



WS4: Parcel Lockers

Parcel Locker Installations & Requirements



Background and Context

Cross River Partnership (CRP) is currently involved in the roll-out of parcel lockers in the London Boroughs of Wandsworth and Richmond upon Thames, as part of the Defra-funded Smarter Greener Logistics programme. CRP has previously worked on parcel locker projects in the London Borough of Southwark and at the Chelsea Harbour Estate as part of the Defra-funded Clean Air Logistics for London programme.

These projects have focused on installing carrier-agnostic parcel lockers that are battery-powered, require no service connections, and involve no groundworks. The lockers are easily movable or removable, with dimensions typically around 2m (L) x 0.6m (W) x 2m (H), depending on the manufacturer. Sometimes, there is also an option to add wayfinding at an additional cost.

A key learning from these projects has been understanding how the permission process impacts the ease of installing parcel lockers in different boroughs. Navigating the varying requirements of different local authorities has shown the importance of streamlining processes for successful deployment.

Installation and Permissions

CRP's involvement in parcel locker projects has highlighted that there is no standardised process for installing parcel lockers on Council-owned land, and that decisions often vary locally. For example, when planning the installation of freestanding parcel lockers, Councils typically choose one of the following processes:

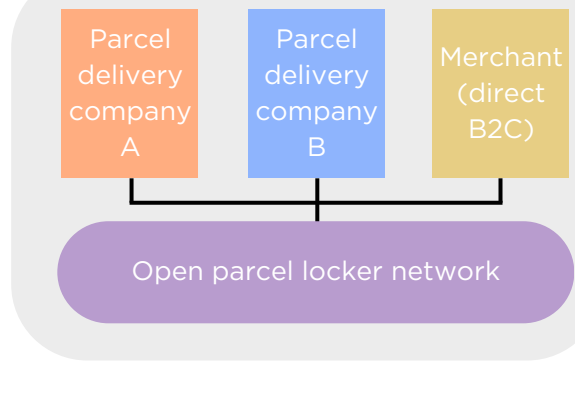
- Direct approval by the local authority under Class A, Schedule 2, Part 12 (Development by local authorities) of The Town and Country Planning (General Permitted Development) Order 2015.
- Obtaining a lawful development certificate (an 8-week process) based on the proposal complying with permitted development rights under Class A, Part 12.
- Securing a Highways license under the Highways Act 1980, Section 185, which grants local authorities the power to install storage bins or receptacles (including parcel lockers) on public highways.
- Submitting a full planning application (which is often too costly for parcel locker providers or can take long to process).

Implementing a standardised approach that allows for the easy installation and management of non-permanent, agnostic parcel lockers would unlock significant societal, economic, and environmental benefits for local authorities as landowners.



Did you know?

Carrier-agnostic parcel lockers are accessible to multiple delivery companies, allowing customers to send and receive parcels from a shared network, enabling delivery consolidation.



Benefits of Parcel Lockers



Self-served, operated via an app or browser and accessible by residents 24/7, which promotes convenience.



Fewer failed deliveries reduces vehicle mileage, improving air quality and congestion.



A parcel locker reduces CO2 emissions from deliveries by an average of 75%.



