

# Central London Freight Quality Partnership



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

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**Date/Time:** 19<sup>TH</sup> July 14.00 to 16.00

**Venue:** Online Zoom Meeting

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### Present on online meeting

Mike Browne	CLFQP/ University of Gothenburg ( <b>Chair</b> )
John Crosk	CLFQP Manager
Natalie Chapman	Logistics UK
Jerry Ward	John Lewis Partnership
Linda White	RHA
Andy Neather	TfL
Katherine Howatson	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)
Samantha Tharme	Corporation of City of London
Antoneta Horbury	Royal Borough of Kensington & Chelsea
Ian Wainwright	Future City Logistics
Hugh Brennan	Westminster City Council
David Elvy	DfT
Alex Potkins	DfT
Ross Phillips	Cross River Partnerships
Eleanor Marshall	Innovate UK
Matthew Bennett	Westend Partnership
Sarah King	FSB
John Miller	Islington Council
Paul Bowker	Barnet Council

### Apologies

James Adcroft	Tesco
Ngaire Thomson	Barnet Council
Chris Sturman	Craymere Consulting
Jo Breare	New Covent Garden Market Authority
Rob Gwynn	Voltra Trucks

## **Item 1: Welcome, introduction and apologies**

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

## **Item 2: Meeting notes from the last meeting**

**John Crosk** referred to the meeting notes for the meeting held on the 22<sup>nd</sup> February 2022 and there were no outstanding issues raised.

There was an update required from the Kerbside discussion held on the 6<sup>th</sup> April 2022, David Kaner will cover this in item 4 of the agenda.

## **Item 3: Future of Freight – A long term plan: David Elvy DfT**

*The full presentation has been forwarded separately via email*

### **Q&As**

David was asked how long the call for evidence will be and will there be enough time given taking into account the required data that operators will need to provide, so a longer period will allow operators to provide good data.

The DfT are planning 12 weeks only from some point in September for the collection of the data, this was thought to be too short by some for operators to provide evidence-based data that will be required.

David was asked if he could provide some detail of the type of evidence, they require prior to the collection date to allow operators to prepare and engage the right people in their organisations.

A comment was made that the plan needs to see urban logistics as an essential part of the infrastructure for the future and not just a mode of transport, and that operators are performing an essential role, keeping in mind that they are providing a service that everyone requires and as the population grows so does the reliance on logistics.

Generation Logistics was launched alongside the Future of Freight Plan, and it is recognised that part of the future challenge for logistics is how do they attract younger people into the industry, all participants were urged to view the document via the link provided.

<https://generationlogistics.org/>

A comment was made that the report refers to urban logistics but is limited on reference to last mile deliveries. Given that 30 to 40% of the costs to operators is in the last mile, this really needs to be addressed and should be considered in a joined up way by TfL and the London boroughs to ensure that the last mile element becomes a more efficient operation.

The lack of kerbside access is having an effect on the industry and some action from all stakeholders is required if efficiency is to be addressed.

David asked that all questions relating to the Future of Freight Plan should be sent to Alex Potkins at [alex.potkins@dft.gov.uk](mailto:alex.potkins@dft.gov.uk)

#### **Item 4: Feedback from CLFQP Kerbside discussion: David Kaner**

*A full set of minutes from this meeting was circulated to the group prior to this meeting*

David outlined the discussion points for the group and summarised three areas.

#### **Issues**

Efficiency has decreased – kerbside access is part of the reason.

This is increasing costs and number of vehicles – increasing congestion which in turn reduces efficiency.

Also impacts on safety – pushing a pallet or cage 50m rather than 5m increases risk to pedestrians (and operators).

Some operators will no longer deliver in London.

Interventions at the kerbside are putting further pressure on operators:

- Dockless bike/scooter parking
- EV charging
- AI Fresco eating and drinking
- Pavement widening/cycle lane introduction

#### **Approaches**

Discussed a number of ideas

- Area based Delivery and Servicing Planning (DSP) to address the demand for deliveries in an area and what is the capacity to make them (i.e., rather than considering establishment separately).
- Re-energising retiming – quieter vehicles (EV), electric refrigeration units and other quiet technologies make it easier – but residents need to both believe it will work and that issues will be addressed quickly. We need to do work to address both the technical aspects and the ways it can be monitored and enforced.
- Need for a kerbside hierarchy that recognises that freight needs to be high on the list of 40+ uses of the kerbside
- Best practice elsewhere – where is best practise internationally in terms of how the kerbside is managed?

