

June 2025

LB SOUTHWARK

CRP PARCEL LOCKER PROJECT

YEPP PARCEL LOCKER USAGE DATA SINCE 2023



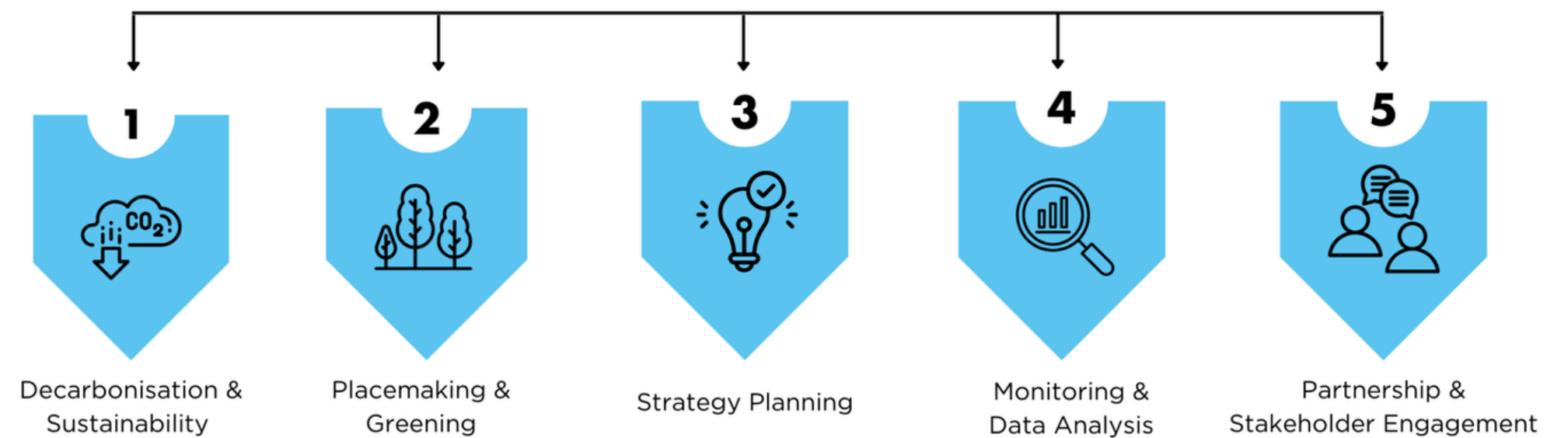


ABOUT CROSS RIVER PARTNERSHIP

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.

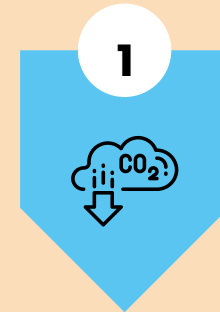
We believe in a fair and equitable transition towards good and green growth in London.



