



Department
for Transport

Quiet Deliveries Good Practice Guidance – Key Principles and Processes for Community and Resident Groups

February 2015

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Foreword

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

Congestion and delays affect local communities, particularly residents, as well as freight and retail business and also. Quiet Deliveries schemes provide a way to address these issues. This guidance reflects lessons learnt from Quiet Deliveries trials held by the Department for Transport (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.

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 local businesses.

We hope that through the use of this guide that this will help local communities in their understanding of what a good quality, well-managed Quiet Delivery Scheme looks like, and for them to be able to work proactively with retailers, freight operators and developers alike. Through the other guides produced, we have strongly encouraged the active involvement of local communities right from the start of the Quiet Deliveries Scheme development process, and for the needs of wider stakeholders to be recognised throughout the planning and delivery of a Quiet Deliveries scheme.

Working with residents, policy makers and key industry stakeholders like the Freight Transport Association, the NAS has proven time and again that with the use of a consistent methodology, including engaging with local authorities and residents, installing noise monitoring equipment, introducing driver charters and rigorous site assessments, that positive results can be achieved with out-of-hours deliveries without causing disturbance and still protecting the rights of residents as paramount. Given the significant health and environmental gains to be made, it is critical to establish feasible and sustainable quiet out-of-hours delivery practices with increased investment from industry and positive co-ordinated input from all stakeholders. Doing so will also lessen daytime disturbance and enable quieter deliveries to become accepted as the norm. Introducing quiet delivery practices now, under strict guidelines and practices, ensures that the public will be protected throughout.

1. Setting the scene

What are Quiet Deliveries?

- 1.1** Deliveries of goods to businesses outside normal delivery hours, using equipment and techniques to reduce noise and disturbance to residents. This document sets out the basics of the quiet deliveries process but importantly also explains the benefits and how you can get involved in the process.

What are the benefits of Quiet Deliveries?

- 1.2** The principal benefits are reduced congestion, more reliable delivery schedules and reduced impact of carbon emissions. There may also be benefits in terms of greater availability of goods on shelves, as deliveries outside normal hours will allow retailers to maintain stock levels. A table showing the benefits in detail is on the next page.

What is the purpose of this guidance?

- 1.3** We have issued guidance to local authorities, retailers, freight operators and construction firms, pointing out the benefits of quiet deliveries and explaining how successful schemes may be set up. The guidance has been issued following successful trials of quiet deliveries around England in 2010-11 and in London during the Olympic and Paralympic Games. We recognise that residents will be concerned about possible disturbance from quiet deliveries. Therefore we have issued this guidance to reassure residents that their interests and concerns will not be overlooked.

Where do local community groups come in?

- 1.4** Our guidance for local authorities and retailers stresses they must consult communities. Successful schemes will include monitoring to ensure that disturbance is minimised. Use of this guide will help local communities in their understanding of what a good quality, well-managed Quiet Delivery Scheme looks like, and for them to be able to work with retailers, freight operators and developers alike.

Benefits for local communities

- 1.5** The potential benefits for local communities are presented in the following table:

Benefits for local communities	
Benefit	Details
Reduced congestion	Delivery vehicles operating outside of peak times, freeing up road space during peak times for other road users including local residents and businesses. Reduced HGV and LGV movements in shopping areas/town centres and other sensitive locations, making it easier for pedestrians to move about.
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, particularly pedestrians and cyclists
Improved air quality and reduced carbon emissions	With less congestion being encountered and vehicles spending less time stationary and idling in congestion, vehicle emissions should reduce and air quality may improve, particularly during the daytime.
Increased community engagement and participation in the planning system	Community groups have a voice in any formal processes designed to vary planning/environmental health conditions. This will increase engagement between local communities and retailers / freight operators. It will also support greater involvement in the process by local organisations with statutory recognition in the planning process i.e. Parish Councils and Neighbourhood Forums
Better quality travel planning	The integration of freight and logistics considerations into travel plans will make it a better solution for local communities
Enhanced economic productivity for the location/town	QDS schemes benefit the local businesses involved, helping support the local economy.
Increased stock availability at retail premises	Stock delivered before a retail premises opens or after it closes can be displayed on the shop floor in time for opening to customers the following morning. This will increase the selection of goods available to local residents.
Increased reliability of service for residents using retail premises	By reducing traffic levels at core times, retailers may be able to predict delivery times and ensure local shops are better stocked.
Positive development of solutions	Community groups may wish to bring forward concerns about current practices at a site. Quiet Deliveries can be part of the solution, as by simply shortening delivery hours to deal with a potential noise issue, this may worsen traffic congestion, bad parking and other problems.

