

## Skills, Economy and Growth Scrutiny Commission

All Members of the Skills, Economy and Growth Scrutiny Commission are requested to attend the meeting of the Commission to be held as follows:

**Monday, 10th December, 2018**

**7.00 pm**

**Room 102, Hackney Town Hall, Mare Street, London E8 1EA**

**Tim Shields**

**Chief Executive, London Borough of Hackney**

Contact:

Tracey Anderson

☎ 020 8356 3312

✉ [tracey.anderson@hackney.gov.uk](mailto:tracey.anderson@hackney.gov.uk)

**Members:** Cllr Mete Coban (Chair), Cllr Polly Billington, Cllr Richard Lufkin (Vice-Chair), Cllr Sam Pallis, Cllr Steve Race and Cllr Gilbert Smyth

## Agenda

**ALL MEETINGS ARE OPEN TO THE PUBLIC**

- 1 Apologies for Absence**
- 2 Urgent Items / Order of Business**
- 3 Declarations of Interest**
- 4 Minutes of Previous Meeting** (Pages 1 - 40)
- 5 Cabinet Question Time - Planning, Business and Investment** (Pages 41 - 42)
- 6 Cabinet Question Time - Employment, Skills and Human Resources** (Pages 43 - 44)
- 7 Developing the Council's Strategy for Inclusive Growth**
- 8 Council Response to SEG BAME Engagement Event Report** (Pages 45 - 56)

9 **Skills, Economy and Growth Scrutiny Commission  
2018/19 Work Programme**

(Pages 57 - 64)

10 **Any Other Business**

## Access and Information

### Getting to the Town Hall

For a map of how to find the Town Hall, please visit the council's website <http://www.hackney.gov.uk/contact-us.htm> or contact the Overview and Scrutiny Officer using the details provided on the front cover of this agenda.

### Accessibility

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall.

Induction loop facilities are available in the Assembly Halls and the Council Chamber. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

### Further Information about the Commission

If you would like any more information about the Scrutiny Commission, including the membership details, meeting dates and previous reviews, please visit the website or use this QR Code (accessible via phone or tablet 'app')  
<http://www.hackney.gov.uk/individual-scrutiny-commissions-governance-and-resources.htm>



## Public Involvement and Recording

Scrutiny meetings are held in public, rather than being public meetings. This means that whilst residents and press are welcome to attend, they can only ask questions at the discretion of the Chair. For further information relating to public access to information, please see Part 4 of the council's constitution, available at <http://www.hackney.gov.uk/l-gm-constitution.htm> or by contacting Governance Services (020 8356 3503)

### **Rights of Press and Public to Report on Meetings**

Where a meeting of the Council and its committees are open to the public, the press and public are welcome to report on meetings of the Council and its committees, through any audio, visual or written methods and may use digital and social media providing they do not disturb the conduct of the meeting and providing that the person reporting or providing the commentary is present at the meeting.

Those wishing to film, photograph or audio record a meeting are asked to notify the Council's Monitoring Officer by noon on the day of the meeting, if possible, or any time prior to the start of the meeting or notify the Chair at the start of the meeting.

The Monitoring Officer, or the Chair of the meeting, may designate a set area from which all recording must take place at a meeting.

The Council will endeavour to provide reasonable space and seating to view, hear and record the meeting. If those intending to record a meeting require any other reasonable facilities, notice should be given to the Monitoring Officer in advance of the meeting and will only be provided if practicable to do so.

The Chair shall have discretion to regulate the behaviour of all those present recording a meeting in the interests of the efficient conduct of the meeting. Anyone acting in a disruptive manner may be required by the Chair to cease recording or may be excluded from the meeting. Disruptive behaviour may include: moving from any designated recording area; causing excessive noise; intrusive lighting; interrupting the meeting; or filming members of the public who have asked not to be filmed.

All those visually recording a meeting are requested to only focus on recording councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to respect the wishes of those who do not wish to be filmed or photographed. Failure by someone recording a meeting to respect the wishes of those who do not wish to be filmed and photographed may result in the Chair instructing them to cease recording or in their exclusion from the meeting.

If a meeting passes a motion to exclude the press and public then in order to consider confidential or exempt information, all recording must cease and all recording equipment must be removed from the meeting room. The press and public are not permitted to use any means which might enable them to see or hear the proceedings whilst they are excluded from a meeting and confidential or exempt information is under consideration.

Providing oral commentary during a meeting is not permitted.

This page is intentionally left blank



<b>Skills Economy and Growth Scrutiny Commission</b> 10 <sup>th</sup> December 2018 <b>Minutes of the previous meeting and Matters Arising</b>	Item No <b>4</b>
--	---------------------

## **OUTLINE**

Attached are the draft minutes for the meetings held on 3<sup>rd</sup> September 2018 and 22<sup>nd</sup> October 2018.

## **ACTION**

The Commission is requested to agree the minutes and note any matters arising.

This page is intentionally left blank

London Borough of Hackney  
Skills, Economy and Growth Scrutiny Commission  
Municipal Year 2018/19  
Date of Meeting Monday, 3rd September, 2018

Minutes of the proceedings of  
the Working in Hackney  
Scrutiny Commission held at  
Hackney Town Hall, Mare  
Street, London E8 1EA

---

<b>Chair</b>	<b>Councillor Mete Coban</b>
<b>Councillors in Attendance</b>	<b>Cllr Polly Billington, Cllr Richard Lufkin (Vice-Chair), Cllr Sam Pallis and Cllr Gilbert Smyth</b>
<b>Apologies:</b>	<b>Cllr Steve Race</b>
<b>Officers In Attendance</b>	<b>Paul Horobin (Head of Corporate Programmes), Suzanne Johnson (Head of Economic Regeneration), David Tuitt (Team Leader – Licensing (Policy and Operations)) and Claire Witney (Community Investment and Partnerships)</b>
<b>Other People in Attendance</b>	
<b>Members of the Public</b>	<b>2 members of the public</b>
<b>Officer Contact:</b>	<b>Tracey Anderson</b>  020 8356 3312  tracey.anderson@hackney.gov.uk

---

## Councillor Mete Coban in the Chair

### **1 Apologies for Absence**

1.1 Apologies for absence from Cllr Race.

### **2 Urgent Items / Order of Business**

2.1 There were no urgent items and the discussion was as set out in the agenda.

### **3 Declarations of Interest**

3.1 There was no declarations of interest.

### **4 Minutes of Previous Meeting**

4.1 The minutes of the previous meeting held on 26<sup>th</sup> June 2018 were agreed.

<b>RESOLVED</b>	Minutes were approved.
-----------------	------------------------

## 5 Hackney Council Voluntary and Community Sector Strategy Update

- 5.1 The Chair welcomed to the meeting Claire Witney, Community Investment and Partnerships Manager from London Borough of Hackney.
- 5.2 In addition to the paper in the agenda the main points of the presentation were:
- 5.2.1 Hackney has a very good working relationship with the Voluntary and Community Sector (VCS).
- 5.2.2 The partnership is important because they have better reach into communities and carry out engagement with people who are vulnerable or isolated. The VCS help to promote and maintain good cohesion in Hackney. They are an important service provider which the council commission to provide services to the value of approximately £19 million in grant funding, £3 million annually.
- 5.2.3 It was pointed out although public services have faced austerity and a reduction in resources they have benefited from having an infrastructure around them to help transform. In contrast the VCS does not have that type of support in order to enable them to transform their business models, to respond to the shrinking resources and constrained financial environment.
- 5.2.4 Resources for this sector will continue to shrink and is unlikely to increase in the future. The officer pointed out it need to be recognised that the VCS does not have that level of infrastructure or support to help it transform like the Council did.
- 5.2.5 Initial consultation with the sector in Hackney have revealed there is a level of resilience within the sector but it is under threat with many organisations feeling vulnerable and having to use their reserves.
- 5.2.6 The Council has been looking at the sector to consider how they can help support them through the transformation needed to make them stronger for the future.
- 5.2.7 The Council has started to develop a Community Strategy in response to this work. Looking at what they can do to support the sector through this period of change and transition.
- 5.3 **Questions, Answers and Discussion**
- i. **Members enquired what success would look like for this strategy and; how much engagement the council has carried out with the sector to understand if they are open to working with the Council.**

The Community Investment and Partnerships Manager informed the Commission the Council carried out an initial workshop with consultants who worked with the sector over one day. They took a social market research approach to get a mix of organisation that represented the size and geographical mix of the sector in Hackney. This provided the sector with the opportunity to come out of their day job and look at the sector currently. Review its strength and consider were the threats would come from. They also talked about the support the sector would need e.g. property, culture behaviour & attitudes, back office and the type of infrastructure needed. From



**Monday, 3rd September, 2018**

this work they have pulled out the areas where the sector feel the council could intervene. This considered the resources (not monetary) the council has that could be used to support the sector. The workshop also looked at what the sector needed to do to support itself too. Identifying things they were not doing and things that needed to change like making sure they are focused on the people they should be serving and not the organisation.

