

Goods Deliveries to London Schools: Current Practices and Opportunities for Consolidation

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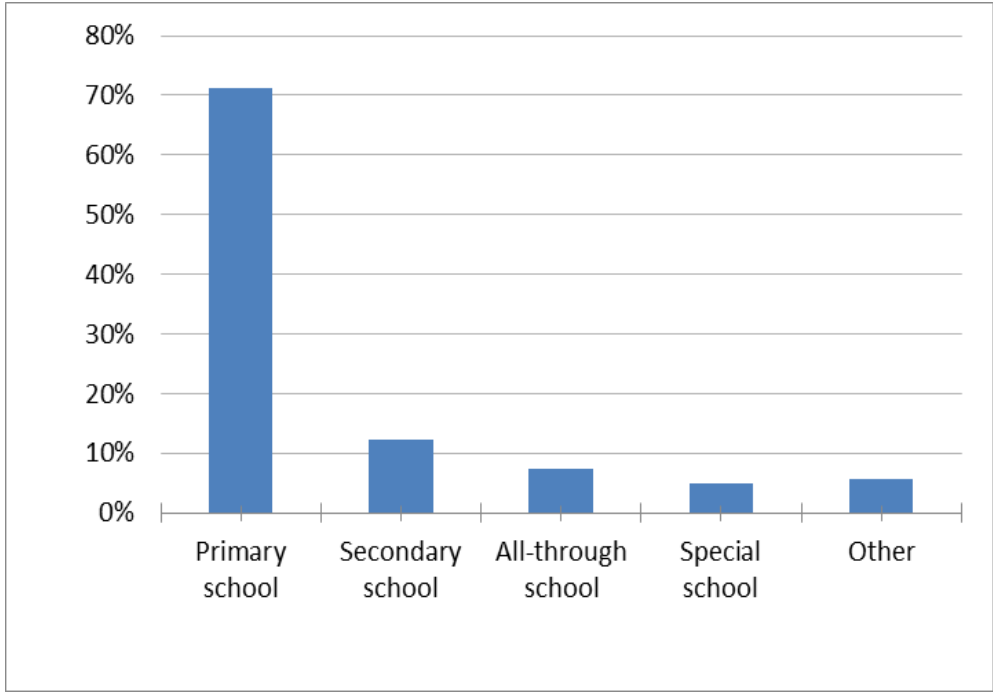
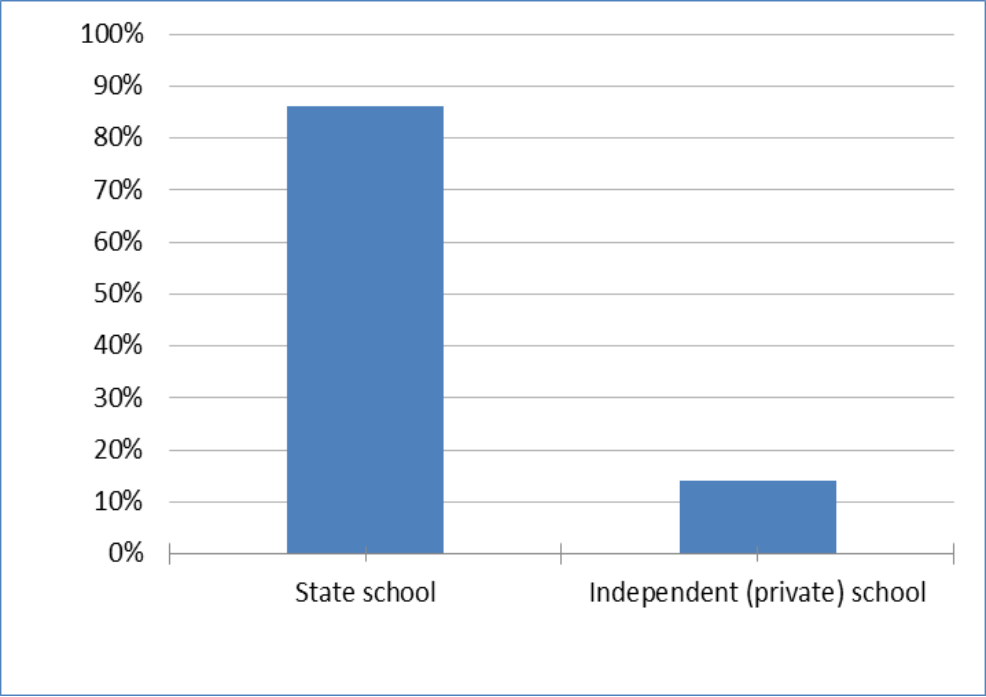
December 2019

