
**London Borough of Hackney
Skills, Economy and Growth Scrutiny Commission
Municipal Year 2018/19
Date of Meeting Monday, 22nd October, 2018**

Minutes of the proceedings of
the Skills, Economy and
Growth Scrutiny Commission
held at Hackney Town Hall,
Mare Street, London E8 1EA

Chair	Councillor Mete Coban
Councillors in Attendance	Cllr Polly Billington, Cllr Richard Lufkin (Vice-Chair), Cllr Sam Pallis and Cllr Steve Race
Apologies:	Cllr Gilbert Smyth
Officers In Attendance	Dominic West, Andy Cunningham (Head of Street Scene) and Suzanne Johnson (Head of Economic Regeneration)
Other People in Attendance	Councillor Feryal Clark (Deputy Mayor and Cabinet Member for Health, Social Care, Transport and Parks), Councillor Guy Nicholson (Cabinet Member for Planning, Business and Investment), Gary Nolan (Transport for London), Geoff Hobbs (Transport for London), Patricia Charleton (Transport for London), Sophie Conway, Councillor Sharon Patrick, Councillor Ian Rathbone, Councillor Peter Snell, Wale Agunbiade (RMT Union), Tim Bellenger (London TravelWatch), Janine Booth (RMT Union), Mayor Philip Glanville, Councillor Aron Klein, Councillor Yvonne Maxwell and Councillor James Peters
Members of the Public	28 members of the public
Officer Contact:	Tracey Anderson ☎ 020 8356 3312 ✉ tracey.anderson@hackney.gov.uk

Councillor Mete Coban in the Chair

- 1 The Future of Transport in Hackney - Welcome and Introductions**
 - 1.1 The Skills, Economy and Growth Scrutiny Commission (SEG) held a transport themed meeting to discuss with Transport for London and key stakeholders the plans for local transport infrastructure, connectivity and outlined their concerns about the affordability of transport.
 - 1.2 At the meeting the following 4 themes were covered in the discussions.
 - Economic growth & transport
 - Investment & development

- Capacity & connectivity
- Equality & accessibility.

1.3 The key focus was on discussing the proposed changes and plans for the transport system in Hackney, in particular, how proposed changes to the bus services have taken stakeholder views into account.

1.4 The Chair advised the public in attendance there would be a recording of the meeting by a journalist present at the meeting.

2 Introduction of Panel Members

2.1 The Skills, Economy and Growth Scrutiny Commission Members introduced themselves at the meeting.

3 Background Information

3.1 As per the agenda.

4 Theme 1 - Economic Growth and Transport

4.1 The Panel Members for this session were:

- Chair of SEG – Cllr Mete Coban
- Transport for London - Patricia Charleton, City Planning Area Manager and Gary Nolan, Local Communities & Partnerships Lead (East)
- London Borough of Hackney Cabinet - Cllr Nicholson, Cabinet Member for Planning, Business and Investment and Cllr Feryal Demirci, Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks
- London Borough of Hackney Economic Regeneration - Suzanne Johnson, Head of Economic Regeneration.
- RMT Union - Janine Booth (RMT Night Tube stations supervisor and union rep, Victoria line) and Wale Agunbiade (RMT London Overground station staff rep).

4.2 The discussion in this theme covered the importance of the transport system in supporting economic growth. How transport impacts the growth of businesses and connectivity to work - the ability of residents to take advantage of work opportunities.

4.3 Written information was submitted in advance of the meeting by the organisation on the panel. The Commission moved straight into the questions and answer session for the theme.

4.4 Questions, Discussions and Answers

(i) Members pointed out the evidence and research shows that app based transport services like Uber do pose a threat to transport strategies for London and local areas. Members asked the Panel to outline their plans for mitigation?

(ii) Members enquired about the impact of air pollution on the economy? Members also enquired if there has been a full assessment of the impact?

In response to the question about the impact of air pollution on the economy the Cabinet Member for Planning, Business and Investment agreed the outdoor spaces was just as important as the indoor spaces to an economy. The Cabinet Member advised the impact on health is very clear as outlined by the Mayor of London. However in addition to the health implications the Council does need to consider other effects like congestions, accessibility and the impact on the local economy. The Cabinet Member pointed out prior to the improvements in connectivity for Hackney, in the past, a journey for a Hackney resident to their place of work would take an hour and a half in comparison to a resident in a neighbouring inner London borough like Camden, who could a journey of the same distance in 20-25 minutes. This put a Hackney residents at a disadvantage.

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks added it was not just the health impacts they needed to consider. For the economy the council was trying to create an attractive environment where people will want to spend time in the space. The Cabinet Member pointed out people will not want to sit in space that has polluted air. In Shoreditch for example they have initiatives in place to try to help businesses reduce their emission like the 'zero emissions network' aimed at changing the behaviour of businesses through grants. Grants to assist with switching from diesel to electric, electric scooters and installing showers in the work place to encourage staff to cycle to work.

In response TfL advised in their planning policy the Mayor of London's health streets programme is really important and taken into consideration when making transport plans. There are 10 indicators they review such as: noisy street, places to shelter, where people want to dwell etc. These programmes underpin their planning applications and how they advise the Mayor of London for planning applications. They try to make sure developments are attractive for all modes of transport including cycling and walking. TfL recognised there are a range of behaviours that need to be changed to fully address air pollution and to create sustainable travel.

In response to app based transport services. The RMT Union representative pointed out people tend to take this mode of transport when there is no convenient, safe or accessible mode of public transport available. She pointed out the plans to cut bus routes and close ticket offices are drivers for the increase in the use of these modes of transport. These recent changes are key issues for people who have limitations with mobility.

