

Central London Freight Quality Partnership

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

Date/Time: 5th April 2023 – 14:00 to 16:00

Venue: Online Zoom Meeting

Present at on online meeting.

Mike Browne	CLFQP/ University of Gothenburg (Chair)
John Crosk	CLFQP Manager
Jerry Ward	John Lewis Partnership
Laura Carleton	TfL
Carolina Buneder	TfL
David Kaner	West End Partnership
Mike Bracey	Brewery Logistics Group
Linda White	Road Haulage Association
Chris Yarsley	Logistics UK
Ben Hodgson	DHL
Olly Craughan	DPD
Julian Allen	University of Westminster (UoW)
Maja Piecyk	University of Westminster (UoW)
Antoneta Horbury	Royal Borough of Kensington & Chelsea
Ian Wainwright	Future City Logistics & CILT
Jolyon Drury	CILT
Hugh Brennan	Westminster City Council
Samantha Tharme	City of London
Jacqueline Saunders	Camden Council
Brian Foxton	Hackney Council
Tobias Newland	Hackney Council
Elliot Quinn	Lambeth Council
David Wilson	Lambeth Council
Hanna Horton	Tower Hamlets Council
Michelle Young	Tower Hamlets Council
Isidora Rivera Vollmer	Cross River Partnerships

Eleanor Marshall	Innovate UK
Sarah King	FSB
Jon Miller	Islington Council
Rob Gwynn	Volta Trucks
Konstantina Katsela	University of Gothenburg
Richard Stone	Hole in the Wall (UK) Ltd
Chris Sturman	Retail and Food Logistics Forum
Juan Pablo Castellon	Chalmers University of Technology
Laura Jacklin	GRID
Toby Hiles	GRID

Apologies

Tom Parker	Amazon
Katie Colledge-Price	ZEVHub
Ross Phillips	Cross River Partnerships
Amanda Zambon	AICES

Item 1: Welcome, introduction and apologies

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

The group were informed that the meeting was being recorded for accurate notes.

Item 2: Meeting notes from the last meeting

John Crosk referred to the meeting notes for the meeting held on the 8th November 2022 and noted that there was one outstanding issue raised relating to unsegregated cycle lane protocols and guidance, this has now been agreed with London Councils and Transport for London and will be circulated with the minutes of this meeting.

Anyone who is not on the circulation list for the meeting notes and would like to receive the notes can contact JC, the notes can also be found via the CLFQP website.

There was an update required from the Kerbside working group which JC will cover in item 6 of the agenda.

Item 3: TfL Update Laura Carleton: Engagement Manager

Laura Carleton explained that she has taken over as Engagement Manager from Andy Neather at TfL and that she was looking forward to working with everyone.

ULEZ update, since the last meeting in early November 2022, the mayor announced that following a 10-week consultation that the Ultra Low Emission zone will be extended to cover all 33 London boroughs as of the end of August 2023.

The consultation received nearly 58,000 responses and this feedback has been vital in shaping the scheme that the mayor has decided to implement, which include grace periods and exemptions, retrofit grants and working with businesses to provide a range such as car club offers, cycle subscriptions, and other partnership offers to encourage Londoner's to switch to cleaner forms of transport.

As part of this, the mayor has introduced a £110 million scrappage scheme to support the ULEZ expansion, and this scheme is open to all Londoner's on certain means-tested benefits and non-means-tested benefits, and London registered micro-businesses, sole traders, and charities to ensure that anyone who can benefit from the scheme is aware of it.

TfL would really appreciate it if this group could share the details of the scheme among all of its networks so that staff, employees, members and families are aware of the benefits.

TfL have also produced a scrappage scheme promotional tool kit which contains a range of resources that can be used to promote the scheme, and includes posters, how to guides for applications, maps, summary texts etc.

<https://tflimages.london/groupitem/150/>

To use the toolkit please register at the link above and input Laura Carleton's email address when prompted for a sponsor email: LauraCarleton@tfl.gov.uk

Laura can be contacted if anyone has further questions related to the scheme.

Also linked to ULEZ consultation, the mayor has asked TfL to include some questions regarding a future road user charging scheme and comments from that consultation will inform future thinking around how such a scheme could be designed and developed.

Experts have found that London will need to have a new kind of road user charging system by the end of the decade alongside other measures if we are to achieve net zero carbon by 2030 and to address air pollution and traffic congestion.