Following this they did a series of focus groups that were open to all the sector so they could come and hear what was discussed in the workshops.

There have been further workshop with sector - as open invite - to cover the themes that have been emerging. This is to get a clearer picture of what is needed and to match this with the Council's priorities to see how they could work with the sector.

- ii. **Member asked about the Council's view on rents for the sector and its view on peppercorn rents which is no longer being available to this sector as was in the past.**
- iii. **Members made reference to the paper in the report and highlighted the proposals to explore the key issues of property for the new strategy. Members wanted to know how this paper was progressing.**

The Community Investment and Partnerships Manager explained in terms of property, historically in Hackney some organisation have been given access to properties where which they have just occupied. Over the last 5 years the Council has been trying to regularise the use of those properties so there can be no claims on the property. The council have also identified why some organisations are using particular properties.

Some did not have leases in place so this has been corrected. This process has been operating since they introduced the new lettings policy in 2011 which set the rent at £4 per square foot. This has established a formal tenant relationship with the Council. The rent charge is to ensure it covers the costs to administer this process.

The Council acknowledges that Hackney is expensive and recognises that rental costs can be a big proportion of the organisation's income. This work has identified some organisations are not always in buildings best suited for their customers. Needs e.g. their locations, no lift for the service users etc. The Council also identified there were buildings being under used.

The officer pointed out there is work to be done with the sector to look at how they can use the property portfolio in a more creative way. But there are cultural issues around the ownership and use of the buildings that need to be addressed; like sharing office space, enabling hot desking etc. There are a lot of things to address which they are doing through the strategy. Once these are resolved the spaces/buildings should become more accessible to other organisations in the borough.

- iv. **Members referred to the Council's regularisation of rents and enquired if it will be set at market rate or use market forces to keep rents the same per square foot. Members also enquired if there would be any**

**opportunity for organisations to negotiate the rental value if they find the rental value a challenge?**

The Community Investment and Partnerships Manager pointed out the current rental value being charged is £4 a square foot which is currently well below the current market value. In response to the particular organisation referenced by the Member the officer advised the Council does not wish to lose any VCS group in the borough and they try to find ways to accommodate them. It was highlighted in relation to Hackney Play Bus they are now part of a consortium led by Core Arts who have acquired a new lease. This has resolved their issue. It was pointed out that the Council allowed the organisation to stay on site while they negotiated a new occupier.

The Head of Economic Regeneration informed the Commission the officers within her team worked on the designs for depot sites in Hackney Wick to find a suitable storage site for the play bus. This has been located.

- v. **Members enquired about the agility of the sector and the ability of the organisation to react to cuts and the changes required. Members asked if some were more open to change and if the Council was optimistic organisations would be open to change?**

The Community Investment and Partnerships Manager advised it was probably easier for a medium and large size VCS organisation – with the size of the trustee board, infrastructure and the expertise available – to respond to the changes required. However the council is concerned about the smaller organisations because they may not have the skills sets to respond to this transformation. They could be struggling to improve in areas like their governance. In Hackney the Council has protected its grants programme where as in lots of other boroughs this has been cut significantly. This has generated more demand for the other grants in London and created a situation where everyone is competing for a smaller pool of funding.

- vi. **Members referred to changes to Hackney's demographics and enquired how VCS organisations have responded to the changes, opportunities and challenges that have come with a rapidly changing resident population?**

The Community Investment and Partnerships Manager explained one of the points that came out of the consultation work with the VCS organisations was their sense of frustration and feeling that they are becoming invisible and the profile of the sector had diminished. In their view there was no awareness of the sector in Hackney like it was 15 years ago. In relation to community cohesion they are looking at how they can help the council manage cohesion in a borough that is changing rapidly. The volunteers centre in Hackney is doing some work to look at how they can use the skill sets of all the communities in Hackney to try to raise the profile of the sector. There is an opportunity to help promote what is going on in Hackney to make people aware of what is going on. The challenge is people have busy lives.

- vii. **Members suggested it would be beneficial to put information out about success stories that show the benefits of people getting involved in**

**your community. This would encourage people to invest in their community and take less of an individualistic approach to life.**

The Community Investment and Partnerships Manager informed the Commission the Council had a volunteering for Hackney pilot last year – a Mayoral commitment- which has helped to inform the Council about volunteering and looked at the barriers to volunteering.

The Chair thanked the officer for her attendance.

## **6 Consultation - London Borough of Hackney Gambling Statement of Principles 2019-2022**

6.1 The Chair welcomed to the meeting David Tuitt, Licensing Team Leader (Policy & Operations), Neighbourhoods and Housing from London Borough of Hackney.

6.2 Following implementation of the Gambling Act 2005 Hackney Council has been given the responsibility of being the Licensing Authority. This gives the councils responsibility for issuing gambling premises licenses and a range of permits. The information being presented today is about the Council's Statement of Principles (Commonly referred to as the Gambling Policy).

6.3 In addition to the paper in the agenda the main points of the presentation were:

6.3.1 The Statement of Principles is a document the Council is required to produce by law to consider applications.

6.3.2 The document sets out the principles that will be applied when they consider applications under the Act such as adult gaming centres, betting shops, bingo halls and family entertainment centres.

6.3.3 The Council has had a policy in place since 2007. The Council currently has 53 licensed premises. 51 betting shops and 2 adult gaming centres.

6.3.4 Hackney Council has a no casino resolution order in place.

6.3.5 The updated statement of principles is currently out to consultation until 14<sup>th</sup> September 2018.

6.3.6 The last time the Council applied the policy to an application for a licensed premises was for Kingsland High Road approximately 2 years ago.

6.3.7 Since the last application the Council has noticed a decline in betting shops across Hackney and this is reflected in most boroughs across London but not all London boroughs.

### **6.4 Questions, Answers and Discussion**

i. **Members asked if the Council was aware of the reasons why the number of betting shops have been decreasing in Hackney. Members enquired if this is a trend and the underlying reason or drivers for this?**

The Licensing Team Leader explained it is related to a few things but most notable is the increase in popularity of online gambling which is changing the high street gambling landscape.

In response to this some of the gambling organisations are rationalising their estate so as leases come up for renewal if the business is not profitable they close the premises. This has been evident over the last 3-4 years.

It was also pointed out that the number of independent operators of betting shops has declined in recent years and disappeared in Hackney. There are some regions across the country that have independent operators but that is not the case in Hackney.

- ii. **Members enquired about the number of betting shops that existed before the gambling policy was introduced.**

The Licensing Team Leader informed the Commission in Hackney there were 72.

- iii. **Members enquired if the Council has undertaken any key action - since undertaking this duty in 2007 - to reduce gambling or the negative impacts of gambling on communities in the borough?**

- iv. **Members enquired if there have been any recent changes to the legislation or regulation related to gambling and the Council's role as a licensing authority?**

In response the Licensing Team Leader advised they have not been as proactive as they would have liked to in this area of licensing.

There is a requirement for local operators to assess local risk and they refer operators to this criteria. The Council tries to work with organisations such as GamCare where possible.

- v. **Members enquired if it was more difficult to acquire licenses for betting shops now the premises category was sui generis.**

The Licensing Team Leader confirmed the premises category for betting shops used to be in the same as banks and was changed. However, the actual gambling license is possibly easier to acquire than the premises planning permission because the Act makes it a requirement to permit gambling.

The Head of Economic Regeneration confirmed in planning terms the sui generis category makes it more difficult to get planning permission unlike the previous class category.