CRP CONSULTANCY SERVICES

Decarbonisation & Sustainability

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



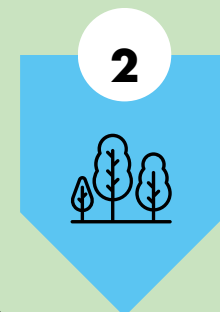
Strategy Planning

- 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



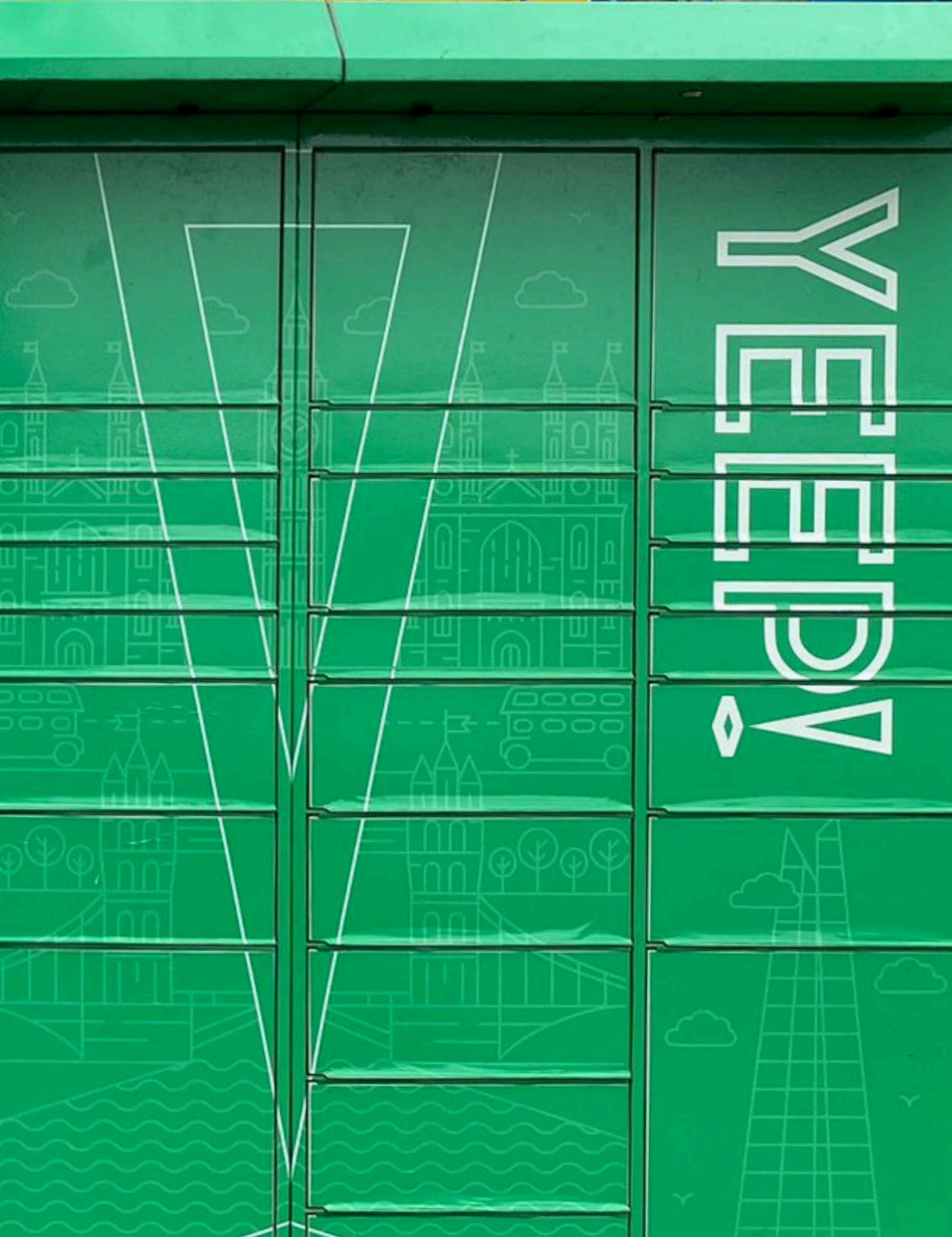
Partnership & Stakeholder Engagement

- 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 (L 2m x W 0.6m x H 2m). 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.