Work is still very much at a formative stage and any proposals which could be developed in the future would be subject to further public and stakeholder consultation with information provided on the detailed scheme proposals and their impacts.

TfL would like to begin engagement with stakeholder groups as early as possible on the scheme design and development.

DVS-2 (Direct Vision Standard-2) consultation has now closed, TfL thank everyone that responded and encourage all stakeholders to respond to future consultations even if it's just a few lines of comments or feedback.

The next stage of the process for DVS-2 will be to analyse the responses to create the consultation report, which will be discussed by the Transport and Environmental Committee at London Councils in June 2023 for a decision on the scheme.

As soon as that report is available it will be shared with all stakeholders.

TfL have had a few queries relating to the potential for consultation feedback to be confidential for future consultations, TfL will review this internally and would encourage anyone who feels strongly on this subject to get in touch with TfL and they will make sure that all views are fed back to the TfL consultation team for review.

A plan was launched at the National Cargo Bike Summit in Central London recently and sets out actions to promote cargo bike use and to address barriers that inhibit or prevent a shift from vans to cargo bikes.

The full cargo bike action plan is available on the TfL website via the link:
<https://tfl.gov.uk/corporate/publications-and-reports/freight?intcmp=8606%C2%A0>

Carolina Buneder TfL, has begun work on the Electric Vehicle Infrastructure Strategy with the aim of developing a commercial fleet database for future planning investment to support commercial fleet users to make the switch to EVs, and as part of this work TfL will soon begin to approach stakeholders to help with the understanding of where the industry is now regarding decarbonisation and their fleets and to review the challenges that the industry faces to achieve net zero.

**Item 4: David Wilson Climate Response Strategy Manager
Lambeth Council**

Presentation: Lambeth Council Kerbside Strategy

David Wilson gave the above presentation before taking questions from the group.

The question was asked if Lambeth have implemented the changes or is it an incremented opportunity implementation as different requests or changes to streets come forward or is there an action plan to implement some changes to the kerbside?

DW explained that Lambeth published a strategy implementation plan which is only in the first year and will vary on priority, some will be demand led as they don't want community pilots without being sure that local communities want the pilots. However, there are some elements such as cycle parking or having a dense network of car clubs which are regarded as widely relevant, and Lambeth are committed to creating such initiatives.

Another question was asked:

In your presentation you talked about Lambeth as a whole but it's made up of lots of different street types and using TfL's street type model of the nine different street types and that clearly the way kerbside is used on those streets, and the demand for kerbside on those different types of streets is very different, did you do any work on categorising your streets and saying these are the priorities? Perhaps needs are varied – for example would secure cycle parking every hundred metres down a high street be needed if that was a location where people would not leave a bike overnight?

DW explained that Lambeth juggled with the need to have a different approach in different areas, and that an important focus is to make improvements that can be considered reasonable in almost all situations. DW acknowledged that there may be times where the strategy could be used to increase the pace and scale of the changes.

If the overall borough picture is considered, then Lambeth estimate that about 3000 bike hangars in total could be considered reasonable given the demand.

A question was asked as to why there was no mention of freight and goods deliveries in the strategy, and how do Lambeth intend to provide safe kerbside access for operators to deliver to the local businesses and residents if there is no plan?

DW explained that this was the first question he expected to be asked from this network (i.e., CLFQP) and that Lambeth consider loading and unloading an essential activity and relevant to sustainable use of the kerbside.

Lambeth take on board that freight and servicing is a core function of our streets and are developing a freight and servicing strategy. It is next in the pipeline and is considered to a big part of the puzzle. DW noted that a kerbside strategy cannot do everything.

A question was asked about the roads pricing strategy covered in the presentation and that it seemed to relate to the amount of tailpipe emissions and the size of the vehicle, and how that would relate to freight because that would mean a larger vehicle had to pay more.

But if that freight was moved by cargo bike or vans it would generate a huge number of vehicles movements, hence that policy doesn't seem to reflect the most efficient type of freight movement?

And where you have heavy goods vehicles travelling long distances to Lambeth and they don't have zero emission options, how would you reflect that in your pricing strategy?

DW responded, all very good points and the current planning cannot answer all these points. A set of principles has been established and now there needs to be more engagement (including with CLFQP members) to review the initial points made about kerbside pricing.

Ultimately it makes sense to have a clear pricing structure, but this isn't exactly set in stone and the current proposals are based primarily on the principles of resident parking permits.

