

Place-making and essential kerbside deliveries, Biodiversity Net Gain & planning reform

Account of Forum meeting on Zoom on Tuesday 13th December
Minute by Lidia Gherghe of Axiom Architects at planninginlondon.com > LP&DF

Brian Waters welcomed participants and speakers who went on to introduce themselves.

DISCUSSION TOPIC 1

The mismatch in spatial planning between place-making and essential kerbside deliveries

Led by Jolyon Drury (JD) Director at Surge Logistics Consultants

Roy McGowan (RM) MD Momentum Transport Consultancy.

John Crosk (JC): Chairman of the Brewery Logistics Group


Chris Sturman (CS) Former Chief Executive of the Food Storage & Distribution Federation & Trade Association, Food Supply Chain Adviser & Traffic Adviser Committee on New Covent Garden Market

David Kaner (DK) Consumer Goods Logistics Background, Resident on the West End, West End Commissioned and West End Partnership, Member of the CLFQP, Zero Emissions Group

I'm Roy McGowan, I'm a transport planner and have been working in London for 40 years. After doing my apprenticeship with the GLC then with local authorities and then I started to do transport planning consultancy. For the last 30 years I've been involved in a wide range of schemes. Ten

years ago we set up Momentum Transport Consultancy and have continued to be involved very much in Central London schemes and activities. I'm transport advisor to the City Property Association and I'm also on the board of the Hatton Garden Business Improvement District because our office is located in that area and it's a very good way of staying involved with the public realm and the other needs of business along with freight and waste management. So I'm very pleased to be with you today and I look forward to talking through some of the wider issues that we look at, as part of these challenges of balancing deliveries with spatial planning.

Jolyon Drury introduces his team. My name is John Crosk, I am chairman of the Brewery Logistics Group which is a trade association that represents the major brewers and distributors, their distribution companies were responsible for over 75 per cent of all the beer and drinks that are delivered inside the M25 and on my other hand, I also manage the Central London Freight Quality Partnership who are a partnership between the freight industry, local government, local businesses and the local community and environmental groups and others with interest in freight. And the reason we do that is freight operators just want to be able to deliver and operate efficiently in London and raise awareness of freight's



London Planning & Development Forum

Agenda for London Planning & Development Forum on Zoom on Tuesday 13th December 2.30-5.30pm

Discussion topics

- 1 The mismatch in spatial planning between place-making and essential kerbside deliveries Led by Jolyon Drury and focussed experts on the CLFQP kerbside task group (chilled food, brewery and parcels distribution for example): David Kaner, John Crosk, Chris Sturman & Roy McGowan MD Momentum Transport Consultancy.
- 2 Biodiversity Net Gain and the Biodiversity Metric - an update on how it's working and what's coming with special reference to London led by Dr Nick White, Principal Advisor - Net Gain at Natural England
- 3 How might planning be reformed? Led by Andy Rogers of the Association of Consultant Architects and Richard Blyth, Head of Policy Practice & Research at the RTPi and John Myers co-founder of London YIMBY.

Meeting held on Zoom on Tuesday 13th December 2022

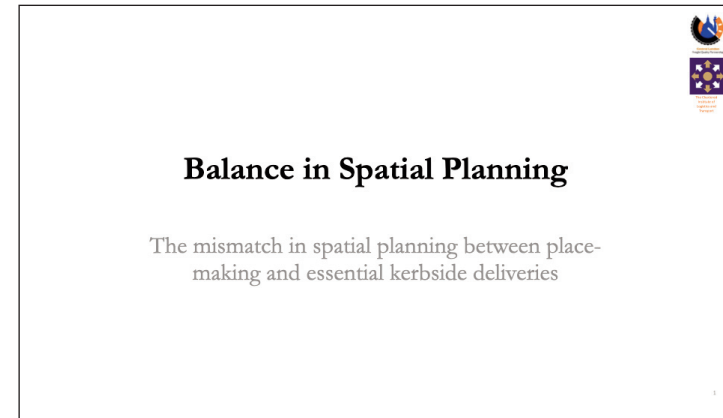
Moderator
Brian Waters (BW)

Speakers
Jolyon Drury and focussed experts on the CLFQP kerbside task group (chilled food, brewery and parcels distribution for example): David Kaner, Michael Crosk, Chris Sturman & Roy McGowan

MD Momentum Transport Consultancy.
Dr Nick White, Principal Advisor - Net Gain at Natural England
Andy Rogers of the Association of Consultant Architects and Richard Blyth, Head of Policy Practice & Research at the RTPi and John Myers co-founder of London

YIMBY
Attendees
(as listed by Zoom)
Cyril
GT Galaxy Tab A7 Lite
nic king
Nigel Moor
Sam Stafford
Andrew Catto
Chris Francis
Denean Rowe

Emily
Giulio
Graeme Jennings
Lidia Gherghe
Michael Coupe
Mike Montuschi
Nicholas Falk
Nigel Abbott
S. Heath
Shannon
Stefanos Korvzis



Balance in Spatial Planning

The mismatch in spatial planning between place-making and essential kerbside deliveries

Policy Context

- London Plan
 - "Making streets work for people will provide huge economic benefits not only through revitalising town centres and attracting business to London, but also by freeing up space for the essential freight and commercial journeys that keep London's businesses functioning."
- Mayor's Transport Strategy
 - "The specific balance between the different functions of any one space, such as its place-based activities, its function to facilitate movement and its ability to accommodate different uses of the kerbside, should be at the heart of how the space is designed and managed."
- TfL Freight & Servicing Action Plan
 - 50% of household expenditure in London (£79bn in 2013) relies on freight & contributes £7.5bn to London's economy.
 - "We will help the drivers and logistics professionals navigate regulations and restrictions, and plan more efficient routes."
 - TfL currently working on a kerbside strategy and hierarchy

Deliveries

- Deliver goods (and collect waste) needed or produced by users of the city (those who work, live, visit)
 - E.g. Food, drink, clothing, office supplies, parcels, medicine, cash, building materials, furniture, parcels etc...
 - E.g. construction waste, general waste, recyclables, food waste, litter etc...



importance with TfL and use every opportunity to get the message across that freight is of fundamental importance to London's development.

