

Southampton

dsp



Delivery & Servicing Plans

Gavin Bailey  
DSP Development Manager

# Contents

---

- Delivery and Servicing Plans
- What do they achieve?
- Organisational Benefits
- What is Involved?
- Southampton General Hospital
- Additional Case Studies
- Further Outputs

# Delivery and Servicing Plans

## WHAT ARE THEY?

- Developed by TfL as part of the Fleet Operator Recognition Scheme (a nationally recognised scheme)
- Audit freight vehicle activity to and from a business
- Identify business activities generating freight



HELPLINE  
08448 09 09 44

**FORS** FLEET OPERATOR  
RECOGNITION SCHEME

**Develop sustainable business strategies related to freight**

# Delivery and Servicing Plans

---

## What do they achieve?

- Assess procurement strategies
  - Green procurement
- Examine inventory management processes and procedures
  - Reduce wastage
  - Improve distribution, storage and consumption
- Assess the study site, its facilities and local road network
  - Assess safe and legal loading locations
  - Establish context of impacts within local area
- Quantify the numbers of delivery and servicing vehicle visits
  - Reduce
  - Retime

# Organisational Benefits

---

## **Economic savings**

- Consolidating deliveries and achieving greater economies of scale in procurement
- Improved supply chain reliability and efficiency
- Avoidance of penalisation from environmental standards infringement

## **CSR**

- Demonstration of green credentials

# Organisational Benefits

---

## Related Stakeholder Benefits

- Reduced fines from illegal parking and fuel savings for logistics providers
- Reduced congestion, accidents and pollution for local authorities

# What is Involved?

---

## **Internal Audit:**

- Core goods and service activities
- Procurement processes and strategies
- Internal distribution of goods
- Business management

## **Freight and Servicing Audit & Site Assessment:**

- Expected number and types of vehicles
- Time of day and week of operation
- Observing unloading points, access points
- Impacts on the transport network and highway
- Delivery management

# What is Involved?

---

## **Core Goods and Servicing Activities**

- Identifying the business functions responsible for generating traffic

## **Procurement**

- Who makes orders and how frequently?
- What dictates the frequency of supplier visits?
- Who awards contracts? To what extent are these negotiated?
- What are the arrangements for annual and routine maintenance?

## **Internal Distribution and Inventory Management**

- Storage options on-site



# What is Involved?

---

## **Internal Audit:**

- Core goods and service activities
- Procurement processes and strategies
- Internal distribution of goods
- Business management

## **Freight and Servicing Audit & Site Assessment:**

- Expected number and types of vehicles
- Time of day and week of operation
- Observing unloading points, access points
- Impacts on the transport network and highway
- Delivery management

