



Department
for Transport

Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Local Authorities

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Road Haulage Association
Chartered Institute of Logistics and Transport
TAG National Transport Committee
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Freight Transport Association
Transport for London
Noise Abatement Society

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Foreword

This Quiet Deliveries good practice guide covers the key issues for retailers, freight operators, local authorities and community stakeholders.

Congestion and delays affect freight and retail business and also local communities, particularly residents. Quiet Deliveries schemes provide a way to address these issues. There is a key role for local authority planning, transport, highways, licencing, and environmental health professionals to balance out the issues and enable solutions that benefit all parties.

This guidance reflects lessons learnt from Quiet Deliveries trials held by DfT, Freight Transport Association (FTA) and Noise Abatement Society (NAS) in 2010-11 and from the experience during the London 2012 Games.

The Government website provides the detail on the past projects and in-depth case studies, whilst this guidance focuses on the key principles, followed by more detailed sector specific advice on Quiet Deliveries from different stakeholders' point of view.

We would like to thank both public and private sector organisations that have supported DfT with the preparation process, and also the FTA, NAS and other professional bodies for their time and input.

Wider use of Quiet Deliveries schemes should help businesses and freight operators, in partnership with local authorities and communities, use the available time and space on our busy roads more effectively. Shifting deliveries to other times will help to reduce peak hour congestion, benefiting the environment, improving road safety and helping businesses.

1. Setting the scene

Why do quiet deliveries?

- 1.1 The principle of quiet deliveries is about enabling businesses and organisations to make and receive deliveries outside the main working day. This flexibility will generate multiple benefits for all affected parties, such as reduced congestion, lower emissions and business efficiency.
- 1.2 Quiet deliveries schemes (QDS) can make the local environment less congested and better for the local community, as there are fewer goods vehicles on the road in peak hours. This is made possible by a range of measures adopted by freight operators and retailers to minimise the noise generated by out of hours deliveries, reducing the impact on local residents.
- 1.3 **Local authorities have a key role to play** in removing barriers to quiet deliveries schemes and working with local communities who may be affected. Local authorities have a role both as **facilitators** (through planning) and **regulators** (through noise control and environmental health). They themselves also **generate** movement through their supply chains and direct transport services.

What are the benefits for local authorities?

- 1.4 There are a number of potential benefits to local authorities in allowing changes in timings of their deliveries/collections, but at the same time they should reassure local residents and community groups that their interests will be safeguarded. QDS can only take place where there is common understanding of the mutual benefits and that a scheme is workable for the particular site or local area.
- 1.5 Some of the key reasons why a local authority can develop this approach are set out below.

Benefits for Local Authorities	
Benefit	Details
Reduced congestion	Delivery vehicles operating outside of peak times, freeing up road space during peak times for other road users
Improved road safety	Removal of delivery vehicles from the roads during the rush hour periods and daytime increases road safety, largely due to the separation of HGVs from more vulnerable road users. Removal of HGVs and other larger goods vehicles from the network during peak periods will also make the overall environment safer for commuting cyclists and pedestrians
Improved air quality	With less congestion and vehicles spending less time stationary and idling in traffic, air quality may improve, particularly during the daytime.

Reduced carbon emissions	A reduction in stationary and idling vehicles will see a reduction in the impact of carbon emissions.
Increased community engagement and reassurance to local residents	Local authorities already have powers to mitigate the impacts of noise on local residents, for example by serving an abatement notice when a statutory noise nuisance arises. Quiet deliveries schemes provide a mechanism to reassure and protect these communities where there needs to be strong monitoring. There is also a facilitation role for local authorities to help broker community meetings and encourage early discussion on QDS within the planning process. This will increase engagement between local communities and retailers / freight operators, and may reduce the number of complaints received by local authorities later on in respect of noise issues. It will also facilitate greater involvement in the process by local organisations with statutory recognition in the planning process, e.g. Parish Council and Neighbourhood Forums.
Better quality travel planning	With the integration of freight and logistics considerations into travel plans, this will allow development of a QDS approach for a site/location that can be managed and monitored in context with other sustainable transport interventions.
Enhanced economic productivity for the location/town	QDS schemes benefit the local businesses involved. An area wide approach to QDS can deliver an integrated solution through town centre management or area wide travel plans.
Enhanced construction management approach	QDS can be integrated into the supply chain processes for larger/sensitive development sites to ensure that delivery patterns make best use of the available time slots, and avoid congestion around the site.
Meeting wider Council objectives	The QDS approach supports wider social, environmental and economic objectives for the local authority area, and may deliver specific economic sustainability benefits for town centres/suburban shopping areas and other focus locations. The QDS tool can also assist in the delivery of effective neighbourhood planning support and also achievement of accelerated housing and commercial growth through smarter construction management plans.
Direct benefits to the local authority	The local authority will be able to adopt QDS principles in the delivery of its own services and as developer of its own property programme - spin-off benefits will include carbon and efficiency savings. Potential greater efficiency in its own supply chains.

Gathering the evidence

- 1.6 The quiet deliveries principle has been tested through a number of trials and has been backed by a number of industry associations including The Freight Transport Association and the Noise Abatement Society.
- 1.7 The Quiet Deliveries Demonstration Scheme (QDDS) in 2010-11 investigated the types of constraint, the requirements for seeking a relaxation of delivery hours and the potential benefits of introducing quiet out-of-hours deliveries that do not create a disturbance to local residents and communities.
- 1.6 The findings of the QDDS pilots and case studies clearly show that, if delivery times are extended into the evenings/night-time periods in a well-managed manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities. Quiet deliveries schemes can be a win-win for all parties because of:
- Reduced congestion and delay for all road users
 - Better efficiency for participating organisations including freight operators
 - Improved customer satisfaction and access to products of their choice
 - Improved environment
 - More effective supply chains
 - Improved quality of life for local residents and communities
 - Enhanced road safety
 - Effective delivery of local authority wider sustainability objectives
 - Support for social cohesion and community safety objectives
 - Complementary support to LSTF, Pinch Point and other transport funding programmes
- 1.7 Many of these objectives are mirrored in local authority planning and transport priorities and through effective, targeted application of QDS principles, **local authorities can help deliver these benefits to industry, business and their local communities. This guide focuses on the primary role of the local authority in helping to facilitate these benefits**, but also recognises the role of the local authority itself as a key generator of deliveries and freight movement itself.

Improving guidance as a result of lessons learnt

1.8 This new guidance builds on that originally developed using the 2010-11 QDDS trials and the experience of the London 2012 Olympic Games. Evidence from industry and professional organisations has also supported the development of this guidance. It is designed to support and enable local authorities, freight operators, retailers, developers and local communities to adopt quiet deliveries practices at a local level and in a way that is workable for them.



1.9 The guidance allows local flexibility in the design and application of quiet deliveries and it aims to stimulate and sustain economic growth while engaging with local authorities, communities and other key stakeholders.

What the guidance deals with

1.10 This updated guidance covers a number of important questions about QDS so that local authorities can help in the effective delivery of new schemes where the conditions are appropriate. These are:

- Why do quiet deliveries and why it can be a win-win for all stakeholders in the process?
- What are all the regulatory and legislative tools affecting quiet deliveries?
- What are the key actions local authorities need to take to support local communities where there are existing noise concerns, but also help retailers, freight operators, developers and other stakeholders if they wish to retime deliveries outside of peak or daytime hours and adopt quiet deliveries practices?

What about the local authority sector?