Over to Chris – next to introduce himself. I'm Chris Sturman. Until recently I was chief executive of the Food Storage and Distribution Federation, the trade association covering the temperature controlled food logistics sector, retail wholesale food service and third party logistics service suppliers. More recently since retiring from that I'm a food supply chain advisor and also sit on the traffic advisory committee of New Covent Garden Market. My background is that I am a logistician and I've been particularly working in the food sector, both in frozen and chilled foods and also prior to that in other products such as beer and chocolate. My current reason for being here is that I'm heading up a working group to examine kerbside access for the many users and types of delivery vehicles serving the whole range of suppliers and London businesses

and also I chair the Retail and Food Logistics Forum for CILT and the Central London Freight Quality Partnership.

My name is David Kaner. I've got a consumer goods supply chain logistics background, but I'm actually here as a resident of the West End. I was a member of the West End Commission and then the West End Partnership which combined Westminster Camden BID's, landowners, TfL, and the GLA and residents thinking about how do you manage the West End of London and that included the development of the West End Partnership's freight servicing strategy. I'm now a member of the Central London Freight Quality Partnership, TfL's Freight Advisory Panel and the Zero Mission Group, which is Westminster landlords trying to think about how to reduce freight and servicing trips within the West End as part of the sustainability charter that was recently launched.

Jolyon Drury combines his knowledge of archi-

Central London Freight Quality Partnership (CLFQP)

Who are the CLFQP?

- Partnership between the freight industry, local government, local businesses, the local community, environmental groups and others with an interest in freight.

Why?

- Freight operators just want to be able to deliver efficiently in London.
- Raising awareness of freight's importance with TfL and the Boroughs is crucial
- Use every opportunity to get the message across that freight is of fundamental importance to London's development.

Placemaking

• "Giving new life through improvements to streets and squares"

• Public realm changes to

- Provide space for outdoor dining
- Support active travel
- Widen pavements
- Introduce seating
- Provide cycle lanes and,
- Bike/scooter parking
- Improve 'greening'
- Introduce pocket parks & planters
- etc.



Deliveries (from the kerbside)

• What happens?

- Find a large enough (legal) space
- Park vehicle/cargo bike/bike (without causing an obstruction)
- Offload goods (by hand, vehicle side, tail-lift)
- Move to delivery location (hand, trolley, cage, pallet..)
- Return equipment to vehicle
- Leave space
- Repeat.....

ecture and built form with the science of logistics operations and industrial engineering.

He is a member of the Central London Freight Quality Partnership's team focussing on improving access and safety for inner city kerbside deliveries for the essential re-supply of material within the increasing constraints of traffic restrictions as a result of place making and active travel.

David Kaner opens the discussion.

What we're talking about here is balance in the public realm between freight deliveries and other uses in policy, in The London Plan describes freight as essential. The transport strategy talks about the need for all the different uses of the kerbside to be considered. And TfL's freight servicing action plan says it wants to make deliveries more efficient, and TfL are currently working on a hierarchy, kerbside strategy and a hierarchy of uses for their red routes, which don't make up much of London but

>>> are very important.

We got into this discussion because we were trying to think about place-making and deliveries. What do we mean by place-making? We're talking about this idea that you give life by improving streets and squares, you make public realm changes that provide space for outdoor dining. They make the area more attractive - many of them were introduced during the pandemic. It's active travel, it's widening pavements, it's providing bike and scooter parking. It's all those things and probably a whole bunch more you can think about. Illustrated by the new Aldwych Strand, which became real this week when it was finally opened.

These are all place-making public realm changes and have an impact. We talk about deliveries. What are we talking about? Every residence and business receives deliveries of some sort even it's just your post coming when there isn't a strike. Deliveries can range in size from a full truck needing to replenish a

grocery store, through to a pallet of water, a cage, a cage of frozen vegetables on a temperature control vehicle, a box of fish or a letter. Those are all deliveries and the vehicles that make them are just as varied.

And when we think about deliveries and servicing, we also have to think about what gets collected, whether it's parcels from a business or the waste that's being generated, but all those things happen and the vast majority of them happen at the kerb.

What happens when you make a delivery? Well it doesn't matter what your delivery is, whether it's your christmas cards arriving at the moment or delivery of bread to your local supermarket.

Whatever the type of vehicle it has to find a large enough legal space to stop without causing an obstruction. The goods need to be offloaded, whether it's by hand, vehicle side or a tail lift. It's put on a pallet or in a cage or in a trolley or a delivery bag or just held in the hand and moved to the deliv-

ery location. You have to wait for the person to open the door unless you can post it through a letterbox, offload the goods and then return any equipment to the vehicle and then make the next delivery. You might be able to do it from the same spot just walking a different direction or you have to leave that space and go somewhere else. Go to the next delivery point and repeat.

It doesn't matter what the delivery is. The process is the same. Anybody who's been a paper boy when they were younger will recognize the process. So what's the impact on place-making? Place-making improves cleanliness, makes the place more attractive to live work or visit.