# Southampton General Hospital



# Southampton General Hospital



# Southampton General Hospital

---



# Southampton General Hospital

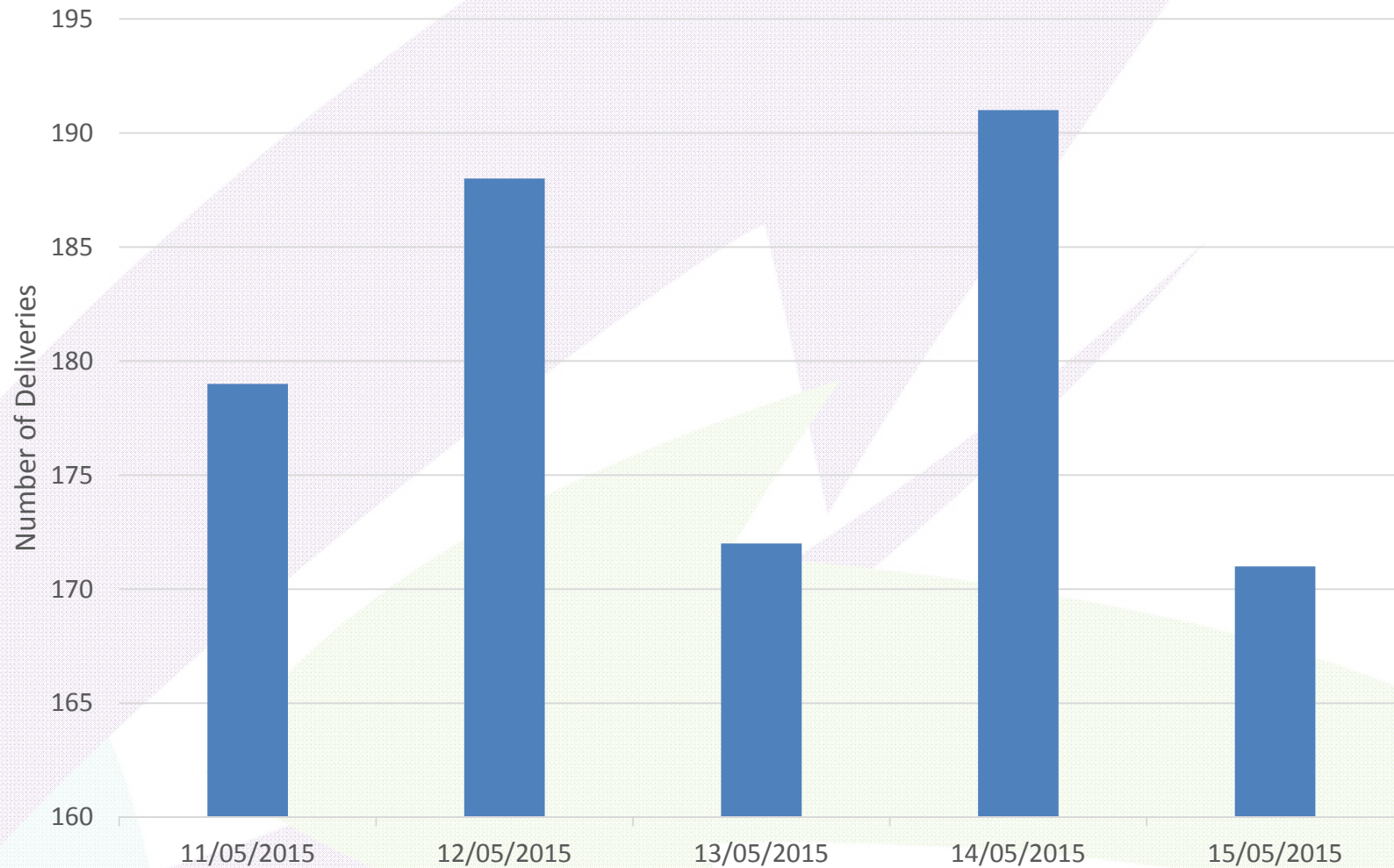