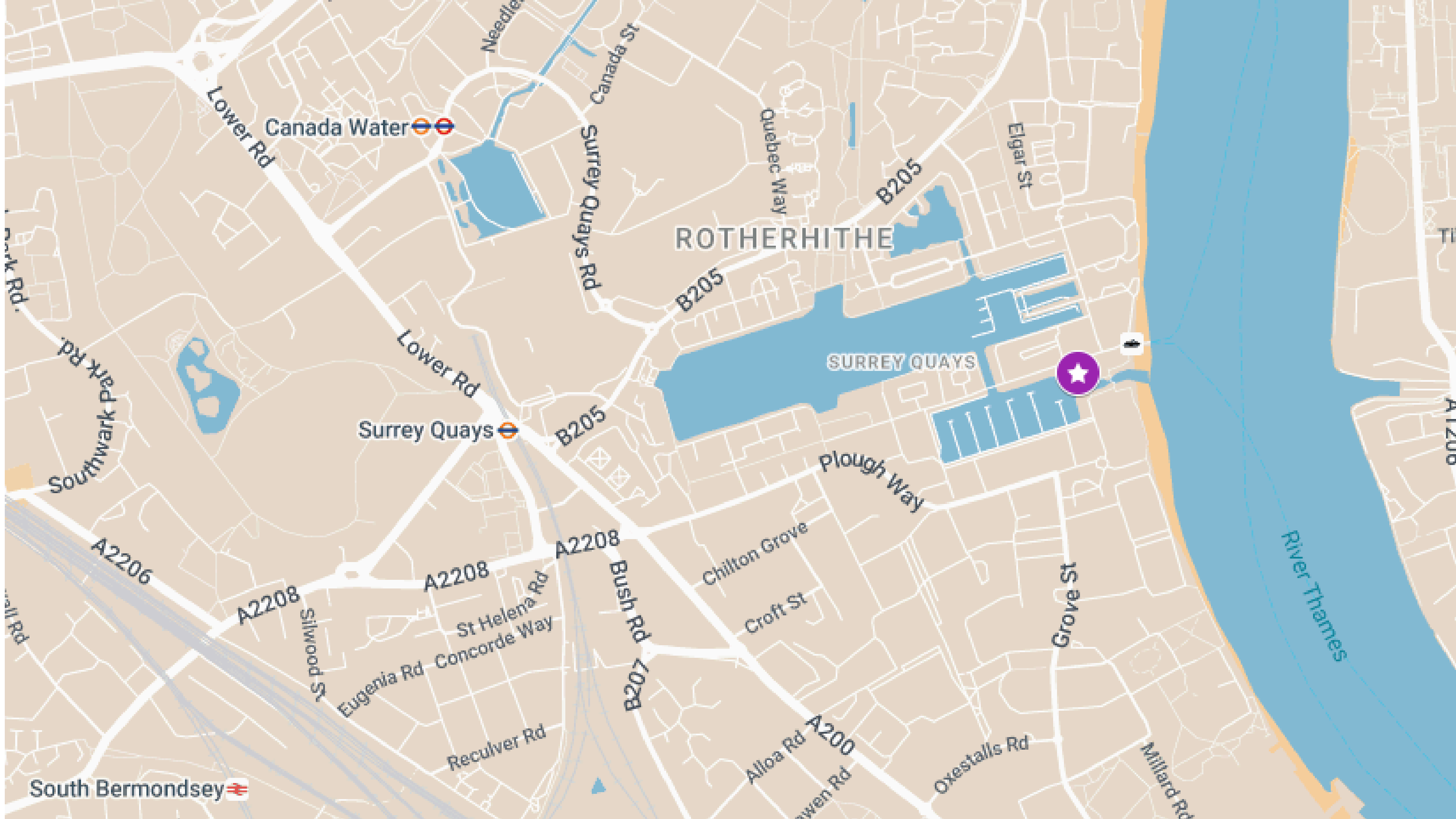


BENEFITS OF PARCEL LOCKERS

- **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: Dock Office staff have been disturbed less by deliveries and can focus on their key responsibilities on-site

LB SOUTHWARK: PARCEL LOCKER LOCATION & USAGE DATA

CRP PARCEL LOCKER PROJECTS



SOUTH DOCK MARINA - PARCEL LOCKER

LB Southwark

- The parcel locker is located at the Dock Office at the South Dock Marina near Greenland (Surrey Quays) Pier.
- The parcel locker was installed in May 2023.
- It aims to support marina residents with their deliveries and reduces the pressure on the South Dock Offices, whose mail room was regularly being filled up.







