



Heart of London Deliveries, Waste and Recycling Programme

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Heart of London Business Alliance (HOLBA) is a vibrant Business Improvement District in the West End working hard to deliver improvements around freight, air quality and commercial waste.

The Heart of London Alliance Area faces a number of challenges including traffic congestion, poor air quality and high visibility of commercial waste on its streets.



4 year programme to reduce vehicles within Heart of London BID area

500
Businesses and property owners in the areas of St James, Piccadilly and Leicester Square

Reducing the number of delivery and collection vehicles on the road, in line with the Mayor of London's aspirations

Introduction

The traffic, air quality and waste challenges faced in the Heart of London Alliance Area have the potential to impact upon customer and visitor experience of the area. Heart of London Business Alliance is supporting its business members in making changes to the way goods and services are ordered and delivered to bring about significant improvements to the amenity of the area.

Scope of works

Cross River Partnership (CRP) has developed a 4-year action plan for Heart of London Business Alliance to address these issues over the period until March 2020. CRP has recruited a full-time member of staff to work within Heart of London to deliver on objectives set out in the plan.

A range of recommendations by CRP are due to be implemented from 2017 and will specifically target transport-related issues within the Heart of London Business Alliance Area.

These initiatives include:

- Light-touch Delivery and Servicing Plans for premises with simple, high impact, cost efficient, resultant actions for businesses to take
- Redirection of personal deliveries away from central London offices
- Establishment of the Heart of London Buying Alliance, a shared supplier approach for the Heart of London area
- Supporting businesses to reduce the volume of waste that they produce
- A new commercial waste collection service to reduce visibility of waste on the street
- Encouragement for visitors and local workforces to take environmentally friendly travel options

Outcomes

Targets for 2020 are:

- 250 businesses engaged with by the end of 2020
- Reduction in the number of waste vehicles servicing the area by 25%

Lessons learnt

Business Improvement Districts have the power to address challenges and make meaningful changes to improve the quality of local public realms, characterised by a 'fleet of foot' approach that embraces innovation wholeheartedly.

Future of the project

CRP is looking forward to working closely with the Heart of London Business Alliance in 2018 and beyond to ensure successful management of the Deliveries, Waste and Recycling Programme.

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Preferred suppliers selected to reduce on-street waste collections

Consolidated waste collection points to improve efficiency

Office supplies delivered on electric vehicles from a preferred supplier



<http://crossriverpartnership.org/news/heart-of-london-business-alliance-and-crp/>
<https://heartoflondonbid.london/>