

June 2025

CHELSEA HARBOUR

CRP PARCEL LOCKER PROJECT

YEEP PARCEL LOCKER
USAGE DATA SINCE 2023



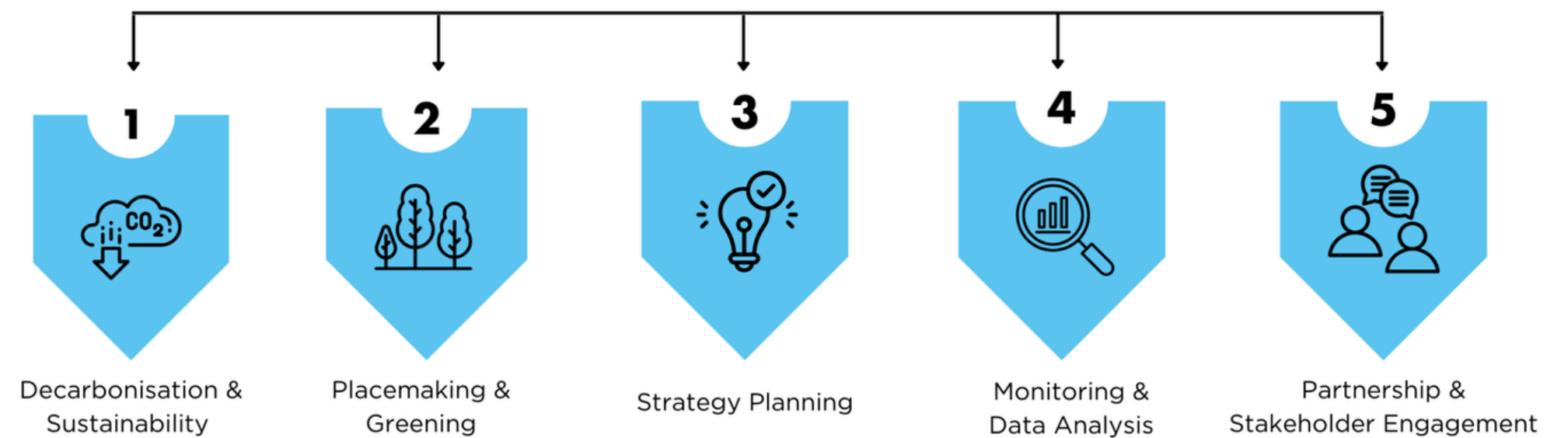


ABOUT CROSS RIVER PARTNERSHIP

Cross River Partnership (CRP) is a partnership delivering impactful **environmental**, **economic** and **community** focused projects.

We support **public**, **private** and **community organisations** with expert guidance, collaboration and innovation.

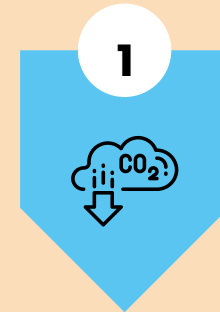
We believe in a fair and equitable transition towards good and green growth in London.



CRP CONSULTANCY SERVICES

Decarbonisation & Sustainability

- Sustainable Freight
- Sustainability Strategies
- Freight & Servicing Strategies
- Freight Operations Advice
- Urban Logistics



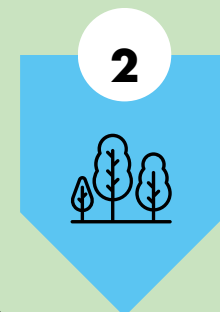
Strategy Planning

- Creating campaigns
- Social media assets
- Communication strategies
- Engagement plans
- Event planning
- Knowledge sharing



Placemaking & Greening

- Place-making Strategies
- Urban Greening
- Active Travel
- Walking Routes
- Planning & Property Knowledge
- Art & Heritage



Monitoring & Data Analysis

- Air Quality mapping
- Vehicle type counts
- Analysis & reporting
- Bespoke monitoring
- Active travel evaluation
- Qualitative surveys & analysis