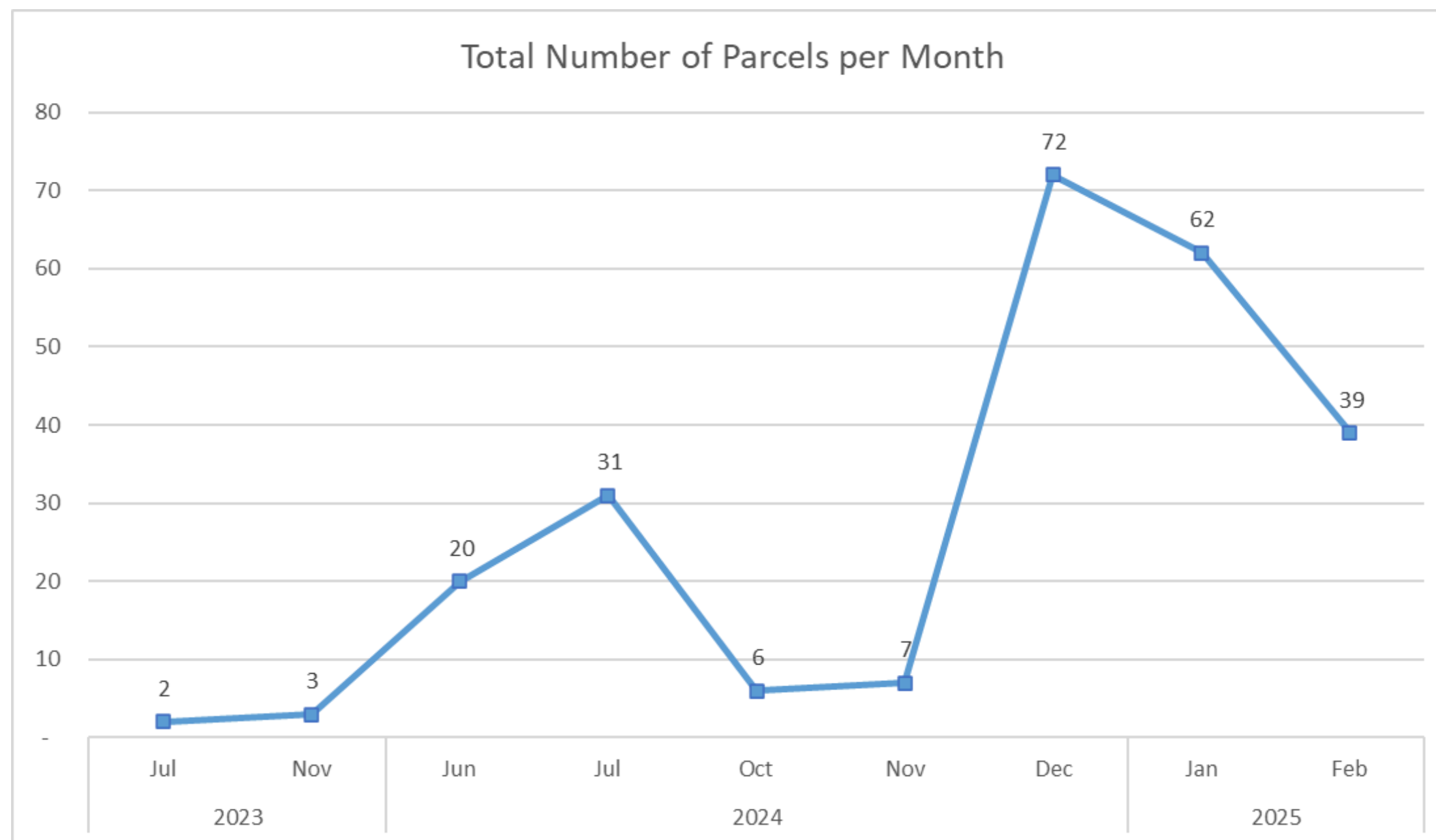
USAGE DATA

Total Number of Compartments		33
Small Compartments (S)		12
Medium Compartments (M)		13
Large Compartments (L)		6
Extra Large Compartments		2

Total Number of Parcels (so far)		242
Small Parcels (S)		75
Medium Parcels (M)		82
Large Parcels (L)		63
Extra Large Parcels (XL)		22

- The parcel locker at the South Dock Office is around 2 metres long, 2 metres high and 0.6 metres deep.
- The parcel locker has 33 available compartments of different sizes: 12 small (6cm high), 13 medium (15cm high), 6 large (32cm high), and 2 extra large (69cm) compartments.
- So far, since the locker has been live in June 2023, there has been medium-high usage.
- A total of 242 parcels have been deposited into the parcel locker: 75 small, 82 medium, 63 large and 22 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 December 2024 (72 parcels).
- No parcels were deposited into the locker in June 2023, between August - October 2023, December 2023 - May 2024, and August - September 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	203
UPS	39

Parcel drop-offs to locker by	
Courier	173
Customer (Individual)	3
*Expired Parcels	66

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

- Out of the 242 parcels, 203 were transported by DPD and 39 handled by UPS.
- A total of 173 parcels were deposited into the locker by a courier, and only 3 by a customer to send items to other recipients.
- 66 parcels remained in the locker too long and were returned to the sender.