1.11 For the real benefits of the QDS tool to be felt, it needs cross-sector commitment from local authorities, retailers, freight operators, community organisation and developers. **If you are a local authority officer involved in planning or environmental health, Section 4 of this guidance tells you the essentials for your sector.** We'd like you to read the whole guidance document, but if you are pressed for time, **please refer to Section 3.7, the whole of Section 4 and Appendices A and B.**

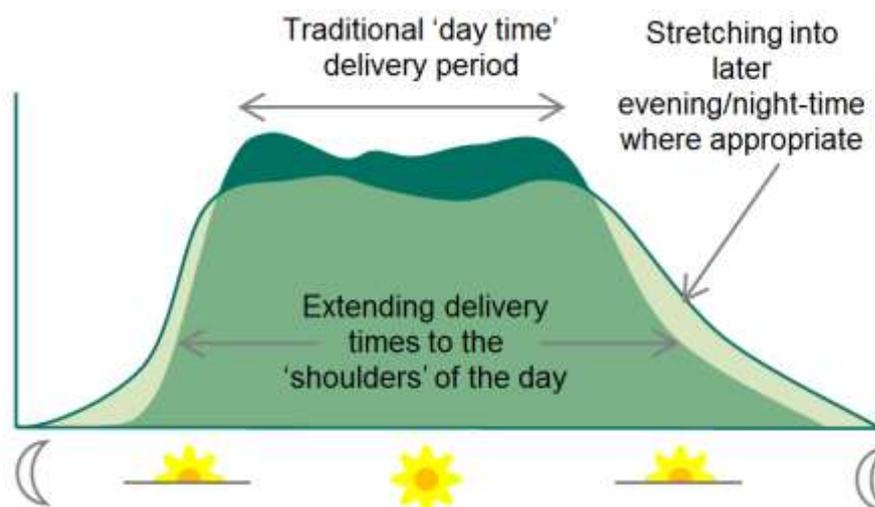


2. What are quiet deliveries?

An easy definition

- 2.1 Quiet Deliveries Schemes (QDSs) are used to facilitate the extension of delivery times to locations such as a shop or building site, using practices to minimise any disturbance to local residents.** More information on what retailers and freight operators need to do to practically minimise noise is shown in **Appendix A** and should be borne in mind throughout this guidance. Quiet deliveries schemes can reduce the traffic pressure on busy routes at peak times allowing traffic to move more freely and reduce the risk of conflicts between heavy goods vehicles and vulnerable road users.
- 2.2 Local authorities have a key role to play in helping to enable QDS schemes to take place, as many of the restrictions to delivery timing are linked to highways, planning or environmental health functions of local councils** – so the purpose of this guidance is to help local authorities **facilitate** changes in timings and restrictions to bring about wider **social, economic and environmental benefits**. And sometimes the **local authority itself** will be the generator of deliveries to its offices, libraries, schools and other service centres, and will also act as developer when providing new or improved facilities.
- 2.3** Quiet deliveries schemes include out-of-hours deliveries to premises occurring at night time and also during the shoulders of the day (i.e. prior to opening and after closing times or at times when the location is particularly busy). The adjustments to normal delivery practices could cover 24/7 or 18/7 (e.g. 0600-2400) delivery periods, or more modest tweaking of existing arrangements by just an hour or two to make a significant difference to the delivery profile across the whole day.

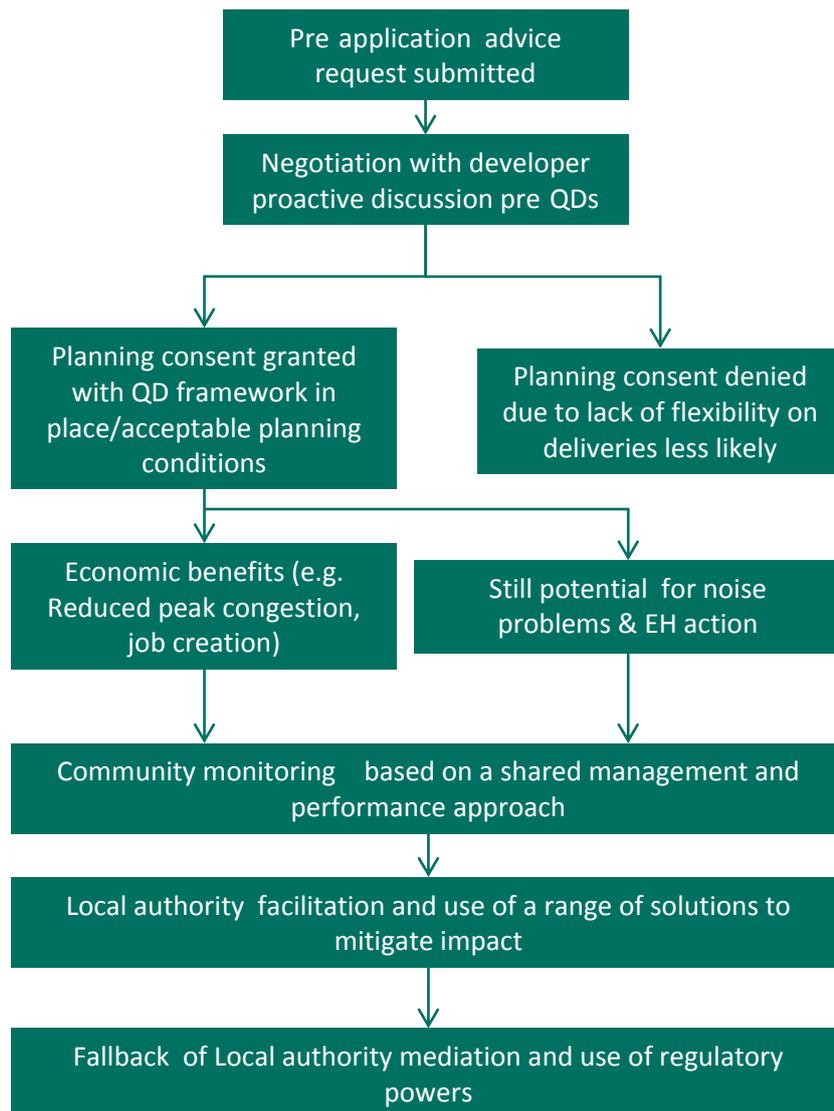
How a QDS can change the deliveries profile of a site



2.4 QDS can save time and money because the delivery process can take place with greater certainty during a more accurate time window. Communities and local authorities will need to be reassured by scheme proposers that moving deliveries out of normal hours should not cause additional noise disturbance and that they should also benefit from the resulting improved peak hour conditions; this will be part of the evidence submitted to the local authority by retailers or operators proposing a quiet deliveries scheme.

2.5 The **primary role of the local authority is to fairly assess and mediate between the different interests in a given situation.** In some cases the local authority will need to focus on its **regulatory powers** because they will be reacting to specific noise complaints and how to address these in a way that is socially, legally and politically acceptable. There will be circumstances where the local authority can facilitate a quiet deliveries scheme as part of planning application scoping discussions ahead of any problems, drawing on its planning powers. The diagram below summarises how early involvement of QDS in the planning process can bring further security and reassurance to local communities that may be affected by noise risk later on.

The ‘Quiet Deliveries Approach’ within planning



- 2.6** Both planning and environmental health officers can provide advice to organisations wishing to apply some flexibility to the way in which they can carry out their day-to-day operations. The local authority also has scope to lead by example in the way it manages its own supply chain and operations (e.g. refuse collection, parks and open spaces servicing).
- 2.7** Noise levels can be reduced by introducing various improvements in technology but also relate to the way people manage the loading/unloading process. **More information on the measures that can be adopted is shown in Appendix A which you can use as a handy checklist for putting the QDS on the ground.**
- 2.8** For the **local authority as freight generator** the most important are:
- Modernisation of supplementary equipment (quiet cages, racks, etc.);
 - Delivery yard and loading bay improvements (yard cleared of obstructions for drivers, quieter gates and doors);
 - Driver behaviour codes of practice whilst on site (accurate and efficient manoeuvring, limited use of horn signal);
 - Staff behaviour (accurate handling of goods, limit voice level while outside etc.)
- 2.9** There is also an opportunity to develop a **sound partnership approach** between local authorities, operators, retailers, local community groups, Parish Councils and other stakeholders to use the menu of quiet deliveries measures selectively to deal with locally sensitive issues such as school opening and closing times, market days and other specific events.