- vi. **Cllr Klein enquired why there were so many betting shops in one junction of Stamford Hill. Pointing out they were situated in a religious community.**

- vii. **Members referred to the concentration of betting shops as not being good for any community and enquired about the powers a council has under the Act to prevent this. Members were querying what the Council can do in these circumstances?**

The Licensing Team Leader advised in relation to clustering and concentration from a licensing prospective the council does not have any powers. The aim of the Act is to permit the license, the council has a duty to license under the licensing regime.

In relation to the clustering this limitation in the Act related to the number of machines that can be sited in each premises not on the number of premises in a location.

viii. **Members enquired if this would change?**

The Licensing Team Leader advised he is unaware of the number of machines changing but the stakes and prizes is set to change. The changes are in reference to B2 gaming machines inside a premises which currently have a maximum stake of £100 and a maximum prize of £500.

It was explained that Fixed Odds Betting (FOB) terminals have been a key issue. Over the years the Government have put in safe guards, one being a measure that slows down the pace of play alerting staff if there is someone who appears to be gambling recklessly. The recently announce has been that the stakes and prizes will be reduced to £2 and prize £100. However, this will take 2 years to come into effect.

ix. **Members commented it has been noted that the Association of Bookmakers is anticipating a reduction of 25% for gambling premises. Members enquired if this is an expectation for Hackney borough too?**

The Licensing Team Leader advised they have noted these references and the earliest it is anticipated they will see an impact is in the next few years.

x. **Members enquired if the Council has the ability to find out the volume of money spent in betting shops in an area. It was noted that an article in the Observer was quoting an estimated £50 million a year was spent in Chatsworth Road. Members enquired if the Council can confirm this?**

The Licensing Team Leader advised the Council does not hold this data or have access to this data. The officer was not aware this information existed but would make enquires to the Gambling Commission to see if they collect this information.

<b>ACTION</b>	The Licensing Team Leader to confirm if the Gambling Commission collates information on the amount spent in gambling establishments in an area.
---------------	---

xi. **Members referred to the arguments that gambling debt is linked to crime. Members enquired what evidence this is to support the claim that the existence of the betting shops impacts on the local crime rate.**

The Licensing Team Leader explained that many betting shops will say they tend to be the victims of crime. It was pointed out that fines have been issued to organisations by the Gambling Authority for not putting in safeguards for people who have made large deposits or withdrawals.

The officer informed the commission that Hackney does have a problem with illegal gambling and the Council has carried out a number of seizure operations in partnership with the Police. The last one was March this year (2018). Currently this is the main concern in Hackney.

- xii. **Members referred to the concern about betting shops being near schools and enquired if the Council has the power within the law to be able to say no to a premises license. Given the requirement of the Act is to permit. Does the Council have any powers to say no it is an inappropriate place?**

The Licensing Team Leader advised based on policy they can make those arguments but the Act does make it difficult from a licensing application prospective to refuse an application. It is likely to be more successful to stop an application under planning policy due to the changes to the use class. The reason being any new betting shop will require planning permission.

- xiii. **Members referred to point 18.2 which states the Licensing Authority can revoke a permit or registration and cancel an annual review in certain circumstances (page 83). Members enquired under what circumstances the Licensing Authority can do this.**

- xiv. **Members enquired how often premises are reviewed to ensure licensees are fulfilling the objectives?**

The Licensing Team Leader informed the Commission if they have evidence that one or more of the objectives are not being adhered to by the licensee, then they have powers to review the license.

The Licensing Team Leader advised they routinely inspect premises to check the number of machines etc. but they do not carry out formal reviews. To conduct a review it would need to be a serious situation and despite warning the licensee has not addressed the issue. This could be warnings from the local authority or the Gambling Commission. Currently there are no premises in that position in Hackney.

The Chair thanked the officer for his attendance.

## **7 Black and Minority Ethnic Business Engagement Event July 2018 - Update and Next Steps**

- 7.1 The Chair introduced this item and welcomed to the meeting Paul Horobin, Head of Corporate Programmes and Suzanne Johnson, Head of Economic Regeneration from London Borough of Hackney. Also in attendance for the discussion was a local business owner from Ni-Ka Deluxe.
- 7.2 The Chair explained the Commission hosted a business engagement event with business owners from the black and minority ethnic (BAME) community on 12<sup>th</sup> July 2018. The aim for this event was to provide the Council with a better understanding about the barriers to engagement for BAME business owners and to capture their views on the support needed so they can continue to benefit from the local economic growth.

- 7.3 Following the event a summary report was produced highlighting the key themes.
- 7.4 Based on the conversations that took place at the event the four key themes were:
- Engaging with the council
  - Access to business opportunities within the council
  - Business support offer
  - Gentrification.
- 7.5 The Chair invited the officers to provide a response to the comments from businesses present at the meeting and the theme in the report.
- 7.6 The Head of Economic Regeneration explained the formal response was in the signed off process, therefore it was not ready for the meeting today. The officer advised the formal response will be submitted once the sign-off process is complete.
- 7.7 The Head of Corporate Programmes highlighted their approach to economic development has been a live issue for the Council for some time. This is an area they have been looking at. The Council has been trying to get a clearer picture of business wants and needs, about business relationships and the barriers faced by black and minority ethnic businesses.
- 7.7.1 The officers appreciated the insight the BAME business event produced. The officer pointed out as a council they have struggled to get a clear picture of what businesses think and want from the council. This is something they are working to improve. This gives them more insight and information about one of the areas the Council has been concerned about.
- 7.7.2 The officer explained the formal process will be to take this insight to the Business Relationships Delivery Group and discuss the Commission's findings then and produce a formal response.
- 7.7.3 This work stream currently has this area of work scheduled in the work plan for providing information in one place for business owners is an area of work they are taking forward. Some of the other areas of work relate to the Council's communications and reach to businesses in the borough. They are reviewing their communications plans and discussing what changes need to be made to reflect the findings highlighted in the report. This may require some targeted work for specific issues.
- 7.7.4 The Council will also take a holistic view of all the pieces of work across the council to consider how it will interact with their work with businesses. For example there is a piece of work looking at the council's interaction with the Orthodox Jewish community. They will consider how their business relationships work would interact with the businesses in that community.
- 7.7.5 The work of the young black men's programme is looking at entrepreneurship and this provides an opportunity to look at how the council can give support to start-up businesses. This is an example of a couple of areas of work. There are a number of areas they need to bring together to ensure there are synergies and a holistic approach across the council.

7.8 **Questions Answers and Discussions**

- (i) **Member enquired when they would receive the formal response and if it would contain proposals? Members also enquired if the insight for this event was any different from what the council has heard to date.**

The Head of Economic Regeneration advised the formal response addresses the key themes in the report. The team have been discussing what they do currently and how they can better communicate their work. They will be doing some mapping to see if there is additional areas of work required. They will also establish if the issues are specific to BAME businesses, all business or geography specific. The officer pointed out on her table the discussion related to time sensitive retail businesses and they might have different issues to a business experiencing ASB in a town centre thoroughfare. They will need to look at how to direct resources to fill that gap.

- (ii) **Members enquired about the work with the Orthodox community and what that work would entail? The Members also asked about how the council will support BAME business in relation to procurement as this was a key feature of the discussion at the event.**

In response the Head of Corporate Programmes explained the work with the orthodox community is at the ideas stage, quite early in the process that they can help shape how the work can add value to the economic development work streams.

The Head of Economic Regeneration informed the Commission the Stamford Hill business forums is set up and scheduled to meet before Christmas. The team is also working with the planning team on the development of the Stamford Area Action plan and for this plan there will be a dedicated engagement in Stamford Hill.

The officer also pointed out there will be a new version of the Council's procurement strategy. This is being drafted and the Economic Regeneration team has been liaising with the Planning team as they draft this. The Head of Economic Regeneration advised she recently reviewed the web pages providing procurement information and in her view the information is clear about how businesses can sign up to the portal to get access to council contracts.

- (iii) **Members made the following points and queries:**
- a) **Were there any surprises in the insight gained from the event?**
  - b) **Informed officers of the points they have heard from businesses as councillors in the community. Comments from people who have grown up in the community that they were feeling invisible and the visibility of their businesses has retreated from the high street.**
  - c) **Highlighted that communication is not about a moment in time but it was important to maintain a conversation.**
  - d) **Wanted to know how the Council was going to sustain that conversation over time with BAME businesses?**

The Head of Economic Regeneration referred to the comments and advised making sure people were aware of the business opportunities and the



**Monday, 3rd September, 2018**

business forums will be a way of doing this. The aim is the Council's Landing Pad and Launch Pad will assist how businesses interact with the Council. The feedback to date show that businesses are happy with communications being web based - this was the best way to contact business owners and the concept of forums.