Another question asked was whether the kerbside strategy referred to in the presentation adequately addressed the use of the pavement/footway. The question noted that there are wider issues than the kerbside since freight requires goods to be wheeled back and forth across the footway and that at times roll cages are left on the footway and even on occasions waste and recycling. How does a kerbside strategy accommodate those wider impacts?

DW responded, agreed there are things that the kerbside strategy did not consider, and it is hoped that these will be addressed in the forthcoming freight and service and strategy. DW noted that if a kerbside strategy tried to address every detail it would probably end up as an unpublishable document – hence a balance was needed regarding the level of detail.

The last question asked, was whether the freight industry had been consulted when this strategy was developed, and if not, would they be consulted in the future?

DW responded, the strategy is the product of a lot of engagement, primarily on our transport strategy, and our climate action plans. He explained that the main consultation focus had been to engage with groups concerned with mobility and accessibility. However, DW confirmed that Lambeth were open to engage with a wider range of stakeholders (including the freight industry) in future.

Item 5: Richard Wells Group Manager Southwark Council & Laura Jacklin & Grid Smarter Cities

Presentation: Better management of the kerbside to include current and future freight movements

Richard Wells and Laura Jacklin gave the above presentation before taking questions from the group.

A question was asked about the use of the river and financial viability:

Quite recent research had shown that there's a lack of business model and financial viability for lighter freight being moved by the Thames, I wanted to ask about the rationale for more research that's trialling this activity until we come up with a viable business model for moving things other than bulk goods via the Thames?

Laura Jacklin commented that there had been many studies and the business case may not yet be clear. However, it is important for councils to consider what may need to be changed to support increased river freight. Pier design and operation is important as this is the interface for freight moving on the river and the transfer to the road.

Toby Hiles responded:

It's a good question, and I think as part of the governments drive to net zero and utilising a river more with the Thames 2050 plan, it is about trying to provide that data. There have been a lot of studies done by operators saying they need X amount of volume to make it financially beneficial, and with the PLA saying they need X amount of money to provide logistics or logistics platform on a pierhead, it is all about trying to help them all understand and expand their databases in support of developing a business case.

TfL have eight piers; some are using passenger services and others they want to use for freight to get dual use.

Another question asked:

One of the challenges around booking systems is that they reduce the amount of time for freight operators, is there some way you are going to get around that or do you feel that this is not a particular problem?

LJ answered: We are quite specific in that the operators that are using the system are often there for longer than 20mins. It is normally a health and safety requirement that they need to be there for a longer period of time, and what they have found is that for the bay to be available takes away from the driver the worry of enforcement or being moved on to find another place to stop. A lot of stress is taken away from the delivery teams, and given they need to stop for longer periods it is making sure that space is prioritised.

We are quite aware that it's not necessarily all types of vehicles or all types of sectors that would find it particularly useful but the ones that you know need to be there might be larger and may need to move larger volumes, so we have worked with Southwark and some engagement consultants to really dig into who is in that area and who would find it useful and why.

Some of the feedback so far has been that delivery teams are less likely to rush a job and can concentrate on the safety element of delivering because they have

enough time to do their job without the worry of being moved on, and that is very important especially where close proximity to the delivery point is vital.

What we found with some of our delivery teams that are using the booking system is they have been using them to work with pallets or roll cages so that does need a little more time, but for say parcel delivery drivers who might be there for 5mins we understand that it might not be a suitable solution for them.

We spend a lot of time talking to the operator beforehand and we tend to work with fleet managers and their drivers to talk them through all aspects, the fleet manager who is planning spends a lot of time working it and the drivers have their own apps so it's a specific use case of course.

The next question asked:

In a sense the small vans and cargo bikes don't need to be at the kerbside for more than a couple of minutes at a time don't need it, and using a booking system for larger operators would become an admin task to book space and would potentially penalise those operators that are consolidating more?

How would you enforce, not the bay itself or the space but who pays for the bay and uses it?

It is also about how you encourage the right behaviours? we know that for instance a lot of the food delivery teams because they work on gig work contracts that speed is of the essence to them, which means they cut across pavements etc to try to get their work done, it is about getting the right behaviours from the industry.

LJ responded:

Bookable spaces may not be the solution for everything. But supporting safer behaviour is relevant and Southwark recognise the need for safety to be a priority in the area of the trial.

Richard Wells:

Noted that it was important to recognise that this trial is the first of its kind in London and that we have chosen the area because it has some unique challenges, and that it is not going to be the solution for everywhere. There is never a nice one size fits all solution for logistics and loading and you must look at the areas you are dealing with and the types of streets and what activity occurs there.