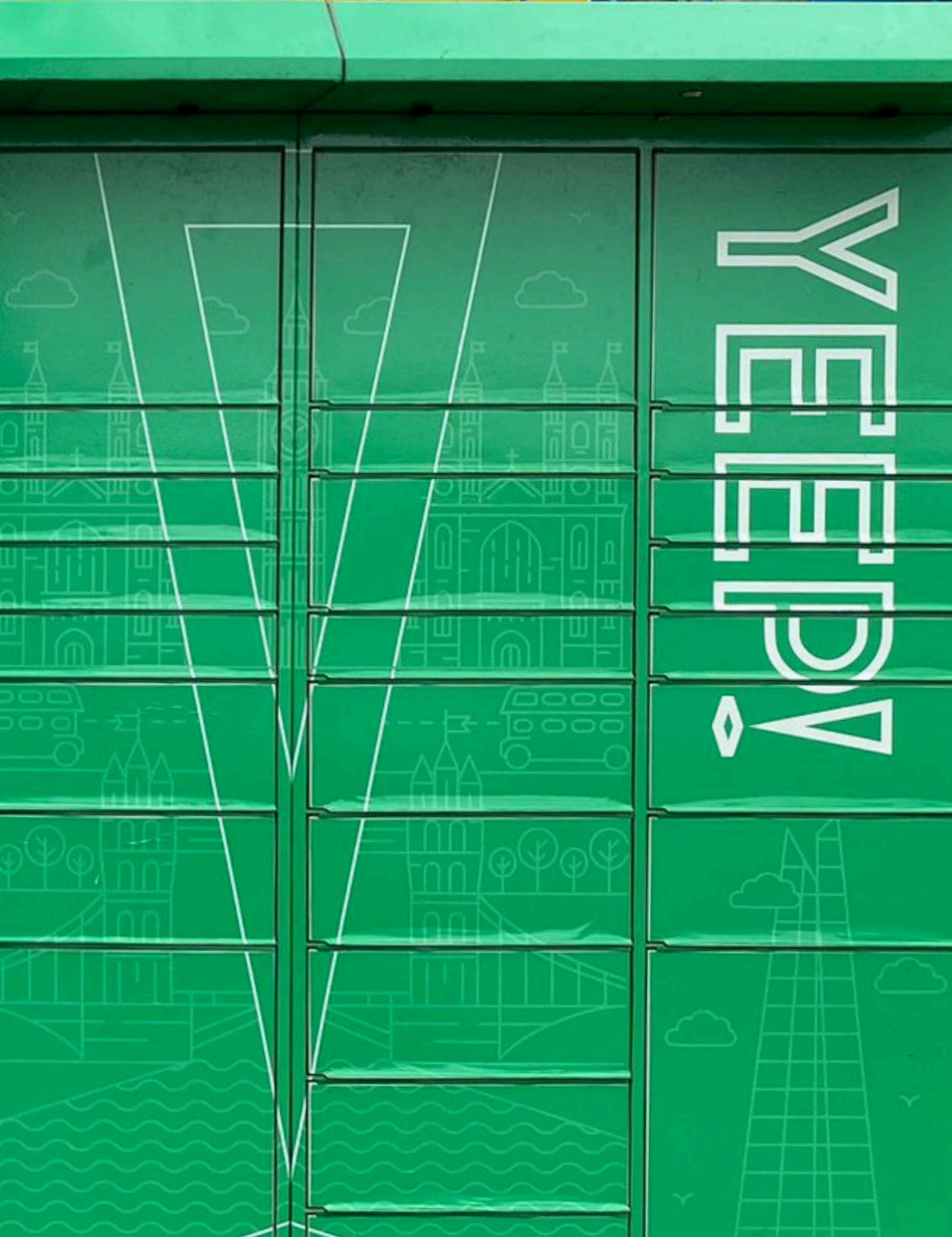
Partnership & Stakeholder Engagement

- Apolitical collaboration
- Programme management
- London-wide contacts and network
- Cross-sector engagement
- Behaviour change
- Cocreation



Interested in CRP's Consultancy Services? Just reach out to us!

YEEP PARCEL LOCKERS: SPECIFICATIONS & BENEFITS



PARCEL LOCKER SPECIFICATIONS

- YEEP parcel lockers (trading name of Delivering London Ltd) come at **no cost** to landowners, incl. local authorities.
- This parcel locker type is **freestanding and battery-powered**, not requiring any connections to any services - this means **no groundworks** are needed. This also means that the parcel locker can easily be (re)moved.
- The parcel locker has a keypad **interface** with a small LCD screen. Relevant parcel information and codes are sent to customers via SMS, email or push notification.
- Couriers add the locker to their **online maps**, servicing residents within a ~250m radius (3-minute walking distance). Additional signage on-site is not needed.
- YEEP handle the parcel lockers' insurance, maintenance, and cover package loss etc. in conjunction with the couriers. The **landowner has no responsibilities**.
- TfL Legible London **wayfinding maps** can be added at a cost.

