

## Villiers Street Delivery and Servicing Plan (Phase 2)

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@freight\_tails  
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CRP looks forward to working with its partners to reduce vehicle congestion, improve air quality and create a more pedestrian friendly street for all to enjoy.

Villiers Street is in the Northbank Business Improvement District (BID) in Westminster and is one of London's busiest streets.



**500**

Over 500 vehicles per week to service the businesses

**10**

At least 10 waste and recycling companies

**5**

More than 5 different milk suppliers creating over 35 deliveries each week

**10**

Different linen deliveries every week

## Introduction

Phase 1 of the Delivery and Servicing Plans (DSP) project was completed in 2016. This initial phase identified a number of measures to be investigated further, both as individual businesses and more collaboratively as a number of businesses working together.

These ranged from the sharing of space and consolidation of waste contractors (to reduce the number of companies servicing the street and therefore the number of vehicles visiting on a weekly basis) to encouraging alternatives to staff receiving personal deliveries at work.

The aim of Phase 2 is to implement these recommendations.

## Scope of works

In phase 2, CRP has engaged with the other businesses along Villiers Street to make them aware of the project, understand what they would be willing to change and to help coordinate the businesses to work together to be able to make the recommended changes.

The project has looked at ways to:

- Streamline suppliers to reduce excessive trips
- Use onsite compactors for waste and recycling
- Retime freight and consolidation options

## Outcomes

The Phase 2 project will focus on enhancing the delivery and servicing efficiencies along Villiers Street based on the Phase 1 research, whilst also developing an appropriate strategy that could be shared for implementation beyond the Northbank area.

A key project output has been a best practice case study document.

## Lessons learnt

This second phase will enable CRP and Northbank BID to share learnings and best practice across the wider BID area and also encourage other BIDs and town centre areas to seek to reduce their delivery and servicing impact too.

## Future of the project

CRP looks forward to working with its partners to reduce vehicle congestion, improve air quality and create a more pedestrian friendly street for all to enjoy.

6

Tailored DSPs developed for 6 businesses

1

Business engagement workshop



<http://crossriverpartnership.org/projects/central-london-sub-regional-transport-partnership/>