3. How to use the guidance

The guidance family

- 3.1** This document provides an introduction to the concept of quiet deliveries. As the approach can be used by a range of stakeholders, there are separate guides for different interest groups as follows:
- local authorities;
 - community and residents' groups;
 - freight operators;
 - retailers and traders; and
 - construction and development sector.
- 3.2** The guidance provides a simple one stop shop for stakeholders covering the key issues that they need to be aware of when considering setting up a quiet deliveries scheme.
- 3.3** For the local authority it is important that they are able to provide straightforward signposting to the correct local authority officers who are able to identify and discuss variations to existing delivery restrictions and to enable a single conversation with the local authority to discuss initial proposals. Knowing about the different types of restrictions and how they affect out of hours deliveries is half the battle. Transport for London commissioned a technical research report from TTR looking into the different regulatory systems that are in place.
- 3.4** At the end of this summary guide there is a resource page linking you to useful websites and other sources. You can also go to <https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme> for more information.

Who benefits?

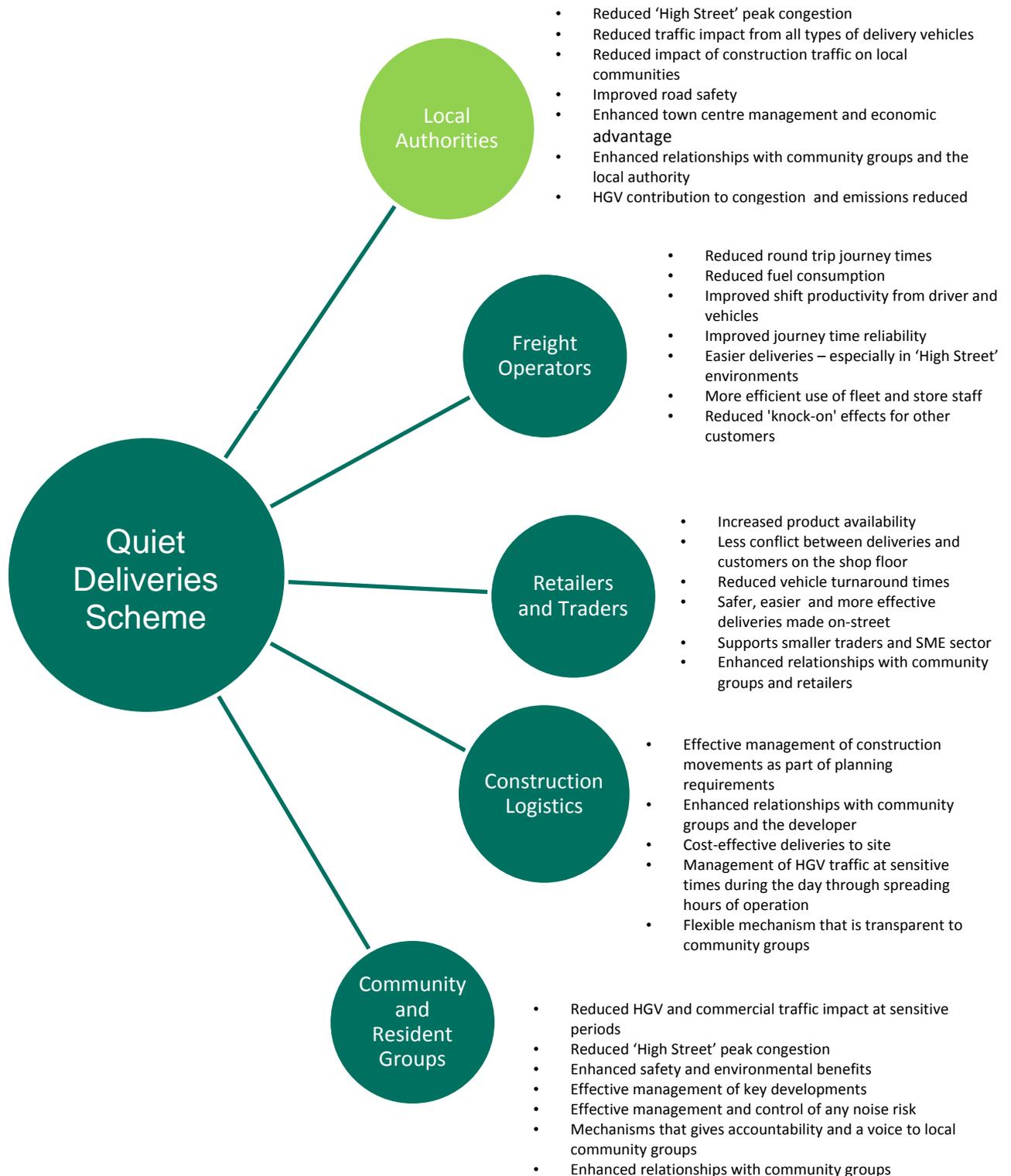
- 3.5** The purpose of this guidance is to explain how out-of-hours deliveries can enable a more sustainable method for the distribution of goods and bring benefits to the local economy and communities. There are benefits for a wide range of stakeholders by adopting this approach but its implementation has to be managed well and its introduction has to be carefully communicated and explained.
- 3.6** There are different reasons for each type of stakeholder to get involved, but here are some of the main benefits quiet deliveries can bring:
- For **local authorities**, quiet deliveries can help their local economies grow and develop (including improved access to their

town centres), with improvements to the environment and road safety, in a way which doesn't compromise the quality of life for residents. Use of environmental health and planning powers can introduce quiet deliveries practice positively, in a way that is well managed and can be effectively monitored through partnership working. Well managed QDS schemes can also ensure that there is a good balance struck between the interests of local communities and the needs of retailers, freight operators and developers, with the local authority acting as **facilitator**. The local authority can ensure that an appropriate **monitoring regime** is set up in consultation with local community groups and that suitable mechanisms are in place to ensure **accountability**. Finally, the QDS approach allows the local authority itself to manage **its own delivery and servicing patterns** in a sustainable manner.

- For **residents and communities** affected by larger goods vehicle movements, quiet deliveries can help to manage and spread the effects. Local community and residents groups, together with Parish Councils, are best positioned to let the local authority, developers, retailers and freight operators know about their specific challenges and to integrate quiet deliveries as part of plans to manage local traffic. Other tools such as stockpiling, consolidating deliveries, improved supply chain management and improved stakeholder communication can also sit neatly alongside quiet deliveries.
- For **retailers and freight operators**, efficient movement of goods avoiding congested peak hours reduces time and costs and ensures that just in time deliveries can occur with a higher level of accuracy. This avoids the risk of late deliveries, penalties and other logistics challenges which means that the end customer is not able to access their product when they need it.
- For **developers** involved in major construction projects, quiet deliveries can help to make the impact of the development acceptable to the surrounding community. For communities affected by longer term construction projects the impact often feels permanent rather than temporary. So for this sector there is a clear opportunity to use quiet deliveries to support relations with neighbouring communities and with the local planning authority.

3.7 The fact that retailers and freight companies will bear most of the implementation costs can sometimes discourage commitment to a QDS approach. However, long term benefits such as fuel efficiency, stock availability on time, efficient use of driver time all contribute towards a sound business case. The local authority can actively help by making sure that any restrictions already in place are well documented and explained, and that early conversations with planning and environmental health officers can be arranged.

