

Delivery and Servicing Plans for Markets

www.urbact.eu/freight-tails
@freight_tails
September 2017

Markets play a vital role in cities, towns and high streets economically, socially and environmentally. They are part of the very fabric of community, culture, heritage and place but can provide challenges for freight delivery.

The development of Delivery and Servicing Plans (DSPs) for business and commercial sectors are increasingly accepted to offer numerous operational efficiencies and offer value for money.



3

Markets

125

Businesses took part in face to face surveys



160 market traders took part in face to face surveys

7

Best practice activities identified

Introduction

DSPs can achieve operational efficiencies and offer value for money by, for example, reducing the number of delivery and servicing trips during peak hours, identifying areas for safe loading, and selecting companies with sustainable credentials. It is recognised that a DSP can:

- Reduce on site congestion
- Improve local air quality
- Lower the risk of onsite accidents/collisions
- Limit noise impacts/disturbances

The market place differs from the retail and commercial environment in that it is the classic example of low-cost flexible space that responds rapidly to changes in demand. The form and function of a market setting means that delivery and servicing is different to the commercial/ retail sector.

Cross River Partnership (CRP) is excited to have supported this project which has generated a well documented list of findings that need to be addressed to enable the market trading environment to thrive.

Scope of works

This project maximised the contribution that proper delivery and service planning can make to the physical appearance and successful operations of street markets. The markets that were showcased initially were the Lower Marsh (Lambeth), East Street (Southwark) and Chapel Markets (Islington) where traders looked at consolidating vehicle movements.

Outcomes

The project has:

- Engaged stakeholders, collected data, reviewed market operations and undertaken site assessment
- Documented the operational issues faced by markets and identified what solutions could help alleviate competing requirements for road space, delivery, and layover areas
- Identified what markets need to function efficiently in terms of logistics and identified solutions to be carried forward for investigation and deliver a best practice toolkit

Lessons learnt

This piece of work will help market operators to address issues relating to the delivery of goods and services to and from markets from short, medium, to long term interventions. Early observations identified the need to address the provision of dry goods storage and waste oil removal.

Future of the project

CRP has identified potential opportunities to improve the market street space and operations which is now available on our website.



crossriverpartnership.org/projects/sustainable-urban-markets/
crossriverpartnership.org/projects/central-london-sub-regional-transport-partners