#### **Suggested Next Steps**

1. Look for data on servicing vs deliveries in terms of kerbside demand for LGV's.

2. Look at possibility of re-energising retiming using EV's and quiet/silent delivery techniques.
3. Research on Best Practice from international cities (NYC, Paris, Barcelona were mentioned).
4. Discuss with NLA about their involvement/interest in this area.
5. Look at using Fleet Street/Temple Area as an area DSP Trial.
6. Review CRP Report on Highway and Footway Accessibility.
7. Review possibility of harmonising/revising loading bay timings.

## **Q&As**

There are a lot of individual groups looking at this issue and it is clear that if we don't get the kerbside right the whole of the system becomes inefficient so this should be a priority. It is really important to try and join this subject up somehow and that all the different groups looking at this subject get together to discuss finding a workable solution, so we don't have different organisations doing their own thing in that conflict with overall improvements in the use of the kerbside.

It was asked if the CLFQP could take the lead in this subject given that from the output of the meeting its clear that there is a problem and that managing the kerbside is complex, but a very good point was made that we should be looking at area-based delivery and servicing plans as a major step in the right direction.

It was thought that before any decision was made as to taking this subject to the next level for CLFQP the group should first hear what TfL and CILT were currently doing/thinking on this subject.

However, the CLFQP could look at being involved in a trial for area-based delivery and servicing plans. The Fleet St/Temple area was suggested at the meeting on the 6<sup>th</sup> April, there was broad agreement that it was valuable to run the trial to test whether the approach can be made to work.

The other area that CLFQP could revisit is retiming bearing in mind that it has to be acceptable to residents. Councils will need the tools to take action especially where there are breaches in terms of noise etc.

It was suggested that we need more good practice guidance from the DfT to ensure that freight does not get lost in all the other schemes, things like walking and cycling is prioritised and along the way freight and servicing becomes almost forgotten in the planning.

WCC confirmed that along with COL they are looking at the suggested area of Fleet St/ Temple to trial a localised delivery and servicing plan and that a meeting has already taken place and a study will be undertaken.

EVs could be a game changer for retiming but it was felt that this was some way off. The group was also urged not to forget the yellow line already does a good job of managing the kerbside.

*Links to retiming and kerbside loading guidance*

<https://tfl.gov.uk/info-for/deliveries-in-london/delivering-efficiently/retiming-deliveries>  
<https://content.tfl.gov.uk/kerbside-loading-guidance.pdf>

## **Item 5: Strategic Approach to Kerbside on the TfL Road network**

**Katherine Howatson**

*The full presentation has been forwarded separately via email*

### **Questions and comments**

It was asked if TfL could share the slides with Barnet Council to allow them to revisit a kerbside discussion between Barnet and Brent Councils to look at a joint strategy.

Place making sits above freight and servicing in the current hierarchy referred to in the presentation. Place making covers many things including planters and initiatives that may lead to the removal of loading bays etc. Putting place making above freight and servicing in the hierarchy will create conflicts.

There is a strong risk that the need for freight and servicing will be forgotten or overlooked.

The presentation referred to people moving around but did not refer to the need to enable and support sustainable freight movements. As a matter of principle, the strategy should address both people movement and freight movement.

The strategy is a good start but the positioning of freight in the strategy needs to be considered more coherently in order to ensure that operators can make deliveries in a sustainable way that leads to efficiency as well as contributing to a liveable city.

The question was asked about TfL's timelines for conclusions, action plans and implementation?

TfL are currently focusing on external engagement, so in the next month or TfL will engage further with the freight industry and with wider stakeholders.

It is hard to put timescale on implementation however TfL hoped to be able to propose some actions for stage one and to receive feedback by the end of year. After that TfL will identify some pilot areas.