The results are part of Marzena Piotrowska's PhD research at the University of Westminster, focusing on the role of urban freight consolidation in supporting sustainable urban logistics, as well as part of the FTC2050 project.

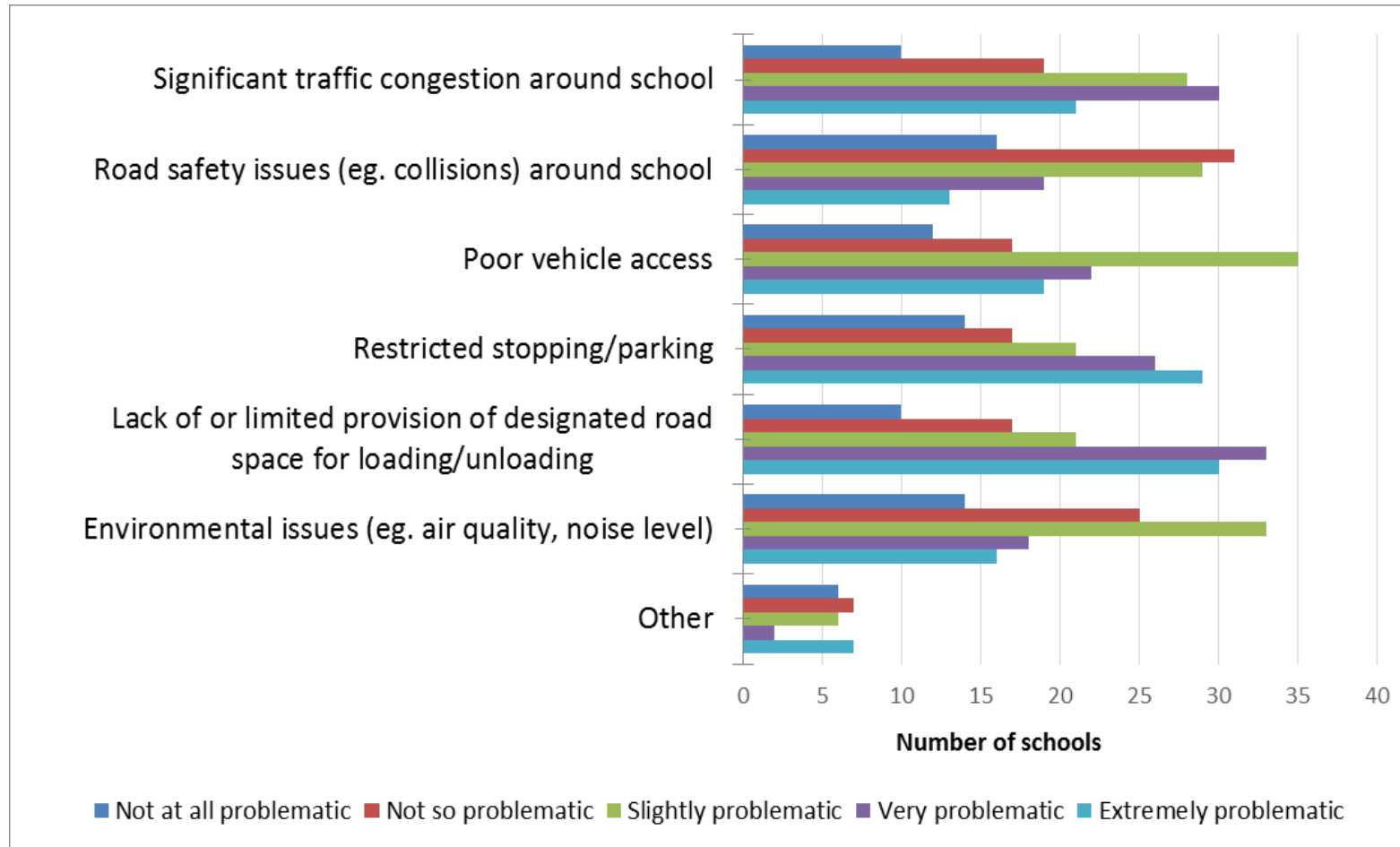
Survey of freight deliveries to London schools