The RMT Union pointed out if there are no staff at the stations at night people will feel unsafe. Staff presence is a deterrent for attacks.

- (iii) The Chair invited Cllr Snell to outline local community views following the changes to transport services in Dalston. This Ward has experienced significant changes for both businesses and transport in the area. Cllr Snell outlined the impact of these changes on the local community.**

Monday, 22nd October, 2018

Cllr Snell pointed out the Overground does not provide a quicker travel into Central London without any negative consequence to residents. Although there will always be some form of resistance to change. The local councillor acknowledged there could not be major transport infrastructure improvements without negative effects. Nevertheless some were easier to live with than others.

In terms of the benefits to the local economy he was pleased they had prioritised, in planning terms, applications for hotels over student accommodation. In his view this would bring more benefit to the local economy in the longer term.

The local councillor pointed out you cannot underestimate the impact of the pace of growth/change to a local area. In theory Dalston was well prepared for this and was assisted but the Council's policies for delivering affordable work space. However he highlighted the problem with living in an areas that is classified as an opportunity and has Crossrail 2 coming is that commercial property was viewed as undervalued. This has resulted in may businesses experiencing substantial rent increases to the point o and becoming unaffordable for them. The local councillor advised there are businesses currently operating in Ridley Road studios that look at the rent being charged in Bootstrap and Hackney Property Development and say they cannot afford the new rents.

The local councillors suggested if all stakeholder want to support the transformation of spaces like Dalston in Hackney all parties would need to get well ahead of the curve and start migrating the impact early. The local councillors suggested they start by looking at those businesses that are already operating on the margins and see how they can be supported to prepare them for the local changes e.g. increased rental charges because the place has become more desirable.

In terms of access to jobs the key is providing jobs with the businesses that are in the location and building up the skill sets of the young people to ensure they the right experience on their CV to put them in a position to get local jobs.

In response the Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks pointed out their town centres are well served with buses but from Thursday –Sunday the side roads are full of Uber drivers and they are along the red route. The Cabinet Member highlighted people are getting into cars to go to place like Shoreditch so she suggested they could look at better enforcement activity along the red route. This would help to remove the cars from bus lanes to ensure they are not causing delays to the buses.

The Cabinet Member also highlighted TfL has huge amounts of data and she queried why the organisation was not quicker in providing a response to the transport demand. The Cabinet Member pointed out if the public sector does not find a solution to this demand. The private sector organisations will find the

Monday, 22nd October, 2018

solution and deliver a more responsive transport to the demand. In summary the Cabinet Member pointed out TfL has a large volume of data and knowledge which they need to use to develop innovative solutions. TfL should also increase enforcement activity along the red route as a start to address the growth of mobile transport services.

In response TfL advised mobile transport services extend beyond Uber. The solution needs to be having the right form of transport at the right time. TfL acknowledge they have a lot of data but that they also share this data. However, to date TfL has not received a lot of data back from Uber. The data they have seen so far shows that people are not switching from car use to Uber but switching from walking and cycling to using Uber. This is something they will have to work on with boroughs. TfL advised they are trying to be a bit more forward thinking with the aim of not being left behind when it comes to changes in technology that effect transport in the future.

The Cabinet Member for Planning, Business and Investment referred to inclusive growth, successful transport investment and the effect this can have on a neighbourhood. He agreed all stakeholder need to stay ahead of the curve and the Dalston Conversation, being led by the council aims to do that. The Cabinet Member pointed out this raised the point about the relationship between TfL and the Council in relation to future investment and managing the increasing number of commuters in the borough. The Cabinet Member pointed out this requires more joint ventures and bringing forward plans for refurbishment and new facilities such as new stations that are able to accommodate more passengers. He acknowledged the points made by the Union in relation to staffing levels and ticket office availability and their ability to manage the increasing number of passengers using the Overground services in the borough.

The Cabinet Member advised the refurbishment of Hackney Wick station was as a result of a successful joint venture between the Council, TfL and Network Rail. But this required the Council to make a million pound investment. There are other stations in the borough that need this type of investment but at the moment this is not progressing for example Hackney Central and Homerton as these stations are becoming over crowded. There is appetite within the Council to think about the future, stay ahead of the curve and bring forward inclusive growth proposals and investment. The Council urged TfL to enter into more joint ventures and bring forward their investment and development plans, as this will be an important factor for the future of inclusive growth in the borough.

In response to a query for an example about the council's desire for more joint working with TfL. The Cabinet Member for Planning, Business and Investment referred to Hackney Central. The Cabinet Member explained the discussion had been difficult and frustrating for the Council to establish TfL's plans for sites like Clapton bus garage and Hackney Central station to develop joint ventures. The Cabinet Member advised as the population grows in Hackney more people will be accessing the borough for work or visiting the borough. All these facilities need to be redeveloped or enlarged to accommodate the greater number of residents and commuters accessing the local economy and neighbourhoods.