It was suggested that it could be useful for TfL to look at places on the TRLN where there are repeat PCNs being issued to see what the reasons are in those particular locations and take a data driven approach to fully understand the problem.

A question was asked how this strategy relates to all the work that was carried out after the 2012 Olympics and is any of that work is being considered or is this a whole fresh start?

The previous work has been looked at by TfL's own steering group and is being considered but it will be a combination of the previous work and new data that we have that will go into all the considerations of the strategy.

CILT gave a brief update on a current initiative to consider kerbside management. Initial discussions suggest there could be too much focus on providing simple solutions to kerbside access before the problem is really understood. For example, delivery locations that are virtual or use sensors and require booking, are unlikely to impact vans or cargo bikes, which will often spend only 2 or 3 minutes at the kerb. Instead, they will impact essential activity such as food deliveries to local shops and restaurants and would increase freight industry costs that will simply be passed on to consumers.

CILT will consider the range of users/uses (pedestrians, cyclists, bus passengers, delivery vehicles, street furniture etc.) and the range of issues, including current 'signs and lines', previous work by boroughs, TfL and others, and the range of proven but limited solutions available to manage freight activity. CILT will pull together existing positives and good practice and highlight any gaps. Any guidance will remain modally agnostic and attempt to balance local needs with simplicity and consistency, to avoid defaulting to technical solutions if possible.

## **Actions**

Further follow up meeting of a small group will be organised by CLFQP to work out what is the best course of action in terms of area-based planning and retiming.

## **Item 6: TfL Update**

**Andy Neather**

The biggest issue TfL face currently is that there is still no agreement on funding from central government and the current arrangement has been rolled over to 28/07 after not reaching an agreement with the DfT

Road User Charging plans announced in May 2022, with the Mayor's preferred option of expanding the Ultra-Low Emission Zone London to the GLA boundary as an interim move. TfL are considering the next generation of road user charging in the second half of this decade, which will require technology that TfL are still investigating.

TfL are currently consulting on this subject and urge everyone to respond to the consultation which is found via the link below.

<https://haveyoursay.tfl.gov.uk/cleanair?cid=clean-air>

TfL are currently working on Direct Vision Standard 2 (DVS 2) which is the second phase of the project and are developing the proposals with the technical work being done as with the first phase by Loughborough University. The aim is to publish proposals by early Autumn, and then TfL expect to consult on the proposals by the end of 2022 or early 2023. The new standards are due to operate from 2024.

TfL announced on the 27th of June TfL that they would be enforcing vehicles that cross into cycle lanes for the first time by issuing PCNs to drivers that cross into the cycle lanes on TfL controlled roads (Red Routes).

Some members have raised concerns via the TfL weekly freight call over how this was going to work with them making deliveries, and so with that group TfL arranged a useful session a couple weeks ago with the policy and enforcement teams involved. The policy and enforcement participants confirmed where they can see a delivery being made that they will exercise discretion when issuing a PCN, and that the main focus of using these powers is to stop car drivers entering the cycle lanes. It will be up to the individual boroughs to decide whether they want to take up these powers - and at least two London boroughs are already making plans to do so.

### **Q&As**

With cycle lane enforcement, some concerns were raised about warning letters for new enforcement to get to the operators and that especially for the larger operators the letters will go to head office and not find their way to the operating site and the driver.

The point was also made that at times drivers will need to cross the cycle lanes to make deliveries and where this is required PCNs should not be issued.

### **Item 7: Borough initiatives and issues on freight**

WCC will be filming 20 loading bays to see how they work in 2022 to establish if (1) they need to change their length to enable tail lifts to be used more safely (2) consider moving some guard rails (3) change the locations of the bays (4) identify whether there are requirements for loading bays at the locations being reviewed (i.e. it may be the case that there are no longer business activities in some of these locations).

WCC have identified up to 20 locations as part of their work on vision zero, where vans and some HGVs have been involved in collisions over the past three years. The aim is to look at those junctions to see how they can be remodelled to make it safer for all users (pedestrians, cyclists, and drivers).

Later this summer WCC will be conducting a Cargo Bike trial to be launched in two to three locations where people can hire on street Cargo Bikes.

