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 21 November 2022

7.00 pm

Council Chamber, Hackney Town Hall, Mare Street, London E8 1EA

The press and public are welcome to join this meeting remotely via this link:
Main - **https://youtu.be/53t31pxRAuc**

Backup - https://youtu.be/D3dy3f5eabA

If you wish to attend please give notice and note the guidance below.

Mark Carroll
Chief Executive, London Borough of Hackney

Contact:
Tracey Anderson
☎ 020 8356 3312
✉ tracey.anderson@hackney.gov.uk

Members: **Cllr Polly Billington, Cllr Clare Potter, Cllr Steve Race, Cllr Gilbert Smyth, Cllr Anna Lynch, Cllr Jon Narcross, Cllr Fliss Premru, Cllr Jessica Webb and Cllr Joe Walker**

Agenda

ALL MEETINGS ARE OPEN TO THE PUBLIC

1   **Apologies for Absence**

2   **Urgent Items / Order of Business**

3   **Declarations of Interest**

4   **Changes to Transport for London Bus Network and the London Borough of Hackney**   (Pages 7 - 110)

5   **Minutes of Previous Meeting**   (Pages 111 - 230)

6   **Skills, Economy and Growth Scrutiny Commission Work Programme 2022/23**   (Pages 231 - 242)

7   **Any Other Business**

Access and Information

Public Involvement and Recording

Public Attendance at the Town Hall for Meetings

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 https://hackney.gov.uk/council-business or by contacting Governance Services (020 8356 3503)

Following the lifting of all Covid-19 restrictions by the Government and the Council updating its assessment of access to its buildings, the Town Hall is now open to the public and members of the public may attend meetings of the Council.

We recognise, however, that you may find it more convenient to observe the meeting via the live-stream facility, the link for which appears on the agenda front sheet.

We would ask that if you have either tested positive for Covid-19 or have any symptoms that you do not attend the meeting, but rather use the livestream facility. If this applies and you are attending the meeting to ask a question, make a deputation or present a petition then you may contact the Officer named at the beginning of the agenda and they will be able to make arrangements for the Chair of the meeting to ask the question, make the deputation or present the petition on your behalf.

The Council will continue to ensure that access to our meetings is in line with any Covid-19 restrictions that may be in force from time to time and also in line with public health advice. The latest general advice can be found here - https://hackney.gov.uk/coronavirus-support

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. 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.

Advice to Members on Declaring Interests

Hackney Council's Code of Conduct applies to all Members of the Council, the Mayor and co-opted Members.

This note is intended to provide general guidance for Members on declaring interests. However, you may need to obtain specific advice on whether you have an interest in a particular matter. If you need advice, you can contact:

- Director of Legal, Democratic and Electoral Services
- the Legal Adviser to the Committee; or
- Governance Services.

If at all possible, you should try to identify any potential interest you may have before the meeting so that you and the person you ask for advice can fully consider all the circumstances before reaching a conclusion on what action you should take.

You will have a disclosable pecuniary interest in a matter if it:

i. relates to an interest that you have already registered in Parts A and C of the Register of Pecuniary Interests of you or your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner;

ii. relates to an interest that should be registered in Parts A and C of the Register of Pecuniary Interests of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner, but you have not yet done so; or

iii. affects your well-being or financial position or that of your spouse/civil partner, or anyone living with you as if they were your spouse/civil partner.

If you have a disclosable pecuniary interest in an item on the agenda you must:

i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you (subject to the rules regarding sensitive interests).

ii. You must leave the meeting when the item in which you have an interest is being discussed. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision.

iii. If you have, however, obtained dispensation from the Monitoring Officer or Standards Committee you may remain in the meeting and participate in the meeting. If dispensation has been granted it will stipulate the extent of your

involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a pecuniary interest.

Do you have any other non-pecuniary interest on any matter on the agenda which is being considered at the meeting?

You will have 'other non-pecuniary interest' in a matter if:

i. It relates to an external body that you have been appointed to as a Member or in another capacity; or

ii. It relates to an organisation or individual which you have actively engaged in supporting.

If you have other non-pecuniary interest in an item on the agenda you must:

i. Declare the existence and nature of the interest (in relation to the relevant agenda item) as soon as it becomes apparent to you.

ii. You may remain in the meeting, participate in any discussion or vote provided that contractual, financial, consent, permission or licence matters are not under consideration relating to the item in which you have an interest.

iii. If you have an interest in a contractual, financial, consent, permission, or licence matter under consideration, you must leave the meeting unless you have obtained a dispensation from the Monitoring Officer or Standards Committee. You cannot stay in the meeting whilst discussion of the item takes place, and you cannot vote on the matter. In addition, you must not seek to improperly influence the decision. Where members of the public are allowed to make representations, or to give evidence or answer questions about the matter you may, with the permission of the meeting, speak on a matter then leave the meeting. Once you have finished making your representation, you must leave the meeting whilst the matter is being discussed.

iv. If you have been granted dispensation, in accordance with the Council's dispensation procedure you may remain in the meeting. If dispensation has been granted it will stipulate the extent of your involvement, such as whether you can only be present to make representations, provide evidence or whether you are able to fully participate and vote on the matter in which you have a non-pecuniary interest.

Further Information

Advice can be obtained from Dawn Carter-McDonald, Director of Legal, Democratic and Electoral Services via email dawn.carter-mcdonald@hackney.gov.uk

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')
Skills, Economy and Growth Scrutiny Commission

⊖ Hackney

Skills Economy and Growth Scrutiny Commission **21st November 2022** **Item 4 - Changes to Transport for London Bus Network and the London Borough of Hackney**	Item No **4**

Outline

Buses are essential for most of Hackney's residents. We all use them to get to work, to school, to the doctors and to see our friends and family. In addition, many people with disabilities in Hackney rely on the buses for their independence, as a fully accessible and affordable form of public transportation. When there are planned changes to the buses like Transport for London (TfL) is currently planning, it is important we understand what impact they may have on everyone.

With the bus network being a critical part of the public transport system in Hackney. It is important to ensure the bus service is provided in the best possible way to take into consideration the needs of our residents, businesses and workers. It is therefore imperative that we check whether the proposed changes will deliver the benefits and meet the needs they designed to do.

The purpose of this item is to review the bus network in Hackney in the light of the proposed cuts by TfL to London's bus services. This discussion is to ensure TfL have explored all avenues to mitigate any negative socio-economic, connectivity, and frequency impacts to Hackney borough's residents, businesses and workers.

This item will also be informed by the information submitted from residents and community organisations to the Commission about their views and experiences of London's bus service in Hackney.

Report in the agenda:
To support this discussion the following presentation was provided for background information.
- Transport for London - Presentation
- Bus Users UK – Response to TfL consultation
- London TravelWatch – Response to questions report
- London Borough of Hackney – Response to questions report
- Background papers.

Invited Attendees
Transport for London
- Transport for London - Geoff Hobbs, Director of Public Transport Service Planning
- Dylan Beeson, Community Partnerships Specialist | Local Communities & Partnerships

London TravelWatch
- London TravelWatch - Alex smith, Head of Campaigns

Bus Users UK
- Bus Users UK - Claire Walters, Chief Executive

London Borough of Hackney
- Cllr Yvonne Maxwell, Mayoral adviser for older people and carers
- Tyler Linton, Acting Head of Streetscene
- Dominic West, Lead Officer Public Transport
- Sonia Khan, Head of Policy and Strategic Delivery

Action
The Commission is asked to note the presentations and ask questions.

Central London Bus Review
Hackney Skills, Economy & Growth Security Commission
TfL

What are the challenges facing the London Bus Network?

- **Passenger Demand**
- **Operating costs**

Central London Bus Review:

- **Summary of the proposals relating to Hackney**

Equalities Impact Assessment (EqIA):

- **What has the EqIA told us about the bus network and Hackney Borough?**
- **Did it take into account the cumulative impact on changes to the bus network over the past 5 years?**
- **Longer travel times and the Hopper fare**

Bus Action Plan:

- **Can LB Hackney help?**

Challenges facing the Bus Network

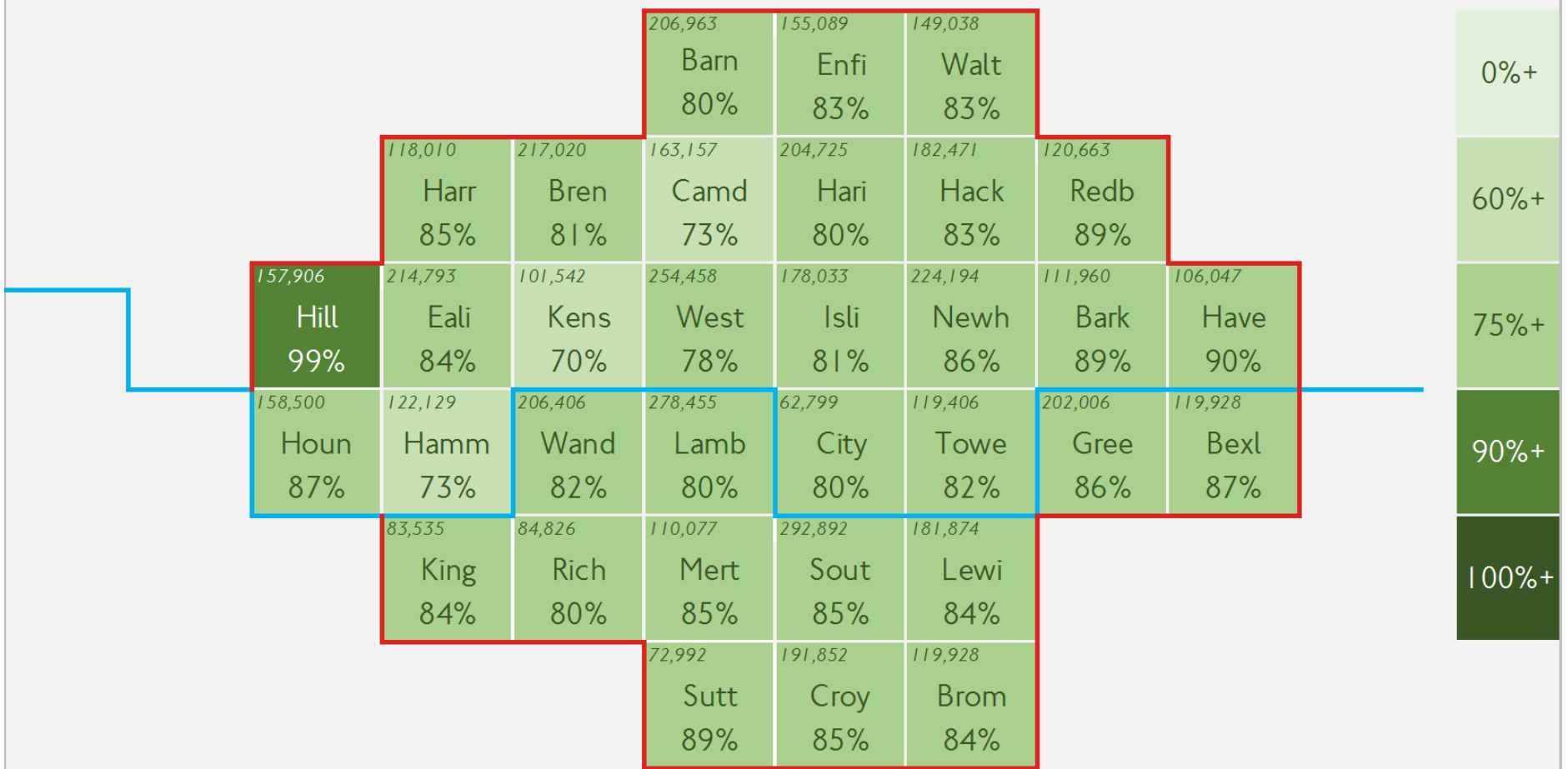There are many challenges facing the bus network but lets focus on two pressing issues

Passenger demand is down.

Why?
- Covid (impact largely over)
- Technology: wfh & deliveries
- Improved alternatives like London Overground & Elizabeth line
- Cost of living crisis e.g. impact on leisure travel
- Slower bus speeds

3

Friday Whole Day (0-24h) bus boarders by local authority
[w/c 26/09/22 versus w/c 23/09/19]
Figures in italics represent the absolute demand of the day of interest for the selected timeband

		206,963 Barn 80%	*155,089* Enfi 83%	*149,038* Walt 83%		
118,010 Harr 85%	*217,020* Bren 81%	*163,157* Camd 73%	*204,725* Hari 80%	*182,471* Hack 83%	*120,663* Redb 89%	
157,906 Hill 99%	*214,793* Eali 84%	*101,542* Kens 70%	*254,458* West 78%	*178,033* Isli 81%	*224,194* Newh 86%	*111,960* Bark 89%	*106,047* Have 90%
158,500 Houn 87%	*122,129* Hamm 73%	*206,406* Wand 82%	*278,455* Lamb 80%	*62,799* City 80%	*119,406* Towe 82%	*202,006* Gree 86%	*119,928* Bexl 87%
	83,535 King 84%	*84,826* Rich 80%	*110,077* Mert 85%	*292,892* Sout 85%	*181,874* Lewi 84%		
			72,992 Sutt 89%	*191,852* Croy 85%	*119,928* Brom 84%		

Legend:
- 0%+
- 60%+
- 75%+
- 90%+
- 100%+

Source: PTSP/TAPS

Challenges facing the Bus Network

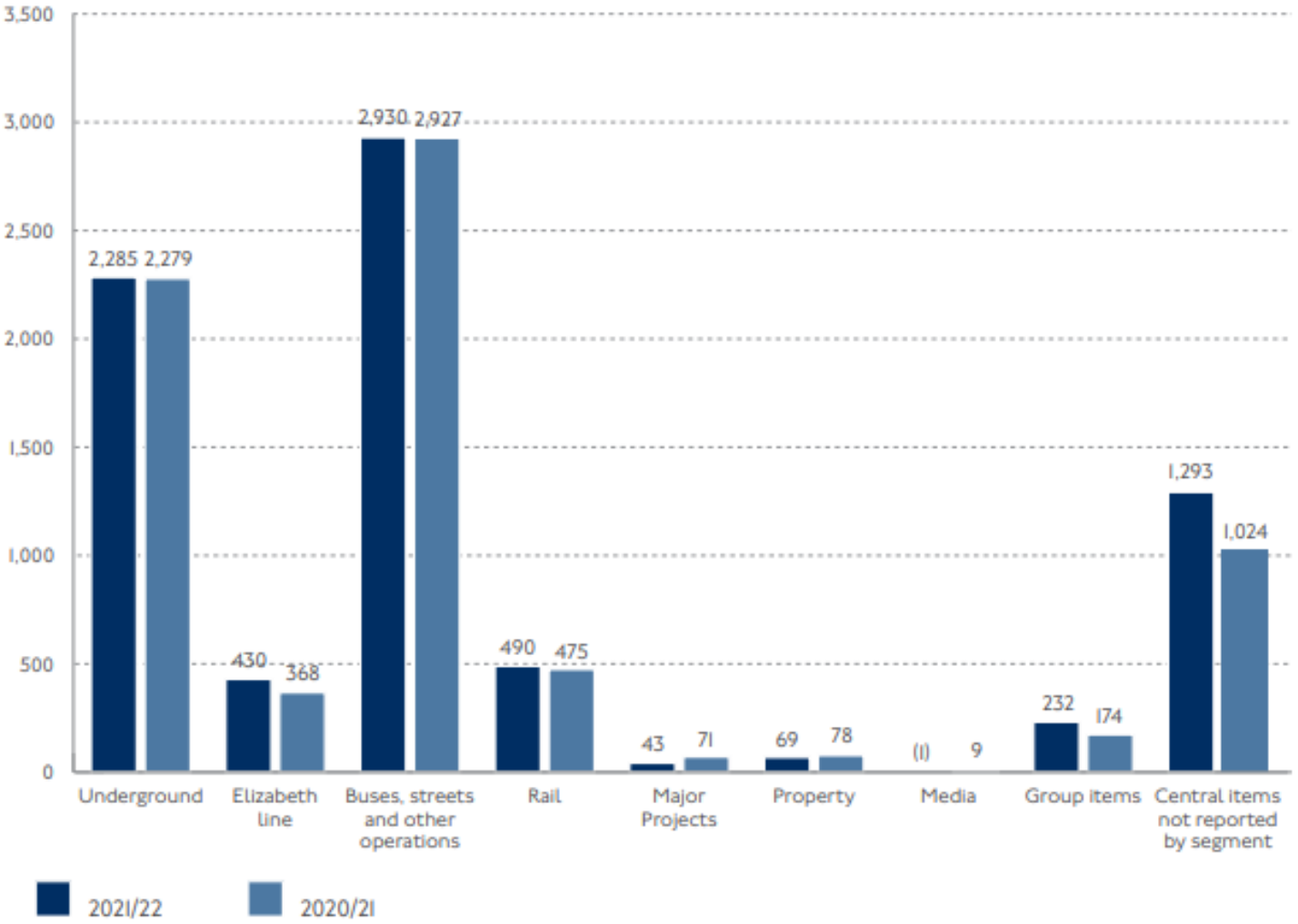Bus operating costs have not changed commensurate to demand.