- (iv) A member of the public queried why all the stations in Hackney were not accessible. The member of the public referred to Hackney Downs being the only station in the borough providing access to Liverpool Street but was not accessible for all even though there was the capacity to be expand. The member of the public pointed out as a result of all the new housing estates being built in the borough the stations need to be enlarged and have better accessibility, but not just for the physically disabled but to address the overcrowding at the station and on the trains.**
- (v) In a follow up to the points made by the local councillor from Dalston and the member of public. Members highlighted that it was not just about connecting young people to work and connecting to the capital. They needed to ensure young peoples' horizons were broadened and that they do not have transport black spots in the borough. The Member pointed out across the borough currently they still have transport black spots where transport accessibility is low. Currently they also have instances where people have to walk a long distance to a bus stop.**
- (vi) Members pointed out in comparison to the cost of the train the bus is cheaper and for a Hackney resident the difference between £1.40 to £2.40 to get to a job interview was significant.**
- (vii) Members pointed out when there are cuts to bus routes, the expectation is a person can use the train to get to Dalston. But having access to buses makes a difference to affordability, accessibility and impacts a person's ability to get to work. Changes like this could impact on the health and wellbeing of the economy.**

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks referred to the question about the council's relationship with TfL and she confirmed for many areas of joint working they have a good working relationship e.g. cycling and on interchanges. However when it comes to the topic of buses their working relationship becomes contentious and breaks down. The Cabinet Member pointed out the borough relies heavily on buses and this breakdown in the working relationship is frustrating. The Cabinet Member acknowledged they have a good Overground connections but as an inner London borough with no tube station their services become very overcrowded. The Council also raised concern that in some parts of the borough they have only one bus serving the area and with the current proposals this will mean a cut to this bus route.

The Council pointed out in the last year the borough has experienced over 30 bus changes. Although TfL have carried out consultations where both the council and residents have responded. This has not led to any changes to the proposals presented.

The RMT Union representative explained she has worked for TfL for over 20 years and was disappointed to still see there were some routes of the public

Monday, 22nd October, 2018

transport system inaccessible. The RMT Union representative explained there have been some improvement because in the past if a passenger with a disability wanted to travel west from Hackney Central, they had to travel East to Stratford first and to travel west. However the RMT pointed out it was not just step free access that was needed across the system but adequate staffing levels were needed too, to ensure passenger safety, help the visually impaired and the passengers who were autistic. They highlighted for staff it was disappointing to have to tell a passengers they cannot travel to their destination due to accessibility. The plan by TfL to move people from buses to trains would be an issue when the Overground system in Hackney because it was near to capacity and heavily congested.

In responses TfL agreed it is not acceptable to have any station inaccessible. In some cases they have inherited stations that were not designed for this level of travel. They have made some improvements but agreed there are many more to make. In reference to the London to Liverpool street line, the stations are owned by Network Rail not TfL but they are currently looking at the stations that are a priority for London and wish to work with London boroughs. The officers advised TfL have no plans to make changes to staffing levels.

5 Theme 2 - Investment and Development

5.1 The Panel Members for this session were:

- Chair of SEG – Cllr Mete Coban
- Transport for London - Gary Nolan, Local Communities & Partnerships Lead (East) and Geoff Hobbs, Public Transport Service Planning Director
- London Borough of Hackney Cabinet - Cllr Feryal Demirci, Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks
- London Borough of Hackney Neighbourhood and Housing - Andy Cunningham, Head of Streetscene
- RMT Union - Janine Booth (RMT Night Tube stations supervisor and union rep, Victoria line) and Wale Agunbiade (RMT London Overground station staff rep).

5.2 The discussion covered transport developments, upgrades and investment in the infrastructure (planned and proposed). To consider if the investment and development of transport in the borough has provided positive growth for residents and supported the growth of businesses.

5.3 Written information was submitted in advance of the meeting by the organisation on the panel. The Commission moved straight into the questions and answer session for the theme.

5.4 Questions, Discussions and Answers

- (i) Members support the aspirations to increase air quality in the borough.**
- (ii) Members enquired about the plans by Hackney and the wider transport network to support accessibility and growth?**

- (iii) **Members referred to Hackney's transport strategy and noted that cycling was at the top above transport use. Members enquired about the reason for this trend and queried if both modes of transport should be on par in the future if air quality was to be addressed in the borough?**
- (iv) **Members commented Hackney has an ambitious programme planned for skills and growth in the borough. Members expressed concern that TfL have a different strategy to the borough i.e. their proposed changes relate to central London bus routes but does not consider how the bus routes serve Hackney. Members commented Hackney is projected to have an extra 50,000 people in the borough in the next 10-15 years but TfL's proposals will reduce bus capacity over the next 2 years. Members made the following enquires:**
- a) To what extent TfL takes into consideration Hackney Borough's strategy?**
 - b) Does TfL dovetail their plans with borough plans and take into consideration economic development locally?**
 - c) Does TfL have a Hackney Borough strategy?**

In response TfL confirmed their strategy does dovetail with the boroughs. TfL advised they look at the transport provision they are proposing and take into account things like trip patterns, population, employment and all the other characteristics relevant to a London borough. They have noted the very large increase in job creation and population in Hackney. TfL use the London Plan to inform their technical decisions alongside local data provided by the local plans from each council. This process over the years has led to the increase in transport facilities in Hackney. TfL explained people are using the Victoria line more to travel from Walthamstow into Hackney and this has reduced the number of people using buses from Walthamstow through Hackney. This has resulted in a reduction in the number of people using the buses in Hackney as people use the trains. These changes in travel patterns have led towards making changes to the levels and frequency of other services. However they recognise they need to address issues like overcrowding and the plans for stations at a local level. There are plans for a second entrance to Hackney Central and pedestrian access across the land on Graham Road.

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks informed cycling is more sustainable than buses and has the lowest emissions. The Council has the aspiration to have the most sustainable forms of transport and to be an exemplar borough when it comes to transport.