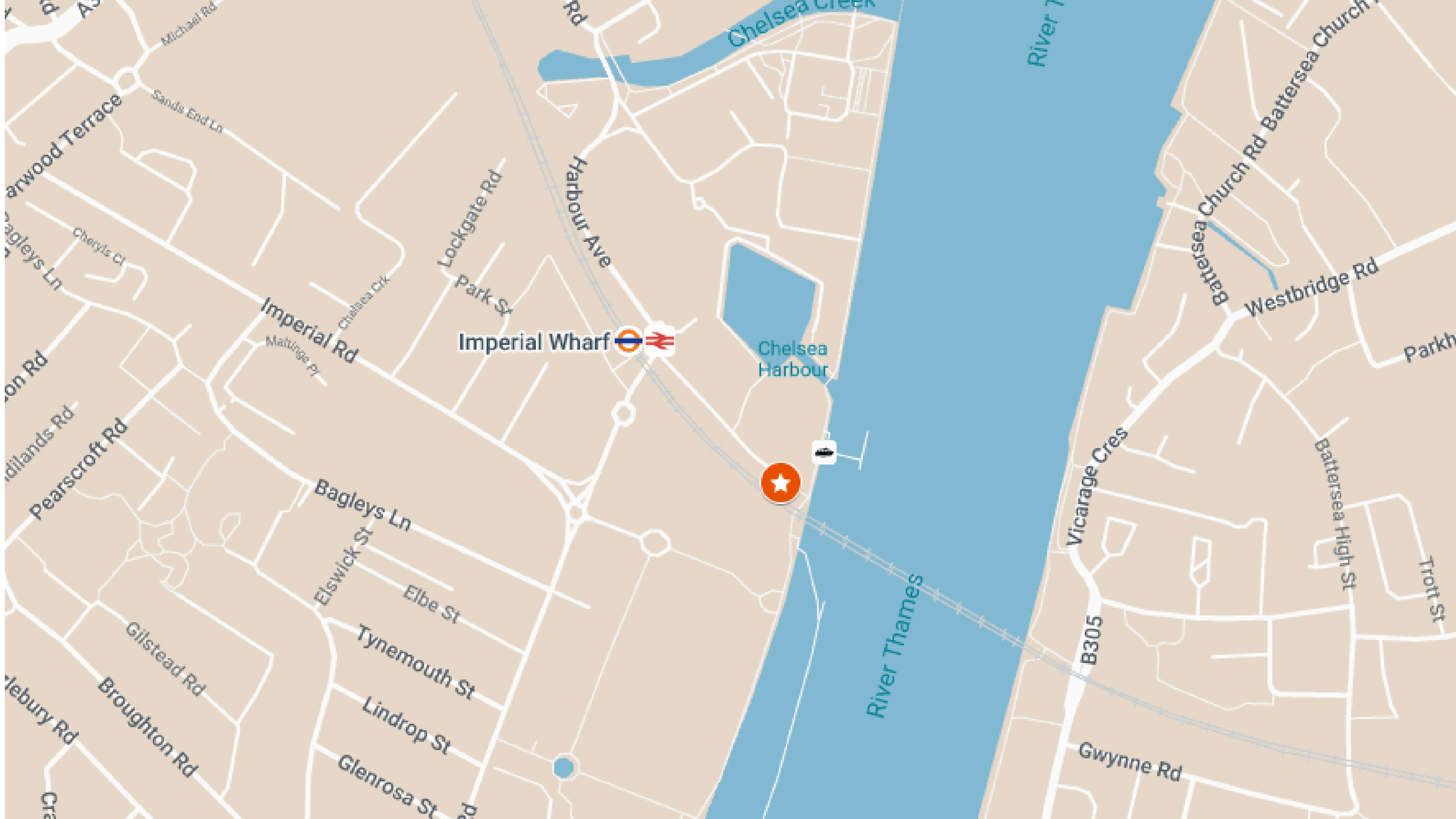


BENEFITS OF PARCEL LOCKERS

- **Self-serviced** and accessible by residents **24/7**, which promotes convenience. Residents can also send parcels using the locker, acting like a miniature post office.
- Parcel lockers provide enhanced building security by **reducing the risk of package theft / misplacements**.
- Consolidation and fewer failed deliveries **reduces unnecessary vehicle mileage**, improving **air quality** and **congestion** in the local area.
 - Many couriers will attempt to redeliver parcels e.g. 3 times to a home address before offering residents to collect their parcels from the depot. If residents have the opportunity to order their parcels to a parcel locker right by their doorstep, they are more likely to select this as a first option, rather than using the locker for the second or third delivery attempt. This reduces the number of van trips in their local area.
- Custom vinyl wraps and wayfinding can seamlessly integrate parcel lockers into the streetscape.
- Plus: Estate staff would be able to be disturbed less by deliveries and could focus on their key responsibilities on-site.

CHELSEA HARBOUR: PARCEL LOCKER LOCATION & USAGE DATA

CRP PARCEL LOCKER PROJECT



CHELSEA HARBOUR - PARCEL LOCKER

Chelsea Harbour / LBHF

- The Chelsea Harbour Sustainable Deliveries Hub is located on the Chelsea Harbour Estate in the London Borough of Hammersmith and Fulham.
- The hub is made up of two cargo bike delivery bays as well as a 'Yeep!' parcel locker that CRP installed in April 2023.
- Full case study can be found [here](#).