All those who live in West End have benefited from things that have changed. It can make an area unique, give it an identity, it can increase property values, but it does this by taking space away from other uses. Place-making, at least the public realm changes involved in place-making, tend to remove,

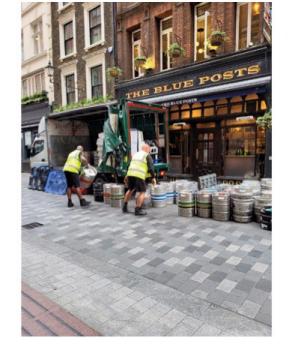
Impact of Public Realm Changes

- Footpath widening and cycle lanes remove loading bays
- Deliveries can take 50% longer
- Overall 20% reduction in efficiency
- Missed delivery is common – no kerbside access at delivery time
- If there is not adequate and safe provision to deliver we will not deliver



Impact of Public Realm Changes

- Result
 - More vehicles needed for same volume
 - 20% decrease in efficiency
 - Increased costs
 - £150/Tonne in London vs £100 in Manchester (= 10p/pint)
 - Some operators now refuse to tender for deliveries in London
- London needs 400,000 Tonnes delivered per day (not just)
- 99% is done via the Kerbside



Placemaking

Improves

- Cleanliness, appearance, feel of an area
- Attractiveness as a place to live/work/visit
- Uniqueness/Identity
- Property values

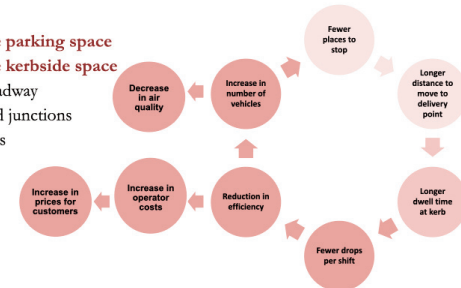
By reducing

- Amount of available parking space
- Amount of available kerbside space
- Width of available roadway
- Capacity of controlled junctions
- No. of available routes

Placemaking impact on deliveries

Placemaking reduces

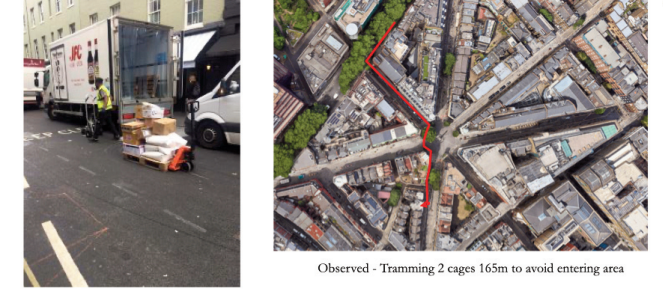
- Amount of available parking space
- Amount of available kerbside space
- Width of available roadway
- Capacity of controlled junctions
- No. of available routes



Chilled Supply Chains



Chilled Supply Chains



Freight is a Complex Area

- May not look nice in the street but it is needed
- Any scheme which reduces available kerb will displace freight activity
- Costs will increase and safety can reduce
- Freight Industry acknowledges need to reduce no. of vehicles

Some solutions

- Delivery consolidation
 - Already done where it reduces costs
 - Can increase cost because of extra handling
- Walking freight and cargo bikes
 - Doesn't work for everything!



Efficient Urban Deliveries

A medium lorry can carry 10,000kg
A van can carry 1,000kg



ONE lorry = 100



While an eCargo bike can carry 100kg

eCargo bikes



Pavement Dining removes loading space

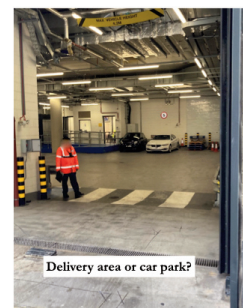


Encourages illegal use of pavement parking

Make sure it is used as intended



An unusual goods vehicle?



Delivery area or car park?

Permitted delivery ('signs and lines'): complexity



Brewery Deliveries

- HSE dictates deliveries must be made adjacent to the delivery point
- Can conflict with parking regulations
- Deliveries are risk assessed prior to their first delivery
- Determines safest time of day a delivery can be made



>>> lation of fiber optic cabling with the ability to shut whole streets. Although prior notification goes up on a lamppost some weeks before they're going to do it, it is always a surprise to the delivery community.

The permitted delivery system really works but the picture shows the vast amount of different advice given for drivers involved in deliveries just in this area of the West End as it happens. And a compliment to the City of Westminster. Bond Street and Cork Street, which now have wide pavements aimed at the deliveries for the art dealers and the fashion shops are working very well. I don't have a picture here of their particular labelling, but that does work. But you can see that any obstruction that makes you go round again as a delivery driver, you will get into this myriad of different statutory requirements and it is very, very confusing.

That is one of the reasons why some drivers elect not to go into the maze of streets and will park outside. They will, as we call it, tram their loads to where their destinations are. Later on, Chris will show you a particular route that has been taken, but I've seen pallets being negotiated from the entries of building sites where a large lorry has negotiated with the building site manager before the cement mixers come in, so he is not chased around, but he will walk anything up to 350m with the pallet and we in the industry really worry about the health and safety of this. And compliance is a real issue.

There are cameras but the enforcement of sensible public parking is as important as the enforcement of goods and material parking and self policing is really quite helpful. Thank you Jolyon.

