and as part of the next stage an industry working party is being set up to work with TfL with the first meeting being later this month, ahead of a formal consultation next spring.

Any changes are some way off as their introduction would not be until 2024.

Andy made comment that with regards to the conversation around the subject of access to the kerbside, TfL's Streetspace scheme looked to maintain the integrity of their loading bays, with the Boroughs introducing the bulk of the changes, TfL has sent guidance and suggested maintaining loading bays when changes were made by Boroughs, Andy will send the link to JC for the minutes (*see below*)

<https://content.tfl.gov.uk/app-14-supplementaryguidanceforfreightandservicing.pdf>

Natalie Chapman: Responded to Andy, that a lot of her members are keen to engage in the discussions around DVS 2, obviously they cannot all be at the meeting at the end of the month, but suggested that perhaps something could be done separately to allow operators to engage? It is not just about the next stage but a review of where we are now.

With regard to the second phase the industry will need clarity so that when operators are investing in new kit, they know what is required.

John Crosk asked if CLFQP could be involved in the discussions, Andy agreed to send the invite.

Michael Browne: Asked Andy if he could share the data on ULEZ compliance when he gets it.

Item 6: Borough initiatives

Bruce McVean City of London Update:

A couple of things that COL wanted to flag was as was the case with TfL during COVID the City introduced schemes to get more space for people walking and cycling and that a lot of changes were made to accommodate this, COL has made quite a few changes to these as some have been removed over the last 18mths to 2 years, but those remaining are going to be

transitioned to experimental schemes to see if it's appropriate to make them permanent.

These include the big schemes on Chancery Lane, Cheapside etc Chancery lane for example will be closed to through traffic to see if they become permanent

Another piece of work in the form of a feasibility study will be looking at a Sustainable Logistics Centre which will look at warehousing consolidation and are interested to see what can be done to encourage greater use of consolidation services.

This could also help to reduce some of the pressures on the kerbside and free up some space.

Jacqueline Saunders Camden Update:

Camden will be employing consultants to draw up their long-awaited delivery and servicing action plans and it is part of the process Camden may ask the central London freight quality partnership group to participate in the discussions.

A public engagement workshop is also planned around January or February 2022, invites will be sent to the group

Antoneta Horbury RBKC Update

There was no update, but Antoneta made the point that the way that RBKC approach things that if there is a problem in the borough RBKC can be approached and issues can be discussed with the view to finding solutions. Antoneta asked if anyone is having issues delivering to let her know, as RBKC want deliveries to be as seamless as possible and for their businesses and residents to receive their deliveries without issue.

James McCool RBKC made the point that a lot of their alfresco dining is being located at the kerbside and in areas that would have previously been used for servicing. He suggested that some of the businesses were unhappy with the arrangements where there was a concentration of activity directly outside of their business.

Rianne Taylor Westminster City Council Update

TBC.

Ngaire Thomson Barnet

Ngaire is currently putting together a draft local plan and explained that she oversees the transport section which is why she was interested in joining this group to see if there was anything that can be learned.

Currently there is a lot of interest in logistics in the borough with the A1 and M1 running through the Borough, so they are happy to be part of this group and the discussions around freight.

Barnet has a lot of town centre activity, hence the discussion around kerbside activity is relevant to them.

Natalie Chapman explained that she is Chairing a new working group at the London Chamber of Commerce connecting London and looking at the London plan and how it can be rolled out to the local plans particularly from an industrial logistics land perspective, there was some good stuff in the draught local plan, which was taken out by the Secretary of State, and am keen to understand what Barnet's timescales are.

Ngairé Thomson: Respond by saying she could set up an offline conversation with Natalie to go through their plan, and that it would be good to work with industry on creating a good working group.

Item 7: Members update and AOB

David Kaner: Explained that there was a consultation on some ETOs in the Covent Garden Area which includes changes in road layouts and access, the plan is due to come into force in Dec 21, some of the changes will make it difficult for larger vehicles to access and egress the area.

Natalie Chapman: Wanted the group to know that 10TH November is Transport Day, and that Logistics UK will be launching their route to net zero strategy for the industry on that day, when its happened Natalie will send the info to JC to share with the wider group.

Jerry Ward JLP: Jerry gave an update regarding the current JLP fleet and told the meeting that they will have 340 bio methane trucks operating in the UK, which means JLP will have one of the largest fleets in the UK using biomethane. By 2028 their target is to operate over 600 vehicles using this fuel.

Next year at Waitrose St Katherines dock John Lewis Partnership will be trialling an electric vehicle (van) with new charging technology, so instead of a plug-in charger the new vehicle will be wireless charging via a pad in the ground which provides the charge, so it can move away from plug in charging

Michael Browne: Asked the group to think about future meeting and would they be face to face or Zoom or a mixture, comments to JC

Item 8: Date of next meeting

Next meeting: February 2022 date to be agreed.