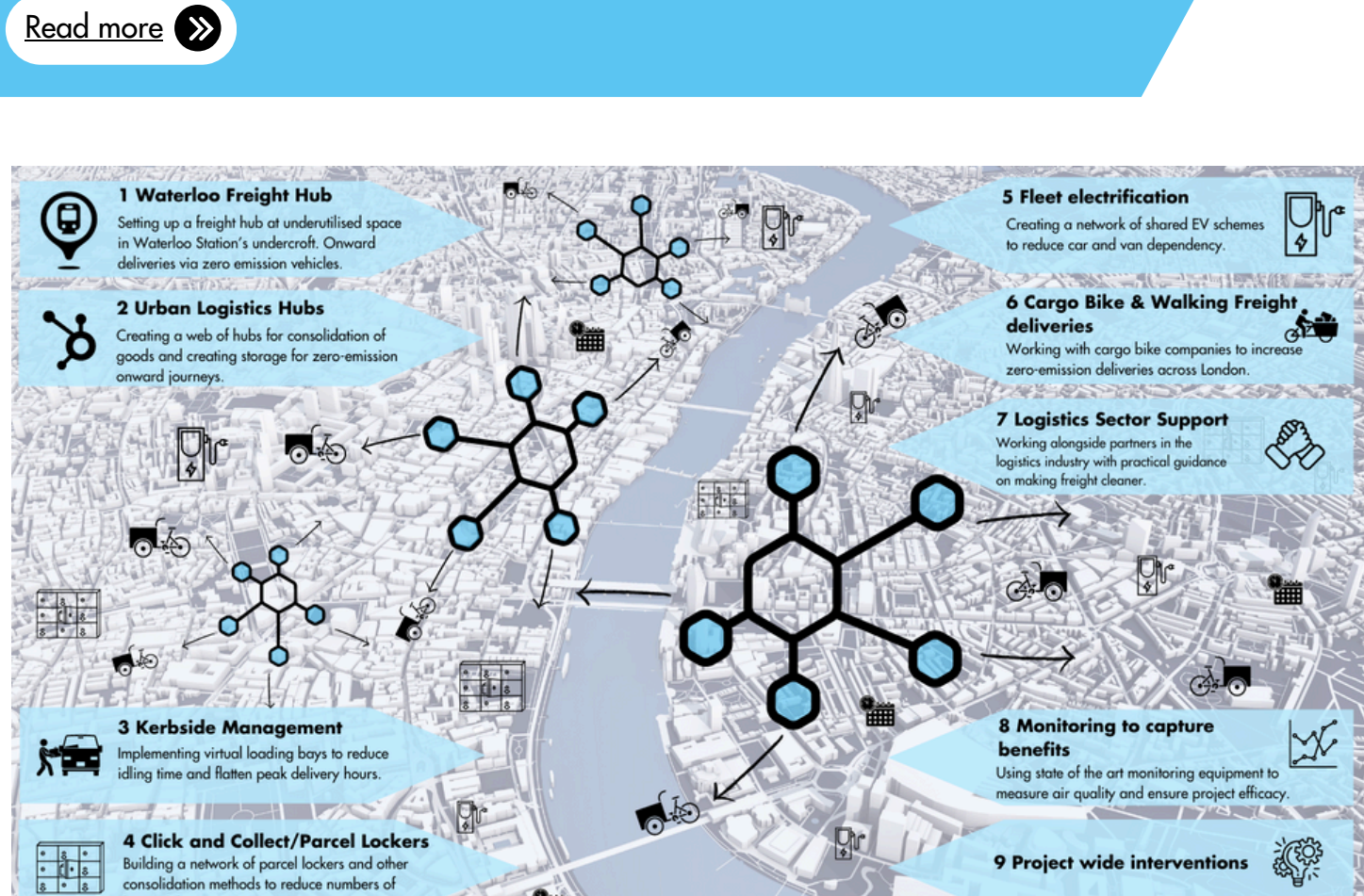
A parcel locker reduces the risk of package theft or misplacements by up to 82%.

What is Smarter Greener Logistics?

Smarter Greener Logistics (SGL) is a Defra-funded project led by Westminster City Council in collaboration with 26 project partners. The project aims to minimise the impact of freight on noise, air quality, traffic and pavement and four London Business Improvement Districts (BIDs). SGL will build on the success of CRP's Clean Air Logistics for London (CALL).