***How QDS benefits different sectors and stakeholders -
highlighting benefits for local authorities in facilitating the
process***



Stages of QDS development and implementation

- 3.8** Each guide follows the same overall six simple steps to help stakeholders engage in the process from their standpoint, taking each group through the process. We have stressed in all the companion guides the importance of early engagement between retailers, freight operators and local authorities to ensure that they are on board with the benefits the scheme will bring.
- 3.9** Normally the party responsible for deliveries will take the lead by developing a QDS implementation plan but the local authority can also take the initiative where they see a clear need to bring parties together. (e.g. as part of a Business Improvement District or area-wide travel planning initiative).
- 3.10** The key steps to be taken include:

1. Check

The local authority will need to help by checking the current delivery restrictions and which departments specifically administer them within the Council. For recent planning decisions/conditions this may be relatively easy but for other, more historic restrictions, the applicant will need support in identifying the exact limits of any restriction. TfL, working with TTR, have identified the different controls and tools affecting deliveries, based on national research. A key barrier may be existing or historic Environmental Health Orders that may not be appropriate at the time of application for QDS. Part of the very initial phases should be assessing the relevance or applicability of any existing restrictions.

2. Consult

Consultation between local authorities, retailers and freight operators in the first instance - including identifying which officers are responsible in each organisation. Discuss the reasons for the desire to change delivery patterns and work together to find out the level of support needed. If QDS is a suitable solution, the local authority will need to help by identifying key local community groups and other third parties that the scheme advocate will need to engage with – so they can start the wider participation process. The ‘scheme advocate’ is the individual or organisation who is proposing the QDS scheme in the locality, and could be a retailer, a freight operator, a community group (e.g. as part of its Neighbourhood Plan development), a local Councillor, or the local authority itself (e.g. as part of a Business Improvement District or other area-wide planning tool).

3. Collate

It will be responsibility of the scheme advocate to collate all the key evidence about the current situation and how the QDS will affect local businesses and residents. They will need to make sure the material is presented simply and in non-technical language (although background technical material will be required to support any formal applications to Council departments).

4. Create

The scheme advocate will need to create the QDS scheme, by building strong and resilient partnerships, working with the local authority and involving the local community in shaping the detail.

5. Confirm

Confirming the solution – using the best mechanism. This could be varying a planning condition about delivery times. This stage will provide the formal confirmation that will enable the QDS approach to be implemented. A trial or experimental period can be put in place here if desired by all parties. This stage of the process will require formal input from the local authority to provide the official sanctions, whether on a temporary or permanent basis.

6. Check in

The local authority may decide to agree an appropriate monitoring regime with the scheme advocate and the local community. The scheme advocate will take the lead in checking how the QDS is performing at regular intervals, and they will be expected to liaise with the stakeholders they worked with at development stage. This ensures that the local authority, operator and local community are monitoring the situation and that any fresh conditions on timing, noise levels and operations are being adhered to. Any formal reporting should also be agreed with the relevant local authority officer.

Who can start a quiet deliveries scheme?

- 3.11** The need for a quiet deliveries scheme can arise from different stakeholders depending on the circumstances. While most schemes originate from a freight operator or retailer wishing to try out new delivery patterns, it is important for local authorities and community groups to understand the full range of benefits and to work in partnership with local retailers and freight operators.
- 3.12** For example, a local authority may wish to look at spreading delivery times over a longer period of time, and can use area-wide tools such as travel plans (for industrial estates, business parks or other large trip attractors) to tackle this issue. Similarly, a Parish Council or Neighbourhood Forum (with statutory recognition in the planning process) may wish to work alongside the local authority and local

businesses to tackle deliveries in a busy street close to residential premises.

The important points to remember are that the quiet deliveries approach is:

flexible: use of the approach determined by local circumstances and the needs of local stakeholders;

scalable: from a complex building operation through to a suburban shopping area, from a village centre through to a major retail location; and

deliverable: the approach is not designed to be complicated but easy to understand and easy to implement from whichever viewpoint stakeholders approach the issue.

The voluntary nature of quiet deliveries schemes

3.13 Quiet deliveries can be applied wherever stakeholders feel that there is a need for a scheme. The partners involved in any scheme could decide to have a formal agreement or Memorandum of Understanding, or they could decide to pilot the scheme for a trial period before confirming it, but this is **voluntary** and will reflect local discussions and agreements. An example template for a Memorandum of Understanding, which could be used for either a permanent scheme or a trial, is shown in Appendix B.

3.14 There are benefits across a wide family of stakeholders and therefore the initial idea for a scheme in a certain location could come from any of these partners. **The local authority has a critical role in facilitating and supporting the process. Existing regulation and legislation can be used to support the development and continuation of a QDS, with the local authority helping to provide a clear pathway to follow.**

How to use existing planning and environmental requirements

3.15 While this guidance provides a clear set of tools, the decision to develop a quiet deliveries scheme is voluntary and relies on collaboration. However there are two principal areas where existing **legislation** and **regulation** does support adoption of the quiet deliveries approach and local authorities can support by adopting a more flexible approach.

Environmental Health

- Environmental Health regulations – where there are specific locations that are experiencing noise/disturbance or emissions issues.
- Noise abatement powers and controls, especially as these can sometimes be difficult to remove even if the primary noise issue is removed or addressed.

- QDS is a proactive tool that can be used to help solve environmental health issues, rather than adopt a 'delivery ban' approach.

Planning process

- Planning legislation and relaxation of restrictions – Local authorities can amend or remove planning restrictions, where requisite conditions are met, that currently prevent or restrict out-of-hours deliveries. The aim should be to, where possible, reduce the complexity of the noise controls, where they can be shown to no longer be necessary, which will require consistency in planning decisions.
- A quiet deliveries scheme will provide reassurance to the local community that out-of-hours deliveries will be made using methods that will avoid unacceptable disturbance to local residents, without the need for such planning restrictions. The local community should be a part of the process and can be a signatory to the Memorandum of Understanding (**Appendix B**) that can be set up for each scheme.
- The National Planning Policy Framework makes explicit reference that:

*'(Development) plans should protect and exploit opportunities for the use of sustainable transport modes for the movement of goods or people. Therefore, developments should be located and designed where practical to accommodate the **efficient delivery of goods and supplies**'* (Communities, NPPF, March 2013, para 35).
- The NPPF (paragraph 23) also recognises the core role of local planning authorities to promote competitive town centres that provide customer choice and a diverse retail offer and which reflect the individuality of town centres – and therefore flexible arrangements for deliveries and servicing go hand-in-hand with this. Where Freight Quality Partnerships have been put in place to help manage freight movement in a cross-sector manner this will enable QDS to be brought forward as a solution. Similarly where local authorities have been keen to develop sustainable distribution centres to help manage town centre freight issues, the QDS tools works well as a complementary measure.
- The NPPF actively encourages solutions which support reductions in greenhouse gas emissions and reduce congestion – and encourages sustainable development
- The NPPF is clear that noise needs to be considered when new developments may create additional noise and when new developments would be sensitive to the prevailing acoustic environment. When preparing local or neighbourhood plans, or taking decisions about new development, there may also be opportunities to consider improvements to the acoustic

environment. This will apply to construction activities as well as the day-to-day operational impact of a development once built.

- Paragraph 123 of the NPPF states that planning policies and decisions should aim to:
 - avoid noise from giving rise to significant adverse impacts on health and quality of life as a result of new development;
 - mitigate and reduce to a minimum other adverse impacts on health and quality of life arising from noise from new development, including through the use of conditions;
 - recognise that development will often create some noise and existing businesses wanting to develop in continuance of their business should not have unreasonable restrictions put on them because of changes in nearby land uses since they were established.
- Part of the role of the local authority is identify whether the overall effect of the noise exposure (including the impact during the construction phase) is, or would be, above or below the significant observed adverse effect level and the lowest observed adverse effect level for the given situation.
- Finally, the QDS tool sits well with the overarching purpose of the planning system, which is to contribute to the achievement of sustainable development. There are three dimensions to sustainable development: economic, social and environmental, and the 'trigger' for developing a QDS solution could be driven by any combination of these factors.