Gathering the evidence

- 1.6** The quiet deliveries principle has already 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.
- 1.8** 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

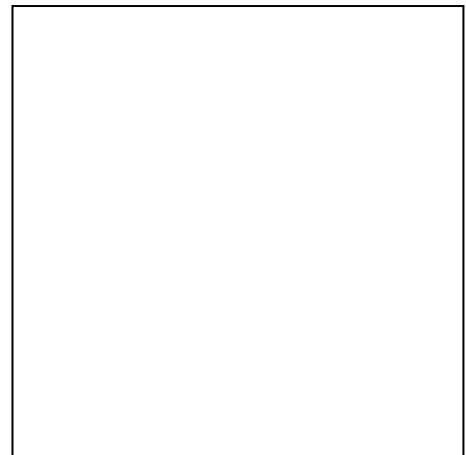
well-managed manner, that schemes can work effectively with minimal or negligible disturbance to residents and surrounding communities. Quiet Deliveries schemes (QDS) can be a win-win for all parties because of:

- Reduced congestion and delay for all road users
- Improved quality of life for local residents and communities
- Enhanced road safety
- Better efficiency for participating organisations including freight operators
- Improved customer satisfaction and access to products of their choice
- Improved environment

1.9 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 local community groups and residents** but also recognises the role of the **QDS scheme advocates** (normally retailers or freight operators) in consulting early with the community.

Improving guidance as a result of lessons learnt

1.10 This new guidance builds on that originally developed using the 2010-11QDDS trials and the experience of the London 2012 Olympic and Paralympic 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.



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

What the guidance will deal with

1.12 This updated guidance helps to answer a number of important questions about QDS so that local authorities can help in the effective delivery of new schemes. These are:

- Why do quiet deliveries and why it can be a win-win for all stakeholders in the process?
- Why local communities can really benefit?
- How local communities can enable the process?
- What are the key actions community bodies can take to get involved and to work with scheme advocates that wish to promote a retiming solution to deliveries?

What about my community?

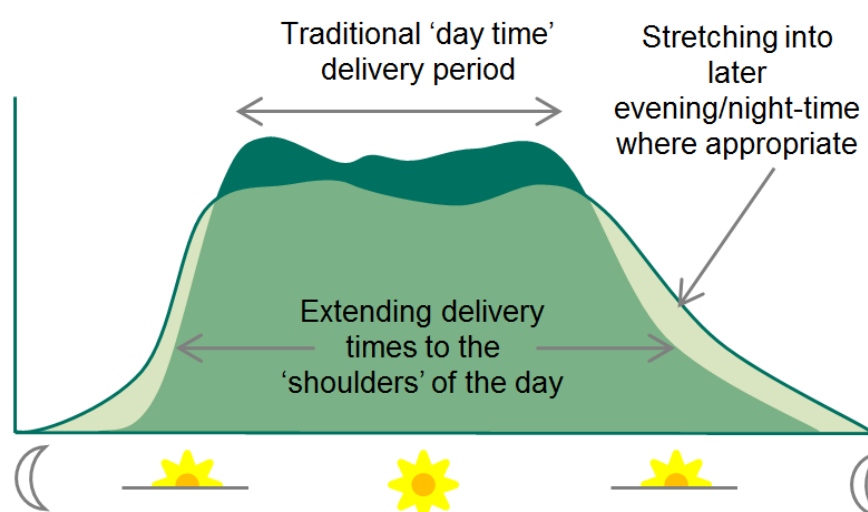
1.13 For the real benefits of the QDS tool to be felt, it needs cross-sector commitment from local authorities, retailers, freight operators, community organisations and developers. **If you are a member of a community or residents' group involved in planning or environmental health issues, Section 4 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**. Quiet deliveries schemes 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, including pedestrians and cyclists.
- 2.2** Many of the restrictions to delivery timing are linked to highways, planning or environmental health functions of local councils – but they cannot implement these without buy-in from local communities who will need to be consulted. However, changes in timings and restrictions may bring about wider **social, economic and environmental benefits** to an area, spreading the pressure of deliveries over a negotiated, longer period, and using latest technology and management techniques to **minimise the impact** of noise
- 2.3** Examples of QDS include out-of-hours deliveries to premises 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. 06.00-24.00) 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. Both local communities and local authorities will need to be reassured by scheme advocates that moving deliveries out of normal hours **should**

