

# COVID-19: City Streets

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Guidance for managing deliveries and servicing



# Foreword

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As London begins to recover from the effects of COVID-19 we need to make changes to the City's streets to enable the safe return of workers and visitors, support businesses in their COVID-19 recovery and ensure the Square Mile remains a great place to live, work and visit.

More than ever space on our streets is at a premium and every one of us has a part to play in ensuring it is used efficiently to keep the City moving. Deliveries and servicing are an essential part of a thriving business district, but the high volume of freight vehicles on our streets contributes to air pollution, road danger and traffic dominance. We must make sure that these negative impacts are reduced and mitigated while still allowing the delivery needs of businesses to be met.

This guidance note sets out what you can do to ensure your delivery and servicing needs are met responsibly and support efforts to improve your employees, customers and neighbours' experience of travelling around the Square Mile.



**Alastair Moss CC,**  
Chair of the Planning and Transportation Committee

# Introduction

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The City of London Corporation has begun delivery of its transport recovery plan designed to ensure the safety of residents, workers and visitors as people return to the Square Mile. Temporary changes are being installed in stages, to provide the space needed to maintain social distancing on our streets and to enable safe walking, cycling and the managed use of public transport. For up to date information on these changes, please visit the [COVID-19: City streets web page](#).

This guidance note has been produced to help City businesses understand the measures that can be taken to minimise the impact of their deliveries and servicing on the City's streets. The guidance has been tailored for each type of business and is broken down into delivery, waste and servicing sections. In the short term these actions will help support safe social distancing as people return to the Square Mile, in the long term the changes will help to deliver safer, healthier streets in line with the aims and objectives in the City Corporation's Transport Strategy.

Delivery and servicing vehicles make up a quarter of motorised traffic in the City, increasing to 32% between 7am and 10am. Large goods vehicles are disproportionately involved in collisions that result in someone being killed or seriously injured.

The City Corporation's Transport Strategy has set ambitious targets to:

- Reduce the number of motorised freight vehicles on our streets in the peak periods by 50% by 2030 and 90% by 2044.
- Reduce the number of motorised freight vehicles by 15% by 2030 and 30% by 2044.

This guidance provides simple actions businesses can take to reduce the number of deliveries, retime deliveries and servicing outside of the peak hours, and switch deliveries to non-motorised modes.

## Noise sensitive streets and out of hours deliveries

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We do not recommend or expect that all deliveries can be made overnight. Not all businesses may be able to receive overnight deliveries and there are a number of noise sensitive streets and locations around residences and hotels where overnight deliveries are not appropriate.

The following map shows these sensitive locations and the following guidance considers how to receive deliveries in these areas.

If your business is within the area considered unsuitable for overnight deliveries, but you already or would like to quietly and safely deliver overnight, please contact [citytransportation@cityoflondon.gov.uk](mailto:citytransportation@cityoflondon.gov.uk).

A link to Transport for London's Code of Practice for quieter deliveries is provided at the end of the guidance.



**No Overnight Deliveries (11pm - 7am)**

# Deliveries Guidance

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## Index of terms:

- Delivery: the receipt of goods
- Servicing: the receipt of services such as maintenance and engineering
- Peak hours: 7am – 10am, 12pm – 2pm, 4pm – 7pm
- Overnight: 11pm – 7am

## Offices

Delivery Type	Description	Actions
<b>Personal deliveries</b>	<p>Personal deliveries are non-essential goods received by employees at their place of work. This is often for good reason, such as not being able to securely receive deliveries at home.</p> <p>Our engagement with City businesses has shown that, in exceptional cases, personal deliveries can account for up to 80% of deliveries to a building.</p> <p>Personal deliveries can also put great strain on post rooms and require additional resourcing to manage internal logistics. Restricting personal deliveries could save your organisation money by reducing internal portage, post room and security requirements.</p>	<ul style="list-style-type: none"><li>• Ban or strongly discourage personal deliveries to reduce the number of freight vehicles in the Square Mile. To help enforce this, some businesses have refused to accept personal deliveries into their buildings.</li><li>• Encourage employees to use alternatives to receiving personal deliveries at work, such as <a href="https://www.clickcollect.london">clickcollect.london</a>, which shows locations of several click and collect services that allow people to collect parcels near their homes.</li><li>• Encourage employees to arrange deliveries to their homes on days when they are working from home, both during phased return to work and beyond.</li></ul>