3.16 The planning and environmental health aspects are only a part of the picture and there are other powers in the form of on-street parking and stopping restrictions, weight limits, routing restrictions and other tools supported by traffic orders. Other controls may be in place through local voluntary agreements, tenancy agreements, event licenses, alcohol – related restrictions and other environmental matters. The partners involved in a quiet deliveries scheme, including local authorities, retailers and freight operators, will need to work together to ensure that any such restrictions are designed to support the scheme and secure the benefits for all parties. The scheme advocate will need to ensure that they adopt and maintain quiet deliveries practices that avoid unacceptable disturbance to and impacts on residents.

Barriers to implementation

3.17 There are a number of barriers to successfully implementing a scheme, including:

- Lack of basic knowledge about the current restrictions in place, and the governance needed to change them;
- Lack of stakeholder awareness;

- Creation of monitoring and feedback controls for local communities;
- Complaints and perception issues from local communities;
- Ability to reschedule delivery routes; and
- Other commercial considerations including cost of implementation, including management time or purchase of quiet equipment.

3.18 The barriers mentioned above are some of the reasons why stakeholders have hesitated to take up Quiet Deliveries Schemes in the past, but the local authority, through its facilitating and signposting role, is able to help **remove many of the issues** around communication, awareness, process and accountability.

The importance of partnership working

3.19 Through a partnership approach, local authorities, retailers, freight operators and local communities can work together to relax curfew restrictions. The scheme advocate will need to demonstrate to local authorities that any out-of-hours delivery activity can be undertaken in a way which minimises disturbance and disruption to local residents, while continuing to meet the operational needs of their business.

3.20 Where there are strategic roads in a local authority area, involvement of the Highways Agency at an early stage in discussions is always advisable. The latest DfT guidance on The Strategic Road Network and the Delivery of Sustainable Development (DfT, Circular 02/2013) is clear about the use of sustainable transport solutions (paras 16, 17) and use of demand management tools to manage capacity (paras 31, 32). The DfT guidance is also clear on the need to deal with noise issues and other environment impacts as part of the planning process (paras 45-48)

In the next part of the document we look at practical ways for local authorities to support QDS scheme advocates to deliver their objectives.

4. Sector specific guidance for local authorities

- 4.1** From a **local authority** perspective, here are the steps that need to be taken to support the development of a QDS. The role of the local authority is to act as a **facilitator** and to help ensure that all stakeholders are aligned and communicating with each other. The local authority will be critical in helping the scheme advocate (e.g. retailer, freight operator) ensure they have the **correct information** about noise, planning or other constraints right at the start of the process – and making sure that **contact details** can be provided for community groups and other third-party stakeholders necessary to the success of the process.
- 4.2** As delivery routes cross local authority boundaries and may generate ‘knock-on’ effects for semi-urban or rural authorities that are close to Borough or City Council areas, so **early cross-boundary collaboration** is critical, where necessary, to achieve support and joint planning. Where there are multiple urban authorities close to each other joint working may be vital to ensure the viability of the overall quiet deliveries scheme, and to make sure that there is a **consistent treatment of key arterial routes** (such as those serving suburban shopping areas with shared residential and retail frontages) where necessary. Depending on the level of deliveries and the aggregate effect of multiple movements, communities ‘en route’ may also be affected, so Parish Councils and other neighbourhood level organisations may also get involved in the process.

Step 1 - What are your reasons to get involved?

- 4.3** The need for a QDS will normally arise from a retailer or freight operator who needs to have more flexibility in the way they are able to carry out their day-to-day operations. Drivers for this will include late deliveries, just-in-time delivery risks, congestion and operating costs. The need may also come from the development industry where construction of a commercial or housing site requires more flexibility because of its location, type of build or other environmental factors that mean delivery movements need to be adjusted.
- 4.4** The scheme advocate may also be trying hard to build local community relations and if deliveries are an issue for residents and community groups, then there is an ideal opportunity to proactively look at QDS as a solution.
- 4.5** In order to help the scheme advocate move forward they need to be able to have a dialogue with the local authority around their objectives and also to receive support to map out any restrictions (if any) that may be place, controlled by the local authority. The first step for local authority support will be to provide a contact officer for the scheme advocate and signpost them to the existing documentation. It will also be important to

clarify contacts where two-tier Council structures are in place (i.e. County Council Highways, Borough or District Planning) and for cross-boundary collaboration where multiple local authorities will be involved.

Step 2 - Working informally with key stakeholders

4.6 The next step is to ensure that those affected are willing to consider a quiet deliveries scheme. Remember that the QDS approach is not necessarily designed to advocate '24/7' deliveries but there may be cases where extending a delivery window later into the evening or starting earlier in the morning (i.e. a 18/7 scheme between 06.00 – 24.00 or a 14/7 scheme between 06.00 – 20.00) will give enough time and space for supply chain processes to work more efficiently. At this point in the process it is important to make sure that the scheme advocate has full knowledge of any official restrictions that currently apply to the individual premises receiving deliveries/collection and wishing to make a change. These include:

- Noise abatement notices – may require that the noise be stopped altogether or limited to certain times of day and/or specify the maximum permitted noise generated
- Planning application restrictions – normally written as conditions within the planning permission that will restrict the days and hours of operation. These can be permanent (i.e. after a store or site is open) or temporary (i.e. during construction)
- Local authority agreements

4.7 It is the responsibility of the scheme advocate to consult the relevant local authority prior to any change to delivery times being planned and implemented. A meeting early in the process is an ideal way to understand the needs of the retailer or operator – and also the local community. When you meet the scheme advocate it is important to help them by providing details of the key residents associations and other community groups that are likely to have an interest. This will not just be the community organisations next door to the affected site, but may include those affected on the routes to access the site, particularly on roads through a residential area. According to internal protocol within each local authority area, the roundtable session may also include local Ward Members and Cabinet Members covering Environment/Planning (particularly if the scheme is the first in the local authority area, creating precedent).

4.8 The scheme advocate will play a key role in this consultation process, being responsible for helping to assure the relevant authorities that they can operate outside of normal delivery hours in a way that has minimal effect on the local community (other traders, residents, etc.) and which helps the local authority effectively manage their local transport network.

4.9 At this point in the process the scheme advocate will normally prepare a short site assessment report to review current delivery practices and to

implement any improvements to existing methods in order to mitigate key sources of noise under the current operating regime. This will be helpful for any initial discussions. The scheme advocate (see para 3.10 above) should also appoint a key contact person that can work with the local authority on the QDS scheme.

