

**West End Partnership**

**Deliveries & Servicing Group Meeting Minutes**

**13th January 2017 11 am – 12:30 pm**

**Rooms 10.10 & 10.11 | London Borough Camden | 5 Pancras Square | London | N1C 4AG**

**Chair: Steven Medway, New West End Company**

Attendees:

<b>Name</b>	<b>Organisation</b>
<b>Patrick Jones (PJ)</b>	Camden Council
<b>Vicky Keeble (VK)</b>	Cross River Partnership
<b>David Richards (DR)</b>	Cross River Partnership
<b>Charlotte Healy (CH)</b>	Cross River Partnership
<b>Alex Jolly (AJ)</b>	DHL
<b>Peter Bourne (PB)</b>	The Crown Estate
<b>Natalie Chapman (NC)</b>	Freight Transport Association
<b>David Fereday (DF)</b>	Fitzrovia Partnership
<b>Jane Overington (JO)</b>	Fitzrovia Partnership
<b>Sam Clarke (SC)</b>	Gnewt Cargo
<b>Steven Medway (Chair) (SM)</b>	New West End Company
<b>Alison Gregory (AG)</b>	Northbank BID
<b>Tim Ward (TW)</b>	Transport for London
<b>David Beamont (DB)</b>	Victoria BID
<b>David Kaner (DK)</b>	West End Community Network
<b>Robin Campbell (RC)</b>	Westminster City Council
<b>Maria Curro (MC)</b>	Westminster City Council
<b>Sarah Rye (SR)</b>	Westminster City Council

**1. Welcome, Introductions and Apologies**

Apologies: Charles Owen (Shaftesbury), Lydia Clarkson (Shaftesbury), Zoe Barwick (Northbank BID), Jerry Ward (John Lewis), James Robinson (Heart of London BID)

Steve Medway welcomed the group and introduced the meeting as a chance to discuss the progress on a number of deliverables within the group, reassess funding and consider how the group may want to work together towards the WEP 2020 Deliveries and Servicing plan.

*Minutes taken by Cross River Partnership*

**2. Actions from September Meeting**

- a) Ian Wainwright to send data for stationary vehicles count, and other relevant data specifically collected by the freight team.
  - *Tim to provide update under item 5.*
- b) Ian Wainwright and Natalie Chapman to forward data and loading/unloading information to Steven Medway and Lucy Turnbull.
  - *Data received by VK CLOSED*
- c) Ian Wainwright to circulate information on TfL business engagement work when available
  - *Received by VK, updated info to follow - CLOSED*
- d) Penny Alexander to email boundary of BSQP BID to Vicky Keeble and send information and data from BSQP 'Smarter Deliveries' project.
  - *Data and information sent to VK - CLOSED*
- e) All & Vicky Keeble to send freight map link and all to review and suggest any additional projects that are missing from the map.
  - *Map link was sent to all and some feedback was received but still on-going, to be incorporated into the Best Practice Website (agenda item 3)*
- f) Ian Wainwright and Penny Alexander to send trip data per building use to Vicky Keeble.
  - *On-going*
- g) Steven Medway/CRP to bring projects to the group for example the Commercial Vehicle Reduction Scheme currently operating on Bond Street.
  - *ARUP were unable to attend to discuss the Commercial Vehicle reduction Scheme. Alternatives to be presented at this meeting are OSW and Personal Deliveries - CLOSED*
- h) ALL to let Steven Medway know if they have any topics you would like him to raise for Freight in the City conference.
  - *Freight in the City conference was on 1<sup>st</sup> November and went very well – it was a good way to share what this group has been doing across the West End – CLOSED.*
- i) Vicky Keeble to produce best practice projects on a web page (Case Studies) to celebrate what the group is doing do so that others can replicate and deliver within their area.
  - *Agenda Item 3 – CLOSED*
- j) Vicky Keeble to circulate briefing documents for the WEP Board in advance.
  - *CLOSED*
- k) Vicky Keeble to review information relating to hospitality freight and add information to map.
  - *On-going - Information to be provided by WCC/Crown Estate*

### **3. WEP Website**

CRP presented a website designed to share all of the projects that the WEP group are involved in. DR explained that the website is for all partners to share ideas and provide inspiration and to discuss challenges in the West End. The website will split projects into four categories (Freight Consolidation, Freight Retiming, Monitoring and Data, Policy and Engagement), will contain a map to show the projects geographically and a news story section that will be updated and maintained by CRP. The website will be delivered in February. CRP will request feedback in late January/early February to make sure the group is happy with the content.