There are different types of uses and we need to understand where it works and where it doesn't, and there will be places that we will never try this, residential streets for instance because it is not the right thing to do, and it is never going to help in that situation.

Toby Hiles added:

The DfT kerbside management research that is as yet unpublished found exactly the point that the people making food service deliveries were not behaving by the rules

and in certain high streets they were, for example, congregating in the loading bays and when vehicles needed to use the bays to deliver their goods and packages they were not able to do so.

Item 6: John Crosk CLFQP kerbside working group update

Since the last meeting the CLFQP kerbside working group have presented to the London Planning and Development Forum and attended the City of London Transport Strategy stakeholder's review.

We have responded to the early informal Westminster Council engagement on public realm which will be added to the CLFQP website shortly.

We have engaged with various Councils and with the TfL kerbside project team and offered assistance and advice.

We have agreed to meet with the New London Architecture (NLA) date to be confirmed.

We also had the pleasure of assisting PhD student Juan Pablo Castellon from Chalmers University with his research into kerbside conflicts, we were interested to hear from JP that kerbside access is a worldwide issue that is occupying many large cities and countries.

We will be looking at conducting a survey to gather evidence of operator's current experiences with kerbside access and conflicts – watch this space.

JC encouraged the group to find the excellent review by Chris Sturman and Richard Stone in FOCUS magazine.

[FOCUS Feb23 CMYK LR extract kerbside.pdf](#)

Michael Browne commented that it's been a very effective idea to have a working group on this subject and that the group had put a lot of time and energy into taking this discussion further.

What has been clear is that the level of engagement has increased, and that the discussion has become much wider around the use of kerbside space, as was seen from today's presentations, both different but addressing the same issue, the working group has played its part in taking this type of discussion to another level.

Chris Sturman commented that the group and CILT planned to answer a call for evidence in the future of freight and the DfT strategy, and what we want to do is gather through the survey as much information as possible with the help of operators particularly the food and drink supply chain and the various trade associations and other important service providers to understand the conflicts that are driving the

inefficiencies in the freight industry, that are in turn increasing the cost of living for people in the worst affected areas.

Item 7: Borough initiatives and updates.

Royal Borough Kensington & Chelsea

Antoneta Horbury informed the meeting that RBKC have started work on a large project that might cause some issues for freight deliveries and asked anyone affected to get in touch and she will direct them to the correct team.

Camden Council

Jacqueline Saunders informed the meeting that Camden are piloting a portering trial in Fitzrovia which is in the early stages which relates to an EV vehicle arriving at Tottenham Court Road where parking space has been identified. E-walkers will then take the goods to various locations.

Westminster City Council

Hugh Brennan informed the meeting that WCC have nine or ten different street projects currently in trials. Daniela Jovanovic is the strategy lead on these projects and if any of the group have ideas or solutions, they would like to engage on please contact Daniela. djovanovic@westminster.gov.uk

One of the projects WCC are conducting is focusing on filming goods vehicle loading bays (about 20 per year) and then analysing how they are being used and how their design can be improved. WCC will be working with JC CLFQP on this over the next few months.

HB noted that he has been impressed by the work and vision of Cross River Partnership, especially the Pimlico consolidation centre where WCC and CRP are working on a joint project.

Tower Hamlets Council

Hanna Horton explained that she is working in a development coordination team along with **Michelle Young** and are working with developers particularly during the construction phase to look at how they can mitigate some of the impacts for residents. Naturally a big part of this is around construction logistics and delivery vehicles and the delivery of materials.

THC have recently reviewed their code of construction practice which sets out a range of mitigation measures around construction and are keen to reduce the number of HGVs on their roads.

They are also looking at what role cargo bikes can play in reducing HGVs. THC are attending several different working groups and are collecting ideas looking into

possibilities of any potential partnerships they could set up to trial deliveries of construction materials or smaller goods type.

Cross River Partnerships

Isidora Rivera Vollmer mentioned their London light freight river trial where they are using Bankside to drop off good via the river and then for onward delivery via cargo bikes and EVs.

CRP also published their rail freight feasibility study last week which investigates the opportunity to use existing infostructure in Southwark and Lambeth to support sustainable freight into London using rail.

CRP will be launching with WCC a local six-month micro logistics hub trial, press release to follow.

As already mentioned, CRP will be working with Camden on the walking freight trial with UPS more information will follow from Fiona at CRP.