Possible reasons for lower 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

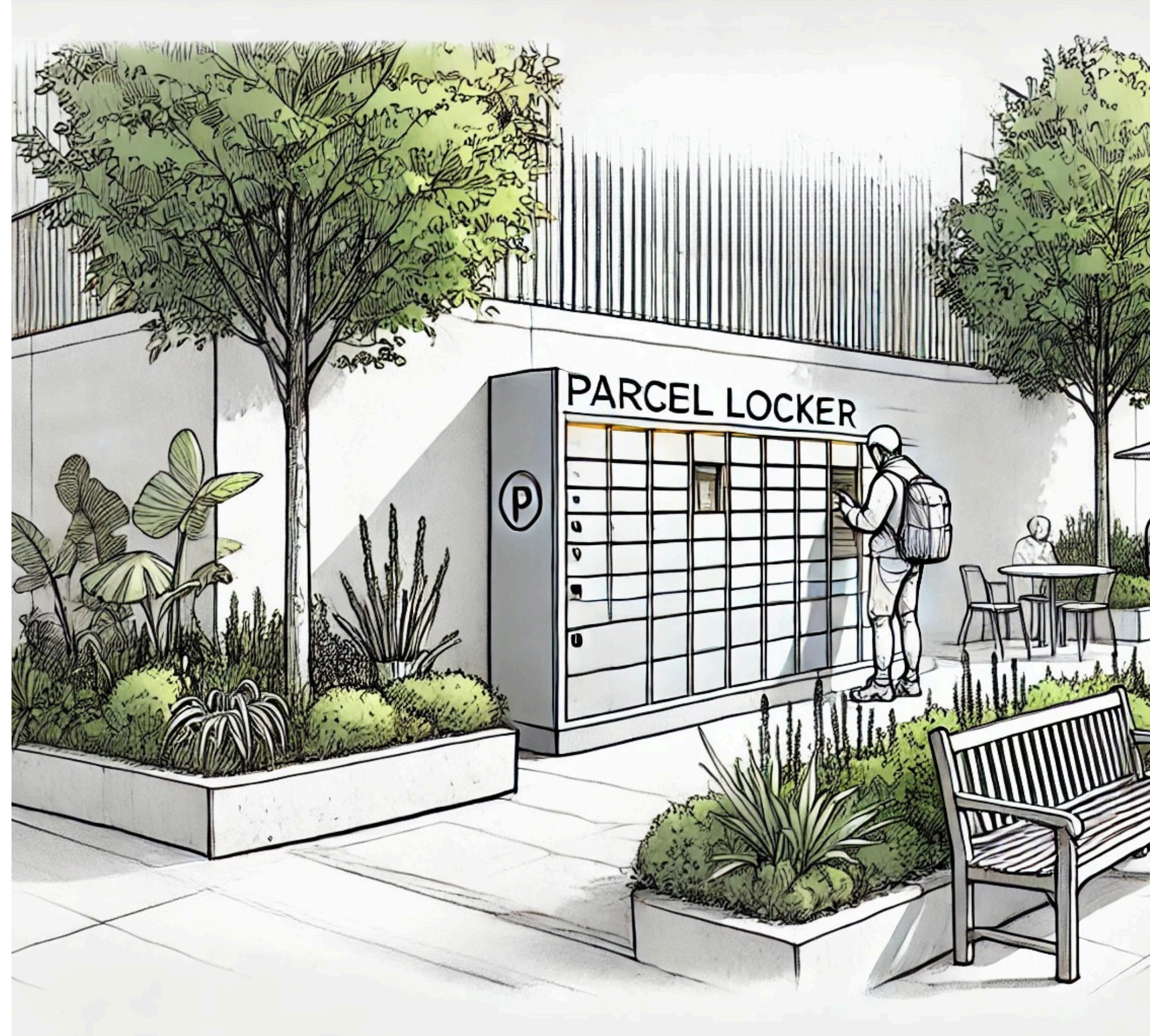
- **Residents may be used to South Dock Office staff** managing parcel deliveries, so they may not feel the need to switch to using lockers without a clear reason or incentive.
- There may be a **lack of awareness** among residents that the locker exists or is available for them to use.
- **Limited signage**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



LB SOUTHWARK: OPPORTUNITIES & NEXT STEPS

OPPORTUNITIES

- The parcel locker is just a **one-minute walk from Greenland (Surrey Quays) Pier**, making it a convenient drop-off and collection point for **future river freight operations**.
- Located in a residential area with both flats and houseboats, the locker offers the opportunity to **link river freight with walking porters or cargo bike deliveries** for last-mile distribution.
- The locker is also positioned close to **Cycleway 14**, which connects key areas (incl. Waterloo, Rotherhithe, Greenwich and Woolwich) and could therefore support additional cargo bike delivery route options from this location.





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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