



# Delivery and Servicing Plans

## Snapshot Toolkit

## Setting the Scene

As part of the drive for a safer, cleaner, greener city, Birmingham City Council is supporting the implementation of Delivery and Servicing Plans (DSP's) by local private and public organisations in targeted areas of Birmingham covering the city centre, local centres along radial routes and within identified Green Travel Districts (GTD's).

*“A DSP involves reviewing the efficiency and reliability of delivery and servicing operations to boost a company’s overall performance. This can be achieved by boosting productivity, simplifying internal and external processes and introducing systems that minimise errors and reduce costs”.*

We have produced a toolkit to assist businesses in creating their own plans that meet their needs and aspirations and to help support the local economy through improved delivery efficiencies and sustainable transport operations.



## The Benefits of Developing a DSP

We understand that a ‘one size fits all’ approach to developing a DSP is not desirable or practical due to the unique challenges and issues faced by individual organisations. The benefits of implementing a DSP will also be different.

We would encourage you to think about the aspirations and primary functions of your organisation by undertaking a speed review of the five stages for developing your own DSP. This will help you focus on what you want to achieve and how you can benefit from changing some elements of your business model.

## Overview: Developing Your Plan

The main guidance document will help you to create your own DSP. Here is an overview the different stages:

Set timeframes for introducing different measures and gain support and consensus about how they can be achieved. Always monitor the results.

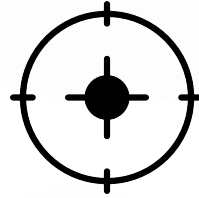


Implement

Develop proposals and measures that reflect your company's aims, objectives and aspirations and that are backed up with your evidence base.



Plan



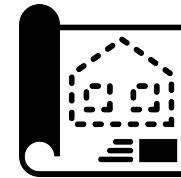
Establish

Think about your company; what are the challenges that it faces and how could a DSP help to improve your operations and meet your goals.

How to create your



DSP



Design

Start building evidence of how your company works and find out the level and type of activity occurring on and off site.



Assess

After gathering data, look to see what trends and themes emerge and decide what will be required to address and improve the situation.

## Five Stages for Creating a DSP

This guidance is available to organisations in different sectors and of varying sizes. We recommend that you look at each stage and sub section and decide the level of emphasis you want to apply.

The core documents will guide you through each stage and sub section. As well as advice and support, a number of templates have been created that may be of help.



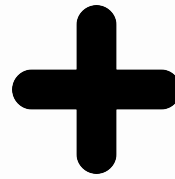
- |                                  |                            |                           |                           |                               |
|----------------------------------|----------------------------|---------------------------|---------------------------|-------------------------------|
| 1.1 Review the need for a DSP    | 2.1 Conduct a D&S survey   | 3.1 Identify D&S trends   | 4.1 Document the DSP      | 5.1 Prioritise your measures  |
| 1.2 Identify a DSP champion      | 2.2 Do a site assessment   | 3.2 Define 'peak periods' | 4.2 Create an Action Plan | 5.2 Build some momentum       |
| 1.3 Highlight the DSP benefits   | 2.3 Review your operations | 3.3 Set SMART targets     | 4.3 Monitoring targets    | 5.3 Apply them systematically |
| 1.4 Raise the profile of the DSP | 2.4 Manage data collection | 3.4 Consider the 6 R's    | 4.4 Review documents      | 5.4 Have periodic reflections |

More time consuming elements

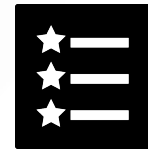
What is the relevance of a DSP to your other operations?



Customer Satisfaction



Health & Safety Standards



Corporate Social Responsibility

Cultural Company Ethos

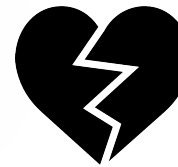
Day to Day On Site / Premises



On Site Conditioning



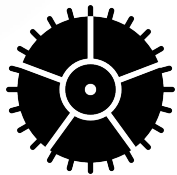
Vehicle Fleet Operations



Neighbour Relationship



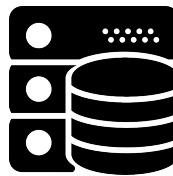
Staff Travel Behaviour



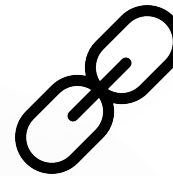
Operational Performance



Business Strategy



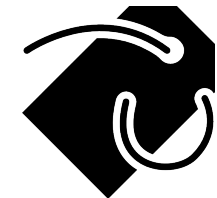
Cost Efficiency Assessment



Supply Chain Organisation



Procurement Planning



Company Asset Management

Strategic High Level

# JACOBS®

## Case Study: Jacobs

2 Colmore Row, Birmingham City Centre

Communication between resident businesses and the building management team will be important going forward to work on a joint delivery booking system and the procurement of the same goods.

We want to give you an idea of how a DSP can bring your company lots of benefits in reality. Take Jacobs for example. They share an office block with other companies and have taken up the opportunity to explore more efficient ways of going about their business. Check out just three things they have already done:

- ✓ Consolidated lots of small deliveries of 'consumables' into one monthly delivery and stopped personal deliveries to site; taking traffic off the roads.
- ✓ Working with the building management team to ensure the loading areas are available and unobstructed for enabling swift and safe deliveries / collections.
- ✓ Providing map information and detailed site instructions to staff members, suppliers, cycle couriers and contractors on accessing the premises.

Jacobs is also addressing other aspects such as:

- Delivery changes can only occur inter-peak; security staff are not available outside of working hours to receive goods.
- Commitment to sustainable work practices and culture, such as recycling, to reduce frequency of refuse collections.

## Resources: Check them Out!

### Thirsty for More Information?

This is just the start. We have developed some guidance that you are free to download and use to develop your own DSP. You even have access to a few key templates that you can adapt and print to help you along the way.

Here is a very brief overview of what we have to offer to you:



### Delivery and Servicing Plans: Full Toolkit

The core document to get you started on designing your DSP. This provides an overview of the different stages and sub sections you can complete.



### Delivery and Servicing Plans: Toolkit: Templates and Tools

These are documents that you can download and print to use when collecting data and recording information. They are simple and user friendly.

This work is part of the Birmingham Connected vision to reinvent the way people and goods move across the city. Find out more on:

[www.birmingham.gov.uk/connected](http://www.birmingham.gov.uk/connected)



For further information, advice and general support, please contact the Transport Policy Team:

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