Another update would be that CRP have recently secured funding from Defra to deliver the programme Smart Green Logistics which will run from July 2023 to December 2024, again more details to follow.

City of London

Samantha Tharme at the CoL informed the group that they are currently working on reviewing their transport strategy and that does involve any changes relevant to freight.

CoL are watching the trials that are going on with WCC and Southwark particularly to identify good practice that comes out of the trials that they feel should be adopted for the next 5 to 10 years.

Innovate UK KTN

Eleanor Marshall explained that Innovate UK KTN exist to connect people to form partnerships to apply for government funding for projects related to transport. In addition, Innovate UK KTN also supports the provision of knowledge sharing around the transport community across all modes.

During 2023 there will be a zero-emission road freight demonstrator fund once ministerial sign off has been achieved. So, if anyone is interested in hydrogen and/or battery electric freight vehicles they should look out for announcements as there tends to be a quick turnaround for applications. Innovate UK KTN are also working with the British Standards Institute to develop standards for this type of new road freight - with new technology comes new standards.

<https://surveys.bsigroup.com/wix/9/p864164903289.aspx>

Item 8 Members updates

Julian Allen informs the group that the [Centre for Sustainable Road Freight](#) (SRF) has produced several policy briefings that are available (topics with weblinks shown below). The [SRF policy briefings webpage](#) provides details of all the policy briefings currently available. There are several other SRF policy briefings underway that may be of relevance to CLFQP members including: warehousing in the UK, urban warehousing, driver/rider rest facilities and overnight HGV stopping facilities, the food supply chain, and online shopping and logistics land.

[Freight Transport and the Kerbside: The Future of Loading and Unloading in Urban Areas](#)

[Reducing the environmental impact of online shopping and last-mile deliveries](#)

[Construction logistics](#)

[Road Freight Transport SMEs: Trading, Operational and Decarbonisation Perspectives](#)

[The Image of the Road Freight Transport and Warehouse Industry](#)

[Understanding and Addressing HGV Driver Shortage in the UK](#)

[Higher Capacity Vehicles \(HCVs\) Policy Briefing](#)

[Higher Capacity Vehicles - Summary Report](#)

[Decarbonising the UK's Long-Haul Road Freight at Minimum Economic Cost](#)

[Roadmapping GHG Reduction in the Road Freight Sector project report](#)

David Kaner explained that the Zero Emission Group is made up of landlords, and Business Improvement Districts (BIDs) in Westminster and are working together to try and reduce the number of vehicles required for freight and service activity through better procurement practices and secondly is to make sure that when the vehicles turn up they get used more efficiently – for example by using the loading areas inside of the buildings. DK noted that the Zero Emission Group are also interested in the work that Camden and CRP are doing such portering project mentioned today.

DK said that he welcomed any suggestions that could help ZEG with all the above.

Item 9: Future CLFQP Funding

Michael Browne explained that the CLFQP has a small budget on which it supports the meetings, coordinates initiatives, gets involved with drafting statements about

freight related issues, brings people together in different ways to consider relevant topics and makes available information where possible on the CLFQP website.

CLFQP funding is always on an annual basis and over the years has received support from a wide range of organisations including TfL, and recently Cross River Partnerships (relating to the public sector). Support has also been provided from the private sector and other organisations including the Brewery Logistics Group, John Lewis Partnership, DHL and CILT who over the years have been very active in their support. So, CLFQP have had a wide range of support from a variety of organisations and that has been appreciated.

The 2022/23 funding goal was £8k and that remains the same target figure for 2023/24, which is a modest goal but that modest target is not so easily achieved.

It has been great to see so much happen in recent times and there has been very lively discussions and as always there is a willingness to engage and to share views and exchange ideas.

It is time to review the approach to funding followed by CLFQP and consider whether there could be other models – for example some more formal way of having ongoing support. All input on this topic is welcome and anyone with comments, suggestions or questions should contact John Crook and Michael Browne.

Ian Wainwright suggested that we might be able to look at the Road Safety Trust who have opened a small grant program which has been £10k to £50k as long as its match funded. Primarily its designed looking at road safety in particular but there might be some areas that people are working on locally that could help with an application.

John Crook confirmed that CRP had committed to fund the public sector funding amounting to £4k for 2023/24 and that would need to be matched by the private sector and asked if anyone wanted to provide funding, they could contact him direct.

Item 10: Future Meeting Date:

Next meeting will be late June or early July TBC.