Delivery Type	Description	Actions
<b>General business deliveries</b>	General business deliveries are the business as usual goods required to operate a commercial office space. This will include regular items such as stationary and janitorial supplies and irregular deliveries such as furniture or IT equipment.	<ul style="list-style-type: none"> <li>Reducing the frequency of orders and centralising who buys items can decrease the number of vehicles used in deliveries. Actions include: <ul style="list-style-type: none"> <li>Only permit one or a small number (as appropriate for your organisation) of people to order business goods.</li> <li>Inform staff that all requests should be directed to this individual/small number of people.</li> <li>Have a set ordering date and time each week and inform employees of this time.</li> </ul> </li> <li>These actions will make it easier for suppliers and their logistics providers to retime deliveries as they will have the volume to make 'out of hours' deliveries commercially effective.</li> <li>Liaise with your suppliers to arrange these fewer, fuller deliveries overnight, or deliveries outside 7am – 7pm or avoiding peak hours if this is not possible.</li> <li>For irregular deliveries, such as furniture or IT supplies, these will likely be fewer, larger vehicles directly from a warehouse or other storage facility. These deliveries are therefore easier to retime.</li> <li>Please speak to your service providers when arranging irregular deliveries to arrange overnight deliveries, or deliveries outside 7am - 7pm or avoiding peak hours if this is not possible.</li> </ul>



Delivery Type	Description	Actions
<b>Catering</b>	<p>Catering deliveries are food deliveries to commercial offices and not those to cafes or restaurants which may be within the same building.</p> <p>These catering deliveries are split into two categories – canteen catering and event/meeting catering.</p>	<p><b>Canteen catering:</b></p> <ul style="list-style-type: none"> <li>• This is typically direct from a refrigerated warehouse to the premises in a single delivery or to a very small number of addresses. As most canteens serve breakfast, these orders usually arrive early and before service. Therefore, only small behaviour change is required to ensure that all deliveries are before 7am.</li> <li>• Please speak to your provider and ask them to undertake these deliveries before 7am. If 24-hour off-street access is available, please look to retime these overnight. If on-street, please consider the noise sensitivity of your street and follow the quiet deliveries guidance.</li> </ul> <p><b>Event/meeting catering:</b></p> <ul style="list-style-type: none"> <li>• Internal meeting catering deliveries should be arranged as per canteen catering.</li> <li>• If using external providers, please use local retailers for catering for meetings. These providers usually use bikes or walkers/trolleys to distribute to local businesses.</li> <li>• If providing catering for large scale events, arrange for deliveries outside peak hours. As most large-scale catering events will be in the evening, aim to have your deliveries between 10am and 12pm or 2pm and 4pm if on site prep is required.</li> <li>• If you are on a street with 7am - 7pm restrictions and you do not have off-street loading please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a> regarding your requirements.</li> </ul>



Delivery Type	Description	Actions
<b>Outbound couriership</b>	<p>While the Square Mile is a destination of a great number of delivery vehicles, it also is a great producer of freight activity.</p> <p>City businesses require outbound courier services, especially legal and insurance sectors, for moving documentation or other items between sites and clients.</p>	<ul style="list-style-type: none"> <li>• There are several courier service providers who can provide cycle logistics services to City businesses. This can range from traditional cycle couriership for smaller items to much larger containers of documents on modern e-assist cargo cycles for distribution around Central London and beyond.</li> <li>• Several service providers provide multi modal services to tailor the right vehicle to the job requirement. Also, items for national/international delivery can be collected on a cargo cycle before being moved onto a van outside Central London for onward delivery.</li> <li>• E-cargo cycles can move a significant amount of freight quickly and safely, with most bikes rated to carry 150 - 300kg of goods. Providers of these services include: <ul style="list-style-type: none"> <li>• <a href="#">Absolutely Couriers</a></li> <li>• <a href="#">CitySprint</a></li> <li>• <a href="#">PedalMe</a></li> <li>• <a href="#">Zedify</a></li> </ul> </li> <li>• Pickups can be arranged and priced on individual items, but it can be more cost effective to enter an agreement with one of these organisations based on your specific volumes and requirements.</li> <li>• In the event that your goods must travel by a motorised vehicle, please try and arrange for collections to take place outside peak hours. If you are on a street with 7am - 7pm restrictions and you do not have off-street loading please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a> regarding your requirements.</li> </ul>

