



Chelsea Harbour Sustainable Deliveries Hub

Encouraging low emission deliveries



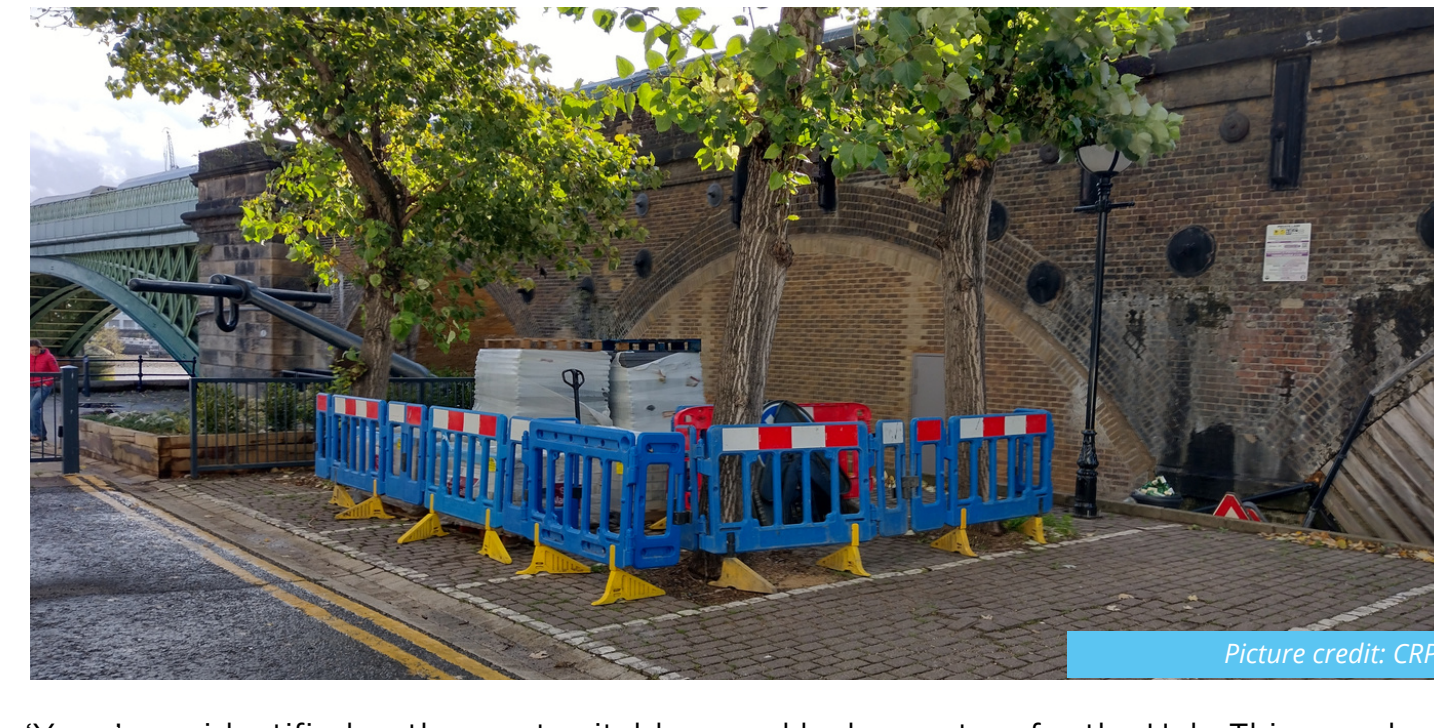
The Chelsea Harbour Sustainable Deliveries Hub is located on the Chelsea Harbour Estate in London Borough of Hammersmith and Fulham (LBHF). The hub is made up of two cargo bike delivery bays as well as a ‘Yeep!’ parcel locker. CRP worked with LBHF and the Chelsea Harbour Estate to deliver the hub, which aims to encourage low emission deliveries to residents as well as the surrounding area.

The Chelsea Harbour Sustainable Deliveries Hub is also supporting potential river freight opportunities! The hub is in close proximity to Chelsea Harbour Pier, which has been identified as a good opportunity for light freight river services. As a result, the hub is well located to support any potential river freight operations that could use Chelsea Harbour Pier in the future.

Installing the Hub

To install the Chelsea Harbour Sustainable Deliveries Hub, CRP worked with LBHF and Chelsea Harbour Estate to identify:

- The most suitable location for the hub
- The space requirements needed for the cargo bike delivery bays and the parcel locker (this enabled us to identify an appropriate layout for the hub)
- Suppliers to install the cargo bike stands and line markings for the cargo bike delivery bays
- A suitable parcel locker system that would work alongside the estates management processes and that would be easily used by residents



‘Yeep’ was identified as the most suitable parcel locker system for the Hub. This was due to the lockers being simple to use and the large range of couriers/businesses that can deliver to the locker. The lockers are also battery powered (they don’t require wiring, groundworks or planning permission) and are maintenance-free for the Estate. Once the key details and locker system had been agreed and approved with all the project partners, the hub was installed and operational within 4 months.

Impacts

“This new hub will help uncomplicate deliveries for local residents. Not only is it convenient, it’s kind on the environment too. It’s another great example of doing things with residents – not to them – as we create a public realm that puts people first.”

Cllr Sharon Holder, H&F Cabinet Member for the Public Realm

2 car parking bays removed

Estimated 20 deliveries to the parcel locker per day

Reduced van emissions due to consolidated deliveries to the parcel locker

Residents can pick up their parcels from the parcel locker 24/7

“We are delighted to have worked with Cross River Partnership and the Chelsea Harbour Estate to create this new Sustainable Deliveries Hub in Sands End.

The parcel locker and cargo bike bays will promote sustainable and consolidated deliveries to this area and therefore reduce harmful Air Pollutant (NOX and Particulate PM10, PM2.5) emissions.”

Rizwan Yunus, Air Quality Officer at Hammersmith & Fulham Council

What is a Parcel Locker and How Does It Work?

A parcel locker is a locker that makes it easier for people to pick up and return their packages. The locker can be accessed at any time and is secure, helping to reduce the likelihood of missed or stolen deliveries. Parcel lockers are also much more sustainable - they help to reduce the emissions per parcel as several deliveries can be dropped off in one place. There is no need to reschedule a delivery if the recipient isn’t present. In fact, a study by ‘The Green Last Mile’ showed that one parcel locker can reduce CO² emissions by as much as 13,845kg per year.

But how do they work? Well to use a ‘Yeep’ locker like the one at Chelsea Harbour, it’s a fairly simple process:

1. During your online shopping checkout and delivery method process, select the locker as your local collection point (it should appear as an option online).
2. After your parcel has been delivered to the locker, you can collect it at any time that is convenient for you.
3. Press the C button on the locker’s keypad and wait until the scanner lights up.
4. Enter the PIN code or scan the barcode/QR code you’ve been sent via email or on the YEEP! app.
5. Your locker door will open; collect your parcel and close the door.

You can also return your deliveries too!

What is Clean Air Logistics for London?

Cross River Partnership’s [Clean Air Logistics for London Programme](#) (CALL) is a Defra-funded project led by Westminster City Council in collaboration with 12 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.



Project Partners

Cross River Partnership is proud to be working with the following Local Authorities and other partners.