not cause additional noise nuisance 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 and will be shared with the local community.

2.5 The principles of quiet deliveries schemes, while developed initially within the retail sector, can equally apply to other sectors including the **construction sector** where they can spread the impact of construction traffic over a longer time period. This area will also be of interest to local communities where construction traffic serving a major development site may have implications for local residents over a number of years.

2.6 Noise levels can be reduced by introducing various improvements in technology but also relate to the way people manage the loading/unloading process. Typically the measures include:

- Modern equipment such as quiet storage cages and racks
- Modifications to loading bays, such as quieter gates and doors
- Behaviour by staff to reduce noise, such as accurate handling of goods, hushed voices and limited use of horns

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 when a QDS is being developed.

3. How to use the guidance

The guidance family

3.1 This document provides an introduction to the concept of quiet deliveries to help you, as a community group, to get involved. As the approach can be used by a range of stakeholders, there are separate guides for different interest groups as follows:

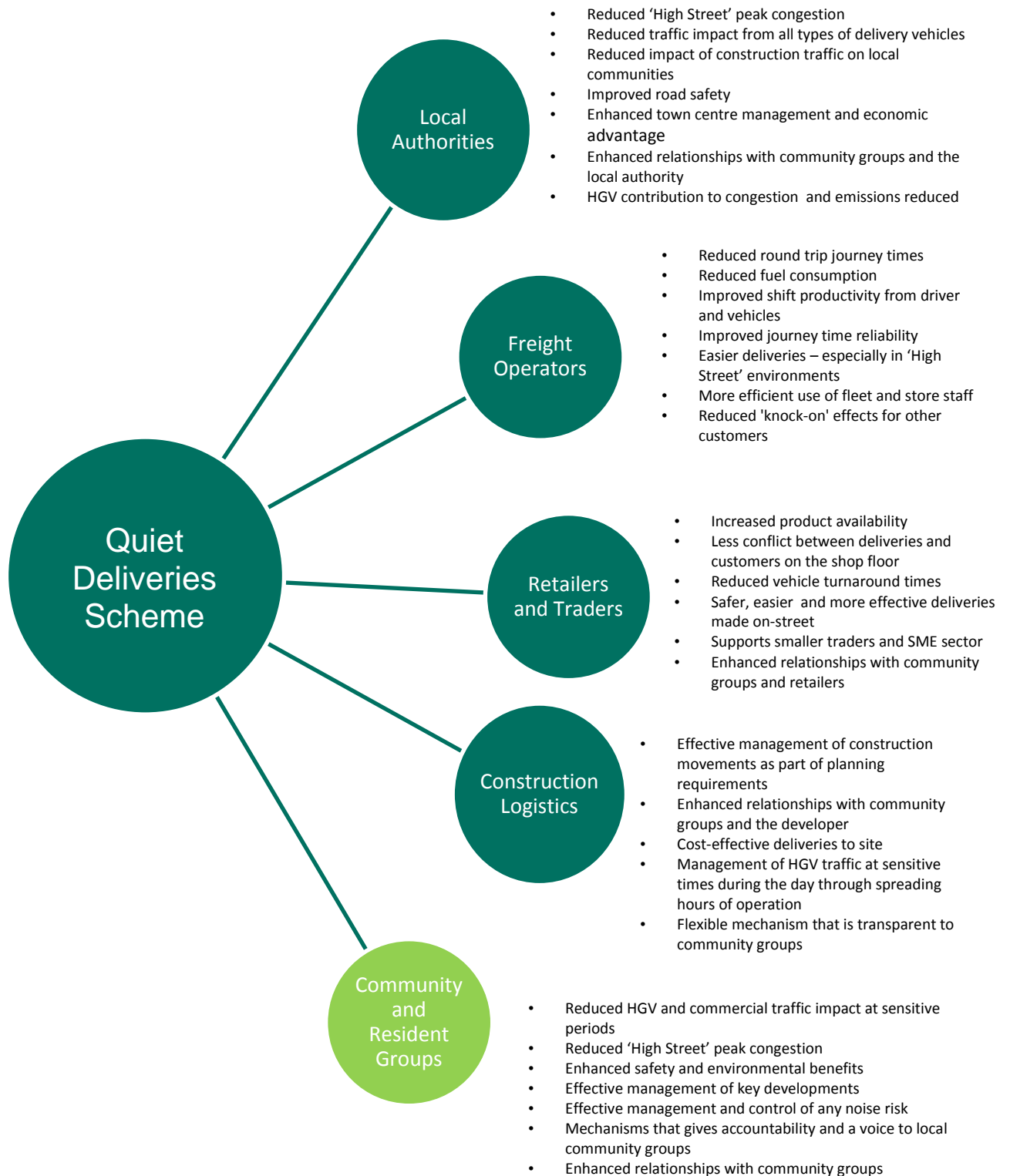
- **community and residents' groups**
- local authorities
- freight operators
- retailers and traders
- the construction and development sector

3.2 The scheme advocates will normally be a freight operator, retailer or group of traders, or a developer and their construction supply chain. The local authority should make sure that the **key local community organisations are flagged up** and that the scheme advocate makes contact.