Delivery Type	Description	Actions
<b>Post</b>	Post deliveries are letters and small parcels delivered through normal postal services, such as the Royal Mail or a nominated service provider.	<ul style="list-style-type: none"> <li>• Liaise directly with your service provider and the Royal Mail to identify opportunities for retiming.</li> <li>• It is unlikely that post will be able to be delivered before 7am, therefore request a 10am delivery. If you are on a 7am - 7pm restricted street without off-street access post will need to be delivered from a nearby street. The Royal Mail already use 'walkers' to transport large quantities of post from a van to destinations on other streets.</li> </ul>

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The actions above all indicate how City occupiers can make simple changes to minimise the impact of freight activity on City streets. In addition, long term changes can be made to maximise the reductions in vehicle numbers required to fulfil businesses' freight requirement.

## Freight Consolidation

Freight consolidation is an effective method of reducing the number of vehicles required to fulfil a building or businesses delivery requirements. Deliveries are rerouted to a consolidation centre where they are broken down and loaded into the fewest, fullest vehicles possible.

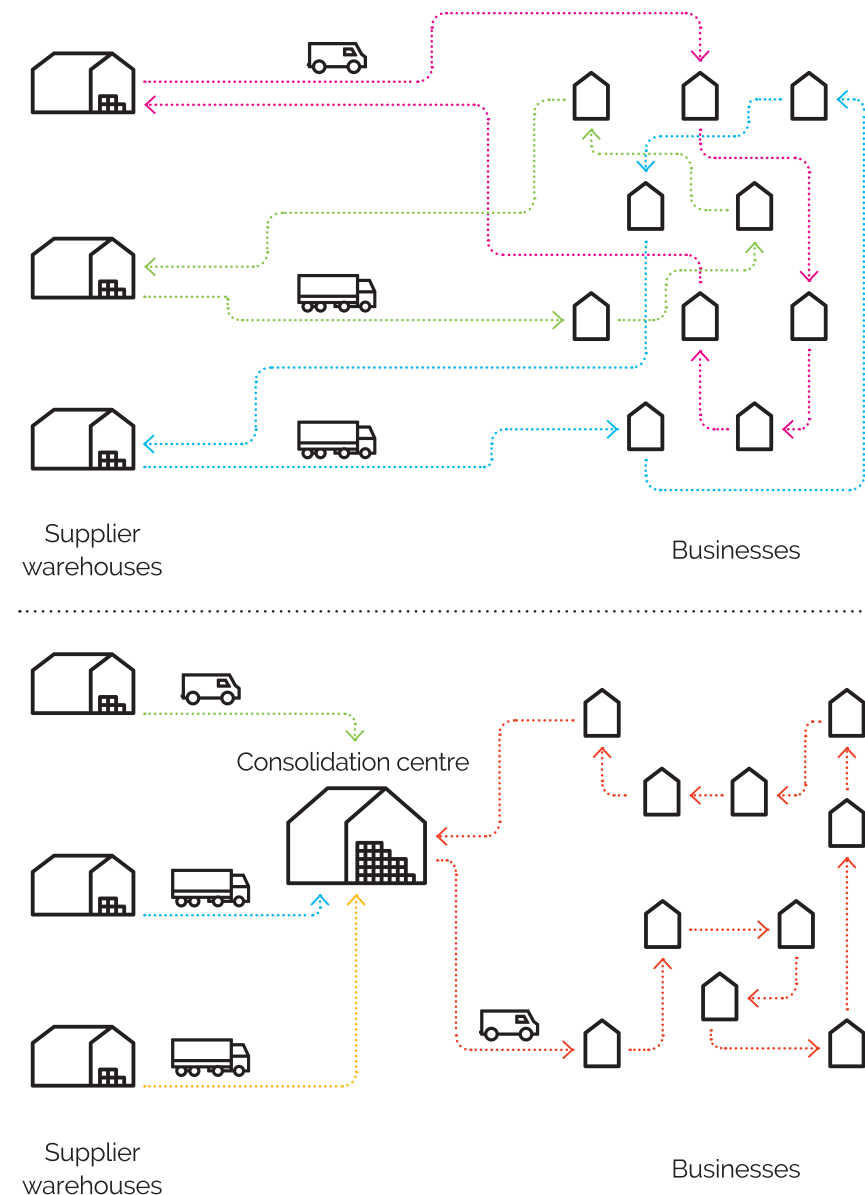
The City Corporation have been using the planning system to enforce freight consolidation at major new office developments in the Square Mile. Case studies have shown that this can reduce deliveries by up to 80%.