Less passengers means less fares. Without a commensurate change in operating costs then additional subsidy has to be found from somewhere.

Subsidy (i.e. bus operating costs less fares income) for 2021/22 was £774,000,000

Objective is for TfL as a whole to achieve financial sustainability by end of financial year 2023/24

Graph is an excerpt from TfL Annual Report & Statement of Accounts 2021/22 p.88

Gross expenditure by operating division (£m)*

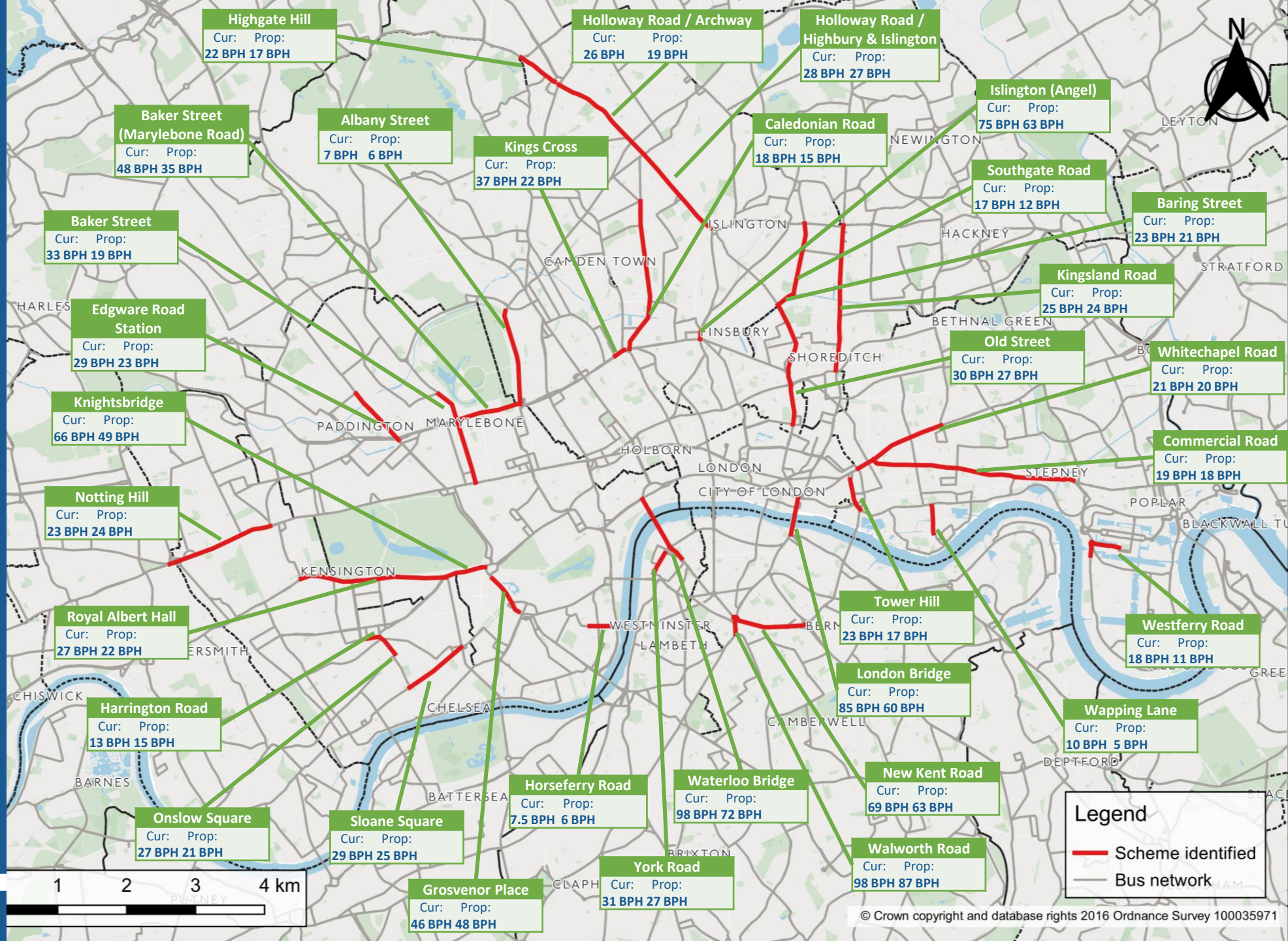| Division	2021/22	2020/21
Underground	2,285	2,279
Elizabeth line	430	368
Buses, streets and other operations	2,930	2,927
Rail	490	475
Major Projects	43	71
Property	69	78
Media	(1)	9
Group items	232	174
Central items not reported by segment	1,293	1,024

Legend: ■ 2021/22 ■ 2020/21

The CLBR was just one strand in addressing the challenges facing the bus network.

It sought to remove excess capacity in Central London.

Relevant to Hackney, the CLBR proposed changes based around the Caledonian Rd corridor (routes 349, 254, 259, 279); Commercial St (routes 242, 15, 135); Essex Rd (4, 56, 236, 476) Euston Rd (24, 88, 205, 214); Fleet St (11, 26, 211, 507) Holloway Rd (271, 21, 234, 263); Isle of Dogs (D7, 100, 135, 277, D3, D8); London Bridge (78, 43, 47, 343, 388).

This map shows the peak frequency changes in Buses Per Hour (BPH) at a number of key points on the network.

The outcome of consultation is imminent.

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Highgate Hill
Cur: 22 BPH   Prop: 17 BPH

Holloway Road / Archway
Cur: 26 BPH   Prop: 19 BPH

Holloway Road / Highbury & Islington
Cur: 28 BPH   Prop: 27 BPH

Islington (Angel)
Cur: 75 BPH   Prop: 63 BPH

Baker Street (Marylebone Road)
Cur: 48 BPH   Prop: 35 BPH

Albany Street
Cur: 7 BPH   Prop: 6 BPH

Kings Cross
Cur: 37 BPH   Prop: 22 BPH

Caledonian Road
Cur: 18 BPH   Prop: 15 BPH

Southgate Road
Cur: 17 BPH   Prop: 12 BPH

Baring Street
Cur: 23 BPH   Prop: 21 BPH

Baker Street
Cur: 33 BPH   Prop: 19 BPH

Kingsland Road
Cur: 25 BPH   Prop: 24 BPH

Edgware Road Station
Cur: 29 BPH   Prop: 23 BPH

Old Street
Cur: 30 BPH   Prop: 27 BPH

Whitechapel Road
Cur: 21 BPH   Prop: 20 BPH

Knightsbridge
Cur: 66 BPH   Prop: 49 BPH

Commercial Road
Cur: 19 BPH   Prop: 18 BPH

Notting Hill
Cur: 23 BPH   Prop: 24 BPH

Royal Albert Hall
Cur: 27 BPH   Prop: 22 BPH

Tower Hill
Cur: 23 BPH   Prop: 17 BPH

Westferry Road
Cur: 18 BPH   Prop: 11 BPH

Harrington Road
Cur: 13 BPH   Prop: 15 BPH

London Bridge
Cur: 85 BPH   Prop: 60 BPH

Wapping Lane
Cur: 10 BPH   Prop: 5 BPH

Onslow Square
Cur: 27 BPH   Prop: 21 BPH

Sloane Square
Cur: 29 BPH   Prop: 25 BPH

Horseferry Road
Cur: 7.5 BPH   Prop: 6 BPH

Waterloo Bridge
Cur: 98 BPH   Prop: 72 BPH

New Kent Road
Cur: 69 BPH   Prop: 63 BPH

York Road
Cur: 98 BPH   Prop: 87 BPH

Grosvenor Place
Cur: 46 BPH   Prop: 48 BPH

Walworth Road
Cur: 31 BPH   Prop: 27 BPH

Legend
— Scheme identified
— Bus network

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Equalities Impact Assessment (EqIA)

- *What has the EqIA told us about the bus network and Hackney Borough?*
  - We know the bus network has a major role to play in supporting equalities
  - We know that users of London's bus network is a pretty reasonable representation of all London adults in terms of age, gender & socioeconomic group, with 62% of Londoners travelling by bus at least once a week.
  - Some groups of Londoners do rely on the bus more than the London average to get around – under 25s, households earning less than £20k, women & BAME Londoners. Those with a disability use the bus more than any other mode except walking.
  - Much of this data is at a network level but we can use other data sources to get an understanding of those with protected characteristics at a Borough level. For example Hackney is 50% female; 45% BAME, 7% over 65 & 42% on lower incomes.
  - Route level bus data is largely restricted to ticket types. Therefore we can get an indication on users of, say, freedom passes but not gender. This data won't necessarily be available at stop level.
  - When we propose a bus service change we will have a good understanding of the volume of passengers affected but we don't know with precision the protected characteristics of those passengers. We look to consultation to help provide that feedback of personal experience.
  - Clearly, the Central London proposals represent a reduction in service provision overall and so that will mean increased waiting times and a greater requirement to change buses.
  - But the design of bus service changes always have regard to equalities and seek to minimise negative impacts

EqIA

- *Did the EqIA take into account the cumulative impact on changes to the bus network over the past 5 years?*
  - Bus service changes are evaluated based on 'now' versus 'future' and not 'past' versus 'future'. The same is true of the EqIA.

- *Will the longer travel times mean the Hopper fare will no longer apply for some journeys?*
  - With such a multitude of potential journeys that might be made, any increase in journey time might very well mean an individual has found their journey is now longer than 1 hour and incur a second payment.
  - However the average length of ride is 2.1 miles. Average bus speeds in the AM peak in LB Hackney this financial year is 7.4 mph. That means an average journey within Hackney is spending 17 minutes on a bus. LB Hackney is about 4 miles long. This suggests most bus journeys within Hackney will remain within the Hopper cut off time.
  - Bus fares remain reasonable relative to elsewhere in the UK and beyond. The Hopper fare also has some forgiveness built into it with regards to the cut off.
  - We measure an average journey time of a bus customer – both on and off the bus – and this will continue to be monitored as a key TfL metric.

Bus Action Plan

We have launched a Bus Action Plan that seeks to address the challenges we face.

We look to grow demand through an inclusive customer experience; improvements in safety & security; decarbonising our fleet & continued monitoring & review of the network.

We also need Hackney's help. Scheme like Stoke Newington Church St really help improve journey times. Parking policy & protection of bus infrastructure through the planning process are also vital ways to support London's bus network.

Boroughs are responsible for 95 per cent of London's streets, including around 70 per cent of the strategic bus network:

- Your support will be crucial to deliver the changes we need on London's streets

- We have engaged with boroughs and strategic stakeholders to understand their priorities:
    - You see our network coverage as a strength, but this is diluted by slow journey times
    - You value good information and well-maintained stops and shelters
    - You want stronger strategic guidance to make informed decisions about road space
    - You think we should 'shout' about our success more

Publishing the Bus Action Plan makes the case for buses, drives collaborative action with delivery partners, and demonstrates our commitment to customers:

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Summary
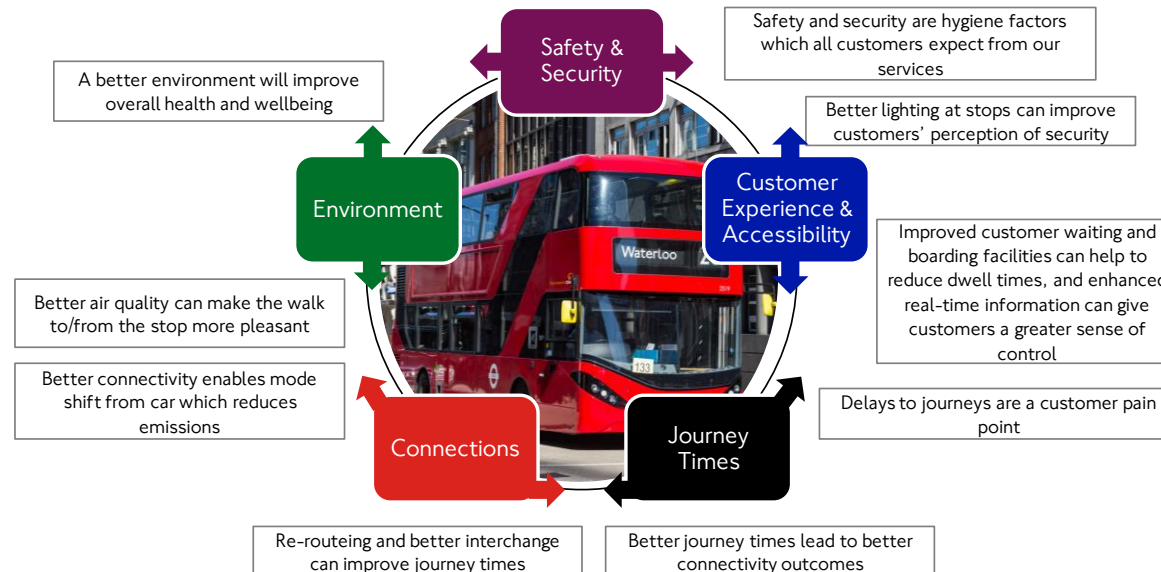
- Travel in London has never stood still but how Covid-19 affected travel over such a short time frame was new.

- This brings challenges to the London Bus Network over and above the many challenges we already faced – improving the customer offer including journey times; improving safety; cleaning our fleet; supporting sustainable development etc

- We will continue to try and meet those challenges equitably

- And we look to our partners to help us in these challenges to the benefit of all

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Bus Users UK response to the London Assembly Transport Committee Call for Evidence: Bus Network in London

July 2022

1. **Is the bus network in London currently fit for purpose?**
   London's bus network is extensive and regular enough on many daytime routes that passengers often don't need to check timetables before travelling. This is much envied across the rest of the UK. Late in the evening and overnight, however, services are far less frequent and often follow a different route to their daytime counterparts, which is confusing and a deterrent to travel.

2. **To what extent are bus services in London inclusive and accessible? What, if anything, can be done to improve this?**
   Current vehicle designs are outdated. They need to be upgraded as soon as is viable to include flexible wheelchair spaces enabling more than one wheelchair user to travel at the same time. Many other bus operators in the UK have vehicles with 2 wheelchair spaces which reduces the fear of not being able to travel, as well as the tension between wheelchair users and other passengers with buggies or luggage.

   Drivers often do not pull into the kerb, even when there is space to do so, which makes life difficult for people who are less able to step down and up easily.

   Inconsiderate parking around or in bus stops also needs to be addressed, with 'bounty' schemes for towing companies to remove any offending vehicles. Likewise, pavement parking is rarely confronted, despite it being widespread across London. Many boroughs allow partial or whole car parking on pavement without any white line guidance as to where the vehicle should be (eg LB Bromley) which removes access for many pedestrians trying to use more sustainable forms of travel.

   An accessible and inclusive bus network relies on accessible and inclusive infrastructure. Many bus stops offer no seating, shelter or useful information making them unappealing, even unusable.

   New plans to introduce external screens on buses are useful but also need audio options. The TfL plan to increase by 5% the number of bus routes which require passengers to change to another service will disproportionately affect elderly, disabled and learning-disabled people and reduce confidence in the bus as a viable option.

   Disability Assistance (not just awareness) training for staff, especially drivers, will be critical in making them more confident in assisting passengers. This is a requirement under the 2019

Regulation on Rights of Passengers in Bus and Coach but levels of compliance are poor. London should lead the way on this.

Electric wheelchair ramps are very prone to fail and several major bus operators, such as Go Ahead, have started to replace these with manual ramps as they are more reliable, though clearly require drivers to deploy them. This should be investigated to remove the insecurity of wheelchair users about whether they can get on and off the vehicle safely.

3. **What are the most critical safety and security concerns on the bus network? What more can be done to improve safety and security on the bus network?**
Reducing the need for long waits at inadequate bus stops is critical – seating is vital for people who cannot stand for even short periods.

The current trend in South London of removing Countdown screens is unhelpful. It requires people with smartphones to use them at bus stops making them a possible target for crime and it disadvantages those without digital access.

Access to buses can be impeded by schemes like bus bypasses, which are poorly understood by pedestrians and cyclists. Despite evidence that the rate of accidents is lower than imagined, crossing a cycle path to board a bus is a barrier for many otherwise confident travellers. This is especially the case where the seating, shelter and information is on one side of the cycle path and the actual bus flag and stopping point is on the other (see Park Lane northbound).

Lighting at bus stops is also inconsistent, which can cause concern for people who have to wait for any length of time.

Once on the bus, it is critical that announcements are loud enough to be heard by the majority of passengers.

A police/problem reporting tool for bus passengers similar to the British Transport Police text 61016 for train passengers should be developed and promoted. A Safety Partnership such as that used in the West Midlands would inspire more confidence in passengers and drivers that concerns will be addressed in a timely fashion.

4. **How well are particular demographic or social groups in London consulted on network changes?**
Some groups are consulted but more effort should be expended to engage with those who are not.

Most consultations rely on spokespeople and stakeholders having access to digital media which excludes 16% of the adult population. Only 35% of people over 65 have a smartphone. Digital exclusion often goes hand-in-hand with financial exclusion and those groups will naturally tend to be the ones most dependent on buses. Disabled people are more than twice as likely to be unemployed as non-disabled people and so could end up doubly disadvantaged and excluded from consultations which affect them.