# Southampton General Hospital

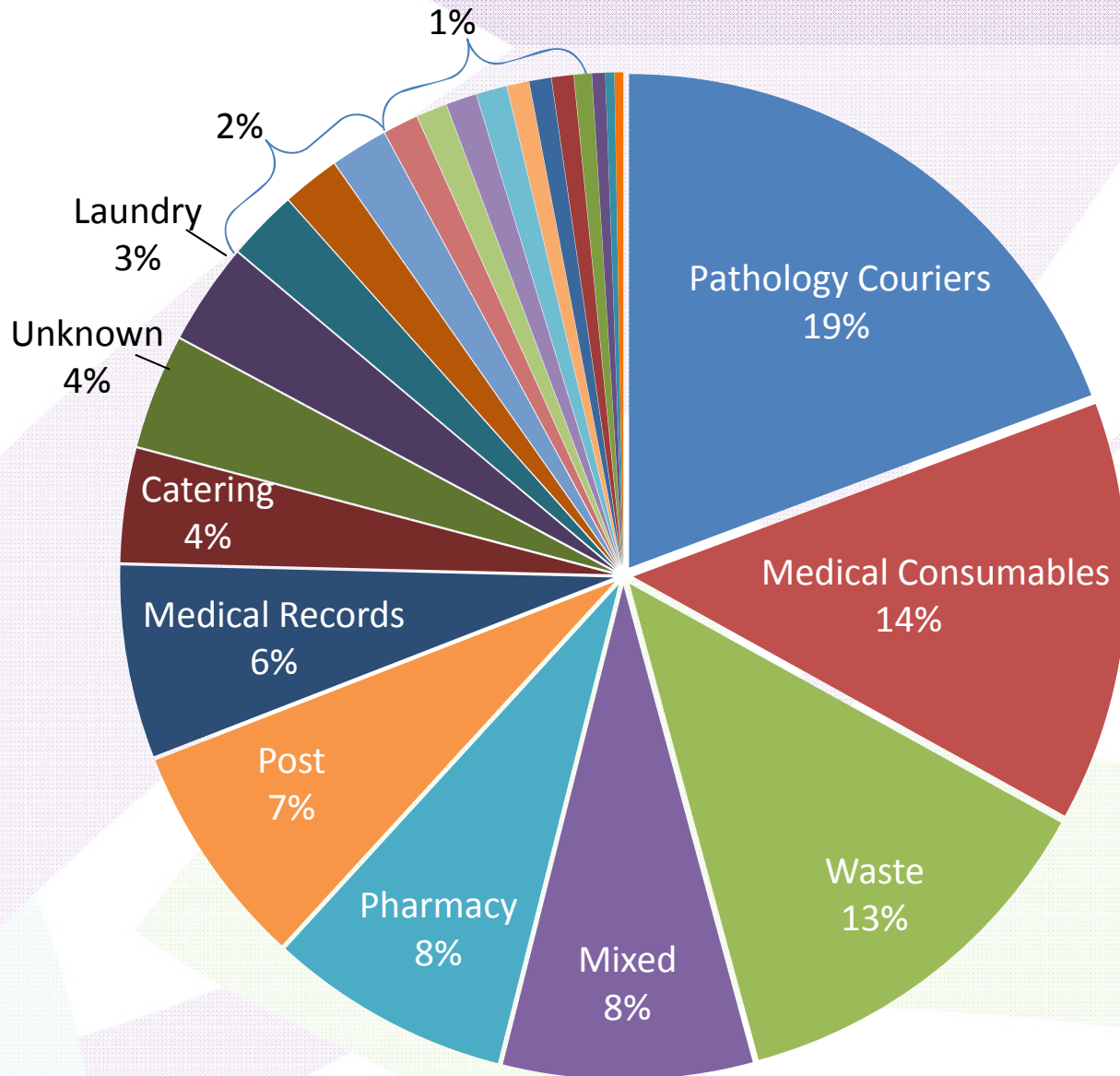


# Southampton General Hospital

Weekly Distribution (11/05 - 15/05 - 901 Deliveries)



