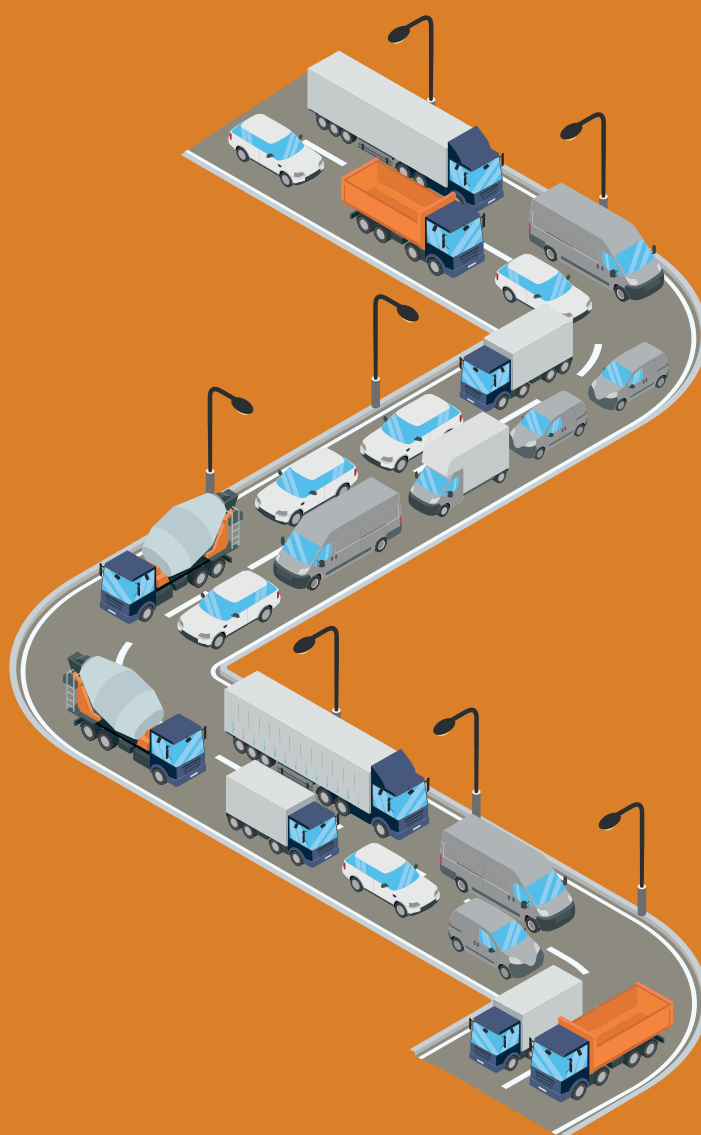


# Retiming deliveries





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# Introduction

London is changing. The population is growing and with it greater demand on our road network, particularly on the demand and availability of deliveries and servicing vehicles.

As roads get busier we know shops, pubs, offices, hotels and restaurants can embrace new opportunities within their operations and move some deliveries and servicing to less busy times.

However, this retiming may pose challenges to businesses, operators and London's boroughs. Although many deliveries already occur outside peak congestion times without causing problems, the increase in activity will mean even greater attention is required to meet the needs of businesses while minimising disruption to local residents.

In addition to bringing better efficiency, there are wider benefits of changing delivery times. These include:

- Significant delivery cost reduction
- Improved air quality
- Reduced congestion
- Increased road safety
- Sustainability of urban centres



## Background

Following successful trials during the London 2012 Olympic and Paralympic Games, we launched the retiming deliveries programme. We worked with major national retailers and small local businesses across multiple sectors to investigate and implement efficient practices within their deliveries and servicing. This demonstrates how barriers are surmountable and opportunities for change both achievable and beneficial.

More than 500 sites across London retimed their deliveries, helping to reduce congestion pressures in the city by removing 166,000 deliveries annually from the roads during peak times.

A key element of the programme was the Retiming Deliveries Consortium, which was established in collaboration with the Freight Transport Association, Road Haulage Association, Noise Abatement Society, major national retailers and several local authorities. The consortium was established to advocate, promote and educate business and government around the benefits of retiming within London. It is now looking to expand the conversation, working across the UK assisting other cities and locations to realise the benefits of efficient deliveries.

After successfully retiming more than 100 of its London stores with our assistance and the Retiming Deliveries Consortium, Co-op is now looking to expand its scope to one quarter of its stores nationally.