John Crosk: From a delivery point of view, the brewing industry is a unique sector that has critical needs when delivering to public houses and we're needing good access to the kerb. The Health and Safety Executive dictate that on the grounds of health and safety the deliveries must be made adjacent to the delivery point, which makes good access critical if we are to have safe deliveries in the capital. This need however, often puts our members in conflict with roadside restrictions, such as parking regulations, kerbside changes that affect safe unloading and reloading of the vehicle. There is some recognition from Central London boroughs and TfL that allow us to conform to the HSE guidelines without penalty by allowing us to, without the fear of enforcement, to access the kerb. But not all boroughs follow suit. All pub deliveries and delivery locations must be risk assessed prior to their very first delivery. This assessment will determine the safest time of day a delivery can be made considering all parties and stakeholders that use the kerbside. So things like proximity of pedestrians and cyclists, entrances to tube and train stations where footfall is high, will determine the safest slot to make a delivery and not what the customer wants or their requirements.

However, the kerbside is changing with the

emphasis placed on active travel, walking and cycling and to accommodate this footpaths are being widened or pedestrianised, cycle lanes installed with loading bays removed completely in some cases and with all manner of restrictions for access being implemented. It's the case that the kerbside deliveries where cycle lanes are installed can take up to 50 per cent longer to deliver, operators are forced to unload directly into the cycle lane and operators in our sector have seen their productivity reduced by 20 per cent since Covid streets based schemes were introduced. This means more vehicles are required to make up for this loss of productivity and I believe that kerbside freight operators have been lost in other planning. It appears to be no thought given as to how deliveries coexist with the stakeholders that need to use the same space, which of course for us is our workplace. The real impact of these changes to access to the kerb side has been felt by our members.

We've recently faced the issue of refusing deliveries to some pubs on health and safety grounds due to the streets based changes where delivery was assessed to be too dangerous to allow container beer to be delivered to a pub. One customer, for instance, in Cannon Street couldn't receive a delivery for five weeks due to the concerns around health and safety until the loading bay that had been removed was reinstated. However, another customer, in Bishopsgate, to this day still doesn't receive container beer or cask beer deliveries because of the distance that that beer has to travel. It's deemed too dangerous.

The fact that other operators who are being invited to break the law or the guidelines, whether it would be a more serious criminal health and safety breach under one or more of the management of health and safety legislation acts in that they're having to chance people safety our industry and our members are not prepared to endanger harming any individual or face prosecution prosecution.

What we do know is that Londoners require freight operators to deliver 400,000 tons of goods daily to resupply the capital. Of that 400,000 tons, 99 per cent of that volume is delivered via the kerbside. Currently, distributors work on the basis that there is a route and a destination for their vehicles but have no control over congestion or access to the kerbside at any given time. It's fair to argue that London currently promotes a free for all policy at the kerb, drivers are often asked to drive in circles to wait for a free spot, for instance and re delivery is common due to access issues at the kerbside. Loads are often just taken for a ride and return to the depot for re planning.

There is a new phrase in our industry and that's rework. This is where the operator plans the work that's failed today for tomorrow and then that creates more vehicle movements and congestion.

Extended dwell times at the kerbside are forcing operators to increase their fleet sizes significantly to make up for this 20 per cent loss of productivity. This is something no operator wants, especially in the current financial climate and the result in terms of costs for providing a service to London £100 a ton to deliver to a London account as opposed to £50 for other major cities in the UK; although they're catching up quite fast, they're not learning the lessons from London. And now we're seeing in our industry operators when invited to tender for brewery distribution contracts that some are declining saying it's too expensive to run London operations and conform to the health and safety requirements of the brewery industry.

Chris Sturman: My contribution is very much on the chilled and frozen supply chain. An ideal image for the demonstration of this is an urban logistics vehicle for Tesco delivering to a Tesco Express. From the image you see he managed to find a bay; he's the lucky one. But you can see just exactly how much space his vehicle is wanting to take up, not just in terms of the road space for the vehicle itself, but also the access space at the back end for the pallet truck to take product out of the vehicle and then along the pavement that itself is a particular health and safety issue, into the store and of course reverse logistics, the removal of waste of roll cages of out of date food or anything that is needed to go back to the nearest depot.

And this one I think actually comes from the Hertford area and that's an ideal situation as compared with a well known food service supplier (further from London) who provides frozen chilled and ambient products to pubs, clubs, restaurants, schools, colleges, military barracks, public sector eateries wherever you really want to consume food.

If there isn't a space outside the delivery point, this is what they have to do (see image). The fact is Brakes are now using two vehicles with two drivers to do the same work that one vehicle, one slightly bigger vehicle would do five years ago, again adding to congestion, adding adding to the problem in the city.

Here's an image that just demonstrates the ingenuity of a driver to avoid entering the area itself and either not being able to get a parking space at all or finding them working in an illegal situation, they will pull roll cages, 165 m to the customer to enable the delivery to be made. Again, with issues concerning congestion on pavements, of potential danger to pedestrians, I suppose and danger to the drivers themselves. And finally an image demonstrating exactly the range of products that are being delivered into the outlet.

Anyway, my big issue on the whole of this of course, is a food safety and food quality perspective, every one of these indications certainly not so much the Tesco, but certainly the others in certain areas are

breaking the cold chain are, are creating a danger that the product itself will deteriorate in the time it takes to get out of the back of the vehicle and to the final delivery point and that again must affect the consumer.

JD: Freight is a complex area. It may not look nice in the street, but it is needed. I'm struck by how many nice illustrations of urban schemes I see that don't have any freight vehicles at all. Any scheme that's going to reduce the available kerb will displace freight activity, it's going to increase costs and can reduce safety. The freight industry knows that it needs to reduce the number of delivery vehicles coming into London and no freight company wants to send more vehicles than it needs to make the deliveries. Its customers want solutions which often forget to mention things like delivery consolidation and this is already done where it can reduce costs.