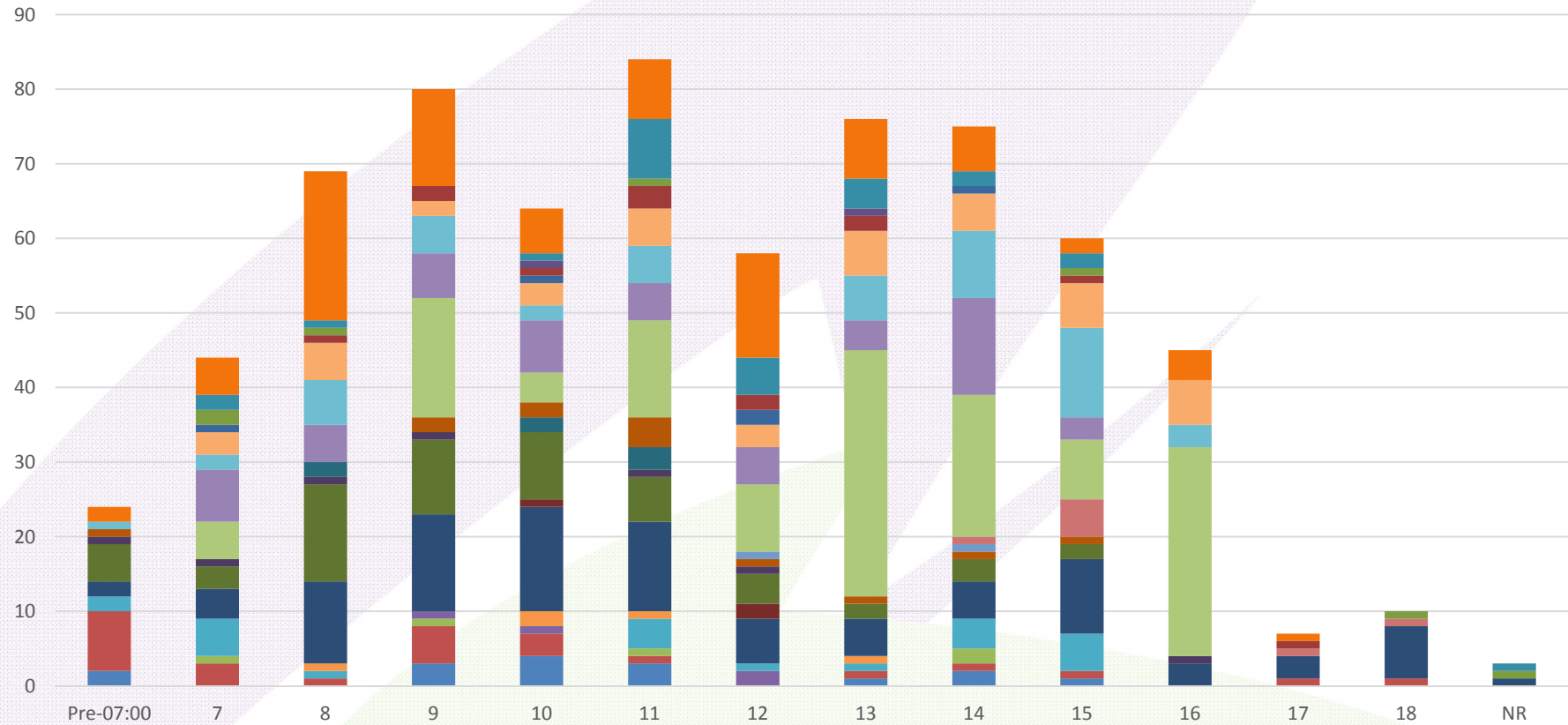
# Southampton General Hospital





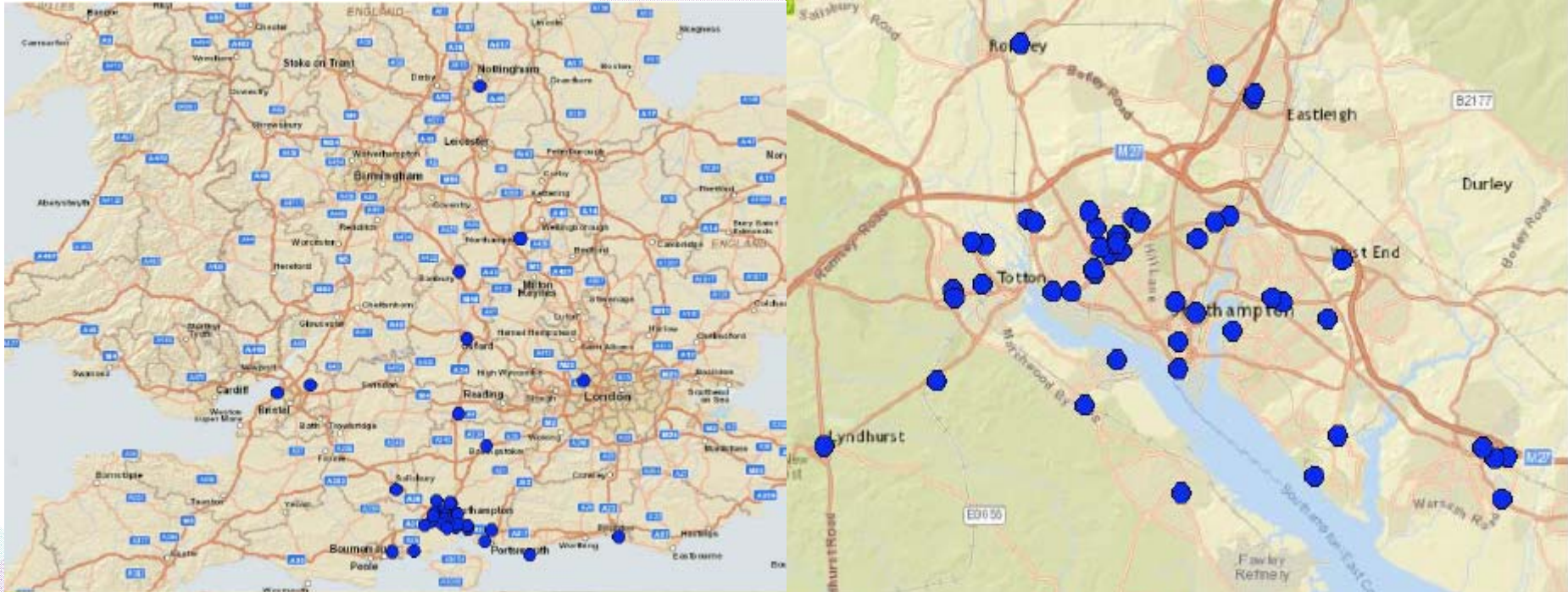
# Southampton General Hospital

Deliveries by Type for each Hour [699 Records]



- Car
- Machinery & Equipment
- Nurse
- Pharmacy
- Staff
- Catering
- Medical
- Office Supplies
- Post
- Transport
- Furniture
- Misc
- Online
- Records
- Unknown
- I.T. / Electrical
- Mixed
- Pallets
- Records / Sterile Supplies
- Waste
- Laundry
- No Drop
- Pathology
- Services

# Southampton General Hospital



## **110 Vehicle Arrivals**

5,274 Vehicle kilometres

125 journey time hours

0.43 tonnes NO<sub>2</sub>

## **81% - Southampton based**

(67% of which were NHS  
Transport)

# Recommendations

Observation	Recommendations
High frequency of deliveries (901 deliveries)	<ul style="list-style-type: none"><li>• Warehouse consolidation of medical consumables</li><li>• Temporal consolidation of pathology samples</li><li>• Larger stores</li></ul>
Over- / Under- stocking of transient stock items	<ul style="list-style-type: none"><li>• Improved management / tracking of stock items</li></ul>
Lack of standardised inventory nomenclature	<ul style="list-style-type: none"><li>• Photos, and standardisation through clinician consultation</li></ul>
Over capacity yards and weekly / hourly peak activity	<ul style="list-style-type: none"><li>• Yard booking system</li></ul>

# Case Studies

---