Consultations lasting a month or 6 weeks are too short for many people who do not have easy access to the digital world.

Printed consultation questionnaires could be distributed on buses, possibly within the Metro newspaper. They should also be available from libraries, colleges and schools, promoted in local free papers and on local radio.

London can and must do better if sufficient numbers of people are to be persuaded away from private cars towards more sustainable travel.

5. **Does TfL's Bus Action Plan from March 2022, address the key challenges of the Bus network in London? How will it help to improve London's bus services?**
   It is encouraging to see a plan recognising the vital role of the bus in our society although it is a mistake to treat bus and active travel as somehow separate. Travel by bus **is** active travel given the need to get to and between stops and onto different modes.

   While encouraging people to use more sustainable transport is clearly a good thing, it will be ineffective unless private car use is made less convenient. This is politically sensitive but measures are needed to make bus travel the more attractive option. Buses should be faster than private cars so redirecting private traffic, Low Traffic Neighbourhoods, 20 mph limits on roads, increased parking costs and higher private car permit costs are needed, especially in areas where congestion affects the smooth running of buses. Making life easier for people using sustainable modes and harder for private motorists will nudge those who are not moved by the environmental, economic, health and social arguments in favour of buses.

   For the 4% of Londoners who don't have an easy walk to a bus stop, shared transport clubs, Direct Responsive Transport and Community Transport options should all be supported and prioritised in the same way, along with cargo bikes at supermarkets for those who keep a car simply to do a 'big shop' once a week or month.

   Confidence in journey reliability is the top priority for most passengers. Priority measures (not just bus lanes) are critical to ensure that passengers' needs are served. Congestion affects all parts of London and South East London is no exception. It is, however, rarely treated as a priority and this plan is no different in that respect. LB Lewisham is a good example. It experiences chronic traffic congestion on all routes, despite extensive traffic management infrastructure changes which are poorly signposted and confusing to the majority of private car users, creating chaos and clogging exits during busy periods.

6. **What will be the impact on your life, or the people you represent, if cuts in routes or frequencies are made to the bus services you depend upon?**
   We all know the economic, environmental and social benefits of bus and the critical role they play in allowing us to get on with our lives. Transport poverty creates inequality and reduces access to opportunities through education, training and work. Social isolation is as harmful to health as smoking and the costs associated with social isolation far outweigh the cost of a bus route. For many people buses are a lifeline and what they want is more, not fewer services not just for their own sake but for the good of society as a whole.

   Frequency changes are also concerning and should be explained well in advance, on the routes concerned, and on posters and announcements not just online and via apps.

People who are neurodivergent, blind or partially sighted for example, will often learn their routes to school, college or work and changes can be disruptive and distressing.

Routes being split which involves a change of vehicle or even a requirement to move to a different stop have extensive impacts on people with restricted mobility, sensory impairments or other disabilities. It's more than simple inconvenience - for many it can be catastrophic. For a wheelchair user in particular, the concern that there will not be a wheelchair space free on the next service carries the real threat of being stranded part-way through a journey.

Reduced frequency services also increase the likelihood of over-crowding, making them less accessible to the people who rely on them, and less attractive to private car users thereby reducing the opportunity for modal shift.

Confidence in public transport is hard-earned but easily lost.

About Bus Users
Bus Users is a charity that campaigns for inclusive, accessible transport. We are the only approved Alternative Dispute Resolution Body for the bus and coach industry and the designated body for handling complaints under the Passenger Rights in Bus and Coach Legislation. We are also part of a Sustainable Transport Alliance, a group working to promote the benefits of public, shared and active travel.
Alongside our complaints work we investigate and monitor services and work with operators and transport providers to improve services for everyone. We run events, carry out research, respond to consultations, speak at government select committees and take part in industry events to make sure the voice of the passenger is heard.

Bus Users UK Charitable Trust Ltd is a registered charity (1178677 and SC049144) and a Company Limited by Guarantee (04635458).

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1. ***From London TravelWatch's consultation response to TfL. Please can you provide an outline of the key points you raised with TfL in relation to the proposed changes to bus routes in London.***

Buses are used by more Londoners than any other type of public transport. They're the backbone of how people move around the city, providing the most accessible, affordable and city-wide way for people to travel. Whether it's for getting to work, caring responsibilities, health appointments, essential errands, or even social visits, buses are a vital part of people's lives.

That's why London TravelWatch are concerned about proposed changes to bus services. They will impact 78 bus routes across 23 boroughs, including the withdrawal of 22 routes (with some areas no longer served at all), and affect of people across the Capital.

Our **Who uses the bus? research** found that bus passengers tend to be on lower incomes, and are more likely to be people of colour, women, or younger people. These groups are likely to be hit hardest by the cuts, alongside disabled people and older people who might rely on buses in their day-to-day lives.

While we accept that funding conditions mean that TfL has to make significant financial savings, it's important this is done in a way that causes the least disruption to people travelling around London, doesn't disadvantage those who can least afford it, and doesn't stop people from making their journeys together.

While we're worried about both the scale of the proposed changes and that buses have been chosen at all, here are the top 3 issues we think TfL need to reconsider:

1. Changing between buses

If these proposals go through in full, there would be a significant in the number of bus journeys that require a change. It would mean that **93,000 daily journeys** on day bus routes will involve a change of bus where it doesn't currently. Some people will need to change twice or even three times to complete their journey.

These changes would have a big impact on people, not only through longer journey times but also the quality of the journey.

We call on TfL to make sure that all changes of bus can be made at the same bus stop.

2. Accessibility

For many disabled people, the bus is the only way to travel in and around London because it is the only step free, affordable form of public transport available. If the proposed cuts go through disabled people will be disproportionately affected.

Cuts to buses may reduce access to priority seating, wheelchair and pushchair space, increasing the chances someone who needs these spaces won't be able to get on the bus if it's already filled. There are also issues outside of the bus itself –

from lack of seating and shelter at bus stops to street clutter and high kerbs between bus stops, making it difficult for people with accessibility needs to travel between them if they need to change.

We think that TfL should make sure that if a change must be required between buses, it can be made at the same bus stop.

3. Safety and the night bus

Less frequent buses and more journeys that require a change aren't just an inconvenience, they can also be a safety issue. Concern about safety whilst waiting at bus stops is even more acute at night.

We know from our research that most people say that night-time is the least safe time to travel. Frequent and direct services reduce the risk of people being left stranded or waiting for a long time in dark, unfamiliar or unsafe locations, with few bystanders around. However, under these proposals one in five of those who can currently take a direct night bus to their destination will in future need to change buses.

We think TfL should abandon their night bus proposals.

> *2.* ***Has there been any impact to a bus service user's journey and journey planning in London as a result of changes to London's bus network over the last 5 years?***

Pre-pandemic bus journey times were hitting historic lows. While the pandemic led to an increase in average bus speeds, these are again beginning to fall. At a time when more people need to be enticed away from their cars to choose public transport, poor bus performance puts people off.

A lack of bus prioritisation and available road space for buses is contributing to longer bus journey times, likely contributing to falls in bus use, with people thinking the service is unreliable and slow. This means that buses become less inclusive and attractive to use. TfL acknowledge that there is a clear correlation between declining bus demand and deteriorating bus speeds. In financial terms, slower buses undermine the economic viability of buses, which means that they will require more subsidy.

It is critical that significant efforts to improve bus priority begin now because it is already clear that there is a real risk of a post-Covid car-led future. Buses are the main sustainable alternative to cars, especially for longer journeys. However, if buses become increasingly unattractive the risk of passengers switching to cars will become an increasing reality. We fear this especially in outer London, where we know that there are already higher levels of car ownership and poorer public transport connectivity.

We know too that a 40% increase in bus use will be required if the Mayor is to meet his target of 80% of journeys in London being made by cycling, walking and public

transport by 2041. If such an increase in bus use is to be achieved, significant efforts will need to begin now and be sustained in the years ahead.

3. ***Has London TravelWatch noted changes to bus routes in Hackney that have impacted upon a specific user cohort's ability to travel around the borough or London?***

TfL's last large-scale central London bus consultation in 2018 had a significant impact on bus services in Hackney, including severing some key links from the borough into the City.

Since the changes were implemented, London TravelWatch has not received any correspondence about the impacts on passengers. However, as mentioned previous our **Who uses the bus? research** found that bus passengers tend to be on lower incomes, and are more likely to be people of colour, women, or younger people. These groups are likely to have been hit hardest by the cuts, alongside disabled people and older people who might rely on buses in their day-to-day lives.

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SKILLS, ECONOMY AND GROWTH SCRUTINY COMMISSION

21ST NOVEMBER 2022

RESPONSE FROM STREETSCENE, PUBLIC REALM DIVISION
CLIMATE HOMES AND ECONOMY

THE IMPORTANCE OF BUS SERVICES IN HACKNEY

Buses are an essential service in Hackney. Hackney has the highest mode share of bus users of all London Boroughs and has in the past benefitted from a comprehensive and frequent network of daytime and Night Bus services.

The Council also has a long history of supporting buses and in particular bus priority, through a comprehensive programme of bus priority lanes on Council roads, as well as prioritising buses in the design of other roads schemes. Recently the Council consulted on extending the bus lane hours on Mare St to improve journey time reliability on 5 routes and extended the bus lane hours on a bus lane on Graham Road to include Sundays.

In the last 5 or so years patronage levels have dropped significantly in some inner London boroughs and on parts of routes running through central London demand has dropped by 12% in three years.

It is right that TfL continually reviews the bus network to ensure it is meeting the needs of Londoners, in particular where they believe that demand is further expected to fall due to other factors such as the opening of the Elizabeth Line, in response to changing travel patterns or to accommodate an overall increase in bus trips.

However, it must do so in a way that does not further disadvantage the most disadvantaged residents, who often rely on buses and it must avoid creating a spiral of declining services that leads to further declining use.

More recently, TfL's financial position as a result of a large drop in fare income during the pandemic has meant that further frequency reductions have been implemented on bus services.

We have already communicated our concerns to TfL including in a meeting of the Commissioner last year, but what is needed is a fair settlement from Central

Government to TfL to ensure that bus services, which are essential to Hackney residents are maintained.

A three year deal had been requested to provide long term stability and to avoid a scenario of 'managed decline' which could see wholesale withdrawal of bus routes and an 18% cut in the bus services. The latest settlement only covers the period up to April 2024 but does avoid the managed decline scenario

Bus Route 'simplifications'

In 2021 TfL consulted on a package of changes to routes in the Hoxton and Archway areas aimed at avoiding duplication of services following the drop in demand. In Hackney route 21 would be withdrawn from Southgate Road and diverted via New North Road to terminate at Holloway Nags Head.

Consultation closed in early January 2022 and although the Council expressed concerns and requested that sufficient capacity be maintained on that corridor TfL concluded that the cuts should go ahead. However, no date has been proposed for implementation. At the time we also requested that TfL extend route 135 from Old Street to Hoxton to serve the Colville Estate but this was not agreed.

According to TfL demand in Hackney at the time had dropped by an average of 10%. Officers queried this and revised patronage figures for 2016/17 were updated to show in some cases higher levels of patronage than had been assumed hitherto.

Cuts to bus frequencies in Hackney

For the past few years the drop in passenger numbers and the need to make savings as a result of a large drop in fare income during the pandemic has meant that further frequency reductions have been implemented on bus services. Although predominantly aimed at central London routes (where the drop in demand has been the highest) as these routes pass through inner London this is having a major impact in Hackney.

TfLs rationale has been that *"in central and inner London, increased rail capacity and improved active travel options have continued to change the way people travel. Demand on many routes was declining prior to the coronavirus pandemic, and while the long-term impacts remain unclear, ridership is not expected to fully return to pre-pandemic levels in the near future. Making some frequency reductions at certain times to reflect projected usage will help rebuild our financial sustainability by reducing operating costs – ensuring we can continue to invest in the services that customers rely on. Londoners will continue to experience an accessible, regular and reliable service."*

Following the Government's earlier financial settlements, a 4% cut in bus mileage is to be achieved by 2024/25 and the Council has questioned why these were being implemented now.

The Council has expressed concern that many cuts have been communicated with only a few days notice, and at the lack of requirement to consult - a decision confirmed by Heidi Alexander, former Deputy Mayor for Transport at a meeting of the GLA Transport Committee in answer to questions from Assembly Members.

Frequency cuts on Hackney's bus routes continued to be introduced throughout 2021 and up to the present time. In the past 12 months there have been frequency cuts on over half of the Council's 47 daytime bus routes representing over 50% of the network.

In addition there have been frequency cuts on night buses since 2017 and these are impacting on low paid key workers many of whom are women. The Council is concerned that if frequencies drop on routes on busy corridors such as Kingsland High Road and Southgate Road which are still busy that passengers may suffer hardship. TfL should be requested to consider this before cutting services indiscriminately.

Central London bus changes

In May TfL opened a consultation on changes to a number of bus routes across some mainly central and inner London boroughs. The proposals will have a significant impact on the bus network as a whole resulting in the withdrawal of 13 routes with routes extended in the majority of cases as replacements. The rationale for the changes is falling demand post pandemic and lack of revenue support from central Government. In Hackney Routes 4, 11, 78, 242 and 349 will be withdrawn completely. Consultation ran until August and the Council's response is summarised below. If agreed, the changes are likely to be introduced in stages in 2023.

Impact on Hackney's bus network

Withdrawal of Route 242 and withdrawal of 135 from Old Street

This route is to be withdrawn completely. It will be replaced by an extension to Route 135 (at a reduced frequency) which currently runs from Crossharbour to Old Street.

In Hackney this means the loss of a direct link between Bishopsgate/Liverpool Street and Old Street. The direct link to Aldgate on the 242 will be maintained with the 135 diverted away from Liverpool Street via Commercial Street.

The N242 Night Bus between Homerton and Tottenham Court Road is to be retained and renumbered N135.

Withdrawal of Route 4 and partial withdrawal of 236

Although this route has little impact on Hackney the proposal to extend Route 236 from Finsbury Park to Archway to replace it will. TfL propose to withdraw the section of Route 236 between Homerton Hospital and Hackney Wick - terminating the service at Homerton Hospital.

Extension of Route 56 to Embankment

Route 56 is to be extended to the Embankment no longer directly serving Barts Hospital

Withdrawal of Route 349

Route 279 would be restructured to run between Waltham Cross to Stamford Hill as a part replacement and would no longer operate between Seven Sisters and Manor House station.

Changes to Route 205

This route serves the city fringe area of Hackney. It provides a good link to the main line termini and is a useful alternative to the Circle line for those who may be carrying luggage, are less able bodied or looking for a cheaper travel alternative. It serves several key hospitals and town centres and as such it should be retained in its current form and branded as an orbital bus route to increase patronage.

Withdrawal of Route 78

This route serves south London and terminates at Shoreditch. To compensate it is proposed to extend Route 388 from London Bridge to Bermondsey and Peckham.

Withdrawal of Route 11

This route runs from Fulham to Liverpool Street terminating at Appold Street. To compensate it is proposed to extend Route 26 to terminate at Victoria.

Summary of the Council's response :

- Save the 236, which needs to continue to run from Hackney Wick to Homerton Hospital. The proposals threaten this part of the route.
- Reconsider changes to route 56, which will remove a direct link between Hackney and Bart's Hospital, which provides specialist diagnostic cancer services.
- Save the 242, which is set to be removed and replaced with an extension of the 135 at a reduced frequency. If the 242 is to replaced with the 135 then this should continue to serve Bishopsgate and Liverpool Street. Prior to these proposals, the Council had been in discussion with TfL about extending the 135 to Hoxton. This would now no longer be possible.
- Reconsider the withdrawal of the 349, which means residents lose a link between Stamford Hill and Manor House.
- Reconsider changes to the 476, which TfL is proposing to run from Northumberland Park to Newington Green, losing its link to King's Cross. If the change must be made, the Council is urging TfL to reroute the bus from Newington Green to Moorgate along Southgate Road, replacing links that will be lost when the 21 is withdrawn
- Object to the proposed changes to the 205 and suggest that it be branded as an orbital bus route.
- Recent research by LondonTravelwatch has highlighted that bus passengers tend to be those on lower incomes, and are more likely to be people of colour, women or younger people. Whilst any cuts or reduction in service will affect passengers across London, it is those on lower incomes who will be most affected and hit hardest, because other modes of public transport are too expensive for many bus passengers to use as an alternative. This is certainly the case in Hackney. Similarly, although the Hopper fare allows (limited) change of buses at no extra cost, such interchanges need to be convenient with easy short changes between stops with clean well maintained shelters and countdown signs at stops. The area around Old Street, for example, is challenging with no improvements proposed with the current works at the roundabout. This is of particular concern to patients of Moorfields Eye Hospital and the elderly and infirm generally, as well as people with disabilities.

IMPACT OF CUTS TO BUS SERVICES ACROSS HACKNEY ON THE COUNCIL'S GREEN AGENDA

If the Mayor of London is to achieve his target of 80% of journeys in London being made by walking, cycling or public transport by 2041, bus use will need to increase by 40% from pre-Covid levels. Large scale cuts and reductions in bus mileage will

make it harder to achieve this target and also impact on the positive aims of using the bus as envisaged in TfL's recent Bus Action Plan and in Hackney's LIP (Local Implementation Plan) which envisages an increase in the number of public transport trips per day from 181,000 in 14/15-16/17 to 214,000 by 2021 and 265,000 by 2041.