Additionally, consolidation supports retiming of deliveries by giving control to the business over when they wish the vehicle to arrive from the consolidation centre.

We are working with property groups, facilities management organisations and the wider freight industry to support an uptake in freight consolidation by City occupiers, specifically commercial office spaces.

If you are interested in using freight consolidation, please contact [citytransportation@cityoflondon.gov.uk](mailto:citytransportation@cityoflondon.gov.uk)

### How freight consolidation works



## Retailers, cafes and takeaways

Delivery Type	Description	Actions
<b>National/chain retail and cafes</b>	Retailers and cafes which operate nationally and have their own dedicated supply chain and consolidated deliveries.	<ul style="list-style-type: none"><li>• National or chain cafés and retail outlets have dedicated delivery services from their warehouses or production sites. This control over the supply chain makes retiming deliveries easier.</li><li>• Please review the times at which deliveries take place. Deliveries should be outside 7am - 7pm where possible.</li><li>• If 18tn+ vehicles are used for these trips please consider the <a href="#">London Lorry Control Scheme</a> (LLCS) restrictions. To avoid restrictions, please complete deliveries and ensure the vehicle returns to the excluded route network (ERN) between 7pm and 9pm. If this is not possible, please ensure that you or your suppliers have full accreditation with London Councils for delivering after 9pm and before 7am.</li></ul>



Delivery Type	Description	Actions
<b>Local and independent retail and cafes</b>	Retailers and cafes which operate at a single location or a small number of locations and have multiple suppliers and deliveries.	<ul style="list-style-type: none"> <li>Local and independent cafes and retailers are more likely to have deliveries from several suppliers. To help support reducing and retiming deliveries, please consider: <ul style="list-style-type: none"> <li>Reducing the frequency of deliveries where possible, having fewer, larger deliveries where stockholding permits.</li> <li>Working with suppliers to identify what deliveries can be made outside 7am - 7pm and overnight if appropriate.</li> <li>If your suppliers are local, please discuss opportunities for them to switch from using vans to cargo cycles where possible.</li> </ul> </li> <li>Many smaller establishments will also collect directly from wholesalers and markets. Please ensure this activity is outside 7am - 7pm where possible.</li> </ul>
<b>Outbound deliveries/ couriered items</b>	Some retailers in the Square Mile will have local deliveries made from their stores. These are often made by people walking, pushing a trolley or using a bike.	<ul style="list-style-type: none"> <li>Please review whether catering deliveries could be done using a cargo cycle or walker/trolley instead of a van.</li> <li>Please see outbound couriating in Commercial Office for further details on how to mitigate the impact of these freight trips.</li> </ul>