The officer highlighted the information in the insight was not surprising particularly the information about locations, costs and premises. One surprise in the comments was the lack of awareness about the business support available. There are a number of business support operations in Hackney and in the officer's view the level of support available was good so they need to promote the service offer better.

The Head of Corporate Programmes pointed out the Council's survey with businesses in Hackney replicated some of the insight from the BAME event. The officer advised some of the issues raised will be addressed by the work the council is doing but they recognise they will need to keep an open dialogue to ensure the changes made have made a difference to this group of businesses as well as businesses in general.

The officer pointed out in relation to the experiences of BAME businesses and changes the council needs to make. The council would need more insight to identify what is driving that sense of feeling 'marginalised'. The Council is aware that the community is changing so it could be that the market is changing too. The Council also knows that the cost of doing business and rental rates are going up and that will have an impact on the mix of businesses in the borough too. Therefore there could be a number of different factors driving this feeling by BAME business owners. The officer advised to provide a solution they need to understand the problem better. However, this should not make the council blind to the issues faced by these businesses.

- (iv) **Members referred to regulatory services and the impact on a small business when regulatory problems occur. Members asked what the council could do to help shift the mind-set of other departments within the organisation to support small businesses who may not have the ability to support themselves to overcome these challenges.**

The Head of Corporate Programmes explained the best solution would be to get compliance right from the outset - avoidance of the problem is the better strategy. The council is looking at how to get information to businesses (particularly new businesses) to help them understand regulations from the outset to reduce the level of enforcement action. The officer suggested the council could look at setting its self the objective of reducing the impact of enforcement on businesses. This is an area that will be reviewed but the priority for now is developing a culture of compliance for all businesses.

- (v) **The Chair invited the business owner present at the meeting to give her views and experiences as a business operating in the borough.**

The business owner pointed out from her view it appeared that the new people moving into the borough seemed to be better informed and were able to access the business opportunities over the business owners who have been in the

borough for a long time. This was particularly the case for BAME businesses – who were not receiving the information about what was available. The business owners pointed out the information is communicated in a way that it makes them feel it is not being aimed at them as business owners. The business owner referred to the development and business opportunities at Hackney Walk and advised she was unaware of any business potential opportunities in the complex. The business owner explained she had her business in Chatsworth Road Market for a number of years and none of the business owners in the Market were aware of the business opportunities in the Hackney Walk development. She also highlighted that the development was a short distance from where she lived and as a resident she was unaware too. In her view this shows how ineffective the Council's communication was that businesses from outside the borough could move in and get access to the business opportunities available.

It was her view that businesses were entering Hackney and getting access to all types of business support. In her view the barriers for local business owners was cultural not just for BAME business owners but also working class business owners. The business owner pointed out the locals were given access to one shop. In her view this sends a message that the Council does not care about the local community. In relation to investment and development the business owner acknowledged there was a consultations but pointed out the business owners only heard about the consultation after the consultation had closed. There was a gap in the communication from the council to local businesses close by the development and those in Chatsworth Road Market.

The Head of Economic Regeneration acknowledged the view expressed and explained that this was the catalyst for the council looking at economic development. The Council has recognised this area has been poor and they need to address and improve communications.

- (vi) **The business owner pointed out existing business owners are not getting the business support to make the transition for their business needs.**

The Head of Economic Regeneration advised the business support is aimed at being more inclusive to ensure all businesses are welcome and have access to the information available. The Council has noted there are some sites that businesses acquire but the council is not always aware of all the sites available because it may be private ownership. The council has a certain element of control but only for premises they own.

The Head of Corporate Programmes acknowledged the perception and view that the Council's work is not targeted at local businesses. The officer pointed out the council needs to change that perception and ensure that the messages communicated demonstrates the Council is concerned about their needs.

- (vii) **The business owner pointed out the changes to Hackney Walk would have been welcomed by business owners years ago. The perception on the ground is that new businesses and communities moving in are getting consulted about changes. The consultation did not speak to the communities that would be impacted by the changes.**

- (viii) **Members enquired if there was a way the Council could make sure, when developing new strategies, there was meaningful and proper engagement so that existing communities and businesses do not learn about the consultation too late. Members pointed out some of these challenges would have been faced by other boroughs (London Boroughs) and suggested the Council carries out a review of the challenges other boroughs faced.**

The Head of Corporate Programmes advised the council has been looking at the practices of other councils in relation to its business relationship work and identifying what solutions could work in Hackney. Some of the academic research originates from the USA but the concept is similar and the Council will be reviewing this information. The officer pointed out it was not sufficient to just understand the solutions but establish which of the solutions were likely to work for Hackney.

- (ix) **Members referred to the Preston Model and community wealth building to protect economic growth and economic development. Members highlighted they would like to see a local economic blue print similar to the one produced for Totnes and District which ties into the Preston Model's community wealth building.**

In response the Head of Corporate Programmes explained the Council has looked at the Preston model and acknowledge it's a good example of a long term approach. The challenge for the Council is to assess if it will work in the context of a London borough - which is part of larger economy - as well as it worked in Preston. The view is it may not achieve as much in a London borough as it did in Preston. Notwithstanding, that does not mean there will not be elements that could be used by a London borough.

- (x) **Members enquired if the Council has identified what they might be able to apply from the Preston Model to Hackney.**

In response the Head of Corporate Programmes advised the area of procurement and institutions is really important. The council could look at how they can stimulate local businesses and provide opportunities to local businesses.

One of the other areas is building business relationship. Developing a 2 way relationship so the council is in a position to ask of businesses because they provide opportunities too.

The officer highlighted the council is considering the work it could do in relation to social enterprises; where it fits within the mix and the development models.

The Chair thanked the business owner for attending the meeting and BAME engagement event.

The Chair thanked the officers for their attendance.

Officers informed the Commission the response would be discussed in September with the working groups. Following the discussion a response

would be drafted in consultation with the Cabinet Member. It was anticipated this would be available to the Commission in October 2018.

The Chair asked for the dates of the business forums to be circulated to the Commission Members. Officers agreed to send this through.

<b>ACTION</b>	The Head of Economic Regeneration and the Head of Corporate Programmes to provide a formal response to the Commission in response to the SEG BAME summary report.
---------------	---

<b>ACTION</b>	The Head of Economic Regeneration to circulate the dates of Business Forums to the Commission.
---------------	--

## 8 Future World of Work and Skills in Hackney - Draft Report

- 8.1 The Chair introduced this item and welcomed to the meeting Paul Horobin, Head of Corporate Programmes from London Borough of Hackney. The Chair provided an overview of the review, its findings and recommendations made.
- 8.2 This review set out to explore trends in the changing labour market, the changing skills system and how it all impacts on the local and London's economy. The Commission wanted to examine the impact that macro level changes will have locally and to identify the policies and practices that will help overcome the challenges. In the review the Commission also looked at the support which will be needed within the current skills system to enable local residents to progress and change careers if they wish.
- 8.3 Attempting to look five years ahead the Commission investigated the trends resulting in changes such as Brexit; climate change; our ageing population; nature of employment; the likely changes in the business environment; workforce;` the nature of work itself and the impact of automation and robotics on the supply of labour.
- 8.4 During the review the commission heard from Resolution Foundation, the Fabian Society's Changing Work Centre, the Institute of Public Policy Research and Central London Forward.
- 8.5 This review focused on the employment trends that were amplified in Hackney which were:
- Growing inequality/polarisation/ in-work poverty and underemployment
  - Self-employment
  - Land and property values
  - The impact of Brexit
  - Opportunities for employers to contribute
  - Opportunities to lead in a revolution of skills.
- 8.6 To support our evidence we carried out a Focus Group with over 20 residents from a variety of employment types. A key issue that emerged was the struggle of the self-employed, over 50s and those in part time roles and/or

with zero hour contracts in getting access to any training. These people are often trapped in a zone where they can't afford the time off to access the training that they desperately need to progress. Then there is the wastage of skills of those over 50. Another strong theme in our findings was challenges around in-work poverty as was the rise of under employment and people feeling trapped with no ability to 'up-skill'.