You see a picture where beer has been delivered with foodstuffs and kegs. In Central London, a lot of consolidation already happens but it can also increase costs because if you have to move goods from one vehicle to another at a consolidation centre, then it may cost you more than making two separate deliveries, especially if both the vehicles are going to actually make many drops in the same area.

And another one that frequently gets a mention is walking freight or cargo bikes. And they're good solutions but they don't work for everything, maybe for letters and parcels, but I wouldn't like my keg of beer to arrive on a cargo bike – could be a bit heavy. Another picture from Logistics UK makes the point that a small lorry, smaller than the one shown for Tesco which can carry 10 tons is the same as 100 cargo bikes. 100 cargo bikes will take up a lot more room on the kerbside if they're delivering all that stuff to Tesco.

Now I know that's excessive, but you have to pick the right technical solution for the right product. Cargo bikes are not the answer for every delivery. They do work for parcel freight so they are likely to be cost effective, particularly in urban areas but also they need some infrastructure, they need space for micro distribution to make that modal shift from a van to a bike. If you can get it, it works. Amazon have recently announced that they've got their third one in London and there are others coming DPD run one. And if you've got a very high drop density like we have in the West end then actually you don't need a bike. You can deliver practically a whole van load by walking but you need to have somewhere to put the van, you need loading space where you can stay for long enough to do all the deliveries on that van and it can work. But it doesn't work if you may have to move it after 20 minutes because you haven't been seen doing the loading.

DK: So we need to try and find the right solution at the kerbside for all the different types of freight. We have to remember also that the customer, the

Cargo Bikes for Parcel Freight



- Cargo bikes/walking freight likely to be cost effective in urban areas but don't work for all deliveries
- Need infrastructure
 - Space for micro-distribution (ie modal shift van to bike)
 - Loading space with sufficient duration to support walking freight, especially in areas with a high drop density – such as the West End.

Customers (Occupiers) play a role



- Demand for deliveries (& kerbspace) driven by customer behaviour
 - Lack of storage space requires daily delivery
 - Lack of understanding of supply chain – don't know how stuff arrives
 - Lack of coordination internally
 - “Free delivery” offers – focus on price

Achieving Balance



- What is demand?
 - Depends on land uses in area (which can change)
 - How much is needed and at what time?
 - Carry out a Delivery & Servicing Audit (TfL Kerbside Guidance 2017)
- What is current supply and where?
 - Lines and signs – parking, loading and Single/Double Yellow
 - Which businesses generate largest demand?
 - Where is loading located compared to these? – eg max 50m (like Paris)
- When is it needed?
 - Eg - dual use space 08:00-11:00 loading + 12:00-21:00 dining?
- How can we improve the Public Realm for all users?

occupier plays a role as well. It's not just the job of the logistics industry to reduce the number of deliveries the customer can do it too. But that requires a change in behavior. Many businesses have minimized storage and moved to just in time delivery which sounds great for the car industry but in an office building it might mean you have to have a stationary delivered every single day. More deliveries. And the same applies in many other businesses. Many businesses don't think about how their goods arrive or even how many deliveries they have.

TfL have done work on this with a number of studies. If they compare the number of deliveries

that are actually made to a business using video and camera footage and the number the business things are made. The number of actual deliveries is usually double what the business thinks arrives, then there's of course a lack of internal coordination between inside of business or between neighboring businesses. That means you can end up delivering to the same building two or three times in the same day. One company can deliver to the same building two or three times in a day. And of course people think delivery is free, but it's not. People don't need to think about how to consolidate deliveries so they don't try and minimize the number. So we need to >>>

achieve a balance.

In the end, deliveries are going to have to be made. Public realm changes remove kerbside space, make it more difficult and expensive to make deliveries. So what can we do about it? We recognize that there's a need for a balance between the kerbside uses but the freight industry often feels that it's not heard in the discussion about what is the right balance. We think that when doing public realm schemes, it's important that to consider the balance of demand for kerbside space for all the uses with its supply.

How do you measure demand for freight? Well, you have to first of all think it could change because as building uses change the amount of freight changes. Class E, any shop can become a restaurant and restaurant typically generates many times the number of freight deliveries than a shop. We need to assess the number of potential deliveries. How can you measure that?

TfL issued some kerbside guidance back in 2017 that showed how to carry out a delivery and servicing audit. That's a way of establishing how much kerbside you need and at what time of day. You also need to consider what is the current supply before you make a change, how much space is there now, what do the lines and signs say? Where can the vehicle stop and how does that vary by time of day? It can be very complicated. It's also worth considering where the space for loading is compared to the buildings that have the greatest demand. In Paris for example, is an expectation that no business requiring delivery should be more than 50 m from a loading Bay. I suspect in some parts of central London you would find it's often more than 50m from an opportunity for loading. And we also need to achieve balance throughout the day.

If you say we can, we want the pedestrians in the street or to make lots of space available for dining at the street side. So make all the deliveries arrive between eight and 11 in the morning, what's going to happen? That means that you're going to push them all into the morning peak, which is going to mean there's more congestion and is the worst time for safety and the delivery company is going to need to have more vehicles because they have to deliver everything in a limited time period. It's a complicated area.

We need to think about how we improve the public realm for all users and the focus for the Central London Freight Quality Partnership is to try and make sure that the need for delivery is fully considered upfront in any place making scheme rather than being an afterthought that comes at the end.

Roy McGowan: A few images set a context for the overall balance in our cities for providing public realm and place making. But what are the policies that are driving us forward? You can set those out very clearly from the London Plan and TfL initiatives



Decelerating transport's contribution to emissions

— with five initiatives.

It's now more important than ever that we assess and put measures into place that are going to be truly effective to meet the many environmental targets that have been set.