Frequency cuts to bus services have impacted on all wards but the effects are probably more acute in the north and east of the borough where the bus is the dominant mode of transport and which impacts more on low income groups.

The Council also wishes to see a rapid electrification of the bus fleet. However there are currently only two electric bus routes that serve the whole borough (106 and W15) with additional routes (43, 214) serving the periphery. Electrification of bus routes is enabled through TfLs bus tendering programme and local authorities have little input into this. As a consequence the borough's wish to see bus electrification tie in with Council initiatives such as filtered streets cannot be met. In the medium to long term Hackney should (hopefully) see an increase in electric (and possibly hydrogen) bus provision but at the moment this does appear to be hit and miss. The Council is willing to engage with TfL to facilitate a further roll out of zero emission buses.

DNW/STREETSCENE/11.2022

Central London Bus Review 2022

Proposed changes to bus routes into central London

Route summary

Visit our website at https://haveyoursay.tfl.gov.uk/busreview for full details and to access or online survey
Consultation closes midnight, Sunday 7 August 2022

Numeric order 3 to 521

Route	Proposal	Summary	Neighbourhood	Link to:
3	Route change	Reroute at Lambeth Bridge to serve Victoria	South Horseferry Road	Neighbourhood map Detailed proposals
C3	Would no longer run	Retain key links via route 27	West Earls Court	Neighbourhood map Detailed proposals
D3	Route change	Reroute at Westferry Circus to serve Crossharbour Asda	East Isle of Dogs & Wapping	Neighbourhood map Detailed proposals
4	Would no longer run	Retain key links via routes 56, 236, 476	East Essex Road	Neighbourhood map Detailed proposals
6 24-hour route	Route change	Run between Willesden and Oxford Street to Holborn Would no longer serve stops between Marble Arch and Aldwych	North Edgware Road	Neighbourhood map Detailed proposals
			North London at night	Current map Proposed map Detailed proposals
D7	Would no longer run	Retain key journey links by restructuring other local routes	East	Neighbourhood map Detailed proposals

Route	Proposal	Summary	Neighbourhood	Link to:
			Isle of Dogs & Wapping	
D8	Route change	Reroute towards Crossharbour to run via Stratford High Street and Hancock Road	East Isle of Dogs & Wapping	Neighbourhood map Detailed proposals
C10	Route change	Reroute between Elephant & Castle and Lambeth Palace Road	South Horseferry Road	Neighbourhood map Detailed proposals
11	Would no longer run	Retain journey links with proposed changes to routes 26, 211, 507	East Fleet Street	Neighbourhood map Detailed proposals
N11	Would no longer run	Retain journey links with proposed changes to the N26 and with new route N507	East London at night	Current night map Proposed night map Detailed proposals
12 24-hour route	Would no longer run	Retain journey links with proposed changes to route 148	South Walworth Road	Neighbourhood map Detailed proposals
		Retain journey links using the N53 or 24-hour route 453	South London at night	Current night map Proposed night map Detailed proposals
14 24-hour route	Would no longer run	Retain journey links with proposed changes to routes 19 and 414	West South Kensington	Neighbourhood map Detailed proposals
		Partially replaced by proposed new route N414 between Putney Heath and Tottenham Court Road	West London at night	Current night map Proposed night map Detailed proposals
15	Minor route change	Reroute via Aldgate bus station instead of Mansell Street	East Commercial Street	Neighbourhood map Detailed proposals
N15			East London at night	Current night map Proposed night map Detailed proposals
16	Would no longer run	Retain key links via routes 32, 98, 189, 316	North Edgware Road	Neighbourhood map Detailed proposals
N16	Would no longer run	Retain journey links with proposed new route N32 between Edgware Road and Oxford Circus, and interchange with N98 and N32	North London at night	Current night map Proposed night map Detailed proposals

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Route	Proposal	Summary	Neighbourhood	Link to:
19	Route change	Reroute via South Kensington, between Knightsbridge and Kings Road – no longer serving Sloane Square	West South Kensington	Neighbourhood map Detailed proposals
N19	Route change	Retain key journey links via interchange with the 22 and the N22	West London at night	Current night map Proposed night map Detailed proposals
23 24-hour route	Route change	Extend from Hyde Park Corner to Aldwych via Piccadilly Would no longer serve Hammersmith bus station Proposal would partially replace 24-hour route 6 if it were to no longer run	North Edgware Road	Neighbourhood map Detailed proposals
			North London at night	Current night map Proposed night map Detailed proposals
24 24-hour route	Would no longer run	We propose to maintain journey links with proposed changes to parts of 24-hour routes 88 and 214	North Euston Road	Neighbourhood map Detailed proposals
			North London at night	Current night map Proposed night map Detailed proposals
26	Route change	Reroute at Aldwych to serve Victoria instead of Waterloo	East Fleet Street	Neighbourhood map Detailed proposals
N26	Route change	Extend from Trafalgar Square to Victoria to partially replace the N11 if it no longer ran	East London at night	Current night map Proposed night map Detailed proposals
27	Route change	Restructure to run between High Street Kensington and Clapham Junction Convert to a 24-hour route	West Earls Court	Neighbourhood map Detailed proposals
N27	Route change	Convert the N27 to 24-hour route 27, restructure to run between Chalk Farm and Clapham Junction, via Imperial Wharf	West London at night	Current night map Proposed night map Detailed proposals
31	Would no longer run	Maintain journey links with proposed changes to parts of routes 113 and 189	North Baker Street	Neighbourhood map Detailed proposals
N31	Would no longer run	Alternative travel available via routes N28, 24-hour route 27 and N19	North London at night	Current map Proposed map

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Route	Proposal	Summary	Neighbourhood	Link to:
				Detailed proposals
N32	New route	Between Edgware and Oxford Circus Would partially replace the N16 if it were to no longer run	North London at night	Current map Proposed map Detailed proposals
43	Route change	Reroute at Moorgate and extend to Liverpool Street Station Would no longer serve London Bridge	East London Bridge & Tower Bridge	Neighbourhood map Detailed proposals
45	Would no longer run	Maintain journey links with proposed changes to route 59	South Coldharbour Lane	Neighbourhood map Detailed proposals
47	Route change	Reroute to run between Newquay Road and London Bridge Station Would no longer serve stops between London Bridge and Shoreditch	East London Bridge & Tower Bridge	Neighbourhood map Detailed proposals
49	Route change	Reroute to run between South Kensington and East Acton via White City – no longer serving Clapham Junction	West South Kensington	Neighbourhood map Detailed proposals
53	Route change	Would no longer run between Lambeth North and Elephant & Castle	South Waterloo	Neighbourhood map Detailed proposals
56	Route change	Reroute at St Paul's to terminate at Blackfriars Station instead of at St Bartholomew's Hospital	East Essex Road	Neighbourhood map Detailed proposals
59	Route change	Reroute to operate between St Pauls and Clapham Park Would no longer serve stops between Euston and Holborn Station, extending via High Holborn instead	South Coldharbour Lane	Neighbourhood map Detailed proposals
59	Route change	Reroute at Holborn Station via High Holborn and Newgate Street to terminate at St Pauls Station instead of at Euston	South Waterloo	Neighbourhood map Detailed proposals
72	Would no longer run	Key journey connections maintained with proposed changes to routes 49, 283, 272	West South Kensington	Neighbourhood map Detailed proposals

Route	Proposal	Summary	Neighbourhood	Link to:
N72	Would no longer run	Key journey links maintained with routes N7, 220, N33 and 85 – also proposed new route 430	West London at night	Current night map Proposed night map Detailed proposals
74	Would no longer run	Reroute the 430 between Lillie Road and South Kensington. Key journey connections retained with routes 430 and 414	West South Kensington	Neighbourhood map Detailed proposals
N74	Would no longer run	Key journey links maintained with proposed introduction of new route N430	West London at night	Current night map Proposed night map Detailed proposals
77	Route change	Terminate at Taxi Road instead of Concert Hall Approach	South Horseferry Road	Neighbourhood map Detailed proposals
78	Would no longer run	Key journey links maintained with a proposal to extend route 388 from London Bridge to Peckham bus station	East London Bridge & Tower Bridge	Neighbourhood map Detailed proposals
88 24-hour route	Route change	Restructure to run between Hampstead Heath and Clapham Common	North Euston Road	Neighbourhood map Detailed proposals
		Reroute between Trafalgar Square and Hampstead Heath via Charing Cross and Camden Town	North London at night	Current map Proposed map Detailed proposals
98	Route change	Reroute to run between Willesden and Victoria. No longer serving stops between Marble Arch and Red Lion Square	North Edgware Road	Neighbourhood map Detailed proposals
N98	Route change	Reroute between Marble Arch and Oxford Circus, via Park Lane to terminate at Victoria instead of at Holborn	North London at night	Current map Proposed map Detailed proposals
100	Route change	Extend to serve additional stops between Shadwell-Bethnal Green	East Isle of Dogs & Wapping	Neighbourhood map Detailed proposals
113	Route change	Rerouted to operate between Edgware bus station and White City	North Baker Street	Neighbourhood map Detailed proposals

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Route	Proposal	Summary	Neighbourhood	Link to:
		No longer serving stops between Swiss Cottage and Marble Arch		
133 N133	Route change	Reroute at Monument to run via King William Street and Cheapside to St Bartholomew's Hospital instead of Liverpool Street	South Waterloo	Neighbourhood map Detailed proposals
			South London at night	Current night map Proposed night map Detailed proposals
135	Route change	Route extended from Aldgate East station to Homerton Hospital. No longer serving stops between Aldgate East and Old Street	East Commercial Street	Neighbourhood map Detailed proposals
135	Route change	Reroute between Westferry and Crossharbour, via Westferry Road and East Ferry Road	East Isle of Dogs & Wapping	Neighbourhood map Detailed proposals
N135	New route	Between Homerton Hospital and Tottenham Court Road	East London at night	Current night map Proposed night map Detailed proposals
148 24 hr route	Route change	Restructure to run between Shepherd's Bush Green and extending to Dulwich Library, no longer serving Denmark Hill or White City Extending to Dulwich Library would replace route 12 if it were to no longer run	South Walworth Road	Neighbourhood map Detailed proposals
			South London at night	Current night map Proposed night map Detailed proposals
171	Route change	Reroute at Elephant & Castle to terminate at Newington Causeway instead of St George's Road/London Road	South Waterloo	Neighbourhood map Detailed proposals
189	Route change	Reroute to operate between Belsize Road and extend to Camden Town Would no longer serve stops between Belsize Road and Marble Arch	North Baker Street	Neighbourhood map Detailed proposals
189	Number change	Minor adjustment to rename the night-time element of the route to N189 No change of route	North London at night	Current map Proposed map Detailed proposals

Route	Proposal	Summary	Neighbourhood	Link to:
24-hour route				
205	Route change	Restructure to run between Parliament Hill Fields and Mile End Journey links maintained with routes 25, 27, 30	North Euston Road	Neighbourhood map Detailed proposals
N205	Route change	Reroute between Kings Cross and Paddington, via Pancras Road and Kentish Town Road to terminate at Parliament Hill Fields	North London at night	Current map Proposed map Detailed proposals
211	Route change	Reroute at Chelsea Bridge towards Battersea Power Station instead of Waterloo	East Fleet Street	Neighbourhood map Detailed proposals
214	Route change	Restructure to run between Highgate Village and Pimlico, instead of between Highgate Village and Moorgate	North Euston Road	Neighbourhood map Detailed proposals
214	Route change	Reroute between Camden Town and Finsbury Square, via Regent Street, Victoria, to terminate at Pimlico	North London at night	Current map Proposed map Detailed proposals
236	Route change	Reroute to terminate at Homerton Hospital instead of Hackney Wick	East Essex Road	Neighbourhood map Detailed proposals
242	Would no longer run	Key journey links maintained by proposed changes to route 135	East Commercial Street	Neighbourhood map Detailed proposals
N242	Would no longer run	Proposed new route N135 would directly replace this service	East London at night	Current night map Proposed night map Detailed proposals
254	Route change	Restructure to operate between Aldgate bus station and Finsbury Park only Would no longer run between Finsbury Park and Holloway Nags Head	North Caledonian Road	Neighbourhood map Detailed proposals
259	Route change	Restructure to operate between Ponders End and Holloway Nag's Head	North Caledonian Road	Neighbourhood map Detailed proposals

Route	Proposal	Summary	Neighbourhood	Link to:
		Would no longer serve stops between Kings Cross and Holloway Nag's Head		
272	Route change	Extended from Shepherd's Bush Green to Hammersmith bus station	West South Kensington	Neighbourhood map Detailed proposals
277	Route change	Reroute from Westferry Road and extend to Poplar	East Isle of Dogs & Wapping	Neighbourhood map Detailed proposals
279	Route change	Restructure to operate between Waltham Cross station and Stamford Hill Would no longer serve stops between Seven Sisters and Manor House station	North Caledonian Road	Neighbourhood map Detailed proposals
283	Route change	Extend from Hammersmith bus station to Hammersmith Bridge north side	West South Kensington	Neighbourhood map Detailed proposals
328	Route change	Reroute from High Street Kensington to Hammersmith bus station	West Earls Court	Neighbourhood map Detailed proposals
343	Route change	Reroute to operate between Tower Gateway and New Cross Would no longer serve stops between Tower Gateway and Aldgate	East London Bridge & Tower Bridge	Neighbourhood map Detailed proposals
349	Would no longer run	Maintain journey connections via proposed restructure to route 279	North Caledonian Road	Neighbourhood map Detailed proposals
388	Route change	Extend the route from London Bridge to operate between Stratford City bus station and Peckham bus station	East London Bridge & Tower Bridge	Neighbourhood map Detailed proposals
414	Route change	Extend from Putney Bridge station to Putney Heath (Green Man)	West South Kensington	Neighbourhood map Detailed proposals
N414	New route	Between Putney Heath and Tottenham Court Road via Putney, South Ken, Green Park, Piccadilly	West London at night	Current night map Proposed night map Detailed proposals
430	Route change	Rerouted between West Brompton and South Kensington via Earls Court Road and Cromwell Road	West South Kensington	Neighbourhood map Detailed proposals

Route	Proposal	Summary	Neighbourhood	Link to:
N430	New reroute	Between Marble Arch and Roehampton via Kensington, Earls Court, Fulham, and Putney	West London at night	Current night map Proposed night map Detailed proposals
476	Route change	Restructure to serve stops between Stoke Newington and Kings Cross only	East Essex Road	Neighbourhood map Detailed proposals
507	Route change	Reroute across Westminster Bridge to Victoria then extend to Fulham Broadway	South Horseferry Road	Neighbourhood map Detailed proposals
			East Fleet Street	Neighbourhood map Detailed proposals
N507	New route	Between Ealing and Trafalgar Square, a partial replacement of the N11 if it were to no longer run	East London at night	Current night map Proposed night map Detailed proposals
521	Would no longer run	Alternative travel options available via routes 59, 17 and 133	South Waterloo	Neighbourhood map Detailed proposals

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The latest proposed Bus changes that will impact the buses serving Hackney.

Route	Proposal	Summary	Neighbourhood
11	Would no longer run	Retain journey links with proposed changes to routes 26, 211, 507	East Fleet Street
N11	Would no longer run	Retain journey links with proposed changes to the N26 and with new route N507	East London at Night
26	Route change	Reroute at Aldwych to serve Victoria instead of Waterloo	East Fleet Street
N26	Route change	Extend from Trafalgar Square to Victoria to partially replace the N11 if it no longer ran	East London at night
56	Route change	Reroute at St Paul's to terminate at Blackfriars Station instead of at St Bartholomew's Hospital	East Essex Road
205	Route change	Restructure to run between Parliament Hill Fields and Mile End Journey links maintained with routes 25, 27, 30	North Euston Road

Route	Proposal	Summary	Neighbourhood
236	Route change	Reroute to terminate at Homerton Hospital instead of Hackney Wick	East Essex Road
242	Would no longer run	Key journey links maintained by proposed changes to route 135	East Commercial Street
N242	Would no longer run	Proposed new route N135 would directly replace this service	East London at night
254	Route change	Restructure to operate between Aldgate bus station and Finsbury Park only Would no longer run between Finsbury Park and Holloway Nags Head	North Caledonian Road
277	Route change	Reroute from Westferry Road and extend to Poplar	East Isle of Dogs & Wapping
279	Route change	Restructure to operate between Waltham Cross station and Stamford Hill Would no longer serve stops between Seven Sisters and Manor House station	North Caledonian Road

Why we are proposing these changes

TfL's income was decimated by the pandemic. The Government set a number of conditions before it would provide emergency funding to enable TfL services to keep operating, including requiring us to produce a plan to set out how we would achieve significant financial savings. This plan included reducing the extent of our bus network.

Buses are the backbone of our transport network and are critically important to reducing car use, congestion, road danger and pollution. We have always adjusted our bus network to reflect our changing city, but the devastating impact of the pandemic on our finances has required a more significant review.