- 8.7 Our recommendations covered: the development of a work experience programme for older job seekers; rebranding of work experience; signposting information about being self-employed, with the dual purpose of building up local knowledge about self-employment in the borough. We called on the Council to actively demonstrate that inclusion of jobs and employment is in the specification for regeneration and new housing developments. We recommended the Council takes an active role in lobbying for the skills system to develop an employability framework and to encourage employers to provide in work/career transition to help workers identify future skills.

Members agreed the report.

<b>RESOLVED</b>	Report was agreed.
-----------------	--------------------

## 9 Skills, Economy and Growth Scrutiny Commission 2018/19 Work Programme

- 9.1 Chair introduced this item and noted the work programme for the scrutiny commission on pages 217-224 of the agenda.
- 9.2 The Chair referred to the next meeting in October and explained this will be dedicated transport themed session. The session will be looking at connectivity, accessibility, affordability and how transport can support local economic growth. Requests have been made for officer representation.
- 9.3 Members discussed who to invite to the session and agreed to include passenger representation group London TravelWatch. It was agreed the Chair and O&S Officer will draft the agenda and send to the Commission members for review.
- 9.4 Members discussed the December meeting and it was agreed the Overview and Scrutiny Officer will circulate the topic areas discussed at the previous Cabinet Question Time session for information.

<b>ACTION</b>	The Overview and Scrutiny Officer to circulate the previous Cabinet Question Time session topics and minutes of the session for information.
---------------	--

- 9.5 The Chair informed the Commission the formal evidence sessions for the Commission's review will commence in 2019. The Chair outlined his suggestions for the review's core questions on inclusive growth.
- 9.6 It was agreed the Chair and Overview and Scrutiny Officer will draft the terms of reference for the Commission to review.

<b>ACTION</b>	The Chair and Overview and Scrutiny Officer to provide a draft the Terms of Reference for the Commission to review.
---------------	---

**10 Any Other Business**

10.1 None.

**Duration of the meeting:** 7.00 - 8.45 pm

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

---

<b>Chair</b>	<b>Councillor Mete Coban</b>
<b>Councillors in Attendance</b>	<b>Cllr Polly Billington, Cllr Richard Lufkin (Vice-Chair), Cllr Sam Pallis and Cllr Steve Race</b>
<b>Apologies:</b>	<b>Cllr Gilbert Smyth</b>
<b>Officers In Attendance</b>	<b>Dominic West, Andy Cunningham (Head of Street Scene) and Suzanne Johnson (Head of Economic Regeneration)</b>
<b>Other People in Attendance</b>	<b>Councillor Feryal Demirci (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</b>
<b>Members of the Public</b>	<b>28 members of the public</b>
<b>Officer Contact:</b>	<b>Tracey Anderson</b> <b>☎ 020 8356 3312</b> <b>✉ tracey.anderson@hackney.gov.uk</b>

---

## 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

- 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?**
- 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 many 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 tom 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... 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 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 Gyrotory system which come down the A10 and this will improve facilities for buses and cyclist. There is also have the route coming down seven sisters too. Town centre local neighbourhood programmes and just nearing completion the Wick Road scheme. 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

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 Kings 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.

**Monday, 22nd October, 2018**

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 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 reasons for this and Uber is one. But statistics show people are spending more time at home and opting for 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 varies 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 Gyrary 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.

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 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 and have now 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 is 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. 2/3<sup>rd</sup> 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.**
- (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 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 travel cards 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

**Monday, 22nd October, 2018**

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 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

This page is intentionally left blank



<b>Skills Economy and Growth Scrutiny Commission</b>  10 <sup>th</sup> December 2018  <b>Cabinet Member Question Time – Planning, Business and Investment</b>	Item No  <b>5</b>
---	-------------------------

## **Outline**

In the municipal year the Commission holds question time sessions with the Cabinet and Senior Officers to ask questions about performance and decision-making within the Council related to their portfolio areas.

## **Invited guest**

Councillor Guy Nicholson has lead responsibility for: planning - performance and policy, economic development, strategic infrastructure development town centres, Olympics legacy, markets, licensing policy (working with chair of licensing) and culture.

The questions submitted in advance covered:

- **Regulatory Services**
- **Community Infrastructure Levy**
- **Economy.**

## **Action**

The Commission to hold a Q&A session with Cllr Nicholson about the services and decisions within his portfolio.

This page is intentionally left blank



<b>Skills Economy and Growth Scrutiny Commission</b>  10 <sup>th</sup> December 2018  <b>Cabinet Member Question Time – Employment Skills and Human Resources</b>	Item No  <b>6</b>
---	-------------------------

## **Outline**

In the municipal year the Commission holds question time sessions with the Cabinet and Senior Officers to ask questions about performance and decision-making within the Council related to their portfolio areas.

## **Invited guest**

Councillor Carole Williams has lead responsibility for: employment strategy and partnerships, ways into work, apprenticeships, human resources and organisational development, trade unions, adult Learning, post 18 skills and equalities.

The questions submitted in advance covered:

- **Employment and Skills**
- **Equalities**
- **The Council's relationship with local employers.**

## **Action**

The Commission to hold a Q&A session with Cllr Williams about the services and decisions within her portfolio.

This page is intentionally left blank





<p><b>Skills Economy and Growth Scrutiny Commission</b></p> <p>10<sup>th</sup> December 2018</p> <p><b>Council Response to SEG BAME Engagement Event Report</b></p>	<p>Item No</p> <p><b>8</b></p>
---	--------------------------------

## Outline

On 12<sup>th</sup> July 2018 the Skills, Economy and Growth Scrutiny Commission held a business engagement event with Black and Minority Ethnic (BAME) business owners.

The aim for this event was to provide the Council with a better understand about the barriers to engagement for BAME business owners and capture their views on the support needed so they can continue to benefit from the local economic growth. The event was held at Hackney House in Shoreditch covering 2 topics of discussion.

1. Exploring the barriers to engagement with the Council and business forums
2. Exploring the business support needs of BAME business owners.

A report summarising the key points from the event was submitted to the Council Executive for a response. The response report is attached on pages 47-56.

## **Action**

The Commission is requested to note the report, presentation and ask questions.

This page is intentionally left blank

## **Skills, Economy and Growth Scrutiny Commission BAME Business Engagement workshop- 12th July 2018**

### Council response

The Council welcomes the feedback provided by local BAME businesses at the workshop arranged by the Skills, Economy and Growth Commission on the 12th July 2018. The Council welcomes perspectives on how and what sort of support BAME businesses can access to start up, grow and thrive. This written response to the report provides information on the work currently carried out by the Council and will also inform further discussion on this topic and in developing the offer further.

During a recent borough wide resident engagement programme, 'Hackney a place for everyone', residents felt that it was important that the Council continues to try to promote and support a balance of businesses in the borough. Local people said they value Hackney's existing small businesses, BAME businesses, and social enterprises as they provide a diverse local offer and contribute to Hackney's unique inclusive spirit and its sense of vibrancy. They also shared concerns that some existing businesses were under pressure as a result of rising rents, a lack of affordable workspace, rising business rates, and from wider changes in the local area including population change and the arrival of new businesses.

It is important to stress from the outset that the Council is committed to supporting and building long term relationships with the broadest range of local businesses including BAME businesses, SMEs and Social Enterprises and this commitment is set out in the Council's vision for the borough in the Hackney Community Strategy 2018-28. We want to work together to expand and improve BAME business engagement networks and support in Hackney and continue to look at ways this can be delivered.

This response sets out some of the practical steps the Council is taking to help address some of the specific concerns raised by BAME businesses, including existing ways to engage with the Council and find out about services and support, how the Council's new Local Plan (LP33) is proposing to protect and deliver more affordable workspace, and how the Council can open up local supply chains to SMEs through its Sustainable Procurement Strategy.

#### **Theme 1. Engaging with Hackney Council and improving BAME access to business support and services**

**Issue:** The Commission heard that the workshop attendees experience is that the Council doesn't fully understand their specific needs and isn't engaging as well as it could with BAME businesses in the borough. Other feedback was that we could do more to promote the current advice, support and services in place to all businesses.

**Response:** The Council will continue to build and develop its business networks and wants to make sure these reach and support the broadest range of Hackney businesses. The Council is open to trying out new ways to improve the reach and the value of these networks.