In response to why cycling is top the Cabinet Member confirmed this was based on submissions which identified people were cycling more than walking. Hackney's local data shows it is the best cycling borough for London and across the country. There are a number of schemes in the borough to improve cycling as a form of transportation in the borough. There are the plans for the Stoke Newington Gyrotray system which come down the A10 and this will improve facilities for buses and cyclist. There is also the route coming down seven sisters too. Town centre local neighbourhood programmes and the Wick Road scheme are nearing completion. However, the Council is conscious of the fact that cycling is not as diverse as they would like it to be. The work of the council is not just about improving cycling for the people who already cycle but targeting their schemes and looking at the pockets in the borough where

Monday, 22nd October, 2018

cycling is low. It's about how they target their programmes and schemes towards those areas so they can get a more diverse group cycling in the borough.

- (v) Members enquired about the council's plans to shift the culture of some communities, who may not see cycling as a mode of transport for them, from car use? Members asked for examples of the council's plans?**

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks advised there is a lot of research on the barriers and one of the barriers identified is living on an estate. Estate living is a huge barrier to having a bike because flats can be small. They have a number of programmes they are rolling out but it's about identifying barriers and removing them. So this may mean reviewing how they target their cycle parking programme, cycle loan programme and cycle training programme. This is alongside making the roads safer to remove the fear of cycling.

- (vi) In reference to cycling a representative from Disability Backup highlighted a reoccurring theme in the comments from members was that Hackney Council's encouragement of cycling has been to the detriment of pedestrians particularly the blind and visually impaired. For example in the Hackney Wick scheme the encouragement of the bus bypass - which has been proven to be to the detriment of the blind and visually impaired pedestrians - and the introduction of cycle footpaths in parks. 95% of their members have commented they are discouraged from going into the parks since the implementation of cycle footpaths in parks.**

- (vii) There are no signs, education (cyclist not taught where to cycle) or incentives to discourage cyclist from cycling on the normal footpaths on the street. There has been a large number of cyclist using the footpaths on the streets rather than on the roads. This is because cyclist are not taught this is the wrong. They also pointed out older people, the disabled and parents with young children are not using the parks too because they feel prohibited. In their view the Council is not doing enough to stop the behaviour of cyclist.**

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks advised it is illegal for anyone to cycle on the pavement. The Cabinet Member agreed the council needs to get better at working with the Police to take action but disagreed the encouragement of cycling was to the detriment of the disabled community. The Cabinet Member informed Hackney is investing in making every bus stop in Hackney wheelchair accessible, they have programme to put in drop curbs on every single pavement to encouraging people to walk and have been making the roads more accessible to the disabled communities in the borough. The Cabinet Member pointed out the Council has been working to deliver on the report by Disability Backup (called *Getting There*) and has incorporated the points raised in their strategy. The Cabinet Member highlighted they have the highest number of people cycling and they have the highest number of people walking in the borough. The Cabinet Members advised she was happy to follow up on areas identified as problematic by Disability Backup.

(viii) Members referred to the CS1 project led by TfL but implemented by the Council. Members enquired about the current plans in relation to this project?

In response the Head of Streetscene informed the vast majority of the CS1 route was complete. There was a small section left to complete (Balls Pond Road) and the Council is working with TfL on designs. The officer highlighted a complex engineering solution was needed to manage the traffic, buses and cyclist. This work impacts on the London Borough of Islington too. They are working towards a consultation shortly.

6 Theme 3 - Capacity and Connectivity

6.1 The Panel Members for this session were:

- Chair of Skills, Economy and Growth – Cllr Mete Coban
- Transport for London - Gary Nolan, Local Communities & Partnerships Lead (East) and Geoff Hobbs, Public Transport Service Planning Director
- London Borough of Hackney Cabinet - Cllr Feryal Demirci, Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks
- London Borough of Hackney Neighbourhoods and Housing - Andy Cunningham, Head of Streetscene and Dominic West, Principal Planner.
- RMT Union - Janine Booth (RMT Night Tube stations supervisor and union rep, Victoria line) and Wale Agunbiade (RMT London Overground station staff rep).
- London Travelwatch - Tim Bellenger, Director of Policy
- Social-Eyes representatives Elspeth Morrison and Lilly Chung
- Disability Backup representatives John Thornton.

6.2 The discussion covered capacity and connectivity taking into consideration the changes to bus routes and the management of stations and interchanges (e.g. Hackney Downs, Dalston, Clapton and Hackney Wick) in relation to passenger numbers. Looking at the ability of Hackney's transport system to respond to the increasing passenger/commuters numbers following the growth of the local economy.

6.3 The discussion covered the impact of proposed transport changes on equality and accessibility for vulnerable groups like low income employment groups, the disabled and elderly. The discussion will also cover: the consultation process, costs, how the needs of vulnerable groups are taken into consideration, the risks and the actions taken to mitigate negative impacts.

6.4 Written information was submitted in advance of the meeting by the organisation on the panel. The Commission moved straight into the questions and answer session for the theme.

6.5 The Chair invited Cllr Patrick to present information about the local community's views in relation to the proposed changes to bus routes by TfL in her Ward (Kings Park) and the impact of these changes. Kings Park Ward is one of the least connected parts of the borough in terms of public transportation services.

