

## Night-time deliveries – Wandsworth trial

### Introduction

In 2007, a working group of Sainsbury's, the Noise Abatement Society (NAS) and Wandsworth Borough Council developed a proposition to have the restrictions lifted at the Sainsbury's supermarket in Wandsworth for a period of three months in order to demonstrate that night-time deliveries do not have a detrimental impact on local residents and the local community. The trial was established following the production of the FTA Toolkit for undertaking night-time deliveries which identified the methodology that retailers and their logistics providers should apply when negotiating to relax 'delivery curfews'.

The Sainsbury's store at Wandsworth was originally served with a Noise Abatement Notice in 2001 which restricted its deliveries and, hence, they were unable to deliver between midnight to 06.00 hours. These restrictions also limited Sainsbury's ability to reduce its impact on local congestion, air quality and carbon dioxide emissions as vehicles were delivering goods mainly during peak hours.

The Wandsworth store was chosen for a number of reasons.

- Store manager engagement – the store manager possessed a real enthusiasm to make the trial succeed
- If the trial was successful, it would help encourage neighbouring authorities to consider similar trials
- The trial helped improve existing relationships with Wandsworth Borough Council and the Noise Abatement Society, who both displayed an enthusiasm to be involved

In addition to the FTA Toolkit, a number of existing best practice guides were utilised including Sainsbury's own 'Respect our Neighbours' guide and advice from the NAS on noise monitoring/levels. Furthermore, the trial learnt heavily on the PIEK scheme which had been set up in the Netherlands and had demonstrated positive results in relation to out-of-hours deliveries.

### The trial

The key objective of the trial was to develop a blueprint for reducing noise in order to better engage with local authorities. The aims of the trial were to demonstrate:

- reduced noise
- improved journey times
- improved turnaround of stock
- improved sales/availability of stock
- improved fuel economy, emissions and air quality

The pre-trial delivery profile was amended to incorporate night-time deliveries at 01.30 and 03.00 hours.

Sainsbury's supply chain operations developed a management plan for all staff involved in the trial which included the following rules.

- All engines to be switched off when stationary
- No empty roll cages to be loaded during night-time deliveries



- Doors not to be slammed and radios switched off when doors are open
- Depot to contact the store when the vehicle leaves to give an estimated time of arrival at the store itself
- If approached by a member of the public, drivers were given instructions that the complainant should contact the store manager directly or to phone the NAS phone line that had been set up
- Rubber matting to be installed at appropriate locations to reduce the noise of the roll cages
- A designated telephone line was established by the Noise Abatement Society and advertised at the store for complaints to be evaluated and acted upon immediately
- In terms of fuel utilisation, this equates to over 25,000 litres per annum
- Feedback from customers has been extremely positive as products are now available upon store opening
- No complaints were received from local residents in relation to noise during the trial

Having the flexibility to deliver overnight provided Sainsbury's with the ability to maximize the use of its resources, helping to balance out peaks and troughs. The key benefit is around the customer offer Sainsbury's is able to provide, whilst at the same time reducing impact on local congestion.

Furthermore, a noise monitoring survey was undertaken to characterise noise levels from deliveries to the store before and during the trial.

The Wandsworth trial has successfully demonstrated that night-time deliveries, whilst adhering to the 'Silent Approach' and the FTA Toolkit, can be undertaken without adversely affecting neighbouring residents. This brings additional benefits in the form of reduced congestion and pollution.

## Key results/findings

The most noticeable result was the reduction of some 8–10 decibels of the maximum noise from unloading as a result of 'dock curtains' being installed. Such curtains effectively seal the noise from inside the trailer together with noise from cages passing over the tailgate plate. In terms of supply chain benefits, the following conclusions can be drawn from the trial.

- On average, the journey time reduced by 30 minutes each way from depot to store thus giving a 60 minute total reduction per trip
- In drivers' hours terms, this equated to a saving of two hours per day. Extrapolating this over a year for this store would save over £16,000 or over 700 hours per year
- The trial took two journeys off the road during the most congested periods, equating to over 700 vehicle journeys per year
- In carbon dioxide terms, this equates to a saving of 68 tonnes of CO<sub>2</sub> per year

## Additional work

Work is currently on-going to establish further night-time trials in order to build upon the success of the Wandsworth trial. FTA is in discussions with other retailers to set up similar trials adhering to the guidance that has previously been used.

FTA, Sainsbury's, Wandsworth Council and the Noise Abatement Society believe that the essential components for a successful trial are:

- close adherence to the Noise Abatement Society guidance and FTA Toolkit for undertaking night-time deliveries
- noise minimisation improvements to plant, machinery and equipment
- management controls for noise minimisation
- effective management and supervision of staff delivering and unloading
- implementation of an integrated transport management system

### Delivering the Goods: A Toolkit for improving night-time deliveries

Guidance for operators on reducing the impact of night-time deliveries, published by FTA in association with the Department for Transport and other stakeholders – please visit [www.fta.co.uk/information/urban-logistics](http://www.fta.co.uk/information/urban-logistics)

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