The current business engagement offer provides a range of opportunities for businesses to engage with the Council, other businesses, and external organisations and stakeholders through a variety of different methods. Current business engagement methods include:

- Social media: Websites: [hackney.gov.uk](http://hackney.gov.uk) and [investinhackney.org](http://investinhackney.org) and Twitter: @hackneycouncil, @hackneybusiness;
- Hackney Business Network monthly online newsletter;
- Hackney Business Network: Year round programme of events around key business campaigns e.g. London Tech Week, London Living Wage Week, Small Business Saturday, Global Entrepreneurship Week;
- Hackney Business Network: Year round programme of Council run and supported events and conferences offering free business support, training and mentoring often in partnership with business support providers e.g. Get Set For Growth Workshops, Echo++ Accelerator, Entrepreneurship Conference, Social Enterprise Conference, Startup Open House;
- Area based Hackney Business Forums which are managed by the Council and cover: Hackney Central, Dalston, Hackney Wick, Shoreditch, Stoke Newington, Clapton, Stamford Hill. The forums are open to all businesses in Hackney or those looking to establish a business in Hackney;
- Council representation at business stakeholder meetings - e.g. Pubwatch, Federation of Small Businesses (FSB) business breakfasts;
- Partnership working with key business representation groups within the borough including: Federation of Small Businesses, East End Trades Guild, The Social Enterprise Partnership; and
- 121 meetings with businesses involving the Economic Regeneration Team and other officers.

Events are free to attend, open to all to ensure they are accessible, and cover a range of topics in order to address the needs of both startups, new and established businesses. The engagement methods have been developed taking into account the fact that not all businesses want to engage and receive communications in the same way. We have an online offer, daily updates through Twitter, face to face interaction via events and the Hackney business forums, partnerships with business representation groups, and access to Council staff through contacts on the Invest in Hackney website and the [business@hackney.gov.uk](mailto:business@hackney.gov.uk) email address.

While the Council provides an extensive portfolio of business support, it is evident from the workshop feedback that more can be done to raise awareness of the services the Council and other partners offer to the business community.

A project to improve information, advice and guidance for businesses on the Council's website is underway and is part of delivery of the Mayor's manifesto commitment to 'make it easier for everyone to do business in Hackney.' The work to date has included an online business survey and direct engagement with local businesses in a number of trading locations (Hackney Central, Dalston, Stoke Newington, Hackney Wick and, Chatsworth Road). The survey sought to understand businesses' experience of interacting with the Council, what businesses' priorities and problems were, and how the Council might best provide information, advice, and guidance to businesses.

In addition to understanding general perceptions of business-Council interactions, the survey also asked for specific comments on what the Council could do better, and suggestions for services the Council could offer. Over a hundred responses were received and have been used to inform further stages of the project. Areas highlighted by businesses for improvement included:

- better marketing of services to businesses
- broadening the range of services available to businesses
- increasing Hackney Council's procurement opportunities for local businesses
- better online access to services to businesses.

To support the longer term objective of bringing the Council's online business services together in one place, further business engagement supported by digital consultants has been undertaken to better understand how it can improve the information, advice and guidance the Council provides to SMEs about our core services via the Council website. There have been both in depth interviews with a number of businesses and co-design sessions involving businesses and Council staff who are delivering business facing services. Businesses have requested a clear and simple way of understanding what they have to do to access the Council's transactional and regulatory services. The Council has subsequently commissioned a project to ensure the business section of the Council's website is clear, well-structured and easy to navigate. The current project activities are focusing on the Council's licensing, business rates and markets services. BAME businesses have been involved in this work. There will also be further opportunities for businesses to input once the proposed improvements are live on the Council website.

An business communication audit of Council services is planned to address the quality and consistency of interaction of Council departments with businesses. The Council's existing interactions with businesses will be assessed and where necessary changes brought forward to improve and align these with other departments. Referrals to other relevant Council departments will also be promoted to provide a business user with information that they might otherwise be unaware of.

## **Theme 2. Working with the Council**

**Issue:** Matters raised by the group around accessing business opportunities with Hackney Council are of a similar nature to those that are received from the general business population so are not specific to BAME businesses. These issues centered around the following themes:

- 2.1 Finding business space/ accessing new business premises
- 2.2 Lack of affordability of business premises
- 2.3 Procurement and opportunities to sell goods and services to the Council
- 2.4 Quality of the environment

**Response:**

2.1 Finding business space/accessing new business premises

Through the Invest in Hackney website support is available to new and existing businesses to find premises in Hackney. The user submits their requirements via an online form which is then shared with Commercial Property, Economic Regeneration and the Business Communications and Engagement Manager. Depending on requirements, suitable properties will be put forward and further support and advice on relocation offered by Council officers.

The Council also promotes its own available commercial premises on the Council website, as well as through the relevant partner commercial property agents.

2.2 Affordable business premises

The Council is committed to increasing the supply of affordable workspace in the borough, and is working on a number of initiatives designed to address this issue. In LP33 the Council has introduced new local plan policies to enhance both the provision and protection of affordable workspace which includes greater protection for existing low cost workspace and the requirement to provide new affordable workspace on relevant developments in designated employment areas, town centres and the Central Activities Zone. In developments where new affordable workspace is provided the space must be let at no more than 40% of market rent in Shoreditch (in the Shoreditch Priority Office Area) and at no more than 60% of market rent in the rest of the borough.

Where new affordable workspace is provided in developments the developers are required to partner with workspace providers on the Council's Approved Workspace Providers List to ensure the space will be made available to a variety of small businesses and that additional community benefits delivered by the workspace provider and their tenants. Business looking for space can also use the providers list which is available at:

<http://www.investinhackney.org/workspace>

The Economic Regeneration team are directly delivering a number of projects aimed at increasing the supply of affordable workspace in the borough by repurposing underused Council assets and buildings. Current projects underway include Wick Works which is the transformation of the Old Baths and the Trowbridge Centre in Hackney Wick into affordable workspace and community uses. The Council will publish a Voluntary and Community Sector (VCS) Strategy in 2019 will consider how the Council can work with the VCS in relation to Council property assets and associated opportunities in order to better support the development of the sector.

2.3. Procurement and selling to the Council

Many businesses who attended the event expressed frustration that the Council did not use their services, that they were unaware of the contracts that were available and that the contracts were too large for them to be able to bid for.

The Council has adopted a Sustainable Procurement Strategy which considers issues such as: reviewing the size of contract opportunities to assess if they can be split into smaller lots to make them more accessible to SMEs, and actively communicating procurement opportunities to local suppliers to improve access to business opportunities.

#### 2.4 Quality of the environment

It was raised by several businesses at the workshop that in some areas of the borough the quality of the environment may result in less people shopping and spending time in the area reducing custom and trade for businesses. It should be noted that this issue was raised more often in relation to town centre locations and may therefore be more applicable to high street and town centre businesses.

Given the nature of town centres as areas of with shops and services, higher footfall and busy stations and public transport links the quality of the environment is often more likely to be an issue compared to quieter residential streets. The Council responds to this via more concentrated street cleansing and enforcement in these areas of the borough. Business are encouraged to report any environmental issues as soon as possible using the Love Clean Hackney app which can be downloaded at:

<http://lovecleanhackney.hackney.gov.uk/reports/home>

As part of the Council's approach to area regeneration more focus will be placed on the issues affecting specific town centres and regeneration plans will be produced to identify some of the key issues in different town centres that need to be addressed via partnership working across Council services and with external stakeholders, including businesses.

The Council is keen to engage everyone in the community to help shape what happens in our major town centres and growth areas and how we best manage activity in these places. The Dalston Conversation encourages local people, local businesses and community organisations to get involved in conversations about the future of the area. You can find out more here: <https://dalstonconversation.commonplace.is>

#### **Theme 3. Business support**

**Issue:** BAME business owners suggested that the Council should provide more support and guidance on setting up, growing and managing a business. It was also suggested the Council should run more business events.

**Response:** The Council recognises the need to continue to improve awareness of the existing business support offer, and to review the diversity, the reach and the appeal of this programme to all sectors of the local business community. Advice on setting up, growing, and the day to day management of businesses is provided via events, newsletters, and online. Information and is

available both directly from the Council and also from a range of business support organisations in the borough.