- 6.5.1 Kings Park Ward is home to the Council's waste depot on Millfields Road, borders Chatsworth Road and Homerton High street and includes Hackney Marshes.
- 6.5.2 The Ward is approximately 90% residential. They have 1 major employer in the Ward and that is the council. Bus services are important to residents in the east side of the borough. Buses are the main source of transport in that part of the borough for residents. The residents in this part of the borough need access to buses for jobs and growth.
- 6.5.3 In the Ward the 242 bus route is the main bus in the ward and the source of connectivity for residents in the Ward. This bus route provides connectivity to Mare street, Clapton Road, Dalston, Liverpool street and beyond. This bus route was recently subject to a service alteration and no longer goes to Tottenham Court Road but now terminates at St Pauls. There are further proposals to redirect the bus route to Aldgate from St Pauls. The local councillor urged TfL to reconsider this service alteration and keep the route to Liverpool Street because it was a service many residents in Kind Park Ward need.
- 6.5.4 In Kings Park Ward residents mainly work in Liverpool Street and many residents have chosen their job based on the bus route. It is important for people to get to Liverpool Street and the City.
- 6.5.5 There are plans to cut the 242 bus route frequency by 3 minutes on week days and from 6 minutes to 12 minutes on Sundays. This will have a major effect on people trying to get to work in the Kings Park Ward. Many of the residents in the ward are elderly and disabled and there is low car usage in the ward. The local councillor pointed out the 242 was a key bus route to the Homerton Hospital. In addition many of the workers in the ward are public sector refuse workers who work anti-social hours. The proposed changes to the bus service will make it harder for those workers to get to work. It also affects the staff who work at Homerton hospital and the teachers working in the 3 primary schools in the ward.
- 6.5.6 It was also pointed out that the 242 buses often terminate at Clapton Pond and then runs empty around the estate to where people want to go – the Homerton hospital.
- 6.5.7 The local councillor highlighted the Homerton Overground station is approximately a 20 minute walk away and not all residents can walk that distance. The local councillor pointed out even if residents get the bus to Homerton Hospital it is still a 5 minute walk from the hospital to Homerton Overground station. This does not take into account that the Overground is currently overcrowded and that it is difficult to get on the train during rush hour. Some residents would prefer to add an additional 20 minutes to their journey to travel on the bus instead of getting on an overcrowded train.
- 6.5.8 The local councillor queried if TfL's equalities impact assessment had taken into consideration the poor, disabled, elderly and people who have no access to

a private cars. As these groups would be the most affected by the proposed changes. It was pointed out the 277 bus route has already been cut and there was no prior warning or notification this service would be cut. There is still no signage or notification at the bus stop in Dalston to explain this service no longer goes beyond Dalston and terminates there.

6.5.9 The 48 bus provides an important route into Liverpool Street for local residents to access jobs. The proposed changes to reroute the service to Holborn will not be beneficial to Hackney residents.

6.5.10 The changes will affect residents going in and out of Kings Park and Leabridge Wards particularly for people who work in jobs with unsociable hours.

6.5.11 The representative from Social Eyes concurred with the comments made about the 242 bus terminating at Clapton Pond. The buses are often terminates at Clapton Pond even though it states it go the full length of the bus route. Social Eyes receive comments from their members stating they were not informed the bus would be terminating. This is then compounded by being stuck on the bus in traffic for a long period of time. In some instances the carer has had to go home with the shopping and come back for the visually impaired person because there has been no bus for a long time.

6.1 Questions, Discussion and Answers

- (i) **Members of the Commission referred to the TfL submission which stated *“Our latest Local Implementation Plans funding round includes Healthy Streets criteria for all project bids, and our Liveable Neighbourhoods programme, which includes Clapton, is another example of the vision and objectives outlined in the Mayor’s Transport Strategy being rolled out in local streets and communities.”***
- (ii) **Members enquired how the bus cuts being proposed for that area fit with the Mayor of London’s healthy streets programme and liveable neighbourhood plans.**
- (iii) **Members commented Hackney is disproportionately reliant on buses and the changes being proposed will completely transform the bus infrastructure across the borough. As London Travelwatch’s literature which points out that bus feeds across the capital are decreasing and this is a major issues. Members commented buses should be viewed as part of the solution to tackling air quality and increasing economic growth. Members asked about TfL’s plans to increase bus feeds?**
- (iv) **Members asked TfL if Hackney would have more connectivity and more capacity across all transport in the next 5 years. Member enquired about the breakdown of this to the different modes of transport they provide?**
- (v) **Members enquired if the cuts to buses would increase motor traffic and encourage the uptake of Uber transport. Members queried if this impact would be in contrast to the Mayor of London’s strategy?**

In response the Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks pointed out TfL is the only transport provider in a major European city that does not have a subsidy. It was pointed out that TfL has had £700 million cut from its grant. The Council acknowledges TfL are working under difficult conditions but explained they would like TfL to come to the borough and engage with the borough to explore alternatives and discuss proposals. The Council would like TfL to address the queries they have raised in their response about reduced services. The Council also wanted clarity on whether the information in their equality impact assessment or quality assessments indicating reduced usage relate specifically to Hackney and if this review was undertaken at weekends or off peak.

The Cabinet Member pointed out for a borough that has had over 30 – 33 bus cuts in the last 2 years it was not just the current proposals that was of concern but the cumulative impact. The Council has spent years building up a bus network for the borough and it is slowly being salami sliced to the point where the service is becoming clunky, unhelpful and will disconnect Hackney residents. Hackney Council asked how have TfL looked at Hackney as a borough to gather evidence and the Council would like TfL to have a strategic review of the system in Hackney to ensure it meets the needs of the residents in Hackney and the growth expected in the borough.

In response RMT Union representatives pointed out the current Overground system in the borough is very close to capacity. The representative highlighted being a resident in Homerton for over 20 years he had to move from Homerton to Clapton to get to work in Dalston because he could not be reliant on only 1 bus to get to work. Further cuts to the bus service will lead to overcrowding on the Overground.