Step 3 - Scoping out the QDS scheme

4.10 The next step is for the scheme advocate to scope out the details of the proposed scheme. This will build on the initial feedback provided by the local authority and build on the site assessment report. The detailed case will cover:

- A profile of the scheme advocate's current operations and delivery times and any immediate improvements that have been made (building on site assessment report)
- A schedule of any restrictions they currently need to observe.
- A schedule of the proposed changes they wish to make and a short statement saying why. A formal letter of support from their key suppliers will also help demonstrate the need
- The timeframe that they would like to implement the scheme, including the specification of any temporary or trial period
- A statement on who has been/will be consulted
- A list of key contacts including the freight operator, key clients and the relevant local authority officer/s
- Note that if the case is being put forward as a solution to overcome noise concerns associated with new development, it is important that the developer is made aware that the local authority will support the QDS approach early on in the planning process

4.11 Other helpful information to be provided at this stage includes:

- A plan showing the delivery routes that are being suggested. Normally this will be led by the retailer or operator and will set out the routes that they currently use and any variation they might make if the QDS is put in place, but could also be put forward by the local community or other scheme advocate (refer para 3.10) This is important as traffic calming measures such as speed humps and other devices can increase traffic noise through deceleration/acceleration
- Pictures of the vehicles that their suppliers normally use and those they might employ on out of hours deliveries, so residents will know what to expect
- Details on the specification of the vehicles they are using in terms of their quietness
- Details of any training programmes that the scheme advocate provides for staff who are receiving/making deliveries, to ensure

they follow quiet deliveries practices and how to minimise noise. For freight operators (direct or 3PL) this may be training for drivers and delivery staff; for retailers this will be the goods handling teams responsible for 'Goods In/Goods Out'. Where a retailer has a contract or service level agreement in place with a logistics provider there is an option for them to specify collaboration and support for QDS practices within the contractual arrangements

- 4.12 All of this information will be very useful for the next critical stage (community engagement) and will form part of any Memorandum of Understanding when it is finalised.
- 4.13 The Code of Practice at **Appendix A** provides the clear 'how to' approach and sets out the essence of the QDS tool. These dos and don'ts are based on the successful TfL code designed for freight operators and retailers. The scheme advocate should adopt these measures for the proposed scheme and use this to help with the consultation process. For QDS in association with construction traffic you can signpost the applicant to good practice, including the TfL guidance for developers and for local authorities to support the use of Construction Logistics Plans.

Step 4 – Community Engagement

- 4.14 The avoidance of unacceptable impacts to local residents is vital for the success of any quiet deliveries scheme. Therefore the benefits of the approach need to be communicated jointly by the retailer and freight operator to the local community and the local authority is well placed to help with that engagement, if necessary brokering communication and any meetings with specific groups .
- 4.15 Residents should be involved early in the development of the QDS. This will help to build good relations with the local community and gain understanding of the scheme, which may help to reduce the level of complaints in the long run.
- 4.16 By working with the local community there may be points of negotiation that can be explored, e.g. extending delivery hours from a daytime operation to a 18/7 pattern (e.g. 06.00–24.00) but asking for deliveries to be reduced during 08.00-09.00 and 15.00-16.00 when schoolchildren are arriving/leaving the local schools. By extending delivery times to a local supermarket by one or two hours further into the evening congestion could be reduced around the store, especially if kerbside unloading is taking place.
- 4.17 It is important at this stage in the process that the scheme advocate makes it clear to the local community which specific pieces of legislation/regulation are being used and the exact mechanisms that they propose to use. The local authority should also be ready to deal with any third party queries or issues raised.
- 4.18 There will need to be householder notification of the proposal, but working with local groups, including Parish Councils and Neighbourhood

Forums can really help to communicate the QDS tool positively and the local authority can help by putting the scheme advocate in touch. This is particularly important where the QDS will affect a corridor route/ frontages as opposed to neighbouring premises.

Step 5 - Developing the Memorandum of Understanding

- 4.19** Once the consultation processes have been completed and a decision made to progress with the QDS, a Memorandum of Understanding should also be completed by the retailer and freight operator prior to any formal change to delivery hours. This document will list any change to working practices and agreed actions that have been agreed with the relevant local authority or authorities. The Memorandum of Understanding could be completed with input from the local authority and refer to any formal requirements (e.g. variation to a planning condition).
- 4.20** A specimen Memorandum of Understanding form can be found at the end of this document at **Appendix B**. The MoU can also be incorporated into any Construction Management Plan required as part of the planning process. Note this is not designed to be onerous, but simply set out how everyone is going to work together, and the ways in which the QDS scheme will work for this location. Given the success of the pilot and other projects, we are keen to see permanent schemes now being implemented from the outset, following the process we have set out in this guidance. Pilots and shorter-term trials may still be appropriate in certain sensitive locations, or where there are multiple stakeholders to work with, but there is a sufficient evidence base now in place for scheme advocates to propose **durable** and **sustainable** quiet deliveries schemes.

Case Study: Sainsbury's/Bournemouth Borough Council QDDS Trial

Bournemouth Borough Council had received on-going complaints from residents concerning alleged night-time delivery noise from the Sainsbury's premises and it was felt that if steps were not taken to reduce the perceived disturbance to local residents, then enforcement action might be necessary. The live trial commenced on 31st May 2010, with the noise monitoring equipment in place and operational and a noise reporting helpline set up

The involvement of local residents in completing noise logs and engaging with the Working Group, via the local authority, together with the establishment of an effective working relationship between Bournemouth BC and Sainsbury's were key success factors.

The Sainsbury's / Bournemouth BC trial has successfully demonstrated that out of hours deliveries can be undertaken without adversely affecting neighbouring residents and, following the trial, the delivery times have remained as they were, overseen by both parties who continue to monitor store delivery performance.

Step 6 - Quiet Deliveries Scheme Implementation

- 4.21** Depending on the results of the community engagement stage, there could be a trial or temporary scheme put in place initially or it could move directly to a permanent scheme. There may be a need for regular monitoring and as part of this process and it is important to include local community groups and associations that may wish to get involved in recording operator performance. It is advisable for the scheme advocate to hold regular meetings with the local authority and community stakeholders so that any local issues can be raised quickly and addressed.

5. Case studies and best practice

- 5.1** There is now a wealth of evidence that quiet deliveries work. Each case has been developed on its own merits, with its own special set of circumstances. The Useful Resources section at the end of this document gives the reader in-depth access to a number of case studies covering locations across England (although this guidance is equally applicable elsewhere in the UK) including supermarkets and other retail uses, leisure venues, manufacturers and distributors.
- 5.2** The Chartered Institute of Logistics and Transport has looked at ways to maintain the benefits of the innovative logistics measures introduced during the London 2012 Olympic and Paralympic Games, in their 'Maintaining Momentum' report.
- 5.3** This highlighted that little inconvenience was caused by out-of-hours deliveries during London 2012 and, coupled with the results from 2010-11 Quiet Deliveries Demonstration Scheme trials, established that out-of-hours deliveries can be made efficiently and without inconvenience for most residents or businesses.
- 5.4** The QDDS trials started in 2009, demonstrating that out-of-hours practices are possible when operators, retailers and local authorities work effectively together in partnership. The trials have shown that operational savings can be achieved in most cases, in terms of fuel consumption, journey times and driver/vehicle utilisation, along with corresponding minor reductions in vehicle emissions. The impact of even minimal changes to delivery timings can have a significant effect on store retailing activity, enabling shelves to be replenished with fresh stock, ready in advance of store opening. QDDS has also shown that complaints from residents (which did occur during the trials) can be effectively managed, enabling continuation of revised delivery profiles beyond a trial's duration. We are now at stage where we would encourage stakeholder to move towards development of longer term, permanent solutions.
- 5.5** The CILT concluded that across industry sectors, investment in training and technological investment enabled quiet deliveries to be made successfully and that their use in appropriate circumstances is a win-win for the logistics sector, its customers and the environment.
- 5.6** During London 2012, businesses benefited through more reliable deliveries, achieving improvements across a range of key performance indicators (KPIs), with many of them carrying on the good practice wherever possible.

Operator data from night-time deliveries during the Games showed a reduction of fuel consumption of between 3% and 6% and reductions in driver hours of up to 20%.
(CILT, Maintaining Momentum, p5)

- 5.7** In construction projects, TfL has been responsible for the development of best practice guidance for developers and for local authorities to support the use of Construction Logistics Plans.

Making quiet deliveries work – Evolving good practice

- 5.8** This guidance is not designed to be prescriptive. By bringing the key messages together in one place it helps to make things simple and easy to access.
- 5.9** TfL has already commenced further research during 2014-15 focusing on engagement with selected London Boroughs and development of the total delivery management approach to help cut through the barriers to QDS and the wider benefits of retiming and spreading the loadings on the network.
- 5.10** It is important to remember that the benefits of the QDS approach extend across different types of location, ranging from congested market towns with conservation and amenity issues, through to larger conurbations. QDS also works well in conjunction with other elements of the logistics toolbox, such as sustainable distribution or ‘consolidation’ centres.
- 5.11** It should also be noted that the logistics landscape is constantly changing, and that consumer demand for ‘click and deliver’ services is likely to grow significantly. The ability for local authorities to be able to facilitate and manage growth sustainably will be assisted by a number of planning end environmental management tools, of which QDS is an important part.