- Walking and cycling →
- Micromobility →
- Urban logistics and consolidation →
- Enhancing public transport →
- Road user charging →

Walking and cycling, and the 'healthy streets' agenda

- Shift in modal priorities
- Transfer of streetspace from cars to active travel modes
- Sites becoming more permeable
- Increased connectivity

and we've also got the Department for Transport's decarbonisation policy and I think that increasingly has to be one of the guides that we use to help us plan and improve the quality of our city areas.

At Momentum we see the importance of getting this holistic and balanced approach to come through and in this particular area, we've looked at how it is

that you would work towards achieving the mayor's transport strategy objectives through to 204, as well as working towards achieving the Department for Transport's decarbonisation of transport.

We've broken it down into the five areas that I highlight on to the slide. The walking and cycling, healthy streets agenda is really becoming quite dom-

Micromobility

- Potential to provide a vital role in unlocking sites outside of city centres
- Momentum research shows 98% of inner London and 78% of outer London are brought within reach of a rail or tube station with a 10-minute e-scooter journey.

Urban logistics and consolidation

- Increase of delivery vehicle mileage
- Half of delivery vehicles could be cut through good consolidation strategies
- Cargo bikes and micro consolidation, replacing vans and trucks
- A holistic consolidation strategy, serving the entirety of a city, would represent a massive step forward in taking vehicles off streets.

Enhancing public transport

- Influencing people's travel habits with connectivity to public transport
- London aims to have 80% of trips on foot, cycle or by public transport by 2041

inant in the planning of central London streets and responding to public realm strategies within that is an emphasis on kerbside activity and the need to incorporate deliverers, but equally where we're working towards a massive increase in active travel, we've also got to ensure that that is part of the agenda that we're balancing across all of these needs.

The reference to micro mobility by work that we've done, and that we've supported Centre for London with, is about housing challenges. This is now looking more out of London. Areas around London where there are sites that are suitable for housing development, but they don't achieve the public transport accessibility levels that you should, you

would want to see denser development. Micro mobility, from the research we've undertaken, provides the opportunity to get within 10 minute access of 78 per cent of stations in the outer area.

It's essential that we work through the strategies that can incorporate freight strategies, kerbside activities. But within that also make sure that we're using all of the techniques and options that are available to us to bring cargo bikes for micro consolidation.

Enhancing public transport is a key part of how the mayor is going to look to achieve this. 80 per cent of trips on foot, cycle or public transport by 2041 is a huge, huge challenge particularly with the difficulties we've got post-Covid where the resurgence of the car has come for higher levels than it was pre-pandemic. Obviously there's a lot of work to respond to that.

Finally the fifth element of this is something along the lines of road user charging. In the City of London a quarter of the traffic going through is freight traffic, but half of that traffic doesn't have a destination in the city. So we've got non-essential traffic using up road space across the city. The next thing we need to do is to make sure we're making best use of the space we've got with vehicles that are essential.

JD: So it's always both and isn't it? We clearly understand the objectives to reduce the number of goods vehicles for clean air safety to allow active travel, but we still have to make room across the schemes for deliveries in the bulk that today are required in order to provide a pricing structure that the public can afford.

We've got time for some questions. Brian I think has monitored whether there are any questions coming through the chat and if Brian could ask the questions on behalf of people who put their questions up, I will try and allocate them to the members of our team to answer them.

Thank you Jolyon. I would just like to congratulate you on a beautifully prepared and very nicely paced presentation. I think a lot of information, which is not familiar to most of us, but in a way that we could understand and maybe even absorb it and relate it to our narrow perspective and function in the broader planning context.

Question from **Andrew Catto**. So who needs to act? Local or government or national or who?

I think that's one for David to be followed up by Roy. We're talking about achieving the balance in public realm schemes, so I think that's got to be local government in the end, local government decides how their kerb-side gets used. And I don't think at the moment traffic planners have time to think about the kerbside. There aren't enough of them. They don't have the information and they don't really understand how kerb-side use relates to service plans for a building. So the transport planner says it's fine, there's a loading bay outside, but hasn't actually >>>

>>> checked to see if that loading bay is ever available because it's fully occupied with existing deliveries. So I think local government needs to act, but it's up to the freight industry and BIDs businesses to think about it. It's not as simple as take out this and put something else in. We need to get the balance right. So what are the demands?

Think about all of them. Well, I'm suggesting it perhaps needs to go into local plans in a way, obviously it's not at the moment, I'm thinking locally in Wandsworth where there is no mention whatsoever of deliveries yet on our local high street, the residents around are up in arms about the scooters waiting for delivery and the like that one thing they want, they want these people moved away because they are seen as a nuisance because they're occupying space.

Equally, there's a scheme for 600 flats going up on a site where all of the surrounding roads are red routes or have double yellow lines and there's no parking delivery whatsoever for however many Ocado vans or whatever it is the occupants of the 600 flats are going to need. It wasn't put in by the developers because it would cost them money, it wasn't asked for by the planners because it's not in the local plan, so does it need to be in the local plan? I think it's really what I'm saying, – I think the answer is yes, it does need to be in the local plan, every borough needs to have a freight in servicing action plan as well. You shouldn't put up a building if you can't deliver to it.

BW: I think it's interesting that we had a few months ago a debate and a tour of 22 Bishopsgate. The debate with the architect, the developer and the owner was on the 86th floor, so that gives you a sense of scale. The operator has set up some sort of warehouse facility for consolidation of all deliveries to not just the commercial occupiers of the building, but also all the people working in it. And when I say all the people, the bicycle entrance and basement has space for 7000 bicycles. So we're talking about quite a few people and it's an obligation that all of their Amazon deliveries as well as all the commercial and catering deliveries are all rooted to this consolidation centre out on the north circular or wherever it is. They have their own vehicles delivering to the building in a consolidated fashion, cutting thousands of deliveries into tens of deliveries a day. So it could easily be a planning condition if the policy supported it for larger developments.