Our plan to achieve the savings required by the Government includes a four per cent reduction in bus kilometres. Demand has reduced over the years on some roads leading into central and inner London due to changing travel patterns, which have been accelerated by the pandemic. In response to this and the savings we have been required to make, we are consulting on changes to some bus routes in and around central London.

In central and inner London, new rail services such as the Elizabeth line and improved walking and cycling options continue to change the way people travel. Demand on many central and inner London bus routes has been declining since 2014. By 2019, demand for bus travel had fallen by nine per cent. The pandemic has accelerated this trend, particularly with more home working.

We are consulting on withdrawing some individual bus routes or sections of routes where they are covered by other high-frequency services or are close to alternative stops. These proposals aim to ensure we still have a strong bus service to support London's economic recovery, while simplifying the network to ensure buses are operating frequently and reliably in the areas that need them most. The changes being consulted on are intended to cause as little disruption to passengers as possible, while making the required savings.

Our aim is to create a simple yet comprehensive London bus network that supports current and future travel patterns, delivers value for money, and continues to provide a frequent, comfortable, and accessible service that customers want to use and can rely on.

These changes are based on careful analysis of demand over recent years and projected future demand. However, we keep the network under constant review, and the flexible nature of the bus network means we can make further changes if required.

Our proposals are designed to ensure we still have a resilient and sustainable bus network which helps us realise the long-term vision set out in our Bus Action Plan of an attractive, green bus service for all Londoners. This in turn can help us meet the Mayor's targets for a zero carbon City by 2030 and 80 per cent of journeys by sustainable transport modes by 2041.

MAYOR OF LONDON

TRANSPORT FOR LONDON
EVERY JOURNEY MATTERS

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Changes to bus services in Hackney

Consultation Report

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have your say

Hackney

Contents

Appendix

- Heat map showing no. and % of respondents per postcode area of where they live

Introduction

The Council consulted from 28 February to 27 April 2018, to hear resident's experience of using bus services following changes to bus routes in the borough.

Feedback from the survey will inform discussions with TfL about Hackney's bus service.

Background

The provision of a high quality public transport system is vital in a borough with low job density, low car use and a high propensity to travel to access education, London's job market and retail and leisure opportunities both within and outside the borough.

Census and TfL data have consistently shown bus usage in Hackney as amongst the highest in London with over a quarter of residents (26%) using the bus as their main mode of transport.

A comprehensive, safe and affordable public transport system is a key measure of social inclusion in the borough for a wide range of groups. Buses provide a lifeline to many residents for getting to and from work and are essential to those seeking to get jobs.

Recent cuts to Hackney's bus services

As part of a commitment given by the Mayor of London to reduce the number of buses along Oxford Street and changes in travel demand with the advent of the opening of the Elizabeth line in 2018 services, were restructured in 2016 with the loss of the direct links from Hackney on the 73/N73 to Victoria and the curtailment of route 242 from Tottenham Court Road to St Paul's. The 277 was proposed to be cut back from Highbury Corner to Dalston Junction in June in connection with alterations to the roundabout resulting in the loss of a direct bus service to the Well Street area.

As a result of in patronage and the need to make savings frequency cuts have been introduced on the following routes:

- Removal of additional peak morning journeys on Route 141
- Frequency cuts on Route 276 which serves both Homerton and Newham General hospital
- Frequency cuts on routes 42,48,106, 236, 349 and 488
- Frequency cuts on Night Bus services

The impact of these cuts has seen reductions of one bus an hour on less busy routes with in some cases late evening frequencies reduced from a bus every 20 mins to every 30. Similar cuts have affected Night Buses.

More recently further cuts have been introduced on routes 149, 242, 243, 279 and Route N38 with further cuts in the pipeline.

Consultation approach

The survey was created on the Council's online consultation and engagement platform, Citizen Space:

https://consultation.hackney.gov.uk/communications-and-consultation/changes-to-bus-services-in-hackney

Paper surveys were made available at the Hackney Service Centre (HSC), libraries, Town Hall reception and some Ward Forums.

Face to Face surveys were carried out by Nationwide Data Collection (NDC) for 3 weeks around bus stops in Hackney Central, Dalston Kingsland, Stamford Hill, Homerton and Hackney Wick.

There were posters displayed at the HSC, libraries, cashiers office and Neighbourhood Housing Offices.

Response rate

1645 people responded to this survey.

The majority of responses were received by paper survey, with 73% (approx. 1200) compared to 27% (approx. 465) for those completed online.

Of the paper surveys, 91% (approx. 1100) were conducted by face-to-face surveys, with the other 9% (approx. 100) being those picked up from Council buildings.

Data inputting

The paper surveys were input into Citizen Space by the Communications Team. The face-to-face surveys were input by NDC into Citizen Space.

Executive Summary

- Over **43%** (717) of respondents use bus services in Hackney 7 days a week.
- **47%** (178) of **25-34** age group use the bus service 7 days a week.
- **43%** (49) of respondents who live in the **E9** *(Homerton, Hackney Wick, South Hackney, Hackney Marshes and Victoria Park)* area use the bus service 7 days a week.
- Just under **63%** (1033) of respondents use buses to get to work.
- Those who are **45-54** and live in the **E9** area account for the highest percentage of respondents who use buses to get to work.
- Those who are **45-64** in the **E9** area account for the highest percentage of respondents who use buses to go shopping.
- Those who are **45-54** in the **E9** area account for the highest percentage of respondents who use buses for leisure.
- Those who are **35-64** in the **E9** area account for the highest percentage of respondents who use buses for appointments.
- Those who are **34-54** in **E9** and **35-44** in **E8** *(Hackney Central, Dalston and London Fields)* account for the highest percentage of respondents who use buses to get to and from school.
- **60%** (985) of respondents have stated that they have not noticed reductions to the bus routes they use, and **40%** (651) stated that they had noticed reductions.
- **76%** (1208) of respondents have stated that they have not noticed other changes to the bus routes they use, and **24%** (390) stated that they had noticed other changes.
- **65%** (1077) of respondents commented on improvements they would like to see. Key themes include:
  - More buses, bus stops and bus lanes
  - New routes and connections
  - Reduce parking by removing parking bays on certain bus routes to stop congestion for buses
  - More frequency of daytime and night buses
  - Don't cut routes shorter or reduce routes
  - Change of drivers improved and more efficient
  - Bus lane priority
  - Prevent overcrowding

Summary of Results

How frequently do you use bus services in Hackney?

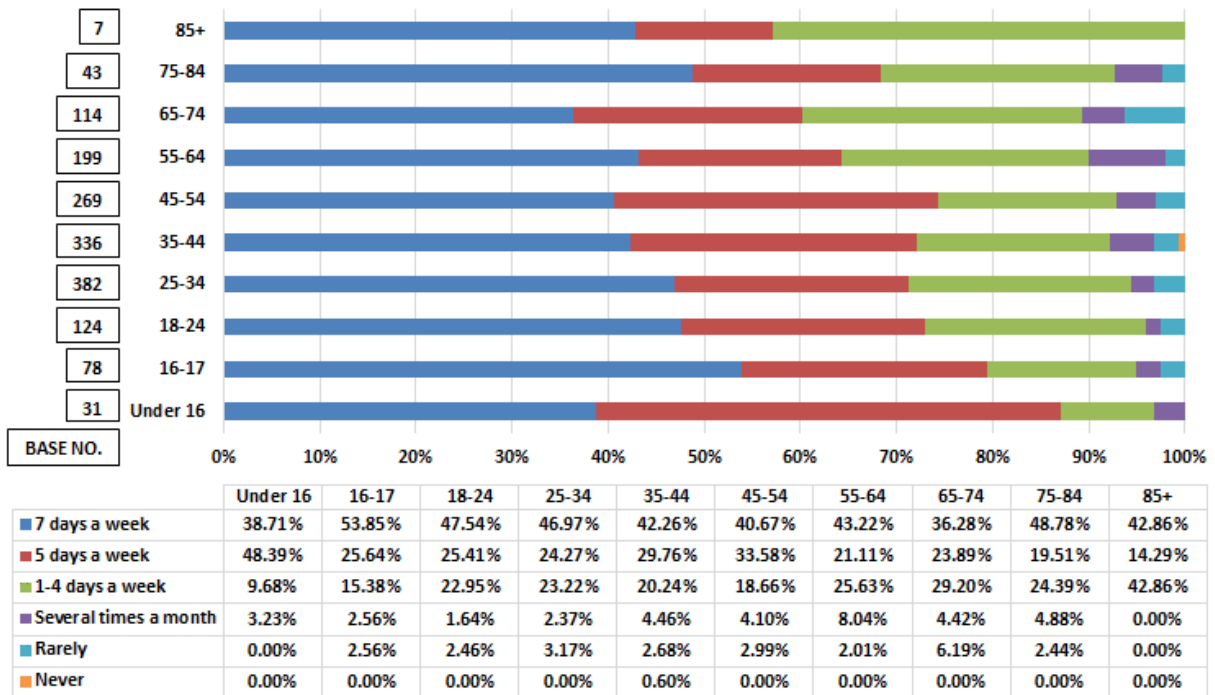| BASE NO. 1636 | 717 | 447 | 359 | 65 | 46 | 2 |
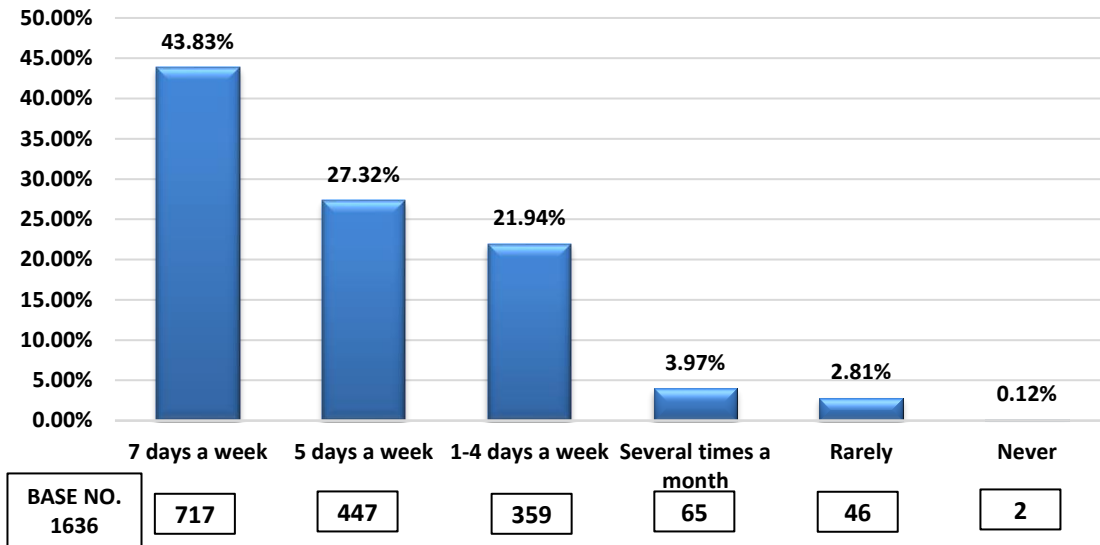
The chart above shows how frequently respondents use bus services in Hackney.

The highest percentage relates to those who use buses 7 days a week. This is followed by 5 days a week, 1-4 days a week, several times a month, rarely and never.

The majority of bus users (71.15%) use buses 5 days a week or more.

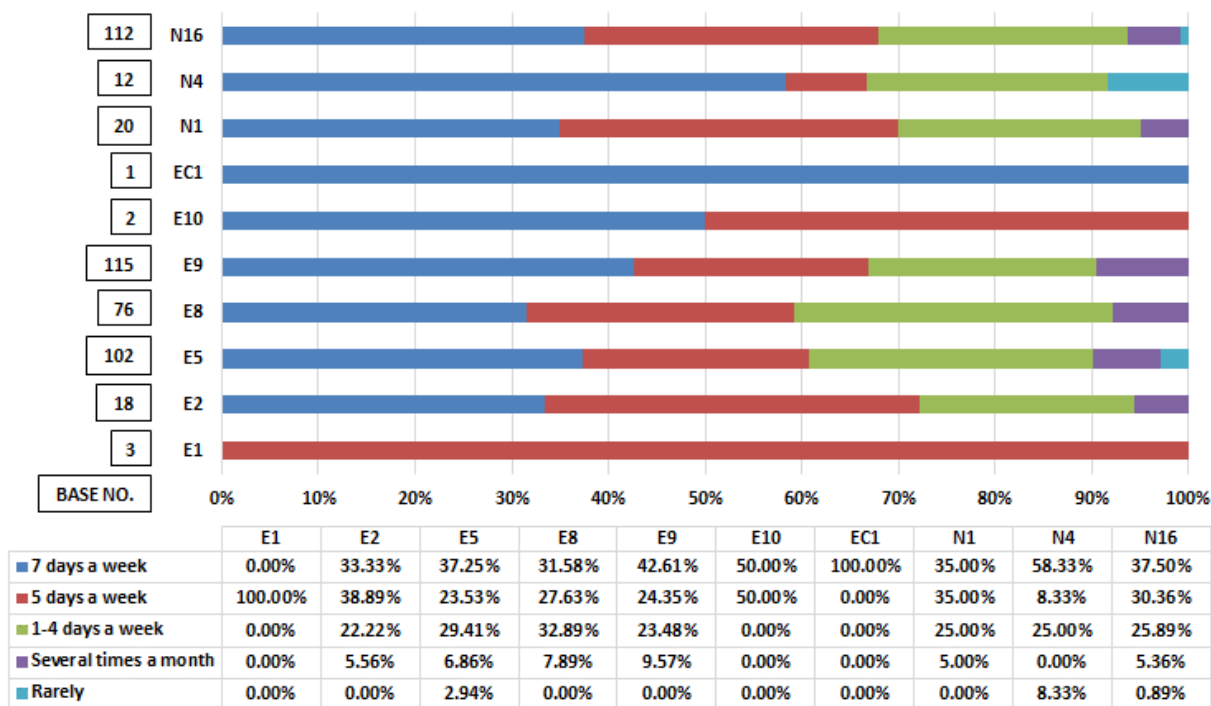## How frequently do you use bus services in Hackney by age groups

	Under 16	16-17	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
7 days a week	38.71%	53.85%	47.54%	46.97%	42.26%	40.67%	43.22%	36.28%	48.78%	42.86%
5 days a week	48.39%	25.64%	25.41%	24.27%	29.76%	33.58%	21.11%	23.89%	19.51%	14.29%
1-4 days a week	9.68%	15.38%	22.95%	23.22%	20.24%	18.66%	25.63%	29.20%	24.39%	42.86%
Several times a month	3.23%	2.56%	1.64%	2.37%	4.46%	4.10%	8.04%	4.42%	4.88%	0.00%
Rarely	0.00%	2.56%	2.46%	3.17%	2.68%	2.99%	2.01%	6.19%	2.44%	0.00%
Never	0.00%	0.00%	0.00%	0.00%	0.60%	0.00%	0.00%	0.00%	0.00%	0.00%

The chart above represents how frequently different age groups use bus services in Hackney.

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The highest number of respondents, based on the total number of responses for that age group, was 25-34 with almost 47% using the bus service 7 days a week. 35-44 was the second highest number of respondents with just over 42% using the bus service 7 days a week.

It is very clear from the chart above that, other than the under 16 age group, the highest percentage for all age groups show that they use the bus service 7 days a week.

How frequently do you use bus services in Hackney by Postcode

	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
■ 7 days a week	0.00%	33.33%	37.25%	31.58%	42.61%	50.00%	100.00%	35.00%	58.33%	37.50%
■ 5 days a week	100.00%	38.89%	23.53%	27.63%	24.35%	50.00%	0.00%	35.00%	8.33%	30.36%
■ 1-4 days a week	0.00%	22.22%	29.41%	32.89%	23.48%	0.00%	0.00%	25.00%	25.00%	25.89%
■ Several times a month	0.00%	5.56%	6.86%	7.89%	9.57%	0.00%	0.00%	5.00%	0.00%	5.36%
■ Rarely	0.00%	0.00%	2.94%	0.00%	0.00%	0.00%	0.00%	0.00%	8.33%	0.89%

The chart above represents how frequently respondents use bus services by postcode area.*

The highest number of respondents, based on the total number of respondents for that postcode, live in the E9 area *(Homerton, Hackney Wick, South Hackney, Hackney Marshes and Victoria Park)*, very closely followed by the N16 area *(Stoke Newington, Stamford Hill (part), Dalston (part), Newington Green (part) and Shacklewell)*. Both E9 and N16 show that a higher percentage of respondents who live here use the bus service 7 days a week. This is more prominent in E9 with just under 43% as opposed to just under 38% in N16.

Residents who live in the E5 area *(Stoke Newington (part), Leyton (part), Upper and Lower Clapton)* account for a high number of respondents, with the highest percentage using the bus service 7 days a week. Unlike E9 and N16 with the next highest response being those who use the bus service 5 days a week, E5 respondents use it 1-4 days a week more so than 5 days a week.