The Invest in Hackney website provides comprehensive local business support, advice and guidance including:

- local business news
- sector specific information about Hackney
- property search function
- Approved Workspace Provider list
- Ability to sign up for the Hackney Business Network newsletter
- business advice and funding signposting (including to both external business support providers and Council service areas)
- Council contacts
- link to Hackney Business Network twitter for daily updates.

In addition to this the main Council website ([www.hackney.gov.uk/business](http://www.hackney.gov.uk/business)) includes information on the Council's business facing services and regulatory functions (eg business rates, business related licenses (e.g. alcohol, shop front trading) registering your food business, trading standards, market trading and commercial waste collection/pest control amongst others) as well as some general business support signposting.

The Council is currently reviewing the direct and indirect business support offer to see where we may be able to make improvements. including considering a more joined up online package that covers the different ways the Council can help, such as:

- Assistance with employing staff, finding affordable workspace, accessing small business rates relief, support to maintain a healthy workforce and better awareness of opportunities for local businesses to sell services to the Council and to enhance supply chain and trading opportunities;
- promotion of the newly established business forums and other networking opportunities (including identifying whether there are London wide or national BAME business networks that we could also signpost to);
- signposting to a range of up-to-date support, across key sectors, but also more generic business support of value to a wide range of local businesses.

The Council's Economic Regeneration team provide support, guidance and can signpost to business support information and providers (contact: [business@hackney.gov.uk](mailto:business@hackney.gov.uk)).

As set out in response to theme 1, business support events are run throughout the year as part of an annual programme. Subjects to date have included setting up a business, coaching, finance, contract legalities, selling to the Council, employment and HR, marketing and business growth. All events are free to attend and advertised through the Hackney Business Network newsletter, Invest in Hackney, Twitter, local business representation groups and through event partners.



Appendix 1 details the business related events that have taken place at Hackney House from November 2015 to Dec 2017. Hackney House is a Council run commercial event space used for business engagement events. New events are advertised on our webpages and social media: [www.investinhackney.org](http://www.investinhackney.org) and Twitter: @hackneybusiness

The Council is open to suggestions about how it can diversify the programming of business support events and will review the current approach to identify ways to improve the accessibility, reach and appeal of these sessions.

#### **Theme 4. Hackney's changing business profile/property prices**

**Issue:** Feedback highlighted a perception that the Council provides more support to new startups or large businesses moving in the borough than to existing businesses. There are also wider concerns that recent business growth is having the effect of pushing property prices up and forcing out small business who have been in the area for a long time.

**Response:** Through the borough wide community engagement work, and the Community Strategy the Council acknowledges local people's concerns about the growing unaffordability of workspace in the borough. Through this work the Council has recognised the concerns raised by some BAME residents and businesses that they have experienced a sense of being excluded from the recent growth and opportunities that have happened in Hackney. The Council remains committed to helping more local people and businesses benefit from increased local prosperity in the borough and the changing economy whilst working with larger employers and businesses to create more community wealth.

However it must be stressed there are limited powers and resources available to the Council to control rising commercial property prices. The Council can use the local planning system to maximise the delivery of affordable workspace in new developments via the planning process, it has created an Approved Workspace Providers List and it can ensure that the letting of Council owned premises factors in the maximum allocation available of affordable commercial space. The Council is also working on regeneration projects which will turn unused Council buildings into affordable workspace which local businesses will be prioritised for.

The Council aims to maximise the opportunities that larger businesses bring to the borough and engage with these businesses in order to deliver local jobs, apprenticeships, work experience, education and training opportunities and ensure that business growth benefits as many of existing Hackney residents and business as possible.

#### **APPENDIX 1: Business events held at Hackney House between Nov 2015 - Dec 2017**

##### **2017:**

##### **Quarterly Shoreditch Business Forum (x4)**

Regular meeting for all businesses located within Shoreditch that consists of guest presenters, business opportunities, Council updates around Planning, Licensing & Regulatory services. Guest presenters have ranged from Developers building in the area to local charities to app

developers looking to offer targeted customer marketing campaigns. In 2018 all of the business forums have also featured a regular item/update on business rates.

### **Borough-wide Pubwatch (x2)**

Biannual gathering of all the Town Centre Pub watch groups. Pubwatch membership consists of all licensed bars, restaurants and clubs. Topics cover: Local Policing updates, Council updates, Issues affecting licensed premises, Business Rates, business opportunities and guest presenters. Town Centre Pubwatches are managed locally by Licensees with Hackney Council..

### **London Against Business Rate Hikes – Campaign Event**

Hackney Council in partnership with East End Trades Guild are leading a campaign against the unfair business rates hikes in London. An event was held on the campaign. As part of the event business rates surgeries were available with the Council's Business Rates team for individuals to discuss their concerns and seek advice.

Event partners: East End Trades Guild, Federation of Small Businesses, London Borough of Tower Hamlets.

### **Hackney One Carnival - Conference**

The conference was open to Hackney-based organisations, groups and individuals with an interest in getting involved with the Hackney carnival. The event welcomes representatives from local schools, colleges, community groups, organisations working with people of all ages and abilities, arts and cultural organisations and creative industries.

Event partners: Arts Council England, Tropical Isles, Global Carnival Centre.

### **6 Week Enterprise Course by Urban MBA**

The enterprise training program, Urban MBA was designed to reach young adults who are what is described as NEETs (Not in Education, Employment or Training).

Event partners: Urban MBA

### **Apprenticeship Screening Sessions (throughout the year)**

Open sessions for would-be apprentices to learn about working as an apprentice in a local business. Sessions include information on the different roles, career progression and businesses offering apprenticeship opportunities.

### **Hackney Entrepreneurship Conference 2017**

Same format as the 2016 & 2015 conference's and part of Global Entrepreneurship Week.

Event partners: Virgin StartUp, Allia Serious Impact Programme, HCD, NWES.

### **Business Rates Revaluation Events 2017**

Various events to discuss the implications of the 2017 Business Rates revaluation, including joint events with London Borough of Islington. Sessions included both presentations and individual advice

### **2016:**

### **Quarterly Shoreditch Business Forum (x4)\***

Regular meeting for all businesses located within Shoreditch which consists of guest presenters, business opportunities, Council updates around Planning, Licensing & Regulatory services. Guest presenters have ranged from developers building in the area to local charities to app developers offering targeted customer marketing campaigns.

*\*It should be noted the business forums take place in other areas of the borough and different venues are used for these.*

### **Borough-wide Pubwatch (x2)**

Biannual gathering of all the Town Centre Pub watch groups. Pubwatch membership consists of all licensed bars, restaurants and clubs. Topics cover: Local policing updates, council updates, issues affecting licensed premises, business rates, business opportunities and guest presenters. Town Centre Pubwatches are managed locally by Licensees with Hackney Council.

### **Mayor of Hackney Business Awards**

Award ceremony to announce and celebrate the winners of the 7 Mayor's Business Awards categories. These included: Best Fairtrade Business, Best Creative Business, Best Hackney Entrepreneur, Hackney Business Charter Award for Best Overall Contribution to the Borough, People's Choice Award for Best Place to Eat and Drink, Outstanding Hackney 100 Employee and Best Hackney Business.

### **Economy of Hours – Social Event**

Drinks reception for all existing ECHO members and drop in for those considering joining. ECHO is a skills swap mechanism in Hackney that allows businesses to swap skills and services by paying in ECHO's rather than money which allows small businesses to obtain specialist services that are usually unaffordable. An example would be a solicitor providing an hour of legal advice in return for an Echo which they can use at any other members businesses.

Event partners: ECHO

### **Tech Nation Best Practice – Promoting Enterprise & Regeneration**

Tech City UK and Hackney Council launch of the first publication in the Tech Nation Best Practice series.

Event partners: Tech City

### **Hackney Entrepreneurship Conference**

Same format as the 2016 conference and part of Global Entrepreneurship Week.

Event partners: Albion, Tantrum, The Bias Cut, Pip & Nut, Hackney Cooperative Developments, Enterprise for London, Studio More, Exponential Marketing, The Startup Kitchen, We Mean Business.

### **Plan Zheroes Launch**

Plan Zeroes is a registered charity that is on a mission to save good food from going to waste and getting it to people who need it. To do this they have created an online community which makes it easy for businesses that have surplus food to find charities that need it and vice versa.  
Event partners: Hackney Council hosted and advertised the event.