3.3 Transport for London commissioned research looking into the different types of restrictions and how they affect out of hours deliveries to make this **simple and easy to understand**.

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.

How QDS benefits different sectors and stakeholders - highlighting benefits for local communities in supporting the process



Who can start a quiet deliveries scheme?

3.5 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. Community groups themselves can be advocates of a QDS scheme if they feel it is a workable solution to a local traffic / traffic safety challenge.

- 3.6** For example, a Parish Council or Neighbourhood Forum may wish to work alongside the local authority and local businesses to tackle deliveries in a busy street close to residential premises and be a part of shaping the scheme. Similarly, 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.

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 from whichever viewpoint stakeholders approach the issue.

The voluntary nature of quiet deliveries schemes

- 3.7** 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.
- 3.8** 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 enabling and supporting the process. Existing regulation and legislation can be used to support the development and continuation of a QDS.**

Existing planning and environmental requirements

- 3.9** While this guidance provides a clear set of tools, the decision to develop a quiet deliveries scheme in many cases is voluntary and relies on collaboration. This is why involvement of the **local community** is so important to the development of a successful scheme. However there are two principal areas where existing **legislation** and **regulation** affect adoption of the quiet deliveries approach
- 3.10** These are environmental health regulations, which allow local authorities to place restrictions on certain activities which cause noise; and planning permission which may restrict deliveries to certain hours.