* Heat map showing no. and % of respondents per postcode area of where they live in appendix at end of report

Why do you use buses? (select all applicable)

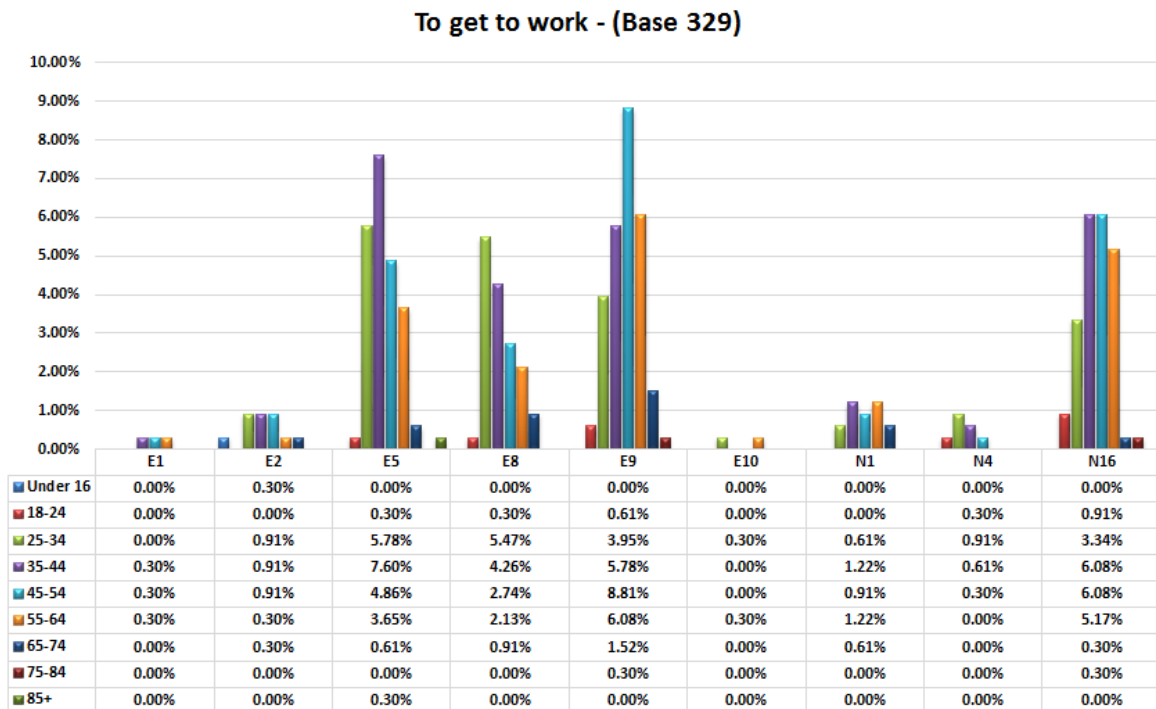| BASE NO. 1647 | 1033 | 800 | 765 | 703 | 297 |
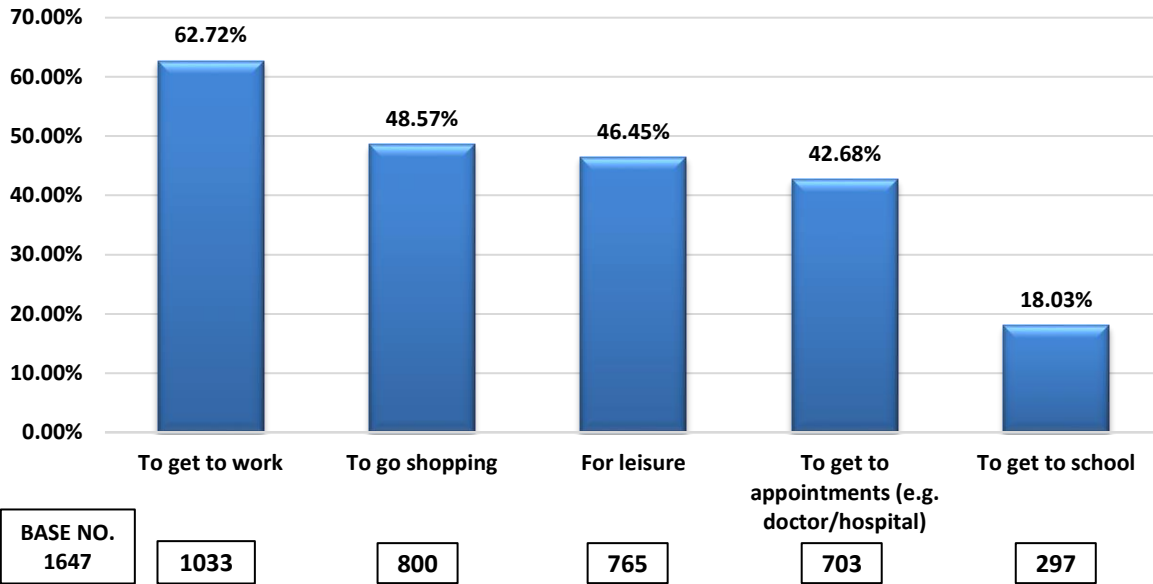
Respondents were asked to indicate why they use buses, and they were provided with a list of response options to choose all that applied to them.

The highest percentage relates to those who use buses to get to work. This is followed by to go shopping, for leisure, to get to appointments and to get to school.
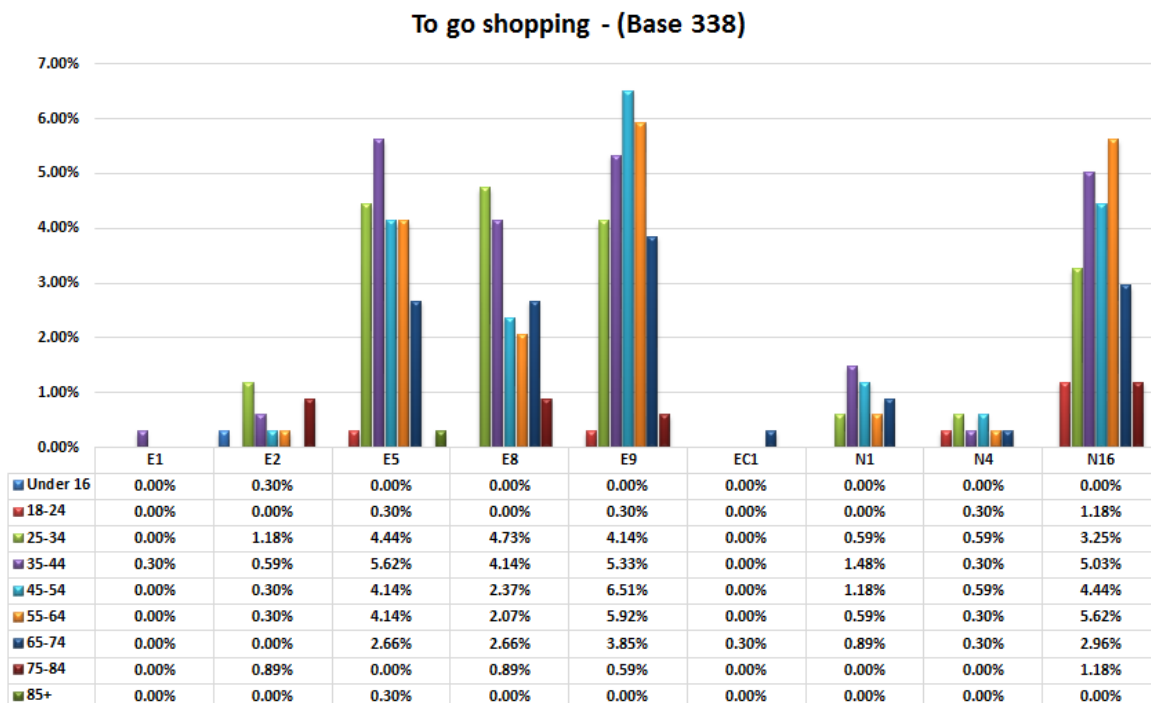
Why do you use buses by age group and postcode

The following charts show why respondents use buses with a cross-analysis of both age group and postcode.

To get to work - (Base 329)

	E1	E2	E5	E8	E9	E10	N1	N4	N16
Under 16	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.30%	0.30%	0.61%	0.00%	0.00%	0.30%	0.91%
25-34	0.00%	0.91%	5.78%	5.47%	3.95%	0.30%	0.61%	0.91%	3.34%
35-44	0.30%	0.91%	7.60%	4.26%	5.78%	0.00%	1.22%	0.61%	6.08%
45-54	0.30%	0.91%	4.86%	2.74%	8.81%	0.00%	0.91%	0.30%	6.08%
55-64	0.30%	0.30%	3.65%	2.13%	6.08%	0.30%	1.22%	0.00%	5.17%
65-74	0.00%	0.30%	0.61%	0.91%	1.52%	0.00%	0.61%	0.00%	0.30%
75-84	0.00%	0.00%	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.30%
85+	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

The chart above represents respondents who use buses to get to work.

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Those who are 45-54 and live in the E9 area account for the highest percentage of respondents who use buses to get to work. This is followed by those who are 35-44 and live in the E5 area.

Respondents aged 35-44 and 45-54 in the N16 area, and 55-64 in the E9 area accounted for the same response percentage.

To go shopping - (Base 338)

	E1	E2	E5	E8	E9	EC1	N1	N4	N16
Under 16	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.30%	0.00%	0.30%	0.00%	0.00%	0.30%	1.18%
25-34	0.00%	1.18%	4.44%	4.73%	4.14%	0.00%	0.59%	0.59%	3.25%
35-44	0.30%	0.59%	5.62%	4.14%	5.33%	0.00%	1.48%	0.30%	5.03%
45-54	0.00%	0.30%	4.14%	2.37%	6.51%	0.00%	1.18%	0.59%	4.44%
55-64	0.00%	0.30%	4.14%	2.07%	5.92%	0.00%	0.59%	0.30%	5.62%
65-74	0.00%	0.00%	2.66%	2.66%	3.85%	0.30%	0.89%	0.30%	2.96%
75-84	0.00%	0.89%	0.00%	0.89%	0.59%	0.00%	0.00%	0.00%	1.18%
85+	0.00%	0.00%	0.30%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

The chart above represents respondents who use buses to go shopping.

Those who are 45-54 and 55-64 in the E9 area account for the highest percentage of respondents. This is followed by 35-44 in E5 and 55-64 in N16 areas.
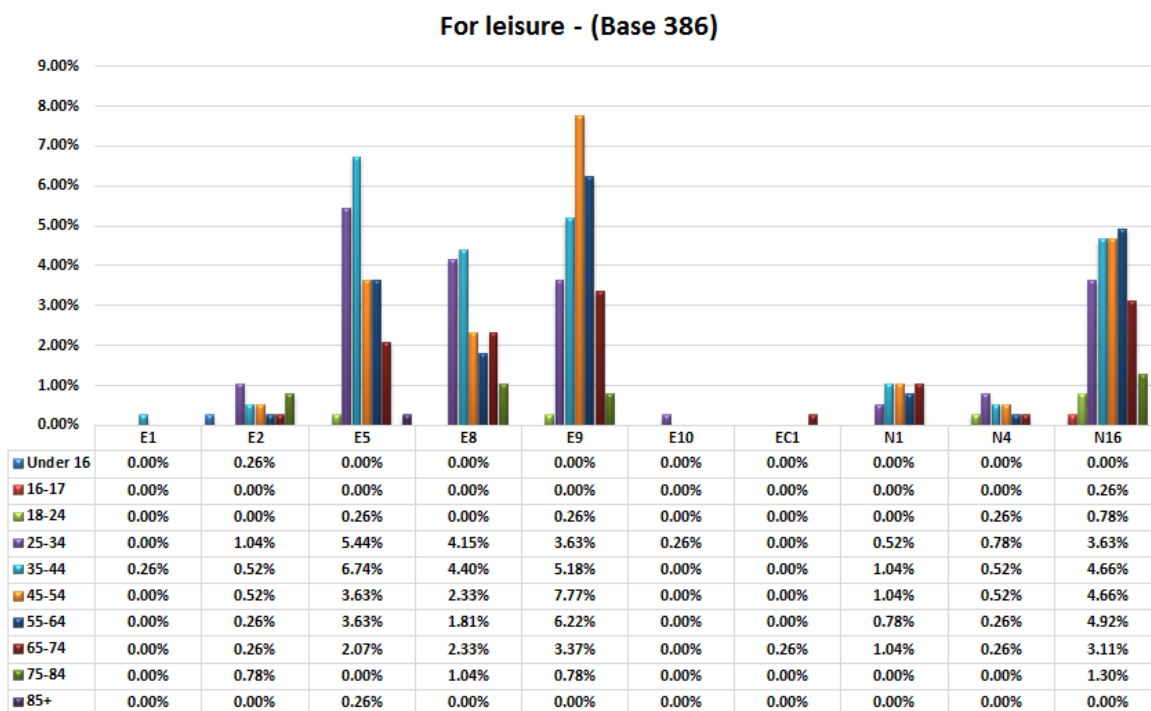
For leisure - (Base 386)

	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
Under 16	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16-17	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.26%
18-24	0.00%	0.00%	0.26%	0.00%	0.26%	0.00%	0.00%	0.00%	0.26%	0.78%
25-34	0.00%	1.04%	5.44%	4.15%	3.63%	0.26%	0.00%	0.52%	0.78%	3.63%
35-44	0.26%	0.52%	6.74%	4.40%	5.18%	0.00%	0.00%	1.04%	0.52%	4.66%
45-54	0.00%	0.52%	3.63%	2.33%	7.77%	0.00%	0.00%	1.04%	0.52%	4.66%
55-64	0.00%	0.26%	3.63%	1.81%	6.22%	0.00%	0.00%	0.78%	0.26%	4.92%
65-74	0.00%	0.26%	2.07%	2.33%	3.37%	0.00%	0.26%	1.04%	0.26%	3.11%
75-84	0.00%	0.78%	0.00%	1.04%	0.78%	0.00%	0.00%	0.00%	0.00%	1.30%
85+	0.00%	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

The chart above represents respondents who use buses for leisure.

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Those who are 45-54 in the E9 area account for the highest percentage of respondents. This is followed by 35-44 in the E5 area, and 55-64 in the E9 area.

There is a fairly even response for those aged 35-64 in the N16 area.

For appointments - (Base 320)

	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
Under 16	0.00%	0.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18-24	0.00%	0.00%	0.31%	0.00%	0.31%	0.00%	0.00%	0.00%	0.31%	0.94%
25-34	0.00%	0.63%	4.69%	4.38%	2.19%	0.31%	0.00%	0.31%	0.94%	2.50%
35-44	0.31%	0.63%	4.69%	4.06%	6.25%	0.00%	0.00%	1.25%	0.63%	5.31%
45-54	0.00%	0.63%	4.38%	1.88%	6.56%	0.00%	0.00%	0.63%	0.63%	4.69%
55-64	0.00%	0.63%	4.38%	1.56%	6.88%	0.00%	0.00%	0.94%	0.31%	5.94%
65-74	0.00%	0.31%	2.81%	1.88%	3.44%	0.00%	0.31%	1.25%	0.31%	3.75%
75-84	0.00%	0.94%	0.00%	1.25%	0.94%	0.00%	0.00%	0.00%	0.00%	0.94%
85+	0.00%	0.00%	0.31%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.31%
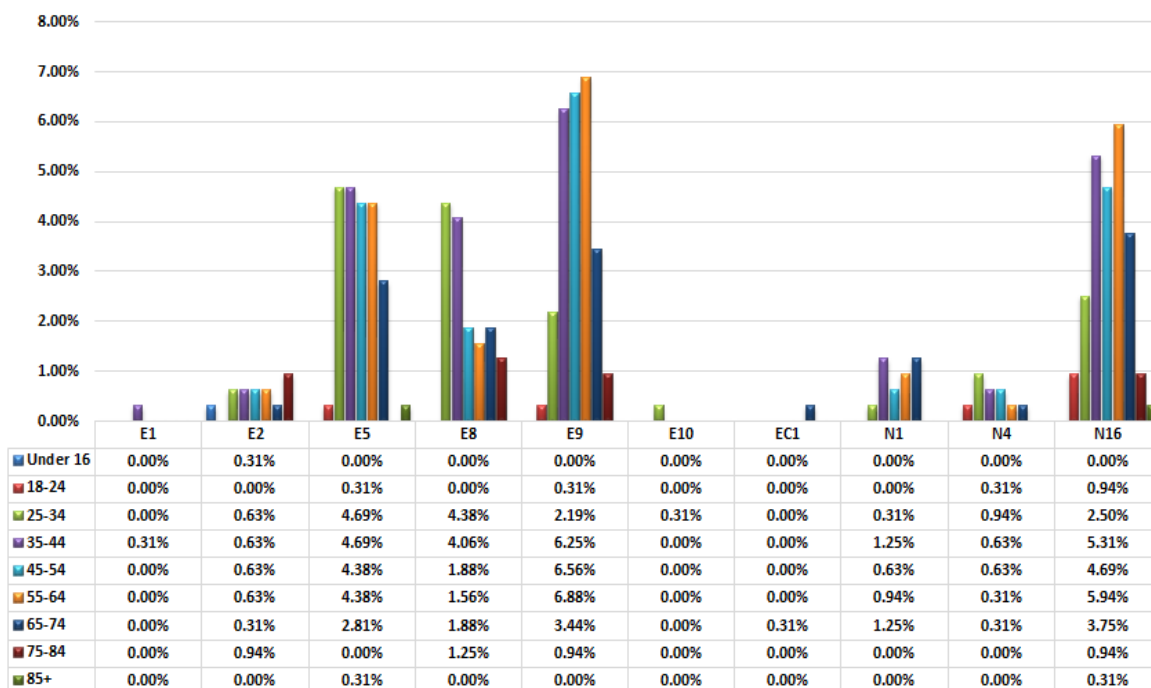
The chart above represents respondents who use buses for appointments, such as doctors or hospital.