## Pubs and Restaurants

Delivery Type	Description	Actions
<b>Pubs</b>	Deliveries to pubs are typically made by large vehicles delivering significant volumes of kegs as well as wine and spirits in single, consolidated deliveries.	<ul style="list-style-type: none"><li>• Please review the times at which deliveries take place. Deliveries should be outside 7am - 7pm where possible. We appreciate that new risk assessments may need to take place in the context of on-street changes to support social distancing.</li><li>• We are aware that access to the kerbside will be required to remove spoiled beer and other stock from pubs when they reopen. This activity will take much longer than unloading full kegs into cellars. If you need dispensation to undertake this activity, please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a></li><li>• If 18tn+ vehicles are used for these trips please consider the <a href="#">London Lorry Control Scheme</a> (LLCS) restrictions. To avoid restrictions, please complete deliveries and ensure the vehicles returns to the excluded route network (ERN) between 7pm and 9pm. If this is not possible, please ensure that you or your suppliers have full accreditation with London Councils for delivering after 9pm and before 7am.</li><li>• If you require additional, bespoke guidance related to delivering to pubs please contact the Brewery Logistics Group through the British Beer and Pub Association.</li></ul>

Delivery Type	Description	Actions
<b>National/ Chain restaurants</b>	Restaurants which operate nationally and have their own dedicated supply chain and consolidated deliveries.	<ul style="list-style-type: none"> <li>As with pubs, these deliveries are generally consolidated and usually made by larger vehicles. Please retime these deliveries to outside 7am - 7pm and overnight where appropriate.</li> <li>If the restaurant has laundry collections and deliveries these should be made outside 7am - 7pm or overnight where appropriate.</li> <li>Supporting deliveries which may be unconsolidated, such as glassware, napkins, cleaning products or other breakables should be treated the same as general business deliveries (see section on office deliveries on page 5).</li> </ul>
<b>Local/independent restaurants</b>	Restaurants which operate at a single location or a small number of locations and have multiple suppliers and deliveries.	<ul style="list-style-type: none"> <li>Local and independent restaurants are more likely to have deliveries from several suppliers. To help support reducing and retiming deliveries, please consider: <ul style="list-style-type: none"> <li>Reducing the frequency of deliveries where possible, having fewer, larger deliveries where stockholding and freshness of goods permits.</li> <li>Working with suppliers to identify what deliveries can be made outside 7am - 7pm and overnight if appropriate.</li> </ul> </li> <li>Local and independent restaurants will often use suppliers from one of London's wholesale markets, such as Smithfield or Billingsgate for meat and fish or receive goods directly from suppliers at source. These suppliers normally undertake their own deliveries. Please contact them directly about retiming or consolidating deliveries.</li> <li>While deliveries before 7am may not be appropriate for some restaurants, please request to receive deliveries between 10am and 12pm where most establishments will be open for lunch service preparations.</li> </ul>

## Hotels

Delivery Type	Description	Actions
<b>Accommodation related deliveries</b>	Deliveries related to accommodation requirement, such as laundry.	<ul style="list-style-type: none"><li>• As hotels are staffed 24/7, there is opportunity for supporting out of hours deliveries should the site have secured off-street loading and subject to not disturbing guests' sleep. In this instance, regular deliveries and collections such as laundry should be arranged for overnight.</li><li>• If likely to disturb guests' sleep, please ensure deliveries are made outside 7am – 7pm or avoiding peak hours if this is not possible.</li><li>• If there is no off-street loading bay, please liaise with suppliers and service providers to ensure deliveries are made outside 7am – 7pm or avoiding peak hours if this is not possible.</li><li>• If you have concerns about deliveries to your hotel, please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a></li></ul>
<b>Restaurants and bars within hotels</b>	Deliveries related to pubs and restaurants within the hotel.	<ul style="list-style-type: none"><li>• Please see guidance related to pubs and restaurants, with additional consideration given to noise sensitivities at the hotel.</li></ul>



