

Personal Deliveries in Bankside

- Half of all air pollution comes from road traffic. 35% of all road-based Nitrogen Oxide (NOx) emissions in Greater London are from freight (see figure 1). This chemical in the air is responsible for thousands of premature deaths.
- Thousands of daily vehicle trips are associated with personal deliveries in the Congestion Charging Zone. For Bankside businesses, personal parcels make up 30–60% of all deliveries.
- Reducing the number of personal deliveries is key to better air quality in Bankside.

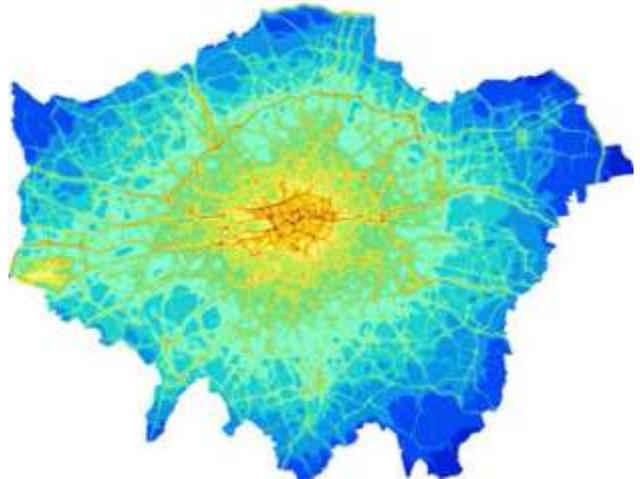


Figure 1, NOx emissions in Greater London

What can your business do?

Better Bankside surveyed 300 local employees in September 2018, 66% of whom received deliveries at work and **74% of them would consider using an alternative collection points (closer to home) for receiving personal deliveries**. This simple and easy step can materially improve air quality.

With online spending increasing year-on-year, businesses can nudge employees into making better delivery decisions

- **Stage 1 – monitor and decide.** Assess the personal deliveries coming into your business. Make an informed decision on whether a reduction is necessary to help keep Bankside safer and healthier.
- **Stage 2 – prepare for a reduction.** Check with your Human Resources department to see if there are no contract or policy implications. There are convenient alternatives for employees, such as using ‘parcel collect points’ (local newsagents) or ‘click & collect’ for online purchases in-store.
Find them here: <https://bankside.clickcollect.london/>
- **Stage 3 – communicate the plan.** Employees should receive communications with advice and guidance prior to the implementation of new policy. *See personal deliveries toolkits at <https://tfl.gov.uk/efficientdeliveries>.*
- **Stage 4 – launch, improve and promote.** If you can, monitor the changes in delivery patterns and tackle any problems, particularly in the first few weeks. *See personal deliveries toolkits at <https://tfl.gov.uk/efficientdeliveries>.*



Better Bankside can help with all stages of implementation.

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Better Bankside

Why target personal deliveries, how does this improve air quality?

Research shows that 27,755 daily trips are associated with delivering personal items to places of work in central London's Congestion Charging Zone. This doesn't include 'normal' freight entering central London to deliver essential goods and services to businesses.

On average, in office buildings, personal deliveries make up between 30-40% of all deliveries. In some Bankside businesses, this is as high as 60%. As a society we are spending more online, from 74% in 2016 to 80% in 2017. By 2023, 2.3bn parcels will be sent every year in London.

The Ultra Low Emissions Zone (ULEZ), being introduced in 2019, will mandate cleaner vehicles and is expected to reduce NOx in central London air pollution by 20%. However, it is still desirable to decrease the absolute numbers polluting vehicles entering central London in order to tackle the remaining 80%.

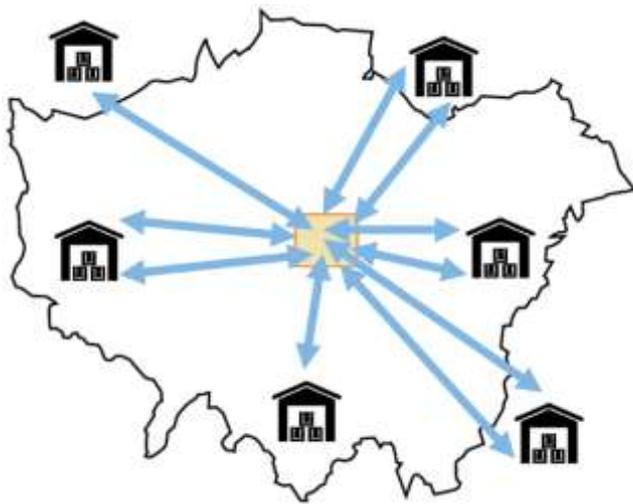


Figure 2 Current delivery patterns contributing to poor air quality

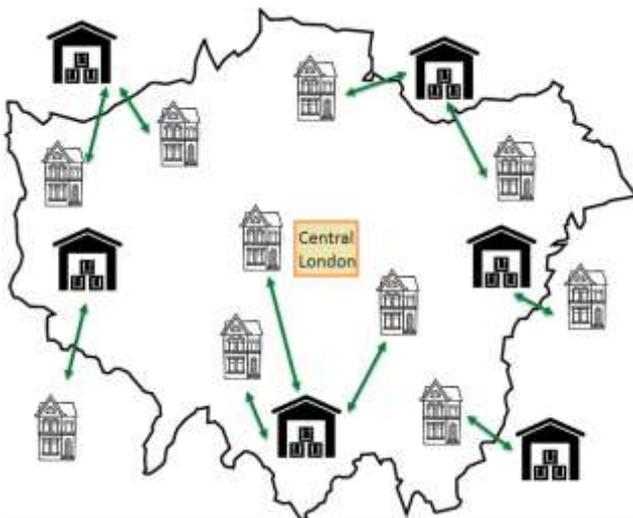


Figure 3 Personal deliveries locations nearer home would reduce the air quality pressure on central London

Figure 2 diagrammatically shows the journeys linked to employees in central London having items sent to workplaces.

- This ensures that delivery companies have to maintain a high number of delivery vans in central London fulfilling orders.
- Vans must travel from warehouse depots and distribution centres in the outskirts of London. The average delivery van is only loaded up to 38% of its capacity as this is how much can be delivered in a typical shift.

Figure 3 shows how delivery vehicle patterns associated with personal deliveries could change for the better if parcel pick-up locations closer to home (e.g. the high street newsagent) are used.

- Vans would not have to travel into the centre of London and fewer emissions would be emitted in travelling to delivery locations. This would also enable the more parcels to be carried at the same time and fewer vans used.

Examples. Businesses making a change

TfL Head Office - TfL asked employees to refrain from having personal deliveries sent to the office, they found that deliveries had dropped by 80% - from over 500 in January 2017, to fewer than 100 in December 2017.

Financial Times Head Office - Promotion of alternative pick up points such as Click & Collect / Collect Plus is reducing the number of packages arriving at the Financial Times.