The representative queried how the cuts being made to the bus services and with the overcrowding on the Overground service these changes would make it easier for those who have a disability to travel.

TfL confirmed they have no public subsidy and this leads to various different outcomes such as the transport organisation providing subsidy to the roads.

TfL pointed out the reduction in Hackney has been a sustained trend. Some of these trends have been positive trends like the large transfers to cycling and walking in the borough. This is a striking difference in Hackney to other London boroughs. Another reason for the reduction in bus services has been the improvements to train services locally over the last few years. For example the Greater Anglia routes to Enfield and Chingford with demand at stations such as Clapton, Hackney Downs and Cambridge Heath increasing by 40%. One of the places this increase has come from is the buses. People are choosing to use the trains more and the buses less.

In relation to the specific proposals TfL advised they are proposing to divert the 242 to Aldgate. In addition the 149 bus running along the same route would

Monday, 22nd October, 2018

decrease in frequency. The 67 bus will terminate at Dalston Junction bus station. The reason for these changes is TfL are running more buses than they need for the demand in that locality and travel patterns have matured.

TfL advised they are not expecting any changes to the travel patterns or demand in the near future. There are plans to run more trains on the east London line of the Overground. These trains are currently being manufactured. This will increase for 16 trains every hour in the peak to 18 trains every hour. The new trains will allow TfL to run more trains on the North London line to, so in the peak they will increase from 6 trains in the hour to 8. This is planned for May 2019.

In reference to the 48 bus route TfL advised demand had decreased significantly since 2010 and it was down by a quarter. Again it was highlighted that the Greater Anglia line has planned improvements for its trains and a new fleet is expected. It was also pointed out the new Leabridge station was taking over bus use in that area.

TfL explained taking all this into consideration the indicators showed bus usage was down and the volume of trips on buses had reduced. TfL confirmed there are a number of reason for this and Uber is one. But statistics show people are spending more time at home and opting form home delivery. This has increased significantly over the last decade and impacted on bus travel. This has resulted in people making slightly fewer trips per person per day.

In response to the question about Hackney having more capacity and connectivity in the next 5 years. TfL referred back to the earlier response about the planned improvements. In their view the connectivity for Hackney is currently good.

In response to how the bus changes fit with the healthy streets programme. TfL pointed out running a bus service that was largely empty was not efficient. TfL informed after the 242 gets to Shoreditch it runs empty. It is not consistent with healthy streets to run buses on streets that are largely empty. TfL want to run a bus service that is in the right place at the right time. With the changes in travel patterns and different usage of services TfL need to think about how they use resources.

TfL have plans to invest further in buses for outer London than inner London. TfL advised Hackney has a better transport service with the improvements to trains. This has manifested in the numbers using the buses. For example Walthamstow train station is 50% busier than it was in 2010. As a result the 48 and 55 (in the future) buses from Walthamstow running through Hackney are emptier.

- (vi) Members informed TfL the main reason for inviting them to the meeting was to give them a sense of the real life impact and experiences of the proposed changes in addition to the data. Members enquired how TfL engage with residents and how decisions are made by TfL?**

TfL advised the methodology for consultation does vary according to the consultation. They pointed out if the consultation was for 1 bus route it was easier to get out and do face to face consultations. If the consultation was for 35 bus routes it was harder for TfL to get out and do face to face consultations. But generally TfL does not have a set process for consultation it is tailored to the specific consultation. For example with the Stoke Newington Gyrotory consultation the consultation was localised and will have drop in sessions. TfL advised they remain open to request like this to engage with stakeholder at public meetings for big consultations to hear local stakeholder views.

In reference to Members query about how much weight attending and hearing the views of local stakeholders will have on the consultation decision. TfL explained the point of consultation is to provide an understanding of what they may have missed. From the discussion at the meeting they have picked up some points to review.

- (vii) The Chair invited Cllr Rathbone to present information about the impact of the proposed bus changes to residents in Leabridge Ward. Leabridge Ward borders Kings Park Ward in the borough.**

Leabridge and Kings Park wards are one of the most deprived Wards in the UK.

The local councillor queried if TfL were running a service or a business. He highlighted if an organisation is running a service to a poor area, even if it had just 3 cleaning workers on the bus at 5am going to work - that is a service they need to get to work - it should continue to operate. The public transport service should be there to serve the people. In his view there needs to be better accountability and dialogue with residents about the changes.

The local councillor highlighted the current consultation for 32 bus routes, was in his opinion, the most confusing consultation he had encountered. Highlighting a person needed to scroll down to the bottom to answer the consultation.

In reference to the points made earlier about buses terminating early. He explained the 393 bus was stopping at Clapton Pond even though it states it goes further. He informed TfL officers this bus has not been doing the full journey for months. He suggested TfL set up a worker's council and passenger council to talk to local people about the impact of the changes.

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks referred back to TfL's consultation process and referenced the 242 consultation. The response rate was approximately 70% against the proposed changes but it was still implemented. The Council urged TfL to show them the data illustrating the reductions in demand on the bus network. In the Council's view the number of cuts to services in Hackney are disproportionate and the

Cabinet Member hoped this feedback from local people in the meeting would result in changes to the consultation proposals.