- 3.11** A quiet deliveries scheme cannot amend any legal requirement or planning condition which restricts hours of delivery, so it is important for scheme advocates to ensure they have fully researched what, if any, legal restrictions exist in developing a scheme.
- 3.12** Scheme advocates can apply to the local planning authority to modify or remove planning conditions which restrict delivery times. Any application to amend a permission will be considered in the normal way. The existence of a draft quiet delivery scheme, particularly one which has been developed and agreed with the local community, may be taken into account by the local planning authority in deciding whether to grant permission to modify or remove a condition restricting hours of delivery. Completion of a scheme may also be secured through a planning condition.
- 3.13** A quiet deliveries scheme will provide reassurance to the local community that out-of-hours deliveries can be made using methods that will minimise, manage, or remove 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.
- 3.14** 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 scheme advocate will need to ensure that they adopt and maintain quiet deliveries practices that minimise any negative effects on residents.

Barriers to implementation

- 3.15** We know that local communities need to be **reassured** so that scheme advocates can win support for the introduction of a temporary – or permanent – QDS scheme. Noise levels and traffic can aggravate local communities but this guidance clearly sets out the mechanisms in place to reduce adverse effects of noise and a number of much wider benefits - and if well-managed following the QDS system the risks around noise inconvenience are much reduced. It is important for local communities to understand the system so that appropriate use of Quiet Deliveries can be encouraged.

4. Sector specific guidance for local communities

Step 1 - What are your reasons to get involved?

- 4.1 It is helpful for local community groups to understand the starting position for the introduction of a scheme; the main motivators for doing this will include late deliveries, just-in-time delivery risks, congestion and operating costs, or where construction of a key commercial or housing site requires more flexibility because of its location, type of build, or other environmental factors.
- 4.2 The scheme advocate may also be trying hard to build local community relations and if deliveries generally are an issue for residents and community groups, then there is an ideal opportunity to look at Quiet Deliveries as a solution.
- 4.3 If delivery patterns and/or noise has been a consistent concern for a local community already, then it is important that the local authority have the evidence so these points can be raised early on: therefore community groups will need to keep in touch with the local authority planning/environmental health officers to make them aware of the situation. Note that this reporting does not have to be in the form of complaints around noise but can be a softer reporting of the issues and concerns that can be picked up, particularly through the planning process.

Step 2 - Working informally with key stakeholders

- 4.4 The next step is to ensure that **those affected** are willing to consider a quiet deliveries scheme. Remember that the QDS approach is **not 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 (e.g. a scheme between 0600 – 2400 or between 0600 - 2000) will give enough time and space for supply chain processes to work more efficiently and thereby benefit the local community.
- 4.5 At the same time the **local authority will encourage liaison with the community and residents groups affected**, if this has not already started. Whilst there may be official restrictions covering hours of operation, noise levels, routing, etc. in parallel the scheme advocate should be seeking feedback from the local community.
- 4.6 **It is the responsibility of the scheme advocate to consult the relevant local authority and the local community prior to any change to delivery times being planned and implemented.** So 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 the local authority meets the scheme advocate they will provide to them the details of the key **residents associations, affected parties** and other **community groups** that will 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. **It is therefore important that you have recorded your interest with the local authority so this can be picked up.**

- 4.7** 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.
- 4.8** 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 with representatives of the local community. The scheme advocate should also appoint a key contact person that can work with the local authority and community representatives on the QDS scheme. As a community group you should be aware that this document is being produced.

Step 3 - Scoping out the QDS scheme

- 4.9** The Code of Practice at **Appendix A** sets out the essence of the Quiet Deliveries approach. These dos and don'ts are based on the successful TfL code designed for freight operators and retailers. The scheme advocate will be expected to adopt these measures for the scheme and use this to help with the consultation process. For QDS schemes in association with construction traffic local councils will be signposting the applicant to best practice, including the TfL guidance for developers and for local authorities to support the use of Construction Logistics Plans. Remember that a local community group are able themselves to propose a QDS scheme and to act as advocate. However the same processes would apply to the community organisation (e.g. Parish Council, Neighbourhood Forum) in developing the QDS plan.