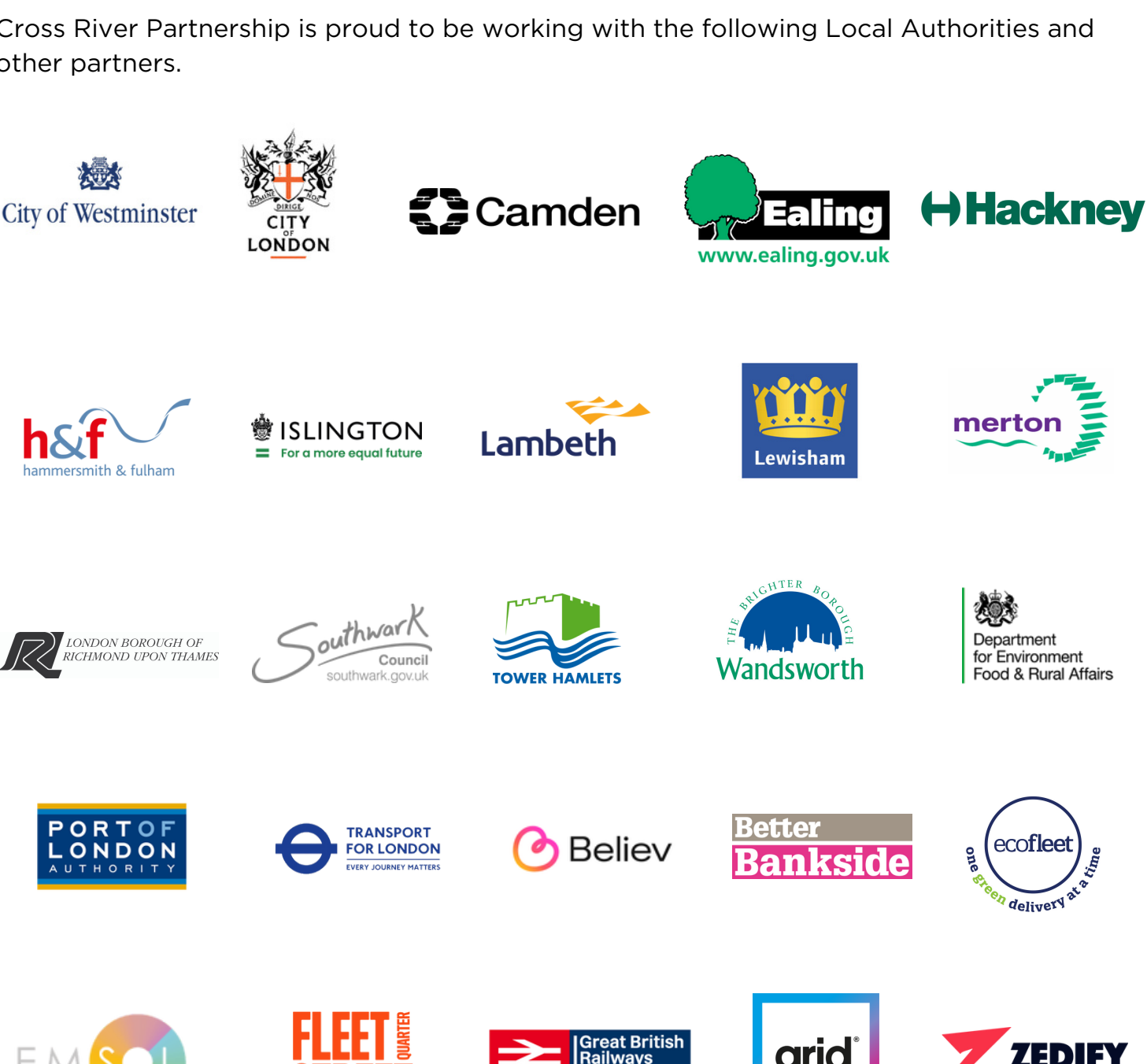
SGL forms part of CRP's wider activities to encourage sustainable logistics across London. This includes the development of rail freight and walking freight initiatives, helping to improve London's air quality and supporting CRP's vision to make London a better place to live, work and visit.

[Read more](#)



Project Partners

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



crossriverpartnership.org

SIGN UP TO OUR NEWSLETTER

crp@crossriverpartnership.org