Those who are 35-64 in the E9 area account for the highest percentage of respondents. This applies to N16 also which has a slightly lower response, but the same age groups' account for the highest percentage in that postcode area.

There is an even mix of responses in the E5 area for the age groups of 25-64, followed by a slightly lower response in the E8 area for 25-44 age groups.

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For school - (Base 40)

	E2	E5	E8	E9	N1	N4	N16
Under 16	2.50%	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%
18-24	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.50%
25-34	0.00%	0.00%	2.50%	2.50%	0.00%	2.50%	5.00%
35-44	0.00%	7.50%	10.00%	10.00%	0.00%	0.00%	7.50%
45-54	0.00%	2.50%	0.00%	12.50%	0.00%	2.50%	7.50%
55-64	0.00%	5.00%	0.00%	0.00%	2.50%	0.00%	5.00%
65-74	0.00%	0.00%	2.50%	2.50%	2.50%	0.00%	0.00%
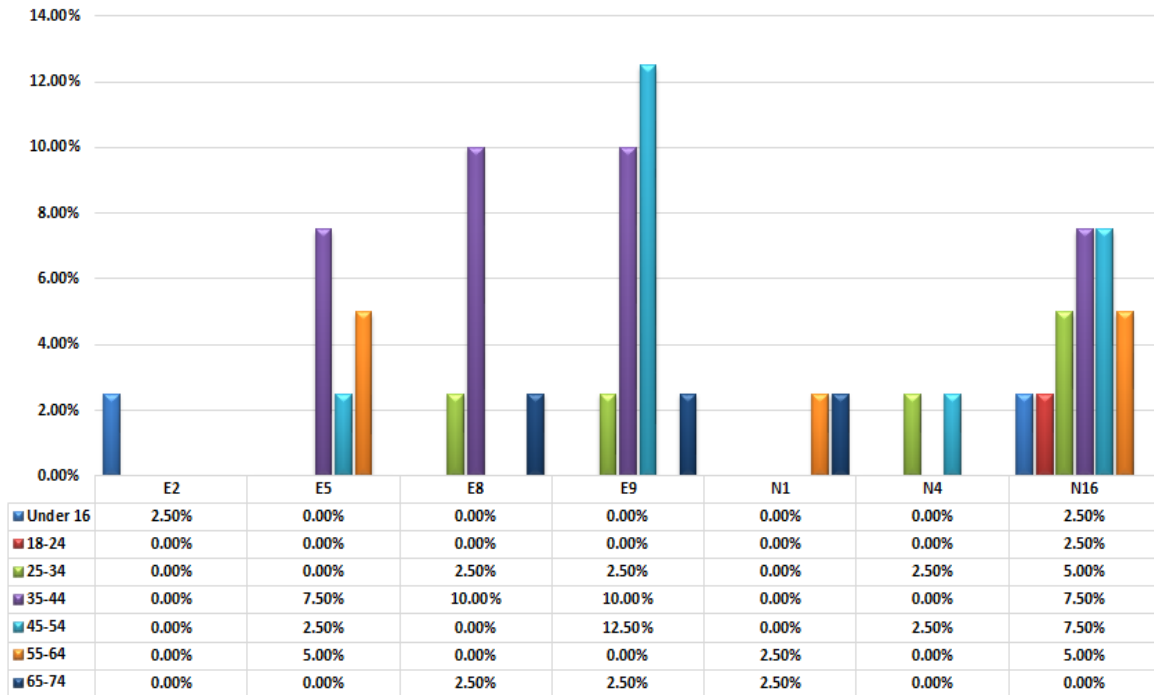
The chart above represents respondents who use buses for getting to and from school.

This had a very low response overall of only 40 respondents, which is mainly due to the fact that children were not approached for this consultation, so responses would be mainly from parents who take their children to school.

The age group 45-54 in E9 and 35-44 in E8 and E9 account for the highest percentage of respondents.

35-44 in E5 and 35-54 in N16 accounted for the next highest percentage of respondents.

Have you noticed any reductions in frequency to the bus routes you use? (i.e. there is a longer gap in time between buses)

BASE NO. 1636

651 (40%)

985 (60%)

- Yes
- No
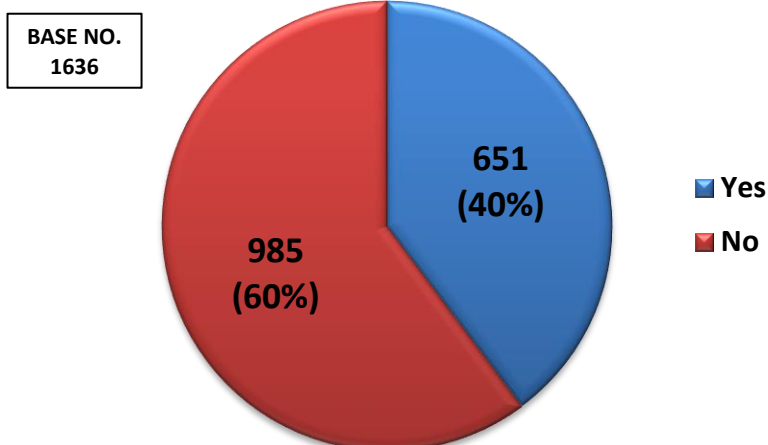
The chart above shows that the majority of respondents have not noticed any reductions in frequency to the bus routes they use (60%, 985). This is probably due to the high frequencies of routes currently operating in Hackney.

Over a third of respondents have stated that they have noticed reductions (40%, 651).

Respondents who stated "Yes" by age group

	Under 16	16-17	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
%	1.59%	3.51%	3.99%	22.81%	21.05%	21.05%	14.51%	8.77%	2.39%	0.32%
BASE NO. 627	10	22	25	143	132	132	91	55	15	2
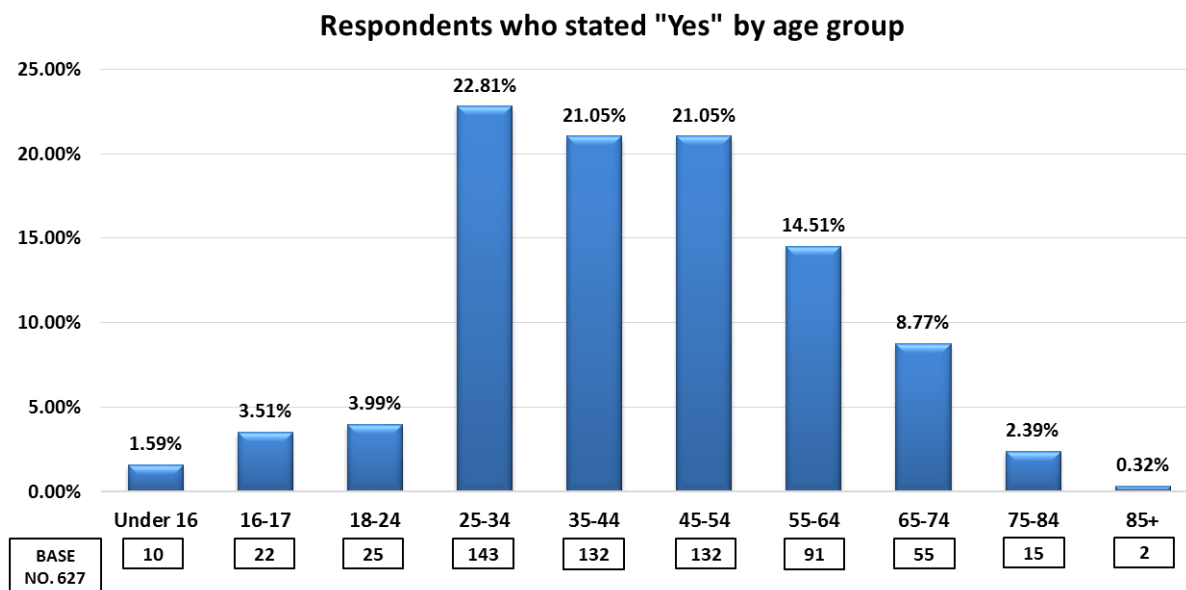
The chart above shows those respondents who stated "Yes" by age group.

The age groups of 25-54 account for the highest number of respondents with a fairly even response rate. Combined they account for the majority of respondents (64.91%).

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Respondents who stated "Yes" by postcode

BASE NO. 329	E1	E2	E5	E8	E9	E10	EC1	N1	N4	N16
	2	13	74	55	81	1	11	13	8	81

Chart values: E1 0.61%, E2 3.95%, E5 22.49%, E8 16.72%, E9 24.62%, E10 0.30%, EC1 0.30%, N1 3.95%, N4 2.43%, N16 24.62%
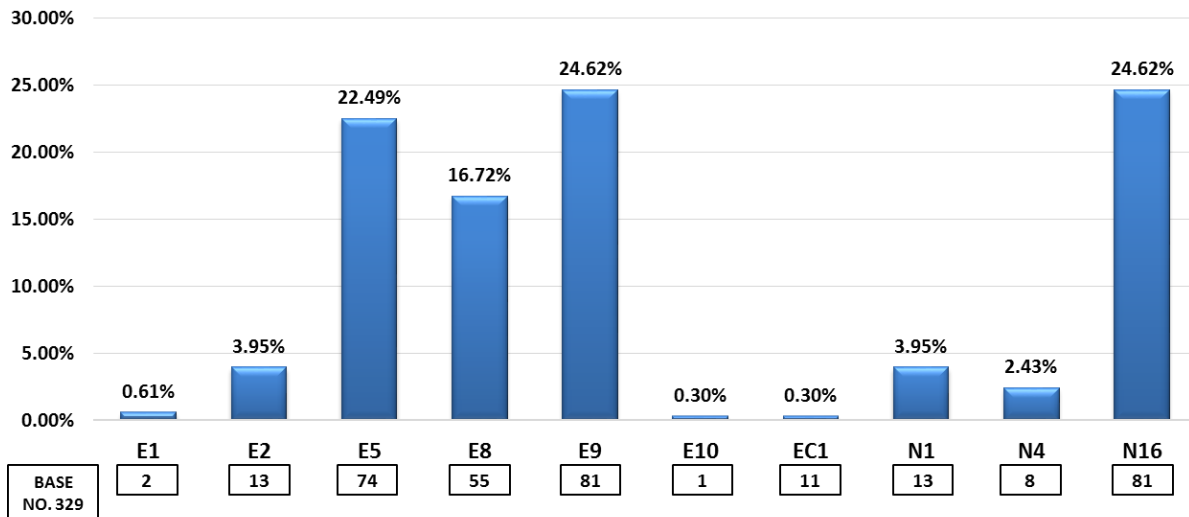
The chart above shows those respondents who stated "Yes" by postcode.

E9 and N16 account for the highest percentage of respondents, followed closely by E5 and then E8. Combined they account for the majority of respondents (88.45%). All other postcode areas account for a very small percentage (11.55%).

Below is a breakdown of the buses and a summary of the comments made.

If yes, please state which routes and how has this affected you

Bus	Count	Top Key Theme
106	101	Less Frequent/Long waiting time
242	75	Less Frequent/Long waiting time, route cut short
48	65	Less Frequent/Long waiting time
277	55	Less Frequent/Long waiting time
73	51	Less Frequent/Long waiting time
236	48	Less Frequent/Long waiting time, single decker bus
276	39	Less Frequent/Long waiting time
488	24	Less Frequent/Long waiting time
141	20	Less Frequent/Long waiting time
N38	7	Less Frequent/Long waiting time
349	6	Less Frequent/Long waiting time, no longer services Stoke Newington
N55	5	Less Frequent/Long waiting time
42	2	Less Frequent/Long waiting time

Based on 539 comments from respondents, the table above shows how many times a bus number was mentioned. The 106 was mentioned the most amount of times, followed by the 242, 48 and 277. The top four buses mentioned reflect the bus services that TFL have cut.

The majority of respondents stated that the buses were less frequent, which causes a longer waiting time. This is in the range of over 10, 15 or even 20 minutes. A few respondents stated even waiting for well over 30 minutes for a bus. The biggest

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issues were missed appointments and meetings, overcrowding and slower travel times.

Quotes from respondents on the top four buses mentioned:

106......

"My nearest bus stops include the 106 and I have noticed longer gaps, erratic service particularly when I am returning from picking up a grandchild and looking after him. Now it is not uncommon for a bus to be full and doesn't stop and I have to walk home (in all weathers). I rely on this bus too to get to Finsbury Park railway station to travel to see my family, and also to get to the nearest tube station to travel to central London. I also use this bus to go to central Hackney for shopping and Town Hall events."

"106 to Finsbury park and back. As a result of the reduction of the frequency I spent more time waiting for the bus not doing anything. In the winter that's very annoying. It is unfair as so many people wait for this bus and more people would use if it would come more often."

242......

"I went to take the 242 bus from Tottenham Court Road to visit someone in Homerton Hospital as that bus takes me directly to the hospital. I stood for ages watching for the 242 to turn out from Centrepoint. No bus came. I went on my mobile phone to check - there is a way of checking when the next bus is due - and the mobile application told me it no longer serves Tottenham Court Road.

So how this affected me: I was late for visiting time for my friend who was expecting me. I had 10 mins with my friend instead of the anticipated 45 mins to an hour. I considered other options when I realised the bus wasn't coming - but I have access issues due to hidden disability. I have difficulty on tubes and trains - buses are the most accessible transport for me."

"242 is less frequent. It stops at St Paul's which is a huge shame. So if you want to visit the West End, we now have to take 2 buses to complete a 6 mile journey which takes around 1.5 hours!!!"

48.......

"The 48 is always pretty unreliable and this has only got worse. I would never use it for commuting as it is often infrequent and full by the time it arrives in hackney central."

"The 48 has a longer gap at peak times and is very crowded, at busy times of day it has meant walking two stops back in order to get a seat or some days even just to get on."

277.......

"The 277 used to be more frequent. Now, if I just miss a bus it takes ages for another to come. This can make me late or have less chance to undertake activities before work"

"I think cutting the 277 from Highbury is ridiculous. It is always busy. The Overground trains to Highbury are always packed, taking this service away is not ok."

Have you noticed any other changes to the bus routes you use?

BASE NO. 1598

390 (24%)

1208 (76%)

■ Yes
■ No
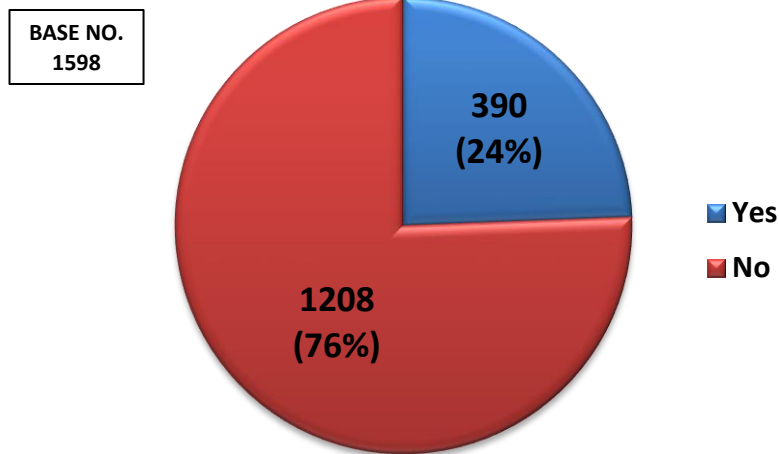
The chart above shows that the majority of respondents have not noticed any other changes to the bus routes they use (76%, 1208).

Just under a quarter of respondents have stated that they have noticed other changes (24%, 390). Below is a breakdown of the buses and a summary of the comments made.

If yes, please state which routes and how has this affected you

Bus	Count	Top Key Theme
73	58	Less frequent and route reduction
242	55	Less Frequent/Long waiting time, route cut short
277	46	Route change
106	28	Less Frequent/Long waiting time
48	14	Longer journey time
236	12	Route reduced and overcrowded
276	12	Route change and frequency
141	7	Overcrowded
488	3	Overcrowded and too long journey
349	2	Less frequent and route reduction
42	1	Longer journey time
N38	1	Less frequent

Based on 390 comments from respondents, the table above shows how many times a bus number was mentioned. The 73 was mentioned the most amount of times, followed by the 242 and 277.

The majority of respondents stated that the bus routes are shorter, meaning they have to change buses on their normal route which causes a longer journey time. The same issues as mentioned in the previous question have been reiterated again, with overcrowding and being less frequent so longer waiting times. There is a lot of mention about buses being on diversion and stopping in the wrong places, buses terminating early, lots of congestion on the roads, and bus stops being closed without any message or announcement on route.