Case Study: Quietly efficient logistics in Southampton

Southampton’s Sustainable Distribution Centre (SDC) is a consolidation centre operation designed to reduce the number of Heavy Goods Vehicles (HGV’s) servicing the city and surrounding town centre locations.

Operated by Meachers Global Logistics, the freight consolidation process involves grouping individual consignments or part-loads (that are destined for the same locality) at Meachers’ Nursling facility on the M271 motorway just outside of Southampton city centre. This process allows less frequent, yet more efficient deliveries to be made.

The SDC’s out of city location not only reduces the traffic and environmental impacts on the city centre, but also reduces the noise and disturbance levels within urban residential areas. This is particularly important during quiet hours as inbound deliveries into the city are 24/7.

Research has highlighted that the SDC could reduce the number of HGV’s travelling into Southampton City Centre by up to 75% (a potential reduction of 6,900 vehicle movements per annum).

This reduction in HGV movements will have a dramatic impact on congestion, the environment and noise levels in the city.

6. Where to find more information

DfT website information

<https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme>

London Freight Plan, Transport for London
www.tfl.gov.uk/microsites/freight/london_freight_plan.aspx

Freight Transport Association
www.fta.co.uk

Noise Abatement Society
www.noiseabatementociety.com

Noise Abatement Society Helpline:
Tel 01273 823 850 or e-mail at info@noise-abatement.org

Chartered Institute of Logistics and Transport
www.ciltuk.org.uk

Road Haulage Association
www.rha.uk.net

British Retail Consortium
www.brc.org.uk

Association of Town and City Management
www.atcm.org

Royal Town Planning Institute
www.rtpi.org.uk

Chartered Institute of Environment and Health
www.cieh.org

Considerate Constructors Scheme
www.ccscheme.org.uk

7. Useful Resources

“Quiet Mark Scheme” (<http://www.quietmark.com/>)

Department for Transport

“Quiet Deliveries Demonstration Scheme – Case Studies” (Freight Transport Association, Noise Abatement Society, Department for Transport 2011
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4009/quiet-deliveries-demo-scheme-case-studies.pdf)

“QDDS IVB Site Assessment – ASDA, Bloxwich” (Noise Abatement Society, 2011 http://www.ttr-ltd.com/downloads/pdf/ASDA_Bloxwich.pdf)

“QDDS IVB Site Assessment – Morrisons, Stone” (Noise Abatement Society, 2011 http://www.ttr-ltd.com/downloads/pdf/Morrisons_Stone.pdf)

“QDDS IVB Site Assessment – M&S, Chichester” (Noise Abatement Society, 2011 http://www.ttr-ltd.com/downloads/pdf/MS_Chichester.pdf)

“QDDS IVB Site Assessment – Sainsburys, Bournemouth” (Noise Abatement Society, 2011)

http://www.ttr-ltd.com/downloads/pdf/Sainsburys_Bournemouth.pdf)

“QDDS IVB Site Assessment – Superdrug, London” (Noise Abatement Society, 2011 http://www.ttr-ltd.com/downloads/pdf/Superdrug_London.pdf)

“Olympic Legacy Monitoring: Adaptations to deliveries by businesses and freight operators during the Games” (TfL, 2013,
<http://www.tfl.gov.uk/assets/downloads/corporate/olympic-legacy-freight-report.pdf>)

DfT Circular 02/2013 The Strategic Road Network and the Delivery of Sustainable Development

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/237412/dft-circular-strategic-road.pdf

Communities

National Planning Policy Framework (2012)

<https://www.gov.uk/government/publications/national-planning-policy-framework--2>

DEFRA

Noise Policy Statement for England (2010)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69533/pb13750-noise-policy.pdf

Transport for London and other Local Authorities – Best practice

“Transport for London - Delivery and Servicing Plans Guidance”

<http://www.tfl.gov.uk/microsites/freight/documents/Delivery-and-Servicing-Plans.pdf>

“TfL Construction Logistics Plan Guidance for Developers” (TfL, April 2013)

<http://www.tfl.gov.uk/microsites/freight/documents/construction-logistics-plan-guidance-for-developers.pdf>

“TfL Construction Logistics Plan Guidance for Planners (TfL, April 2013)

<http://www.tfl.gov.uk/microsites/freight/documents/construction-logistics-plan-guidance-for-planners.pdf>

“Transport for London’s code of practice for quieter out-of-hours deliveries” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/code-of-practice-out-of-hours-deliveries-and-servicing.pdf>)

“Quieter out-of-hours servicing trial - Veolia Environmental Services, the London Borough of Southwark and the London Borough of Lewisham case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/veolia-commercial-out-of-hours-case-study.pdf>)

“Quieter out-of-hours servicing trial Veolia Environmental Services and Westminster City Council case study” (TfL 2012, <http://www.tfl.gov.uk/assets/downloads/businessandpartners/veolia-municipal-out-of-hours-case-study.pdf>)

“Quieter out-of-hours deliveries trial - Fortnum & Mason and Westminster City Council case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/2012-case-study-fortnums-and-westminster.pdf>)

“Quieter out-of-hours deliveries trial - Marks & Spencer and the Royal Borough of Kensington & Chelsea case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/2012-case-study-m-and-s-royal-borough-of-kensington.pdf>)

“Quieter out-of-hours deliveries trial - The Swan, Shakespeare’s Globe; Tradeteam; Brewery Logistics Group; and London Borough of Southwark case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/2012-case-study-m-and-s-royal-borough-of-kensington.pdf>)

“Quieter out-of-hours deliveries trial Coca-Cola Enterprises Ltd, the London Borough of Camden and Westminster City Council case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/2012-case-study-m-and-s-royal-borough-of-kensington.pdf>)

“Quieter out-of-hours deliveries trial McDonald’s – Brent Park; Keystone Distribution and the London Borough of Brent case study” (TfL, 2012 <http://www.tfl.gov.uk/assets/downloads/businessandpartners/2012-case-study-m-and-s-royal-borough-of-kensington.pdf>)

Industry and Professional Associations

RTPI Planning Aid “Best Practice Guide to Public Engagement in Development Schemes” (RTPI, 2012) <http://www.rtpi.org.uk/media/6312/Good-Practice-Guide-to-Public-Engagement-in-Development-Scheme-High-Res.pdf>

“Maintaining Momentum – Summer 2012 Olympics Logistics Legacy Report” (The Chartered Institute of Logistics and Transport, 2012) <http://www.ciltuk.org.uk/Portals/0/download/maintainingmomentum100513.pdf>

“The Portas Review - An independent review into the future of our high streets” (Mary Portas, 2011) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6292/2081646.pdf

“Quiet Night-Time Deliveries – ‘Silent Approach’ – and London 2012” (LOCOG, 2012) <http://learninglegacy.independent.gov.uk/documents/pdfs/sustainability/mr-quiet-night-time-deliveries.pdf>

“Quiet Deliveries Demonstration Scheme: Emissions and Air Quality” (AEA, 2011) [http://www.ttr-ltd.com/downloads/pdf/R3177_Issue_1%20\(4\).pdf](http://www.ttr-ltd.com/downloads/pdf/R3177_Issue_1%20(4).pdf)

“Noise Monitoring Report – ASDA, Bloxwich” (Transport Research Laboratory, 2011) http://www.ttr-ltd.com/downloads/pdf/ASDA_Bloxwich5.pdf