The group agreed the website would be very useful to circulate and that it will be helpful to have all the information in one place. RC raised a need to ensure that it links with the main WEP website from a communications perspective

***ACTION 1– CRP to circulate demo website and all to provide feedback.***

### **4. Personal Deliveries and [www.clickcollect.london](http://www.clickcollect.london)**

CH gave overview of the [www.clickcollect.london](http://www.clickcollect.london) which has been developed as part of CRPs CABB (Clean Air Better Business) programme. The website collates all of the alternative delivery options including HubBox, Parcelly, Duddle, CollectPlus and Amazon lockers and allows users to find the nearest locations to their homes. The website is designed to reduce the volume of freight delivering personal deliveries into central London. There are options for users of the services to receive individual rates and corporate rates. New West End Company is investigating the possibility of providing corporate rates for their members.

Comments:

- In general, feedback on the website was very positive, as an easy, free resource for all group members to share with employees within the West End.
- The website could provide a method to filter the results to only show options that stay open late/at weekends.
- Concerns were raised that the solutions are not to a great enough scale as each pick up location is very small. If this initiative becomes popular then the demand may be too high. However, these parcel management solution companies are expanding rapidly and welcome suggestions for new parcel collection points should there be a need.
- A request was made for a distribution list to enable visibility of where this is a problem to enable a targeted approach. It was noted that Parcelly have done research on where the best locations for these stores are but there is no research relating to which employees should be targeted.
- It was recognised that there is a need to make a stronger case for people to collect their packages closer to home, not near their central London workplace. This could be done through higher pricing at central London pick-up locations.
- DK suggested that these alternative delivery options could be provided on shopping websites. For example as a chrome app/add on.

***ACTION 2 – CRP to look into creating a filter on the map to only display certain options depending on opening times.***

***ACTION 3 – CRP to investigate the plausibility of an add-on/widget for web browsers which links to all shopping websites.***

SC – Gnewt are currently working with BeeMidtown on a deliveries trial. Parcels are given a code which diverts them to a depot. Large buildings will no longer have 20 separate deliveries as they are redirected to the depot to be delivered to the area twice a day. Employees are still receiving personal deliveries at their workplace but they will enter central London all in one go. There is an additional cost involved with this service, currently being supported by TfL.

TW – This is a solution for companies who want to have personal deliveries as a perk, whereas the website is a good tool to promote alternative options. Both can be offered as solutions to help change behaviour.

## **5. Update on WEP Freight Baseline**

CRP and the group have been working to collate data for the WEP baseline. Useful data has been received from BSQP, TfL and CRP existing projects on the number of freight trips an average building might generate. TW from Transport for London provided an update on freight data collected by TfL from congestion charge information and roadside stops completed on Commercial Road in East London, just outside the congestion charge zone (as vehicles were entering the zone). (See attached slides for data)

Comments:

- The data from slides provided by TfL doesn't show what the overall volumes of freight are. TW - 4% of traffic in London throughout day is HGVs, 13 % is vans. Morning peak 10% HGVs, 20% traffic is vans.
- Calculation of how many vehicles are sitting in the congestion zone throughout the day would be useful. For example, is it possible to distinguish between private cars and taxis etc?

***ACTION 4 – Tim to share the TfL data on traffic percentages with CRP for circulation***

The group discussed setting targets and at what level it is possible to measure freight (project to project or overall WEP area). The group understands that TfL published targets would help to align WEP targets. Concerns were raised that reducing freight on certain streets may impact upon neighbouring streets.

- TW – TfL targets are to reduce the number of freight miles. TfL are not attempting to reduce the volume of goods but make use of the river or increase freight consolidation for example. Unsure of when specific targets will be available.
- PB – Crown estates targets are to reduce 50% of all traffic and 75% of vehicles servicing Regent Street.
- SM – New West End Company targets are 50% reduction of all vehicles in BID area, 70% reduction of commercial vehicles in Bond Street.

***ACTION 5 - SR and TW to meet to discuss setting targets and report this back to group.***

***ACTION 6 – DR to send TfL slides to group with minutes***

## **6. Oxford Street West Freight Research**

RC, Account Director within the communications team at WCC provided a brief update on the OSW project and comms strategy.

The overall vision is to create the best outdoor shopping place in the world on Oxford Street but with consideration for residents. There is modelling work being undertaken for TfL and WCC which will be completed in February 2017. This will inform the first stage of a public consultation taking place in April. The consultation will last for 6 weeks. The opening of the Elizabeth line 2018 is an opportunity to improve Oxford Street and the wider West End. Engagement will start ahead of consultations. TfL bus reduction consultation is also underway.

The consultations are led by TfL but the West End Partnership will play a key part to ensure engagement on both sides with both suppliers and the freight industry.

***ACTION 7 – All to look at groups to engage with and share contacts with RC***

VK gave an update on the Oxford Street West Freight Study for WCC, TfL and New West End Company. This study is focused on the deliveries and servicing to businesses in the area.