## **Map of Delivery Locations**

Network Rail produced a map to promote its delivery vehicle access points to tenants and their suppliers at London Bridge Station.



**Network Rail,  
London Bridge Station**

# Case Studies

---

## **'Green' Procurement**

Procurement of 'Green' suppliers, that demonstrate:

- Operational efficiency
- Green transport solutions
- Minimise traffic impacts.



**KPMG**

# Case Studies

---

## **Delivery Booking System**

Implemented an online delivery booking system to ease congestion on site , expediting the delivery process.

antalis<sup>TM</sup> | **McNaughton**

**James McNaughton**

# Case Studies

---

## **Reduce or Consolidate Suppliers**

Consolidated milk and dairy supply contracts with catering supplies . Reducing staff time processing deliveries and processing invoices.



**EMIRATES  
STADIUM**

**Emirates Stadium**

# Case Studies

---

## **Reduce or Consolidate Suppliers**

Consolidated milk and dairy supply contracts with catering supplies . Reducing staff time processing deliveries and processing invoices.



**EMIRATES  
STADIUM**

**Emirates Stadium**



# Recommendations

- Out-of-hours deliveries
- Reducing delivery frequency
- Centralised booking for courier collections
- Rationalised waste collection contracts and use of onsite waste compactors
- Freight consolidation centres
- Collaborative activities with neighbours and industry partners



# Questions



Contact:

Gavin Bailey – DSP Development Manager

[G.S.Bailey@soton.ac.uk](mailto:G.S.Bailey@soton.ac.uk)

University of Southampton