**As a business, we are committed to looking at reducing our impact and we continue in our strategy to identify innovative solutions to reduce noise and emissions, and increase safety and standards.**

Co-op

### **About this information**

This good practice guide aims to help local authorities, businesses and fleet operators make the most of the opportunities that retiming deliveries can offer. It also outlines the benefits and key issues to consider when planning deliveries.

Drawing on the Retiming Deliveries Consortium's experience, the recommendations offered are largely based on lessons learnt in the retail sector. Although each organisation is different, most of the principles are relevant to other sectors and can be adapted to suit your specific circumstances.

It won't always be feasible to make deliveries earlier or later and, where retiming is an option, there are sometimes challenges in doing so. For example, vehicle noise can be more disruptive when there is less traffic on the roads. However, many of these issues are easy to work through and these good practice recommendations outline how common concerns can be tackled by working together.







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# What is retiming?

Retiming deliveries is about changing the times you make or receive deliveries, collections and servicing. It's about choosing a less busy time – one that works for you, your business, your suppliers and your customers.

In most cases, that less busy time is outside the peak periods. Avoiding the busiest times of the day (typically between 07:00 and 10:00) for deliveries can bring significant safety, environmental, social and financial benefits for local communities and businesses.

## **Business and fleet operators**

### **Making and receiving deliveries**

Businesses and fleet operators have a vested interest in ensuring that deliveries arrive at the right time. It's important to work with suppliers and local authorities to identify more efficient ways of working.

## **Local authorities**

### **Improving the local economy and air quality for residents**

Local authorities play a vital role in encouraging deliveries at different times. As well as supporting the local economy by helping businesses to operate more efficiently, borough officers are ideally placed to make sure that any changes are introduced without adversely affecting residents.

Successful retiming is all about collaborating to achieve efficient and safe deliveries within your borough. Remaining solution-focused and working with businesses to achieve retiming is important when dealing with planning or noise issues/restrictions. Working together and ensuring your local authority incorporates retiming and efficient freight in transport, planning and other local strategies will support best practice for business and residents.

**Principally, the council is seeking to improve the health of residents through improvement in local air quality. A scheme that reduces the volume of heavy vehicles on the borough's highways has the benefit of reducing emissions of harmful pollutants. Fewer vehicles will also help to reduce congestion on local roads, particularly at peak hours, which helps to improve safety for vulnerable road users.**

London Borough of Brent

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# What are the benefits?

## For business

1. Improved customer service and more productive, happier staff

Timings are more accurate because traffic has less impact and store staff are more customer-focused during trading hours.

Inditex (includes brands such as Zara)

2. Greater stock availability for the start of trading, increased sales and reduced waste

Waitrose is recognised by its customers as having fresh produce on its shelves at the start of the day, every day. By retiming our deliveries, this has become possible, but it has also led to increased availability of product, which in turn has helped to achieve increased sales.

Waitrose

3. Better brand image, reputation and loyalty – and by managing the local impact, customers' perceptions are that road and pedestrian safety has been improved, air quality is better and congestion has reduced

## For fleet and logistics operators

1. Time saving and delivery reliability

Delivering at quieter times is efficient, quicker, alleviates congestion and allows store staff to concentrate on customers during the day.

Geodis

2. Cost savings including fuel, Penalty Charge Notices (PCNs) and Congestion Charge

During our retiming programme, one operator achieved savings of 60 per cent by retiming deliveries to premises in central London. This was achieved through time and fuel efficiencies, reduced PCNs, fewer miles and fewer drivers.



## For the local authority

### 1. Resident safety and wellbeing

Delivering when there are fewer vulnerable road users means there is less risk of road traffic incidents.

### 2. Environmental

Heavy goods vehicles (HGVs) and vans make up around 35 per cent of all road-based nitrogen oxides (NO<sub>x</sub>) emissions in Greater London. Traffic congestion increases vehicle emissions and degrades ambient air quality.

### 3. Noise

It is possible to carry out deliveries at quieter times using a responsible approach that mitigates the key causes of noise disturbance and does not increase complaints from residents.