- (viii) The Chair invited London Travelwatch, the statutory transport watchdog for passengers across London to provide information about travellers views across London.**

The Director of Policy from London Travelwatch informed London Travelwatch carried out some research with London Councils and Trust for London (a charity that does a lot of work on tackling poverty and inequality) in 2015. The key findings from the report were:

- Most people in London are resigned to the fact that they have high travel costs in London but they have no alternative and accept the lack of choice.
- 36% of people / 5000 commuters a day are not using the quickest route to travel but the cheapest. One reason for this inefficiency is travel costs.
- If there are 180,000 people commuting to central London from outer London approximately 140,000 of those living in outer London choose the cheapest route to work. This is important in relation to buses because train fares are more expensive. Therefore approximately 70,000 or 9% of people traveling into zone 1 could get to work quicker if they were willing / able to spend more on travel. But they are opting to travel along the cheaper route (probably by bus) to get to work.
- 1 in 5 (156,000 people a day) into zone 1 have cut back on other spending to pay for their travel costs to work. This was broken down to highlight:
 - If you earn £600 a month or more you would have to work 20 minutes before you pay for your travel that day
 - If you earn £200-£499 a month or more you would have to work 54 minutes before you pay for your travel that day
 - If you earn less than £200 a month you would have to work 1 hour 56 minutes before you pay for your travel that day.

Transport costs accounts for 1 tenth of a manual workers earnings. Therefore they are more likely to use the bus to get to work. The lower income worker has to work for longer to pay for the increases in travel costs.

Lower income workers are disproportionately affected by the transport changes. It was pointed out by increasing the number of interchanges to a journey, TfL are asking people to increase their journey time. Even with the provision of hoppla fares it cannot compensate for the extra time spent travelling, especially if it impacts on childcare costs i.e. takes a worker over their free 30 hours free childcare allowance.

- (ix) The Chair invited the Mayor of Hackney to present information about Hackney Council's views in relation to the transport changes across the borough.**

Monday, 22nd October, 2018

The Council fully understands TfL's budget position and highlighted that none of London's vehicle excise duty stays in the capital to be spent on the public transport infrastructure. Notwithstanding these challenges the Council pointed out the consultation process, and many of the proposed changes have felt like blunt instruments to the borough. The Mayor of Hackney suggested one of the reasons for the decline in bus use is the destination of the buses. It was pointed out buses are going to the destinations passengers do not wish to go. People using the 277 bus want to go to Highbury and Islington but cannot go there anymore. The people using the 242 want to go to destinations in the west are now have been redirected to St Paul's. There is fear that if TfL start diverting the 242 to Aldgate it will lead to the scrapping of the route entirely. Going to Aldgate is not the same service as going to Liverpool Street. This the same issue for the 48 bus route too. Therefore it is the destination of the bus route that is the issue not the usage of the service.

The Mayor of Hackney acknowledged there may be a decline in demand for bus services but suggested TfL could have engaged in a strategic dialogue with the Council and worked through the issues. It was pointed out the changes are creating interchanges in places where there is no infrastructure to accommodate them. For example having an interchange on Dalston Lane is a location where there is no bus shelters, and narrow pavements. Whereas if TfL had worked with the Council they could have ensured the infrastructure was in place to support the proposed changes.

In reference to the improvements of the Overground service. The Mayor of Hackney pointed out this has come through confidence in the service. But if there are changes to staffing levels this might undermine passenger confidence in the service. The Council asked for some reassurance about how the stations would be staffed in the future.

- (x) The Chair invited John Thornton from Disability Backup to outline the views of disabled service users in relation to equality and accessibility.

Disability Backup pointed out that the Government criteria's for a disabled person was changed to being an individual who could not walk more than 50 meters – previously it was 20 metres. This alternation has made a big impact on a disabled person's qualification for a freedom pass.

TfL have assessed that moving a bus stop by 400 meters is of low impact. Disability Backup pointed out this is not a low impact for a disabled person and urged TfL to include this in their equality assessment.

Disability Backup pointed out TfL's equality impact assessment makes no reference to passenger access to destination like St Leonard and Homerton Hospital. Both of these NHS institutions are key to many people who need to there for treatment. In many instances passengers need to travel there by bus because there is no ambulance transport service.

In reference to buses not running to capacity. Disability Backup pointed out a bus has 1 wheelchair space, so if a wheelchair user is already on the bus for a disabled person this is full to capacity. Therefore for the disabled community buses are not running empty. 2/3rd of London's transport system is inaccessible to disabled service users but this has been counteracted by a good bus service in the borough.

7 years ago 90% of Hackney's bus stops were not accessible.

31% of disabled service users say the bus is inaccessible because either the driver is not close enough to the pavement or the ramp is not working.

Disability Backup pointed out TfL recently cut their target for accessible bus stops to 65% but in their view the target should be set at 100%.

The changes to the bus routes from Shoreditch High Street to Bethnal Green Road. Do not take into consideration Shoreditch High Street is cluttered with A board, has narrow pathways and mopeds outside fast food places. At night the area is full of drinkers and revellers. This is not an appropriate place for disabled people, older people, or parents with children to make interchanges. Disability Backup pointed out also pointed out bus stops along that route are not accessible. He urged TfL to reverse their decision.

- (xi) Members referred to the point about accessibility in reference to the Stoke Newington Gyrotory system. Members enquired about the implications of the plans in relation to bus services, the impact on timings and the routes operating on Stoke Newington High Street.
- (xii) Members asked for TfL to respond to the points raised by the London Travelwatch representative at the meeting.
- (xiii) Members queried if TfL's decisions have had less regard for the Mayor of London and Hackney borough priorities. Members expressed concern about TfL's transport decision creating further gentrification issues for the borough in contrast to the council trying to build a more cohesive community. Members highlighted for many people buses are not a choice but a necessity and the only way to travel due to the cost. Members urged TfL not to create further transport black spots for the borough.
- (xiv) Members enquired about TfL's service user experience in their consultation process. Members asked what service user experience TfL carried out to understand the issue like pavements and a disabled person's ability to cover 400 meters.