Step 4 – Community Engagement

- 4.10** **The reduction of potential impact 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
- 4.11** **Community groups** may wish to hold a specific meeting to put their views across, and it is always advisable to appoint a single point of

contact for the group. To make the QDS process easier, if there are **multiple groups** in existence why not meet and together form a team view which can be fed back to the scheme advocate. This is particularly important when a scheme advocate needs to be able to respond to a **consistent position** from local residents or community groups.

4.12 **Wherever possible, residents should be involved early in the development of the QDS, rather than wait until the scheme is under way to raise concerns.** This will help the scheme advocate to build good relations with the local community and gain understanding of the local issues, which may help to reduce the risk of problems in the long run.

4.13 By working with the local community, the scheme advocate can identify points of negotiation that can be explored, e.g. extending delivery hours from a daytime operation (e.g. 06.00 – 24.00 but avoiding 08.00-09.00 and 15.00-16.00). Extending delivery times to a local supermarket by one or two hours further into the evening could reduce congestion pressure around the store, especially if kerbside unloading is taking place.

4.14 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 or alter. The local authority should also be ready to deal with any third party queries or issues raised in terms of the formal process and can act as mediator between various interests

Case Study: Quieter out-of-hours servicing trial - Veolia Environmental Services and Westminster City Council case study

Veolia Environmental Services (UK) plc is the municipal waste collection contractor for Westminster City Council, London. This involves carrying out collections from commercial and residential premises. To cope with pressure during the London 2012 Olympics, a quieter deliveries scheme had to be implemented.

After reviewing the code of practice, the working group agreed an early morning waste collection trial, between the hours of 04.00 and 06.00, in Long Acre, Soho and Marylebone, during April 2011.

The route followed during the trial went through Long Acre in Covent Garden and through Soho, areas with residential properties as well as commercial premises, including shops, public houses and restaurants. No complaints were received from local residents during the trial. The Veolia Environmental Services crew was vigilant throughout the trial and minimised noise impact as far as practicable. The trial was deemed a success by the working group, endorsing the effectiveness of TfL's quiet deliveries code of practice for collection and servicing activity.

4.15 Clearly 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. Use of local newsletters, websites and other communication tools can help the local community understand the merits of the scheme. This is particularly important where the QDS will affect corridor route/frontages in addition to neighbouring premises to a site.

Step 5 - Developing the Memorandum of Understanding

- 4.16** 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 and community organisations. The memorandum of understanding could be completed with input from the local authority and the local community and refer to any formal requirements (e.g. variation to a planning condition). Depending on the local circumstances, the community groups can also be a signatory.
- 4.17** 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 sets 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 (<https://www.gov.uk/government/publications/quiet-deliveries-demonstration-scheme>) 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 ongoing 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 initial inquiry to set up a QDDS trial was received from Bournemouth BC at the same time that the QDDS consortium was in discussion with Sainsbury's in relation to the selection of proposed stores for participation in a trial.

The live trial commenced on 31st May 2010, with the noise monitoring equipment in place and operational and a noise monitoring 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

4.18 Depending on the results from the **community engagement phase**, this could be either a trial/temporary scheme put in place or could move direct to a permanent scheme as suggested above. There may be a need for regular monitoring and as part of this process 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. As a community group it is helpful if you can establish the level of **on-going involvement** that you are able to resource.

5. Case studies and best practice

- 5.1 There is clear evidence that quiet deliveries work. The Useful Resources section at the end of this document includes a number of case studies including supermarkets and other retail uses, leisure venues, manufacturers and distributors. In each guidance document you will find case studies showing how and why quiet deliveries schemes work. As the case studies grow, we will expect to see more evidence of community engagement and participation.
- 5.2 The Chartered Institute of Logistics and Transport (CILT) 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 the trials of out-of-hours deliveries during London 2012 worked successfully 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 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. 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 cities.

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 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 unsociable hours as inbound deliveries into the city are 24/7. Research has highlighted that the SDC could reduce the number of HGVs 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.rtpi.org.uk

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 – Sainsbury’s, 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.