### **Fashtech Meetup 8: Power of co-creation**

An evening of talks, conversations and presentations aimed at fashion, tech and digital creatives, UAL students, graduates and alumni as well as the wider fashion, tech, investor and media industry.

Event partners: Centre for Fashion Enterprise, Digital Anthropology

### **Shoreditch Area Action Plan Local Plan Consultations (several throughout latter part of year)**

Drop in session advertised to local businesses and the community on local plan issues.

### **2015:**

#### **Hackney Business Network Bootcamp**

A day of learning and development sessions for Hackney based small businesses covering Finance, Marketing and HR for small businesses.

Event partners: Grow Marketing Consultants, Get Set for Growth, People Skills.

#### **How to become an Entrepreneur - Conference**

Three-floors of 'How-to become an entrepreneur' talks, bootcamp workshops and meet and greet sessions to find out how to start or grow your business.

Event partners: Secret Sauce, Let's Be Brief, Digital Business Academy, Pioneering Social Enterprise, Get Set for Growth, NatWest, KPMG, Urban MBA, Jam Sandwich, Discover Young Hackney, Acoustic Sundays, Sound Advice, CDR, SDNA, Dan Beaumont (VooDoo Rays, Rays Bar, Dalston Superstore), Heather Falconer (Spindle Magazine), Roxi Rustem (East Wick Candles), Seetal Solank (Matter),

#### **Hackney Business Network – Make Hackney Sparkle Party**

Christmas networking event for Hackney businesses.

Event partners: Hackney Live



<b>Skills Economy and Growth Scrutiny Commission</b> 10 <sup>th</sup> December 2018 <b>Skills, Economy and Growth Scrutiny Commission Work Programme for 2018/19</b>	Item No  <b>9</b>
--	-------------------------

## **Outline**

Attached is the work programme for the Skills, Economy and Growth Scrutiny Commission for 2018/19. This is a working document that is regularly updated.

## **Action**

The Commission is asked for any comments, amendments or suggestions for the work programme.

This page is intentionally left blank

# Overview & Scrutiny

## Skills, Economy and Growth Scrutiny Commission

### Rolling Work Programme June 2018 – April 2019

All meetings take place at 7.00 pm in Hackney Town Hall unless stated otherwise on the agenda. This rolling work programme report is updated and published on the agenda for each meeting of the Commission.

Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
<b>Tue 26<sup>th</sup> June 2018</b>  Papers deadline: Fri 15 <sup>th</sup> June	Economic and Community Development Board	Chief Executive Directorate Stephen Haynes	Presentation about work strands and Council's current work
	Employment and Skills	Corporate Strategy Chief Executive Directorate Andrew Munk	Presentation about Employment and Skills Service
	Economic Regeneration	Economic Regeneration Chief Executive Directorate Suzanne Johnson	Presentation about Economic Regeneration Service
	Work Programme Discussion	Overview and Scrutiny Chief Executive Directorate Tracey Anderson	To agree a review topic and discussion items for the work programme.
<b>Thurs 12 July 2018</b>  Papers deadline: Mon 2 <sup>nd</sup> July	Business Forum Engagement Event	Economic Regeneration Chief Executive Directorate Suzanne Johnson	Hackney House in Shoreditch  In relation to the current business forums this is a look at the barriers to engagement by BME business owners and how they support SMEs in a way that suits their needs.

Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
	Economic regeneration support to local businesses	Overview and Scrutiny Chief Executive Directorate Tracey Anderson	An engagement event with business owners from BME communities in July 2018
<b>Mon 3 Sept 2018</b> Papers deadline: Tues 21 <sup>st</sup> Aug	Hackney Council Voluntary and Community Sector strategy	Chief Executive Directorate Policy and Partnerships Team Community Investment and Partnerships Manager	Consultation on the new Advice Strategy being developed.
	Gambling Policy 2019-2022 Consultation	Neighbourhoods and Housing Public Realm – licensing Aled Richards	The Commission would like to discuss how the council promotes the licensing objectives and guidance from the Gambling Commission and hear about how the Council has built on these core objectives, developing an approach to licensing premises for gambling that reflect local circumstances in the Borough.
	Update on BAME Business Engagement Event July 2018	Overview and Scrutiny Chief Executive Directorate Tracey Anderson	Discussion about the engagement event, points raised and next steps.
	Draft Report – Future World of Work and Skills in Hackney		Draft Report for sign-off
<b>Mon 22 Oct 2018</b> Papers deadline: Wed 10 <sup>th</sup> Oct	Transport infrastructure – stations like Clapton, Hackney Downs modernisation to take increased flow of commuters through the		Transport themed session that includes looking at connectivity and affordability to get on the train.  Following investment to improve the railway connectivity in the borough. The Council was



Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
	borough and stations		<p>expecting further investment by TfL as soon as the stations became connected. The Council expected 2 things:</p> <ul style="list-style-type: none"> <li>a) That the station infrastructure would grow and expand and increase its capacity</li> <li>b) That developments would start to happen around the stations.</li> </ul> <p>Last year the Commission raised concern about the significant growth in terms of the interchanges at stations like Clapton and Hackney Downs and the negative impact this could have on employment growth in the borough if further investment to improve the infrastructure is not forthcoming.</p>
	TfL changes to bus routes in Hackney		<p>Transport for London does not consult rigorously on the reductions in frequency of bus routes and it anticipated there will be further cuts introduced this year. Scheduled for implementation is the route change to the number 277 bus. This is scheduled for implementation on 29/06/2018</p>
	Stoke Newington Gyratory - Stage Two	<b><i>Discussed at Stoke Newington Ward Forum</i></b>	<p>Consultation on removal of Stoke Newington one-way system and the shaft by Morrison's. This will be led by TfL with the Council's input. TfL are undertaking further modelling work and will be consulting on one proposed option.</p>

Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
	Terms of Reference for Review		Draft Terms of Reference for the new in-depth review
<b>Mon 10 Dec 2018</b>  Papers deadline: Wed 28 <sup>th</sup> Nov	Cabinet Member Question Time sessions - Cabinet Member for Employment, skills and human resources	Mayor's Office – Head of Mayors Office and Support Officer Cllr Williams	
	Cabinet Member Question Time sessions - Cabinet Member for Planning, business and investment	Mayor's Office – Head of Mayors Office and Support Officer Cllr Nicholson	
	Council's response to SEG BAME Business Engagement Event Report	Chief Executive Directorate Director – Strategy, Policy and Economic Development Stephen Haynes	Response from the Council to the points raised in the scrutiny commission's BAME engagement report.
	Developing the Council's Strategy for Inclusive Growth	Chief Executive Directorate Director – Strategy, Policy and Economic Development Stephen Haynes	Board's update on the current work and strategy development.
<b>Tue 12 Feb 2019</b>  Papers deadline: Thurs 31 <sup>st</sup> Jan	Evidence session for Review		
	Executive response and update on recommendations from Future World of Work and Skills Review		

Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
<p><b>Wed 13 Mar 2019</b></p> <p>Papers deadline: Fri 1 Mar</p>	Evidence session for Review		Engagement with businesses for review
	Brexit and the Council's engagement with businesses - risks and mitigating impact	Chief Executive Directorate	<p>Work force shortages and work place rights</p> <p>How can the uncertainty of Brexit be used to encourage businesses to invest more in local adult training and education for Hackney's young residents, to overcome the concerned about the loss of European workforce.</p> <p>This potentially can be an opportunity to encourage the larger businesses to do more, in terms of training and development with underrepresented communities.</p> <p>How are people going to be protected in the work place? Looking at employment rights and how we help people.</p> <p>Workers rights and engagement with evidence from employers and trade unions</p>
	Cost of living and ability to fill key roles in public sector.	Finance and Corporate Resources Directorate	<i>The growing disparity between cost of living and public sector salaries is a real challenge for recruitment strategies and talent management.</i>
<p><b>Mon 29 April 2019</b></p>	Recommendations discussion for review		

Dates	Proposed Item	Directorate and officer contact	Description, Comment and Action
Papers deadline: Tue 16 Apr	Economic and Community Development Board Update	Chief Executive Directorate Stephen Haynes	Update on the Board's current work and strategy development.
	Crossrail 2		Update on the progress of Crossrail 2
	6 month Review of New Licensing Policy		Monitor and review the new licensing policy to see if it has achieved its aims and objectives following implementation.

**Please Note:**

The Commission will be conducting a site visit to Here East in September 2018