*"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**

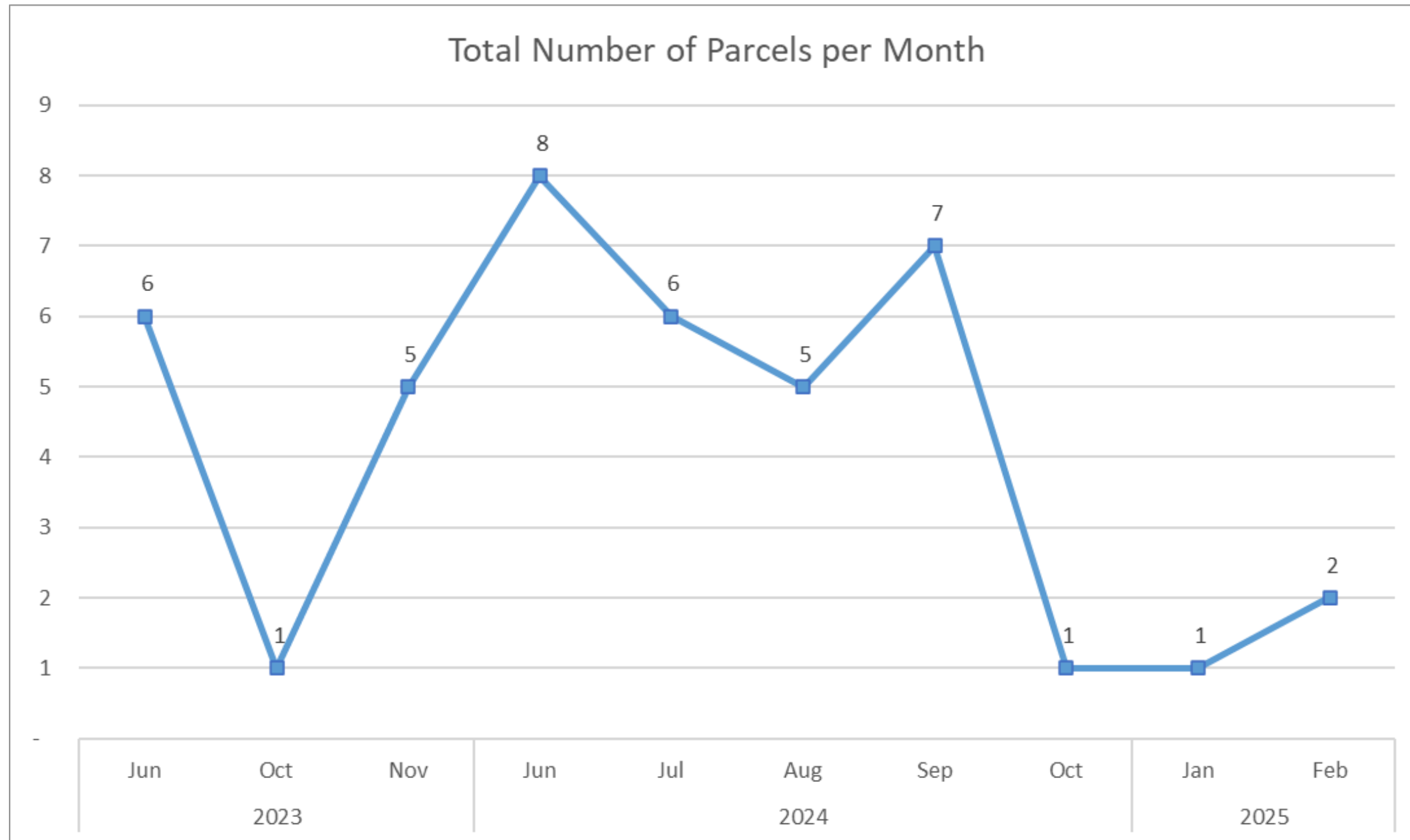
USAGE DATA

Total Number of Compartments	67
Small Compartments (S)	24
Medium Compartments (M)	27
Large Compartments (L)	12
Extra Large Compartments (XL)	4

Total Number of Parcels (so far)	42
Small Parcels (S)	22
Medium Parcels (M)	3
Large Parcels (L)	9
Extra Large Parcels (XL)	8

- The Chelsea Harbour parcel locker is around 4 metres long, 2 metres high and 0.6 metres deep.
- The parcel locker has 67 available compartments of different sizes: 24 small (6cm high), 27 medium (15cm high), 12 large (32cm high), and 4 extra large (69cm) compartments.
- So far, since the locker has been live in June 2023, there has been relatively low usage.
- A total of 42 parcels have been deposited into the parcel locker: 22 small, 3 medium, 9 large and 8 extra large parcels.

USAGE DATA



- This graph shows the number of parcels deposited into the parcel locker per month since June 2023.
- The parcel locker was used the most in June 2024 (8 parcels) and September 2024 (7 parcels).
- No parcels were deposited into the locker between July - September 2023, December 2023 - May 2024, and November - December 2024.
- Some of the larger gaps can likely be explained by some outages (e.g. faulty barcode scanner), regular routine software and hardware upgrades, and battery changes performed by YEPP.

USAGE DATA

Parcels transported by	
DPD	10
UPS	32

Parcel drop-offs to locker by	
Courier	29
Customer (Individual)	2
*Expired Parcels	11

**'Expired Parcels' refer to parcels that were not collected from the locker and had to be returned to the sender.*

- Out of the 42 parcels, 32 were transported by UPS and 10 handled by DPD.
- A total of 29 parcels were deposited into the locker by a courier, and only 2 by a customer to send items to other recipients.
- 11 parcels remained in the locker too long and were returned to the sender.

Possible reasons for low usage:

- The locker system currently does not support returns, which may be limiting uptake. The provider has confirmed that returns will soon be enabled with DPD, alongside other new features to boost usage.
- They are also monitoring locker performance more closely and prioritising faster resolution of maintenance issues, which should improve reliability and user experience.