RMcG: It's where for 22 Bishopsgate that the requirement came from, the policies that the City of London set out for how they wanted to be able to respond to what was coming through as a pipeline of tall building developments in the Eastern City cluster area.

And an acknowledgement that the populations of those buildings was going to bring so many additional pedestrians and people that the footpaths

would struggle to cope with it if they weren't increased in size. And then the thinking went further with the City in combination with TfL, there was an opportunity in the City and I realized it's not readily available outside of the City of London because of residential areas in the City. The requirement came through them for that servicing to mainly take place during the non-peak pedestrian hours.

So the initial requirement is for the servicing to be accommodated after seven o'clock in the evening and before seven in the morning. And that's what that Consolidation Strategy is based on for 22 Bishopsgate.

BW: The City as you say, is a special case, but it can be an example to other authorities. It's always struck me as rather idiotic that in boroughs with residential areas, which is most of them, for example, Kensington and Chelsea, the planning permissions come with a condition very often that says that the contractors' vehicles must block the rush hour traffic. They are not allowed to come earlier than eight AM or later than six PM, which means scaffold trucks and brick deliveries and everything are precisely coordinated with the rush hour to protect the environment for the residents, which is a reason you can understand coming from the elected representatives of the residents, but something's got to give somewhere, hasn't it?

Can I ask one of you about the argument from the Ocados and the supermarket delivery people that every van was a replacement for dozens of separate vehicular trips by the customer to the supermarket and that by consolidating the deliveries with a van from Tesco or Ocado greatly reduced the number of vehicle movements in that neighborhood. Is that valid or is that illusory?

RMcG: We've certainly been asked the question about how they balance out new residential developments on the sites that we've started. There's no evidence that we found that the Ocado vehicles or other food delivery vehicles end up overwhelming a site. I think the space has to be designed in for it. And certainly that's been the case for the larger residential development areas that we've been involved in, similar to designing into it the ability of the waste collection vehicle, having access and being able to leave in forward gear and to comply with what is fairly basic policy practice now for those areas, but does it actually cut the number of vehicle movements?

The fact that these delivery services are an alternative for dozens of households, each driving to the Tesco. I've not seen that worked through. And I don't know that you could rightly say that, I think getting access to that data is quite hard because I don't know that you could say that every person having those goods delivered to their home was previously driving to get those goods or were they, were they doing two or three trips on foot using the trolley

before they then decided to use the home delivery service?

I think you've got to differentiate between click and collect and internet shopping. I mean, for example, Tesco have got what they call a dark warehouse out near Enfield where they route all of their internet-placed orders. So in other words it's actually avoiding the person going to a store in the first place and therefore taking away from that particular store wherever that person happens to be, to be giving an intervention as it were between the customer and the supplier.

On the other hand there's click and collect, which should reduce the amount of traffic bringing people to go shopping in that particular store.

DK: As a resident in the West End I see a lot of Ocado and other delivery vehicles, but I also know that only 20 per cent of households have cars and I think there's a connection. You use delivery services because it's more convenient than going in the car. So I only used to use my car for going to collect stuff from Tesco and to go to church and that was about it. The church comes to you now, is that what happened?

Nigel Moor: During Covid regulations were relaxed allowing street closures, cycle paths to be installed at pace. How problematic has it been for the freight industry?

JD: It has been absolutely dreadful actually. And during Covid one could understand it entirely, but since Covid, okay, some of us can say Covid is still going on, but since the main restrictions for Covid were lifted, there has been no attempt, not only (as pictured) in New York and Chicago as well to remove alfresco dining from the carriageway. And it is a matter of design, politics and public realm that something ought to be done about this.

BW: Well, I can tell you something is being done because my occasional Kensington office is a café in Abingdon Road and they have had a very successful experience with the alfresco platform in two parking bays, but they've had it removed, as has the restaurant opposite, by the council for the winter. Apparently it'll come back next summer, but it's obviously very weather dependent in the minds of the local authority there. So it's a bit sort of come and go, isn't it?

JD: But that creates a double whammy, doesn't it? Because what happens is you have all the delivery vehicles that aren't coming in there during the winter, coming back to feed that particular outfit to provide food for whoever it is who are actually using it.

BW: Yes, it doubles the problem. We could say something about the politics but we won't go there. We've now said dozens of householders won't be driving when they will have the shopping delivered. But that leads to the thought that maybe planning authorities, especially at the suburban scale, should

make positive provisions for those deliveries is a quid pro quo for restricting the extent to which car ownership and garages on or off the street is allowed. I'm thinking of the just permitted Ham Place development in Richmond, which is where I'm sitting more or less, which is controversial and insisting on 400 plus units all having basement car parking and all going on to one main road with no alternative and no spare capacity.

So it seems to me, if you could reduce parking need and capacity in development by making generous provision and encouraging deliveries in suburban and domestic contexts, you might be getting somewhere. That may be a bit optimistic, but I do wonder Jolyon if you have a business improvement district – and Roy's referred to the eastern cluster as an example, but could you have logistic improvement districts in large swathes of the, of the outer boroughs for suburban areas where there was some sort of coordination on all this?

JD: We've had the London borough of Barnet attend, haven't we? CLFQP meetings who are doing quite a lot of this? Well, they're certainly looking at it the we haven't seen the output from from or any report yet, but they're certainly looking at it.