## Construction and fit out

Delivery Type	Description	Actions
<b>Construction</b>	Construction deliveries are those which are those which support the completion of a new development but exclude internal, bespoke finishing for new occupiers.	<ul style="list-style-type: none"> <li>• Construction deliveries will almost always be subject to a Construction Logistics Plan (CLP). This will be agreed with the City Corporation as part of the planning process and is often a formal requirement of planning consents.</li> <li>• Construction sites should not break the restrictions for their CLP but should review deliveries within the CLP restrictions to identify opportunities to avoid or reduce peak time deliveries. For example, does your CLP have restrictions on making deliveries before 7am? Could you safely and quietly make these deliveries earlier?</li> <li>• If you have any questions about your CLP or believe that you could safely and quietly undertake more out of hours deliveries please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a></li> </ul>
<b>Fit out</b>	Fit out activity is the finishing of a building or floors within a building ahead of occupation. Fit out activity is responsible for a significant number of van journeys in the Square Mile.	<ul style="list-style-type: none"> <li>• Consider whether a van is essential for undertaking the fit-out activity. Could the person doing the fit out walk, cycle or use public transport?</li> <li>• Fit out activity often takes place over several days. Could a vehicle be used for the first and last working days with tools and stock kept securely on site overnight?</li> <li>• Loading and unloading of fit out vehicles should be done outside peak hours where possible.</li> <li>• If a vehicle must be used and cannot be parked on site, it should be parked in an off-street public car park. Off-street parking locations in the Square Mile can be found <a href="#">here</a>.</li> </ul>

## Waste and specialist collections

Delivery Type	Description	Actions
<b>Off-street and internal collections</b>	Collections from a secure, off-street area within the building.	<ul style="list-style-type: none"><li>Off-street collections tend to be aggregated, compacted and less frequent, with vehicles making fewer, larger collections at one or a small number of locations.</li><li>These collections should be made outside 7am – 7pm and, if appropriate, overnight.</li></ul>
<b>On-street bagged and bin collections</b>	Collections of either bagged or binned waste which is left on-street.	<ul style="list-style-type: none"><li>Bagged and binned waste collections are subject to the City Corporation's time banding policy, restricting waste from being put on-street between 8am and 6pm.</li><li>While the time banding policy will not change, businesses should speak to their waste provider regarding collecting waste and, where possible, seek to have waste collected outside 7am – 7pm.</li><li>If you are on a street with 7am – 7pm restrictions, please do not put waste out during these hours and work with your commercial waste provider.</li></ul>
<b>Specialist collections</b>	Collections of specialist waste, such as shredded paper, hazardous materials or cash.	<ul style="list-style-type: none"><li>These collections are typically arranged in advance or are scheduled weekly or fortnightly.</li><li>These collections should be made outside 7am – 7pm and, if appropriate, overnight.</li><li>Should you have any concerns regarding specialist collections or do not feel that you cannot have collections moved to outside 7am – 7pm please contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a></li></ul>

# Servicing Guidance

Servicing Type	Description	Actions
<b>Planned maintenance and servicing activity</b>	Scheduled maintenance and servicing activity, which is either part of a regular programme or to fix non-emergency defects.	<ul style="list-style-type: none"> <li>Assess which of your providers use a van or another form of motor vehicle to undertake maintenance and servicing activity.</li> <li>Establish if a van is essential – can servicing providers use public transport, walk or use a cycle/cargo cycle to support the activity?</li> <li>Consult with these providers to see if they can be on site before 7am or if the works can be undertaken after 7pm or overnight. If this is not possible, request works to commence after 10am.</li> <li>Should the premises have no off-street loading/parking for the servicing activity, where possible these vehicles should be parked in off-street public car parks, which can be found <a href="#">here</a>.</li> <li>If any servicing providers are interested in transitioning from using motor vehicles to cargo cycle, please ask them to contact <a href="mailto:citytransportation@cityoflondon.gov.uk">citytransportation@cityoflondon.gov.uk</a></li> <li>Provide tools on site so maintenance providers do not need to travel by vehicle to carry their equipment.</li> </ul>
<b>Emergency maintenance and servicing activity</b>	Unscheduled activity to cover incidences which cause an immediate service breakdown.	<ul style="list-style-type: none"> <li>Follow the above guidance regarding servicing providers, especially establishing whether a motor vehicle is required to undertake the activity.</li> <li>Assess the impact to business operations of the disruption – does the issue need to be resolved immediately or can it become planned maintenance and servicing? Can the activity wait until after 7pm?</li> <li>Where possible, emergency servicing should be undertaken outside 7am – 7pm or avoiding peak hours if this is not possible.</li> </ul>

# Useful Links

[City of London Transport Strategy](#)

[Covid-19 City Streets web page](#)

[TfL Code of Practice for quieter deliveries](#)

[London Lorry Control Scheme](#)

[Click Collect](#)