**The potential for noise nuisance from off-peak deliveries was a concern for the council. However, the technologies employed in our pilot scheme ensured that no noise complaints were received and residents living close to delivery areas were not negatively affected.**

London Borough of Brent



# Enabling retiming checklist

Action	Description
Define what retiming means for you	Define what retiming means for you and what the benefits are for your business. Retiming doesn't mean moving your whole fleet to different times as sometimes this isn't practical for customers or business requirements. Investigating the idea, quantifying its benefits and implementing the change (even just as an initial a trial), is a move in the right direction.
Ensure organisation and area support	Support from senior management is essential and can be gained by producing a well written, evidence-based business case. There may be several areas – or perhaps a company vision such as corporate responsibility, efficiency gains or reduction in environmental footprint – that your management will be striving to improve within the business. If retiming helps to tackle some of these areas then your business case has a much greater chance of being successful.
Work with your local authority	<p>Collaborating with your local authority is essential for your business as borough officers can support your proposed changes if you take a responsible approach. Steps to follow as good practice to secure buy-in from your local authority would be:</p> <ol style="list-style-type: none"> <li>1. Consider your neighbour           <p>Ensure your operation will enhance services for the local community and residents, while minimising any impact, for example, by using noise mitigation measures and taking a responsible approach. Advising the local authority of your plans will help to manage expectations and prepare for possible changes.</p> </li> <li>2. Planning conditions           <p>Some locations have restricted delivery times through regulatory conditions. It is important to check for any relevant planning conditions that may affect your retiming plans. Only a small number of businesses will have a planning condition that may restrict delivering at certain times – speak with your local authority planning team and seek legal advice as you may be able to change these.</p> </li> <li>3. Noise management plan           <p>Ensure you mitigate and manage negative noise impacts through training, equipment and clear operating procedures. Understand what is required to deliver at each location, at the time you would like. Not every location is suitable for deliveries at any time of the day or night. Embed a noise management strategy into your health, safety and environmental procedures. Guidance is available on producing noise management plans.</p> </li> </ol>

Action	Description
Complete a site evaluation	<p>Conduct a site assessment that considers all aspects of the delivery location, equipment and vehicles. Ensure there is adequate loading space and access for vehicles. You may need to carry out a detailed noise assessment to understand the noise profile. It is good practice to carry out noise monitoring and assessments prior to any changes as it will show the impact changes have had – and highlight any areas where noise mitigation measures may be needed. Driver behaviour should also be taken into account as it can contribute to the overall noise levels. Many businesses also create noise management plans to show how they will mitigate noise. These have proved valuable, particularly in discussions with local authorities.</p>
Staff and equipment preparation	<p>When planning your logistics, you must always meet the requirements of your customer; ensuring your deliveries are quiet can make more delivery windows available to you.</p> <p>To assist you in making the transition out of peak times, in collaboration with the Retiming Deliveries Consortium, we have developed a number of tools to ensure minimal disturbance to the community by reducing noise.</p> <ol style="list-style-type: none"> <li>Code of Practice for quieter deliveries</li> </ol> <p>In partnership with the freight industry, business groups, London Councils and the Retiming Deliveries Consortium, we have developed a Code of Practice to help organisations manage quieter delivery, collection and servicing activity. This provides businesses, delivery companies and regulators with simple, practical recommendations on how to minimise noise from deliveries and ensure good practice across the industry.</p> <ol style="list-style-type: none"> <li>Quiet equipment matrix</li> </ol> <p>We have developed the Quiet equipment guide, an easy- to-use reference that outlines the quiet equipment and technology currently available to help minimise delivery-related noise. Certain options are available to both business and fleet operators.</p> <p>The quiet equipment matrix can be found here:  <a href="http://www.fors-online.org.uk/cms/quiet-equipment">www.fors-online.org.uk/cms/quiet-equipment</a></p> <ol style="list-style-type: none"> <li>Online training</li> </ol> <p>A short online training course has been produced to educate staff on noise, its impact and recommended good practice in receiving and delivering goods. This is an important resource for businesses to make available to staff who deliver at anytime of the day to ensure good practice.</p>

## Getting support and further information

Further information about retiming, its benefits and how to get started can be found here:  
[www.tfl.gov.uk/retime](http://www.tfl.gov.uk/retime)

## Organisations

### **Noise Abatement Society**

For assistance with noise problems or completing a professional, independent noise assessment, visit:  
[www.noiseabatementociety.com](http://www.noiseabatementociety.com)

### **Local authorities**

It's important to collaborate with your local authority when looking to retime your deliveries. More information can be found on your relevant local authorities' website.

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