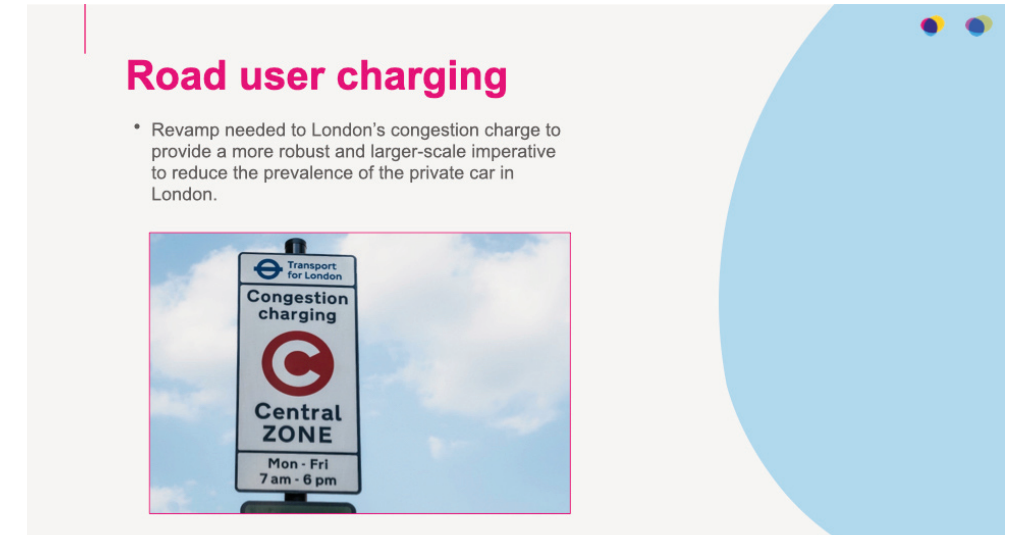
JC: Can I just come back to Nigel Moor's point? The cycle lanes that have been introduced, certainly from our point of view, have been problematic in terms of where they're placed because every single London cycle lane that I know of has been put kerbside. So if you put a cycle lane kerbside, you take out a whole swathe of access to that kerbside. From our point of view, if you're a side loading or unloading from the side of your vehicle, you are unloading directly into the cycle lane, you've got absolutely no option but to deliver into that cycle lane.

We have a code of practice with Transport for London for operating and closing cycle lanes during our deliveries. Yeah, that's for a two metre cycle lane. For a four metre cycle lane we only part close the cycle lane. Now, our code of practice says that we don't attempt to deliver during peak and we wouldn't do because the risk assessment would make the point that it would be dangerous to do so.

I find it lazy for the planning of the cycle lane to be put kerbside. And I know in Leicester for instance, have just introduced their cycle lanes and they put them in the centre of the road. So it doesn't take out whole swathes of the kerbside. I made the point in my presentation that where there's a cycle lane that can increase the delivery time for us for up to 50 per cent, which is having a big effect on the productivity and increased vehicle usage.

BW: I think we understand that and I and I think that separating each use when land is so scarce ends up being counterproductive. Look at Park Lane at the moment.

Just a couple more questions. Stephen Heath says, isn't it all rather optimistic to expect that local



Discussion

• How do we work together to make sure freight is fully considered in public realm schemes?

planning authorities have the resources to deal with this complexity. And you know what? There are 33 London boroughs and they all do their own thing. That's complex, unnecessary complexity. Is that what you're saying? Exactly. So it's like herding cats. Perhaps the London plan could answer this question.

BW: Stephen you draft the policy, go on. Denean Rowe says, rather enigmatically, is it time to relook at industrial land? I think that Enfield is looking at developing housing that would tackle the issue of car spaces and deliveries by which I take it you mean that there's much more generous space in which to sort all this out, is that what you mean?

DR: Yes, I think it's easy to speak about a beer barrel, like in food because there is so much land there that the borough still owns. But essentially they're looking at designing homes using industrial land to design homes that mean that you cut down on smaller deliveries and the need for car parking.

So do other boroughs need to look at that, cut out the car parking by having a tube station in the middle of the industrial land, is that right? So, the idea is the space that you would use for industrial land is designed in such a way that you can have housing that's still attractive. But then you cut down so many journeys for deliveries because so many of them pass through Enfield. So the idea is to build the housing near where the stock is being held, so that way it cuts down on the deliveries. So that the deliveries are much shorter. Warehousing first and houses second.

JD: Why don't the integrators – that's the parcels people and the deliverers of supermarkets, integrate their deliveries to halve the number of vehicles when

they get into particular zones? That one is not as easy as it sounds and it's commercially impossible. We asked some questions of the integrators, that's the DHLs and UPSs of this world, why can't you do that when you can just exchange the macro data without giving any personal data away of what the parcels are and where it's going. And in theory it can be done, but the commercial sensitivities are such that people are really worried about losing market share and one has to take that into account.

So we looked at a scheme for somewhere that's too hot that I won't mention about having a concierge service as the Parisians quite often do and you deliver into a basement, which sacrifices part of the car park, which the developers don't like. And you put the equivalent of really quite a large urban warehouse into it and either the householders themselves or a concierge service then delivers in a consolidated way, everything from the cleaning materials to the shopping to the post when they see that the occupiers are in. It's an expensive thing to do. It has a huge security risk but it is still quite interesting.

BW: I think that's a brilliant note to finish on and to thank you guys for bringing in a dimension of urban planning and public domain etcetera, which we ought to think more about than we have been. I think it will be helpful that planning in London magazine will publish in full with your illustrations, the whole discussion and presentation. With a bit of luck that will provoke a bit more interest in response. And it will be quite nice to see some policy reaction to it from the London Plan end of things – they do access the material we publish. ■