- Started in December 2018 with a pilot study of two London primary schools
- Following the pilot stage, a total of 2787 primary and secondary schools across 32 London boroughs and the City of London were invited to complete an online questionnaire
- A total of 122 schools representing 29 London boroughs participated in the study (2 schools at the pilot stage and 120 schools by completing at least part of the online questionnaire)
- Purpose of the study:
 - to enable better understanding of how freight deliveries to schools are organised
 - to establish viability of deliveries consolidation for London schools, achieved through:
 - collaboration with other schools**, eg. through joint procurement of products
 - use of Urban Consolidation Centre (UCC)** to bundle together all goods destined for each school and deliver them on a single vehicle at a pre-arranged time
- Possibility to analyse the data and compare the results for: different boroughs, inner/outer London locations and school types (eg. primary/secondary, state/independent)

Characteristics of participating schools

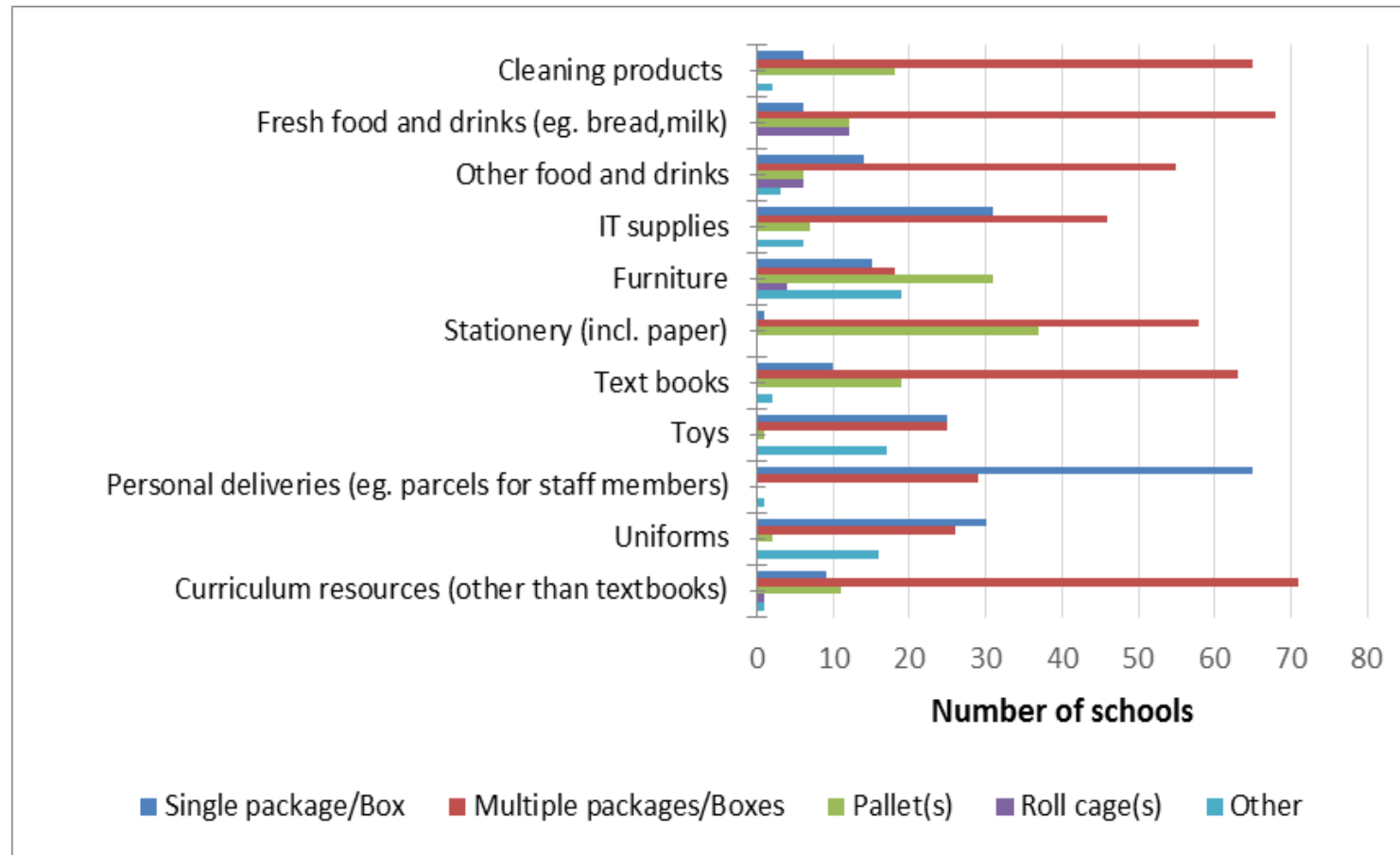


Problems associated with freight deliveries to schools



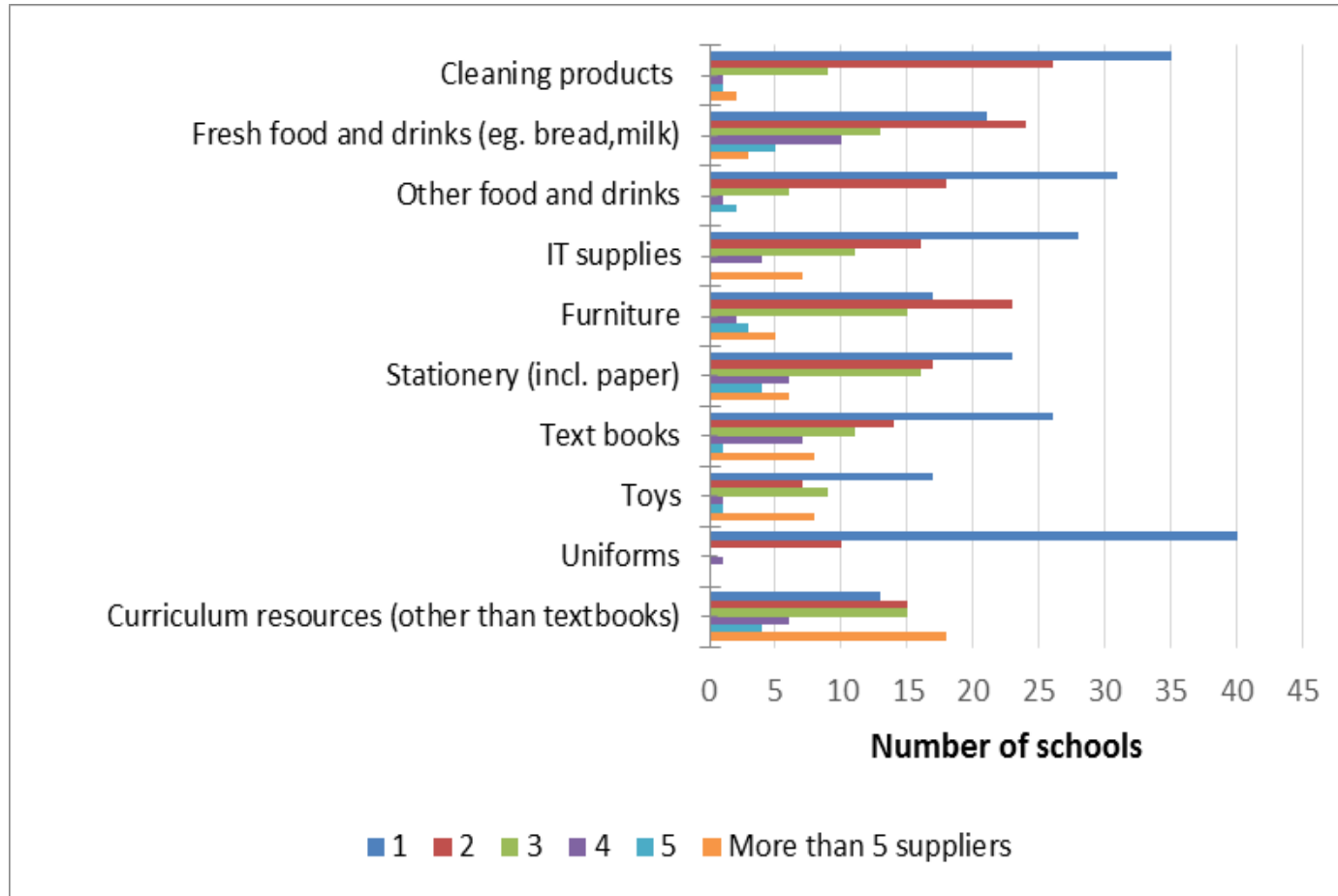
A total number of 111 respondents answered one or more parts of the question.

