



City of Westminster



**Freight  
TAILS**

## Delivery & Servicing Plans

**Inspiring local business to reconsider the way they receive delivery and servicing in order to reduce cost, increase efficiency and improve the environment.**

Cross River Partnership (CRP) is working with local businesses on behalf of Westminster City Council and through its Clean Air Better Business Programme to reduce the number of freight trips and address the poor air quality in central London.

[www.urbact.eu/freight-tails](http://www.urbact.eu/freight-tails)

@freight\_tails

September 2017



281,000 delivery and servicing vehicles in use in London on an average day

**17%**  
of London's road traffic involves deliveries and servicing

## Scope of works

CRP has produced a number of Delivery and Servicing Plans (DSPs) for businesses across retail, education and hospitality which took the opportunity to consider the impact of delivery of goods and services to their premises and were presented with solutions to help them become more efficient, reduce costs and improve the local area's amenity. Participating organisations have included:

- John Lewis (Head Office)
- London School of Economics and Political Science
- Longchamp
- New West End Company
- The Cumberland Hotel
- Westminster City Hall
- Financial Times
- Roundhouse
- St Martin-in-the-Fields
- London School of Economics

Each DSP makes a small contribution towards reducing traffic congestion, improving air quality and ultimately improving the public realm.

## Outcomes

CRP's Delivery Servicing Plans have:

- Identified the existing good practices across businesses including procurement of goods from local suppliers
- Implemented a number of measures within business including introductions to local preferred supplier consolidation schemes, redirecting personal deliveries at work and opportunities to influence use of low emission vehicles in their supply chains
- Highlighted options for businesses to implement, including introduction of waste compactors, reconfiguration of loading bay areas, rescheduling of deliveries and increased storage capacity

An example of a solution identified at individual business level is the £120 per week saving at Longchamp achieved through consolidation of deliveries.

## Lessons learnt

Securing widespread participation from businesses in reconsideration of the impact of goods and services delivery has the potential to improve amenity through reduced presence of freight and improved air quality.

## Future of the project

CRP has already published five DSP Case Studies with approximately 15 further case studies to follow. Each case study aims to inspire change in the way deliveries and servicing is handled by businesses in London.



<http://crossriverpartnership.org/projects/deliver-oxford-street-west/>  
<http://crossriverpartnership.org/media/2016/09/Delivery-and-Servicing-Plan-Case-Studies.pdf>