CONSIDERATIONS

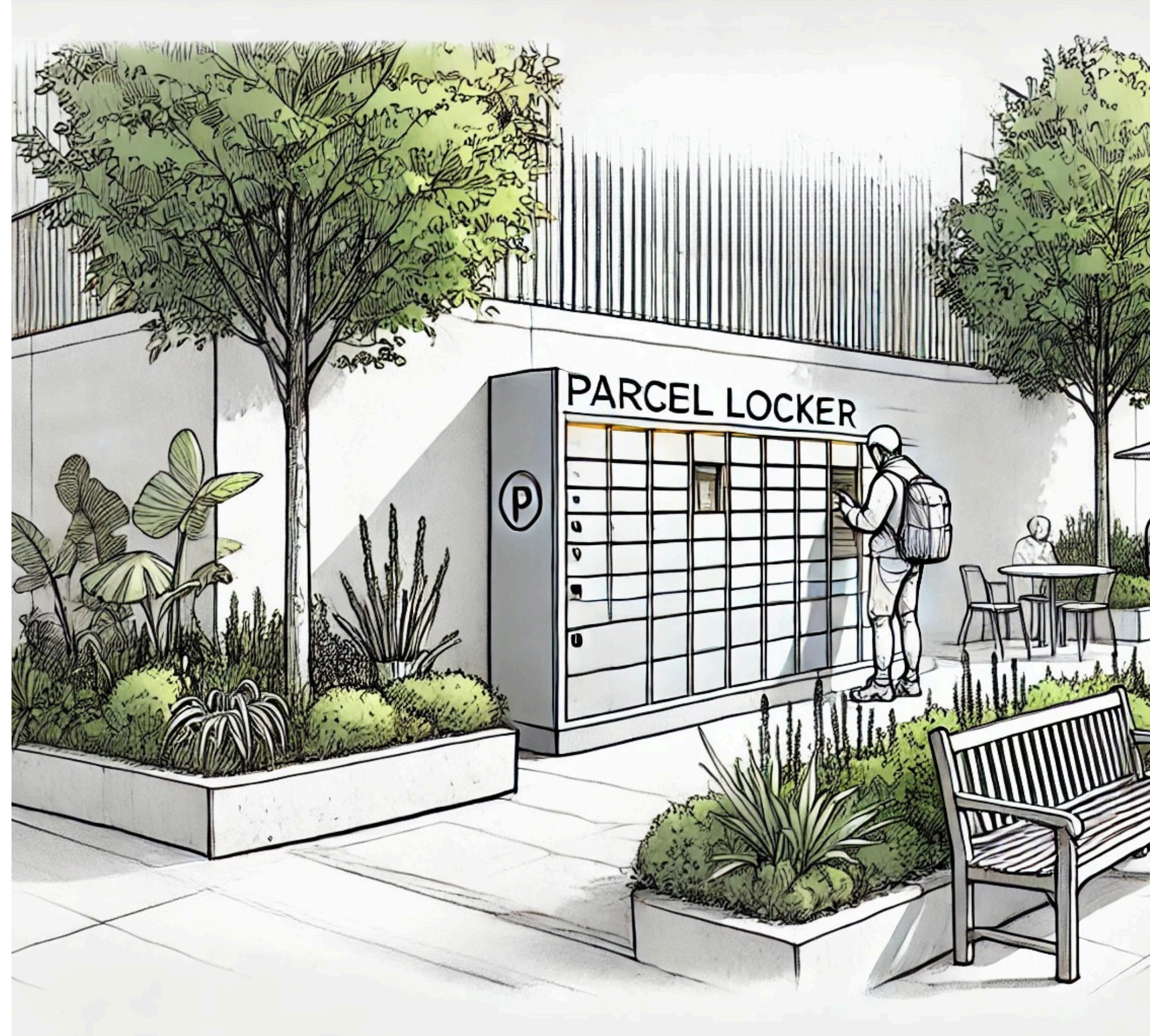
- **Residents may be used to concierges** managing parcel deliveries, so they may not feel the need to switch to using lockers without a clear reason or incentive.
- There may be a **lack of awareness** among residents that the locker exists or is available for them to use.
- **Poor visibility** and **limited signage** could mean the locker is easily overlooked.
- For some **less tech-savvy residents**, parcel lockers may seem unfamiliar or intimidating.
- To address these barriers, Chelsea Harbour Estates could encourage residents to use the parcel locker through a **targeted communications campaign**, highlighting its convenience, environmental benefits, and potential to alleviate concierges' workload.



CHELSEA HARBOUR: OPPORTUNITIES & NEXT STEPS

OPPORTUNITIES

- The Chelsea Harbour parcel locker is located just a **one-minute walk from Chelsea Harbour Pier**, making it a convenient drop-off and collection point for **future river freight operations**.
- The locker, along with two nearby cargo bike bays, creates an opportunity to **link river freight with last-mile deliveries by cargo bike**, enabling a highly efficient, low-emission logistics chain.
- Its location within a densely populated area also provides valuable **infrastructure for smaller local couriers**, including walking porters, by offering a secure and accessible delivery point close to their customers.





NEXT STEPS & LEARNINGS

- CRP will **continue working on exploring innovative parcel locker schemes in London.**
- An opportunity CRP identified has been summarised in the 'Parcel Locker Installations & Requirements' case study [here](#).
 - “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.”
 - “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.**”

CONTACT US

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