A desktop study was conducted by WSP Parsons Brinkerhoff which identified 7 conflict areas in the Oxford Street West District. Throughout October two trial areas were observed and surveyed. The results were as expected, showing characteristics such as a morning peak. CRP will be beginning again next week with the further five areas. The full report will be complete by the end of March and a summary shared with the group. Of the 7 areas, department stores account for one of the areas (including John Lewis, Debenhams etc.).

Noted that for many of the department stores they have loading bays off Wigmore Street and generally freight comes throughout the night. It was suggested that Primark should be included as they have a high volume of freight.

*Minutes taken by Cross River Partnership*

***ACTION 8 – CRP to investigate possibility of adding Primark to the OSW project***

**7. 2020 Freight Plan Update**

Discussion on the West End Freight Plan to 2020 and how this might be implemented based on the funding.

SR updated the group on the TIF bid. The freight element is in the TIF bid under separate project lines, and it will be important to make a business case for tackling freight.

***ACTION 9 – SM, TW, VK & SR to have an initial meeting to discuss this further and may ask the group for help to put a case together after initial meeting.***

Suggested interventions that the group may wish to identify funding streams for were discussed as a starting point. These activities may be led by different stakeholders, with different funders, but should complement each other, reduce duplication and maximise the benefits for the West End. The group decided that priority areas need to be identified, including areas that are not yet funded to see if we can take them further.

Comments:

- Waste consolidation may need to be separate to general consolidation
- Soho should be a focus as it doesn't have a BID or dominant landowner (Soho falls under Oxford Street East which is following a similar study methodology to OSW). There is a need to identify how London might achieve critical mass for take up of freight schemes to ensure that they are financially sustainable.
- There must be reasons stated as to why we are not considering consolidation centres
- Concerns were raised that freeing up road space by reducing freight will mean it is replaced by other vehicles e.g. Uber.

SM – New West End Company are launching the West End Buyers Club, a consolidation scheme that uses a preferred supplier to lower costs for businesses. We are planning to work with Marble Arch BID and Baker Street Quarter Partnership on this scheme in order to reach as many businesses in central London as possible.

JO - Central London Sub-Regional transport Partnership is completing DSPs for markets. Results will be shared with the group.

***ACTION 10 - JO to share market DSP data with group.***

Group agreed that the underlying issue is that there is less space available for freight.

Comments:

- It is not possible to retime everything, so it is important to consider efficiency of deliveries too
- Parking detectors could be used with loading bays.

*Minutes taken by Cross River Partnership*

- Construction is a key issue that needs to be well managed within the West End.
- Servicing is clearly a large issue according to TfL data, so must be considered.

***ACTION 11 - CRP to consider WEP group's thoughts on the 2020 Freight Plan and feedback once these have been accounted for.***

### **8. Roundtable from Partners**

The group to the opportunity to go around the table to allow partners to briefly update on projects they are currently undertaking.

TW - The next TfL Freight Forum which brings together the freight industry and BIDS will be on the 31st March, the topic is around congestion. All welcome - TW will arrange invitations to those interested.

DK – Written a paper from the residents' perspective and is interested in presenting this at the next meeting.

A– Northbank is currently working on delivery servicing planning in Villiers Street and have found head office centralised purchasing is a challenge.

PB – The Crown Estate are starting a public realm scheme on Jermyn Street focusing on freight reduction, Duddle membership has been provided for all employees on Jermyn Street.

***ACTION 12 - PB to request data from Duddle to see if the impact of this trial can be measured.***

***ACTION 13 - CRP to provide case studies of redirecting personal deliveries schemes to group (e.g. John Lewis case study) to be used as examples.***

There was discussion on the dual use of parking spaces for loading bays and taxis. Haymarket has spaces for loading bays up to 11am followed by parking for the rest of the day/evening. It was agreed that this may work because of the location but may not work for the rest of London.

SM – Bond street development will have new parking regulations as a pilot for a year. There will be no yellow lines, it will be shared space used at different times.

***ACTION 14 – SM to present Bond Street development at a future WEP meeting.***

MC – In the next meeting it may be useful to present an introduction to the Low Emissions Neighbourhood (LEN).

SC – Anglo have been announced as the preferred office supplier for the West End Buyers Club. Gnewt will be delivering their goods in electric vehicles.

SM – West End Buyers Club will be launched next month. New West End Company are completing a study on Crossrail and how we manage freight in the area with the increase in population.

VK - Clean Air Better Business (CABB) BEST Tool is being trialled and launched at the end of March. CRP will give an update at the next meeting

**9. A.O.B**

Next WEP Freight meeting is programmed for April 2017. Details to follow.