“Noise Monitoring Report – Morrisons, Stone” (Transport Research Laboratory, 2011) http://www.ttr-ltd.com/downloads/pdf/Morrisons_Stone5.pdf

“Noise Monitoring Report – M&S, Chichester” (Transport Research Laboratory, 2011) http://www.ttr-ltd.com/downloads/pdf/M&S_Chichester5.pdf

“Noise Monitoring Report – ASDA, Sainsburys, Bournemouth” (Transport Research Laboratory, 2011) http://www.ttr-ltd.com/downloads/pdf/Sainsburys_Bournemouth5.pdf

“Night-time deliveries – Wandsworth trial” (Freight Transport Association, 2007) http://www.fta.co.uk/export/sites/fta/_galleries/downloads/night_time_deliveries/nighttime_deliver_wandsworth.pdf

Previous Guidance

“Quiet Deliveries Demonstration Scheme (QDDS) – Final Project” (Transport & Travel Research Ltd, 2011) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4007/quiet-deliveries-demo-scheme-final-project-report.pdf

“Quiet Deliveries Demonstration Scheme - Guide for Local Authorities on Out-Of-Hours’ Deliveries” (Freight Transport Association, Noise Abatement Society, Department for Transport 2011) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4013/quiet-deliveries-demo-scheme-local-authority-field-guide.pdf

“Quiet Deliveries Demonstration Scheme - Guide for Retailers on Out-Of-Hours’ Deliveries” (Freight Transport Association, Noise Abatement Society, Department for Transport 2011) https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/4011/quiet-deliveries-demo-scheme-retailer-field-guide.pdf

Appendix A

How to introduce a Quiet Deliveries Scheme **Menu of Measures for Retailers and Freight Operators** *(based on Transport for London's code of practice for quieter out-of-hours deliveries)*

General guidance – activities mainly within your control

- Think about the potential noise impact of any out-of-hours activity on local residents, and review the likely sources and consider how to address these by:
- Using newer and quieter delivery vehicles and equipment, where possible
- Making sure all equipment – both on the vehicle and at the delivery point – is in good working order and maintained or modernised to minimise noise when in operation
- Ensuring all staff involved in delivery activity are briefed and trained appropriately, in accordance with the code of practice
- Ensuring all suppliers and carriers receive copies of the code and are aware of its importance

General guidance – activities that you will need to collaborate on

- Liaising with your local Borough/District Council and contacting the Environmental Health Officer (responsible for noise issues) to explain the plans to manage night-time delivery and servicing activity. This needs to happen in partnership with your key customer/retailer.
- Liaising with your local Borough/District Council and contacting the Planning Department to identify and help address any variations to planning conditions required and the process for carrying this out. This needs to happen in partnership with your key customer/retailer.
- Liaising with clients, colleagues, other local businesses, suppliers and carriers to minimise the likelihood of more than one vehicle arriving at the same time

Ensure all drivers/deliveries/loading/unloading personnel follow the guidance below:

The delivery point

- Ensure delivery bay doors, gates and shutters are well maintained to minimise noise when opening and closing
- Switch off any external tannoy systems
- Avoid using external bells at delivery points
- Switch off the radio when delivery point doors are open
- Ensure the delivery point and surrounding areas are clear of obstructions so vehicles can manoeuvre easily
- Keep doors other than the delivery point closed to ensure noise does not escape
- Where possible, prepare all empty handling units, salvage and returns behind closed doors. Check they are in the correct condition and position and at the

right height before taking them out. This will minimise outdoor activity and unnecessary noise

- Think about how to minimise contact between hard surfaces, particularly metal on metal, during the unloading/loading processes. For example, use rubber matting and buffering material on doors
- Service any delivery equipment in advance to minimise noise
- Make sure the delivery point is ready for the vehicle before it arrives – gates and doors should be open to avoid the vehicle idling
- Make sure the driver knows the precise location of your delivery point and is aware of any local access issues
- Ensure staff do not shout or whistle to get the attention of the driver

The driver

- Plan ahead to ensure you know the location of the delivery point and the appropriate access route
- Adjust or restrict routings for evening/night-time deliveries to avoid housing areas
- If early for your delivery slot, do not wait near residential property and switch off the engine
- As you approach the site and manoeuvre your vehicle into position, remain aware of the effect noise levels can have on local residents
- Do not sound your horn
- Reversing alarms should be switched off or modified for white noise, if not subject to health and safety requirements or localised risk assessment issues (e.g. proximity to a cycle route). Use a qualified banksman instead, if available
- Engines should be switched off immediately when not manoeuvring, however, try to minimise start-ups and avoid over-revving
- Refrigeration equipment should be switched off in advance of arrival at premises
- If the radio is on, ensure the cab windows are closed and switch the radio off before opening the door
- Minimise the frequency of opening and closing vehicle doors, and do so quietly
- Allow extra time if needed to unload as quietly as possible. Take particular care to minimise rattle from metal-on-metal contact when moving roll cages
- Where practical, notify staff at the delivery point in advance of arrival to ensure they are ready for you
- Be aware of how far your voice can carry when talking outside at night
- If opening a gate/cellar flap/roller shutter door to gain access, do so gently and as little as possible
- Lower flaps on tail-lifts carefully and quietly
- Do not whistle or shout to get the attention of store employees
- When moving gates, locks and load restraint bars ensure they are placed gently in their resting position/stowage point – do not drop or drag them on the ground
- When safe to do so, use sidelights rather than headlights while off-road and manoeuvring, to minimise light intrusion
- Minimise excessive air brake noise

- When working in the vehicle load space avoid banging cages into the vehicle walls
- When finished unloading/loading, close up the vehicle quietly
- For keg deliveries, ensure that dropping beds are always used when dropping kegs into and out of the vehicle. If rolling kegs to the delivery point, use rubber matting. Consider using a sack truck with pneumatic tyres to move kegs from the vehicle to the delivery point
- Show the same consideration when leaving the site as when arriving

Appendix B

PROPOSED 'QUIET DELIVERIES' SCHEME

NAME OF LOCAL AUTHORITY / NAME OF RETAILER/PARTICIPANT

LOCATION - INSERT AREA/TOWN CENTRE LOCATION

Specimen Memorandum of Understanding – Agreed Actions and Working Processes

(Add list of Working Group Members/Stakeholders and contact details)

Agreed Specifics of Proposed Scheme/Trial

- Start dates of proposed QDS scheme (and review date if it is a pilot)
- Times of deliveries that will be the focus of the scheme;
- Possible involvement of local residents who have previously raised issues to the operator/retailer involved in the working group and to keep noise log records during the trial;
- Inclusion of any planned / foreseen events that could impact upon the scheme, (e.g. store maintenance);
- Provision to meet to address any complaints or unforeseen circumstances; and
- Arrangements for any meeting requirements, including management of any cross-boundary issues if the QDS scheme affects multiple local authority areas
- Sources of any 'core' data that is being collected anyway as part of the process (e.g. noise data to meet a planning condition requirement)

Agreed Responsibilities and Actions

- Key reporting arrangements between all parties if complaints received;
- Local authority to advise elected members of proposed scheme;
- Retailer supply chain / transport department to produce a "driver charter" to ensure detailed briefing of drivers engaged in servicing the store during the trial;
- Retailer to invest in and deliver any relevant staff training needed for the trial;
- Retailer to circulate regular report to all parties, advising of any issues arising;

- Retailer to advise supply chain if any delivery is non – compliant with the agreed operational aspects of the scheme; and
- Retailer to have implemented all relevant noise mitigation measures emanating from the site assessment report prior to start of the scheme (e.g. servicing of delivery bay doors, switch off tannoy system, etc)
- Agreement on who is going to monitor and measure performance. Note that this should not be onerous but instead be a relatively easy task that is inbuilt into existing processes.