WCC are also working with delivery riders that are working for fast-food companies and parcel delivery companies to ensure they are safe when they are riding and delivering. WCC aim to work with TfL to help provide training to make the working day safer for these delivery riders.

WCC and COL had their first meeting to discuss a proposed Fleet Street Freight and Servicing Plan Survey programme commission. It was agreed that Director and/ or Cabinet Member level approval will be sought by both authorities, and both will reconvene within the month to see if there is support to progress with the commission. If it does progress, they will report back to the CLFQP re the next steps.

This will likely build on a recent commission undertaken on Victoria Street in late 2019 early 2020.

WCC stated that they intend there to develop more trial projects to follow e.g., a 'Specialist deliveries project' which is to address how to accommodate cash in transit, supermarket articles, brewery deliveries etc on the streets within the borough.

## **Item 8: Members Update/AOB**

An update was given from the BLG about changing customer behaviours where their logistics teams are seeing ordering patterns change. Customers are avoiding ordering a weekly delivery and are moving to smaller more frequent deliveries with the resulting practice creating more deliver trips, members have reported this change since the pandemic lockdowns and the recent train strikes which seem to accelerate this change in customers thinking.

It was thought that we should have some representative from Amazon at the next CLFQP, it was noted that they are invited but a separate email should be sent to establish another contact.

It would also be useful if Amazon could present at the next meeting.

It was also thought that Deliveroo and EATs should be invited to the next meeting as they are responsible for a large number of trips in London.

Innovate UK KTN were introduced and explained that they used to be known as the Knowledge Transfer Network but now they're part of Innovate UK.

They can help create partnerships for funding for central government innovation funds, such as the Zero Emission Road Freight Trial fund that's due to be announced. So, if members (fleet operators, LA, or businesses) have an innovative idea, they can help create connections and help with funding and getting a project started.

On the 13<sup>th</sup> October Innovate UK have an event in Sheffield showcasing the winners of central government funding for electric vehicle innovations for things like on street charging etc, it is free and only for public sector and fleet operators so it is very much focused on end user solutions.

More details of the event:

- One-stop shop to see the latest EV charging technologies from 50+ projects at the forefront of innovation



- Discover the newest EV technology by listening to pitches from 50 government-funded projects
- Discuss your pain points with EV technology experts
- Meet with potential funders
- Speakers from BEIS and OZEV discussing future funding opportunities and the policy landscape

EV Charging Innovation Showcase link: <https://ktn-uk.org/events/electric-vehicle-ev-charging-innovation-showcase/>

There is a group of landlords and bids in the West End they call themselves the Zero Emissions group, but they are not just about zero emissions.

The are also looking at freight and servicing and have now appointed WSP to do some work for them and Jason Smallwood ex DHL will probably want to present to the next CLFQP meeting and talk about the work they are doing which can have an impact on operators' landlords. This would include putting into action some of the initiatives that were referred to in WCC's freight and servicing strategy.

It was confirmed that WSP have been invited to present at the next meeting.

The group were made aware that some operators are experiencing food theft when making deliveries, because they may need to park a considerable distance from the delivery point and leave a vehicle unattended for extended periods.

Cross River Partnership have launched a new Defra-funded project, [Clean Air Logistics for London](#) (CALL), led by Westminster City Council in collaboration with 11 project partners. The project aims to move more freight into London via river rather than road, supported by zero emission delivery methods in Central London. CALL will build on the success of CRP's Clean Air Villages 4 programme.

The CALL project will expand river freight in London, reducing both congestion and pollution at the same time. A lack of light freight being moved by river has been highlighted and investment in infrastructure is required to increase the viability of this. CALL locations have been chosen to reflect GLA Air Quality Focus Areas and the importance of the River Thames for freight. The CALL project will support the delivery of Defra's Clean Air Strategy, Westminster City Council's Air Quality Action Plan (AQAP) and other's partners air quality objectives.

CLFQP members should contact Ross Phillips at CRP if they are interested to hear more about the project and opportunities for collaboration.

Email: [rossphillips@crossriverpartnership.org](mailto:rossphillips@crossriverpartnership.org),

**Item 9:** Date of Next Meeting: Nov 2022 (date to be confirmed)