Typical size of individual delivery per product category



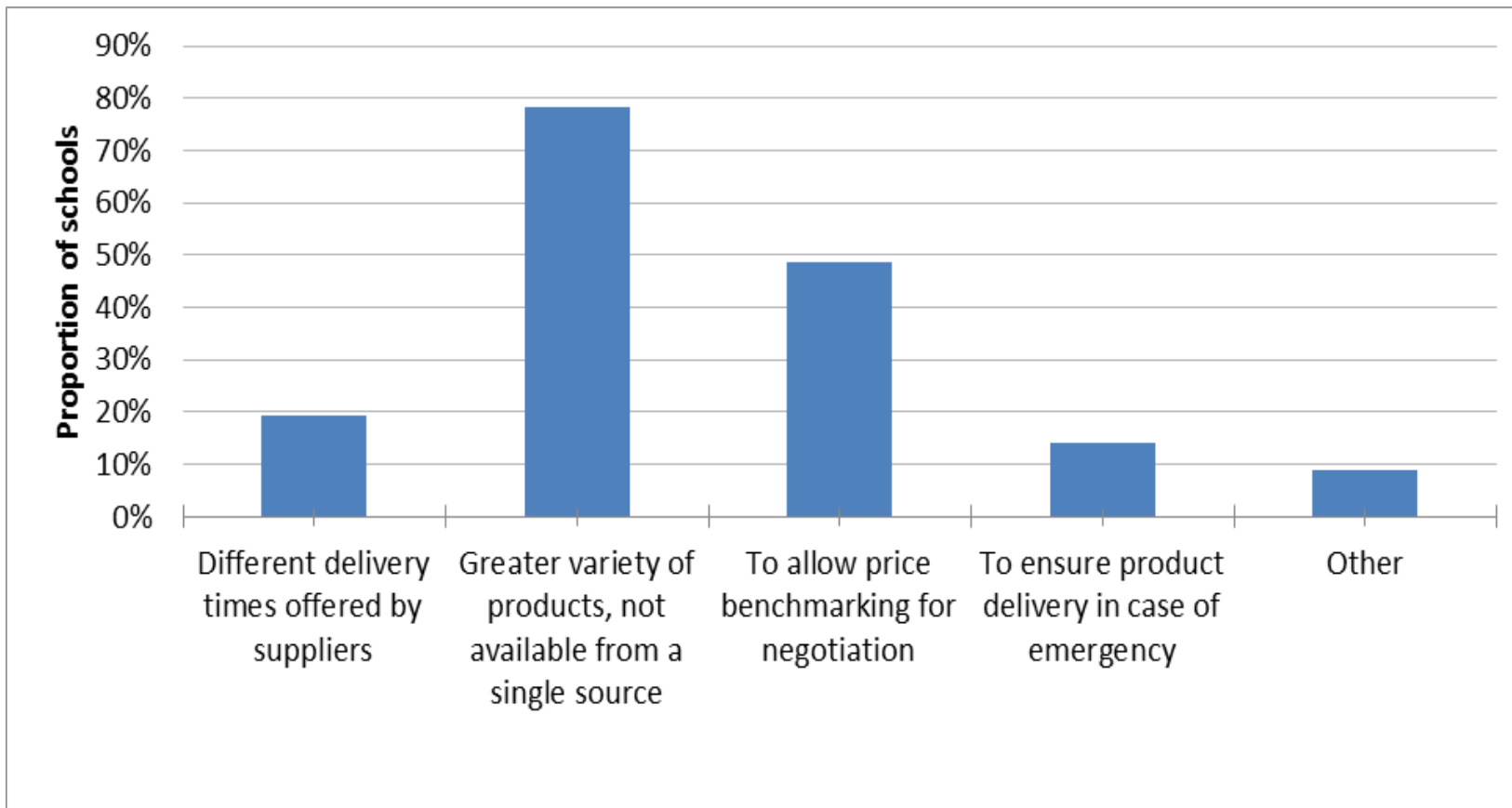
A total number of 98 respondents answered one or more parts of the question.