Monday, 22nd October, 2018

- (xv) **Members enquired about the impact a reduction in buses would have on the use of Uber. Pointing out in Hackney they have experienced years of decline in road traffic and only recently started to see an increase.**

- (xvi) **Members referred to their previous question about Hackney having less connectivity and capacity in 5 years. Members asked about the impact this would have on the air quality directive of 20%.**

In response to the questions and points raised TfL advised:

As part of the impact assessment they identified 46 locations that could have a significant impact on people. TfL visited the 46 locations to review the interchanges. This review included looking at shelters, seating and lighting. TfL informed where the assessed was questionable TfL's aim is to make improvements where possible.

TfL confirmed they try to take into account service user experience.

In response to the question about the impact of Stoke Newington Gyrotory on bus routes. TfL advised there are 8 different bus routes and the journey time could get a little longer.

The impact of Uber is still being assessed. TfL could not give any confirmation that Uber services have impacted on bus use. However it is anticipated it will have a small impact although nothing has been confirmed.

TfL confirmed the 10% reduction referenced is Hackney specific. The reduction is attributed to a number of reasons such as a shift in behaviour patterns, less trips and technology.

Over the last few years there has been vast improvements to capacity. This is one of the reasons why bus use has decreased. TfL advised, as noted previously, there will be improvements to the train fleets over the next 5 years and there were plans to run more trains in 2019 in addition to a new fleet of trains on Greater Anglia.

TfL confirmed the fare on the Overground is £1.60.

Further improvements are expected to the North London line. On this line there are plans to run 10 trains instead of 8 in the peak times. For the east London line there are plans to run 18 trains in the peak - up from 16 - from May 2020. There are further plans to increase this further to 20 trains in the early 2020s. TfL also pointed out the Victoria line from Walthamstow has also impacted on passenger flows through Hackney.

TfL have an investment programme planned for stations in Hackney and have made recommendations to Government. Hackney Downs will be given money

Monday, 22nd October, 2018

for step free works as well as Dalston Kingsland. TfL is also hoping to take forward a request for a second entrance.

In response to the cost of travel TfL advised fares have been reduced and frozen. TfL pointed out the single fare and travelcards are amongst the lowest in the UK and they have the second lowest fare for a big European city. In addition hoppla fares have made interchanges costless. There are also a number of discounts such as half price travel for students 18 plus and people on job seekers, income support and universal credit. There is also free travel for those in education and disabled.

A Social Eyes representative outlined her experience of travelling in the borough. The local resident made reference to the 393 bus and concurred with the local councillor that the bus terminates before Clapton Pond. The Social Eyes representative explained the place where it terminates has no bus shelter and narrow pavements. The local resident explained she then has to walk around the roundabout which is very difficult for her because it has cobbled paving. The resident pointed out there is no direct path to get to another bus stop to make an interchange. If she is travelling when it gets dark as a visually impaired person she needs to ask for help. This can leave her feeling quite vulnerable and scared.

The second Social Eyes representative added all the changes to bus services and routes will have cost implications for the Council's rehabilitation service. The representative explained this team has to go out and retrain visually impaired people on the new routes. This is in addition to the anxiety the service user can be feeling about the changes. The visually impaired urged TfL to ensure route terminations are in places that have adequate lighting, bus shelters and wide pavements. Social Eyes pointed out if the Government's desire is to get disabled people back to work they will need a suitable transport system, especially if they have to travel outside their borough to work.

The Disability Backup representative pointed out TfL's equality impact assessment states that as a result if these changes there is will be on average a 1% increase in the journey time. There is no reference to the impact on the journey for a disabled service user. The disability Backup representative referred to this as another flaw in the TfL's equality impact assessment.

The RMT Union pointed out footfall to stations in the borough had increased by 50%. This increase comes at a time when staffing level have been reduced and ticket offices closed. If the service is going to be based on numbers it will disadvantage some service users. The RMT Union disagreed with compromising on the rerouting of the bus to Liverpool Street. The RMT Union pointed out bus route are a valuable service to passengers travelling to hospitals for treatment. The 242 is one of those valuable bus routes. It was explained that being able to do the journey on one bus is important especially if you are going through aggressive treatment like radiotherapy.

The RMT Union pointed out when TfL implemented the night tube they did not employ extra staff. If the capacity is expected to increase on the train services

Monday, 22nd October, 2018

there should be extra staff to cover. The RMT Union pointed out TfL have given no consideration to the staffing levels needed.

The Deputy Mayor and Cabinet Member for Health, Social care, Transport and Parks advised the Council wants TfL to engage better with the borough to understand the impacts and find alternative solutions. The Cabinet Member Hackney residents should not be punished to give other London boroughs more buses. The Council urged TfL to scrap these proposals and enter into a dialogue with the Council to develop new proposals.

In response TfL advised passenger levels have already changed.

- The reason they have attended the meeting is to have a dialogue with local stakeholders about the changes.
- TfL advised they go out to consultation when they have a decision they wish to discuss.
- TfL's impact assessment is their initial attempt to assess the impact of these proposals on the 46 locations.
- TfL advised the dialogue at the meeting will give them information about things they have wrong and information they need to consider.
- The consultation reflects the fact that passenger trains are changing and TfL need to rethink their use of bus services to make better use of the resources.

7 Theme 4 - Equality and Accessibility

7.1 Themes 3 and 4 were merged and discussed under item 3 above.

Duration of the meeting: 7.00 - 9.20 pm