Number of suppliers per product category



A total number of 77 respondents answered one or more parts of the question.

Reasons for using multiple suppliers per product category



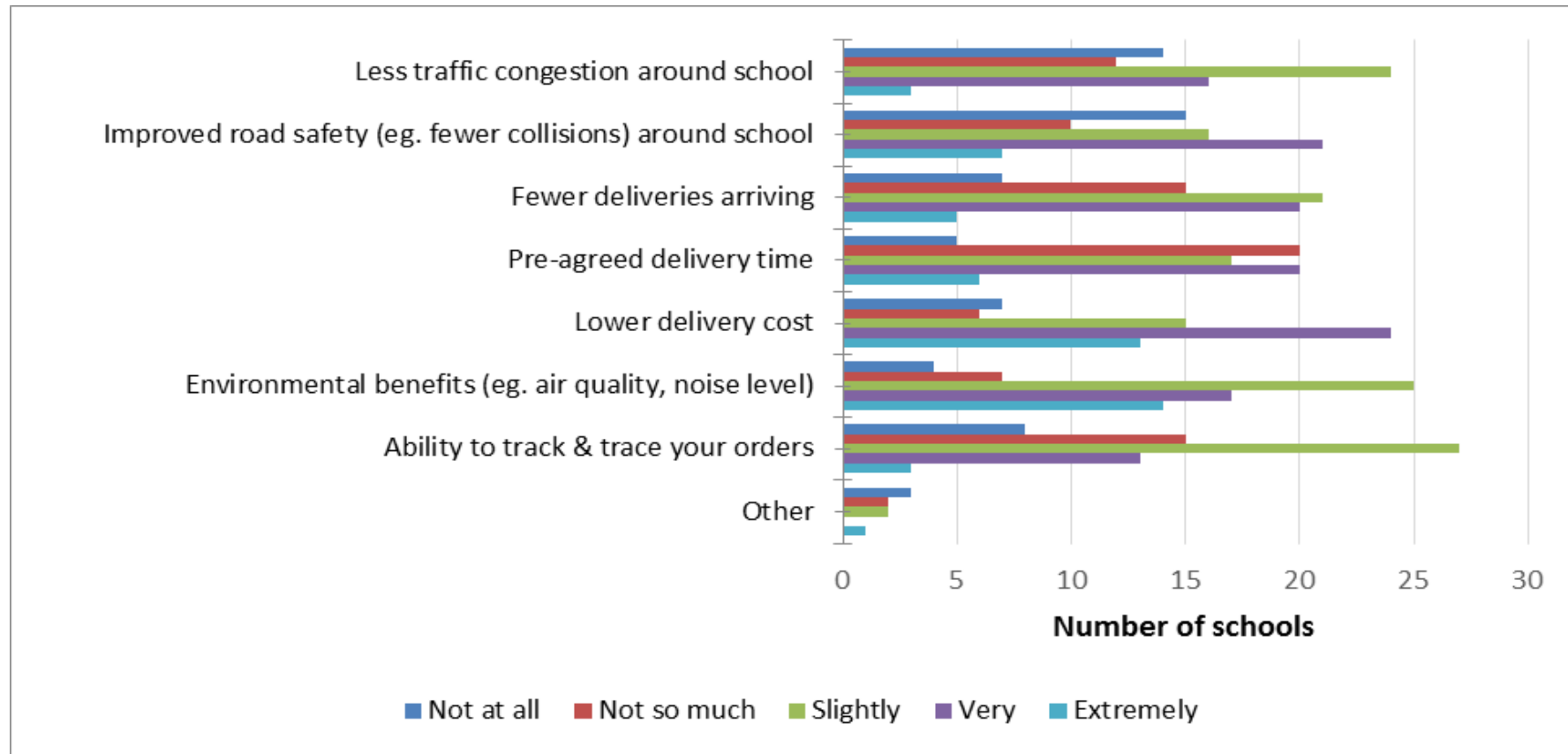
The totals do not sum up to 100% due to respondents indicating more than one reason.

Factors considered when choosing a supplier

The top five factors, listed by the schools in order of importance are:

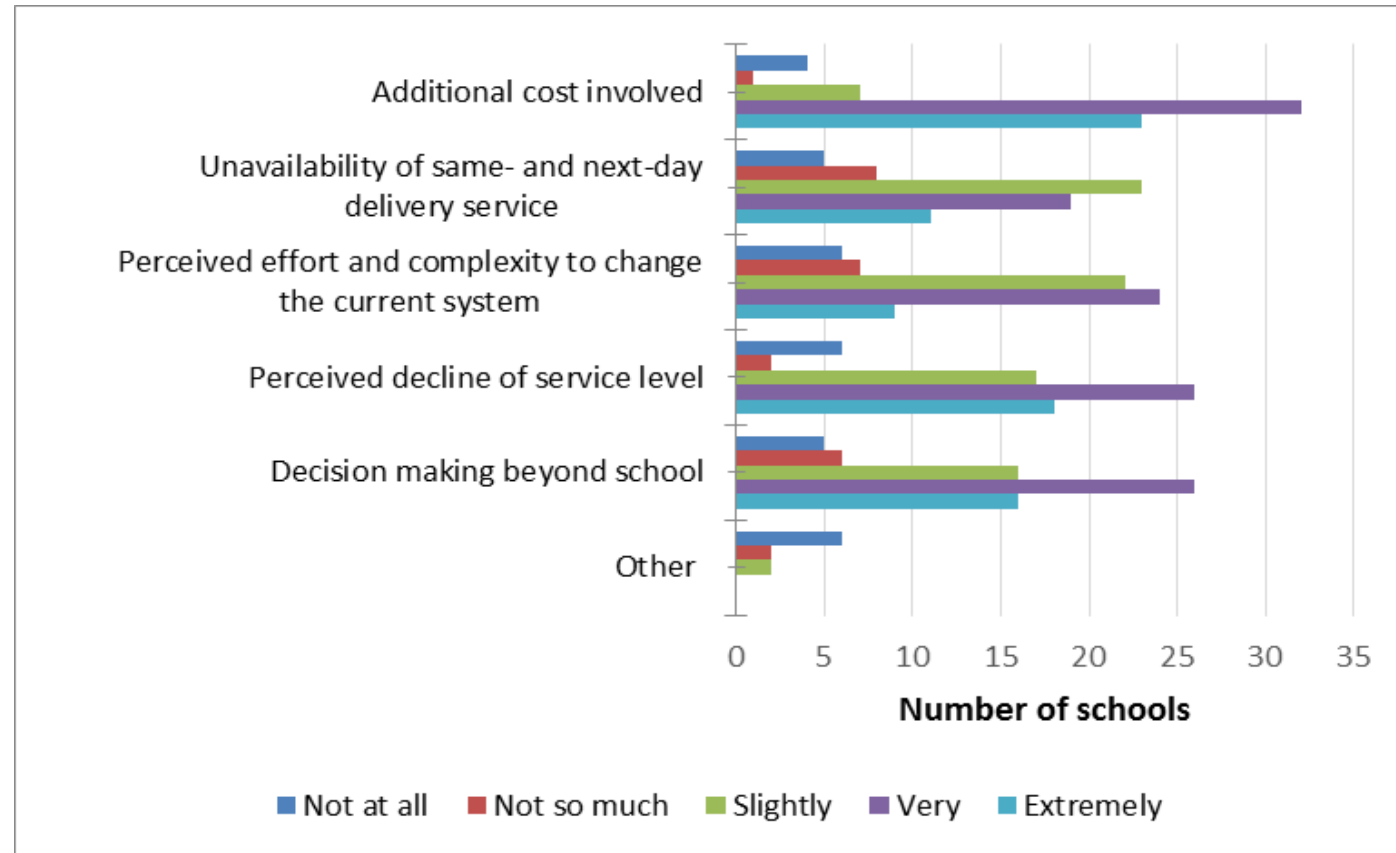
1. Product price
2. Quality of products
3. Products range on offer
4. Delivery lead times (time between placing an order and its arrival)
5. Previous relationship with a supplier

Benefits that would encourage schools to change their goods ordering and delivery practice



A total number of 69 respondents answered the question.

Barriers that would prevent schools from changing their goods ordering and delivery practice



A total number of 69 respondents answered the question.

Freight deliveries to London schools—findings (1)

- Decisions on goods procurement and deliveries are made by individual schools
- For each product category there are multiple staff members who decide what to buy and when to place an order. These decision makers include: caretakers, cleaning/catering contractors, headteachers, school business managers, school office staff, teachers, IT managers, premises managers and kitchen manager
- Delivery frequency for different product categories varies among schools (eg. IT supplies are delivered to different schools weekly, monthly, every few months, twice a year, annually and less often than once a year)

Freight deliveries to London schools – findings (2)

- Deliveries expected to account for a significant proportion of local freight delivery operations due to:
 - a wide range of products delivered
 - multiple daily deliveries (33% of schools have between 5 and 10 freight delivery vehicle arrivals per day)
- At 87% of schools deliveries from each supplier arrive separately
- 8% of schools collaborate with other schools in order to group deliveries together into higher volumes and/or less frequent deliveries - potential scope for greater interest from other schools if benefits are clearly identified/quantified

Findings indicating that schools could benefit from freight consolidation initiatives

- Lack of suitable parking provision for delivery vehicles:
 - 65% of schools have no on-street/kerbside space available to delivery vehicles
 - 41% of schools benefit from private/designated off-street parking space for making deliveries
- The most convenient time for deliveries is 9am-before noon (at 50% of schools) but these account for only 24% at present; at 61% of schools majority of goods vehicles arrive throughout the day
- For 56% of schools, lead time is the most important factor when choosing delivery option, but 42% of schools are offered no choice of delivery day/time
- Staff at 22% of schools spend 10-20 minutes on individual delivery
- Insufficient storage space indicated by 29% of schools
- Interest in freight delivery consolidation initiatives:
 - Collaboration with other schools (60% of respondents)
 - Use of UCC (44% of respondents)

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