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What improvements would you like to see? (1077 comments)

Key themes from review of comments:

- More buses, bus stops and bus lanes (434)
- New routes and connections (352)
- Reduce parking by removing parking bays on certain bus routes to stop congestion for buses (159)
- More frequency of daytime and night buses (158)
- Don't cut routes shorter or reduce routes (125)
    - *277 bus between Dalston and Highbury and Islington should not be cut (42)*
    - *73 route to be reinstated to Victoria (10)*
    - *242 route to be reinstated to Tottenham Court Road (7)*
- Change of drivers improved and more efficient (102)
- Bus lane priority (91)
- Prevent overcrowding (16)

About You

Gender

BASE NO.
1576

34.71%

65.29%
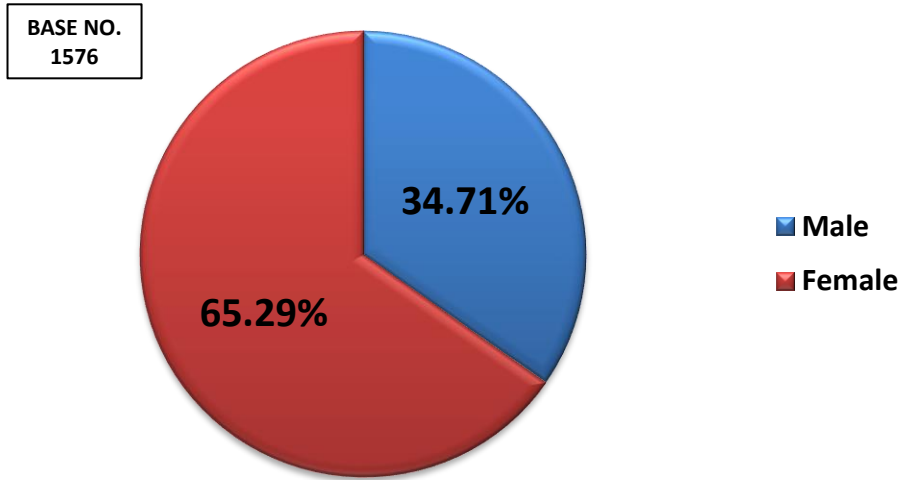
■ Male

■ Female

The majority of respondents were female (1029) which is just under two thirds of respondents. Males (547) accounted for just over one third of respondents.

A very small percentage (2.74% of 510) of respondents stated that their gender identity was different to the sex they were assumed to be at birth.

Age Group

BASE NO.
1583

Age Group	Percentage
Under 16	1.96%
16-17	4.93%
18-24	7.83%
25-34	24.13%
35-44	21.23%
45-54	16.99%
55-64	12.57%
65-74	7.20%
75-84	2.72%
85+	0.44%
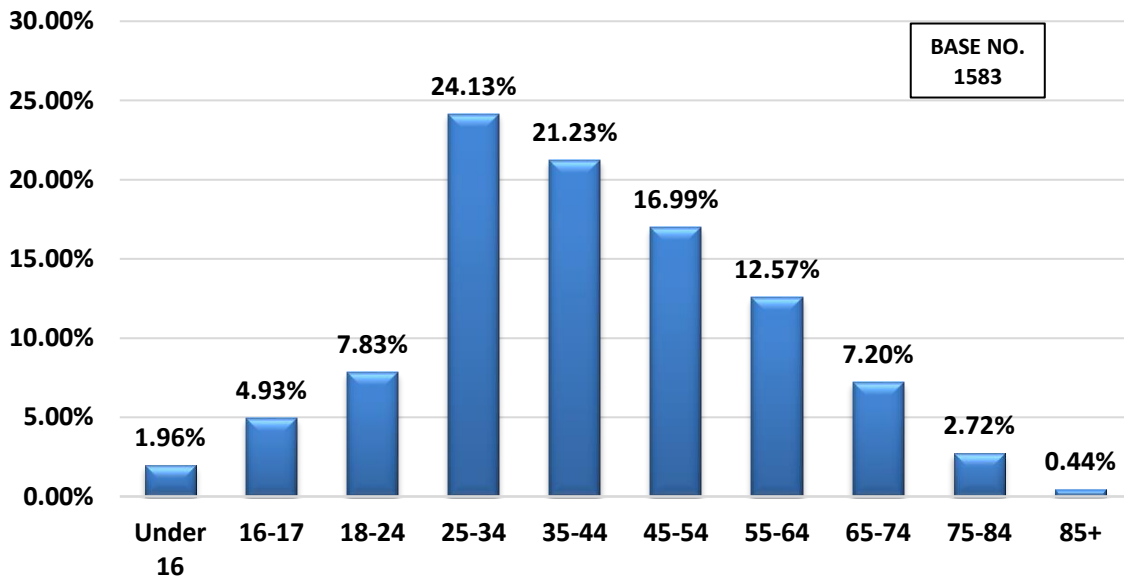
The highest percentage of respondents were in the 25-34 (382) age group. This was followed by 35-44 (336), 45-54 (269), 55-64 (199), 18-24 (124), 65-74 (114), 16-17 (78), 75-84 (43), under 16 (31) and 85+ (7).

<u>Disability</u>

BASE NO.
1604

11.35%

88.65%

- ■ Yes
- ■ No
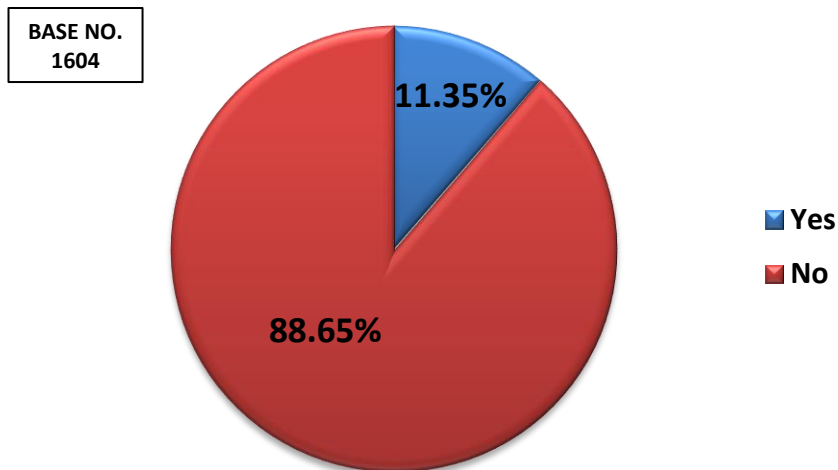
The majority of respondents stated that they did not have a disability (1422). Only a small percentage stated Yes (182) to this question.

<u>Carer Responsibility</u>

BASE NO.
1588

11.15%

88.85%

- ■ Yes
- ■ No
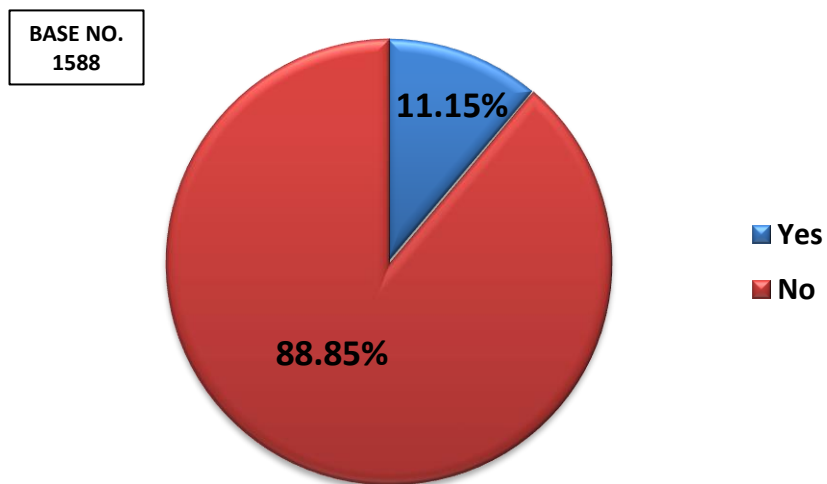
The majority of respondents stated that they did not have carer responsibilities (1411). Only a small percentage stated Yes (177) to this question.

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Ethnicity

Ethnicity	Percentage
White or White British	51.30%
Black or Black British	24.74%
Asian or Asian British	9.72%
Other ethnic group	8.03%
Mixed background	6.22%

BASE NO. 1544
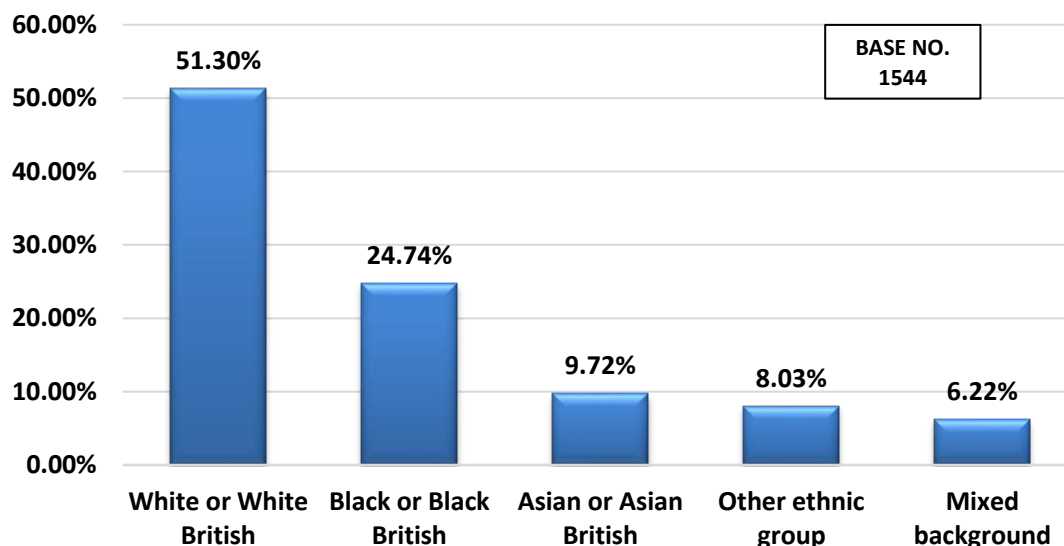
The majority of respondents were "White or White British" (792). This was followed by "Black or Black British" (382), "Asian or Asian British" (150), "Other ethnic group" (124) and "Mixed background" (96).

Those who stated "Other ethnic group" included:

- African
- Australian
- Bangladesh
- Black Asian
- Brazilian
- Caribbean
- Chinese
- Colombian
- Cornish
- Cypriot and British
- Czech republic
- European
- French
- Hungarian
- Irish

- Irish Turk
- Italian
- Latin American
- Maltese
- Mauritian
- Nigerian
- North American
- Somalian
- Thailand, Dominican and Portugal
- Turkish
- Vietnamese
- White British and Black Caribbean
- White British and Turkish

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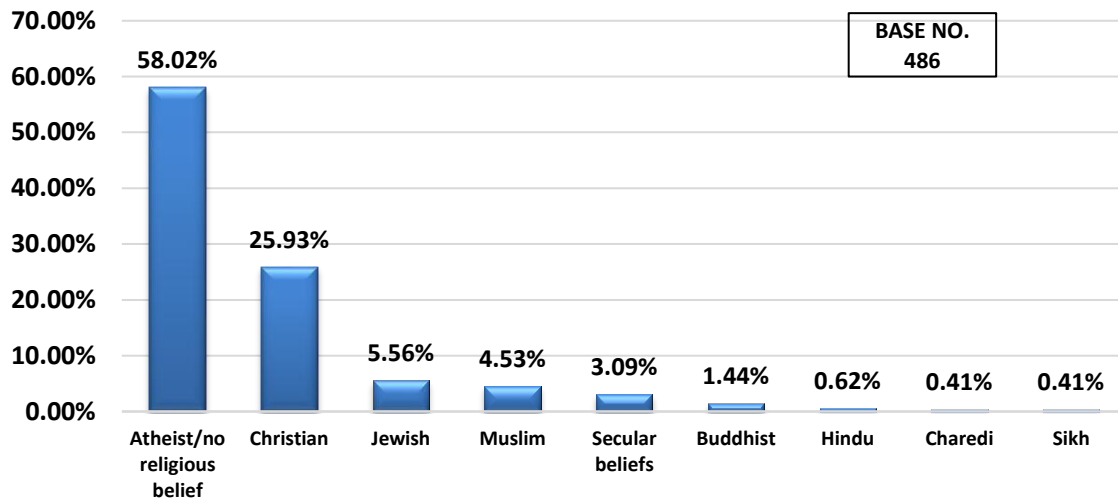
Religion

The majority of respondents stated that they were "Atheist/no religious belief" (282). This was followed by "Christian" (126), with all other religious beliefs accounting for a much smaller response (78 combined – 16.05%).

Those who did not answer were able to specify any other religion or belief, which included the following:

- Agnostic
- Believe in god
- Born Again Jesus
- Catholic
- I am Jewish by culture but Catholic by religion

- No conventional religion
- Quaker
- Rastafarian
- Spiritual
- Witch

Sexual Orientation
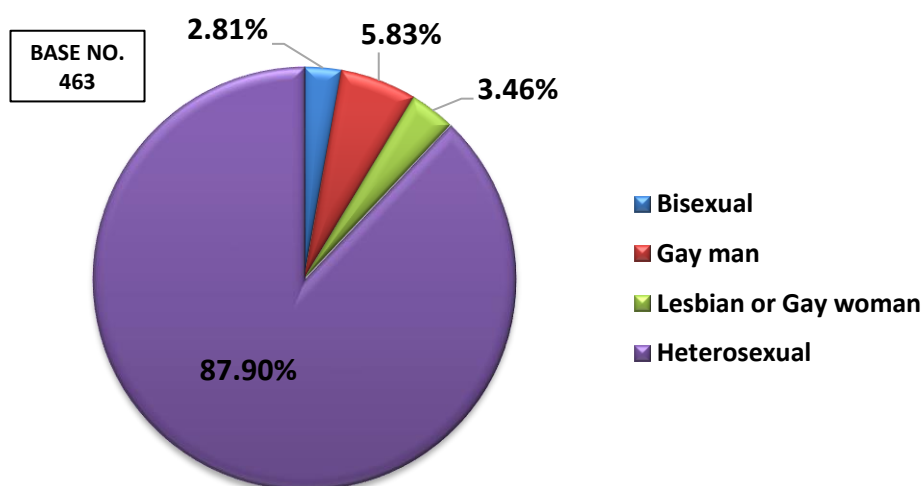
The majority of respondents stated that they were "Heterosexual" (407). All other sexual orientations accounted for a much smaller percentage (56 combined – 12.10%).

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Conclusion

The consultation had a very good response rate of 1645 respondents.

When looking at the accuracy of the results against the borough population (true) to show how representative they are, we can predict the variation between the sample results and the "true" values from knowledge of the size of samples on which the results to each question is based, and the number of times a particular answer is given. The confidence with which we can make this prediction is usually chosen to be 95% - that is, the chances are 95 in 100 that the "true" value will fall within a specified range. In this case, the overall sampling tolerance is +/-2.4%. This means that if we were to conduct the consultation 100 times, the survey would yield the exact same results 95 times out of those 100 times with an accuracy of between 92.6% and 97.4%. The aim is to be within 5%, so this tolerance level gives us a good representation.

The majority of respondents use buses 7 days a week. This is mainly for getting to and from work, with a fairly even response from those who use buses to go shopping, for leisure and to get to appointments such as doctors or hospital.

The age group of 25-34 accounts for the highest number of bus users, based on those who were asked to complete the consultation. They are also the highest percentage to use buses 7 days a week.

Those living in the E9 area account for the highest number of respondents, closely followed by N16 and E5. This is largely based on face-to-face surveys conducted in these postcode areas.

Although the majority of respondents stated that they had not noticed any reductions in the frequency to the bus routes they use, 40% (651) did state differently and this is still a significant number.

The total borough population based on the Office for National Statistics (ONS) information from 2017, is approximately 275,900. If we look at the result of this question based on 40% responding "Yes", this would be 110,360.

There was a very clear message among respondents who stated that less frequent buses meant longer waiting times. The impact of this was missed meetings for work, or appointments at doctors or hospitals. This was the biggest concern raised from respondents.

Another major issue was routes being cut short and reduced, meaning changes of buses on journeys which impacted on the waiting times and making journeys longer overall.

When asked what improvements they would like to see, the top suggestions were for more buses, bus stops and bus lanes, and new routes and connections.

The consultation indicates that the reduction in the frequency of buses has had an impact on commuters, especially for those who use buses to get to and from work. Also routes being made shorter, with connections between buses not able to work in conjunction with each other to meet everyone's needs, had caused frustration among commuters.

APPENDIX

Heat map showing no. and % of respondents per postcode area of where they live

N4
(12 - 2.6%)

N16
(112 - 24.3%)

E5
(102 - 22.1%)

E10
(2 - 0.4%)

E9
(115 - 25.0%)

E8
(76 - 16.5%)

N1
(20 - 4.3%)

EC1V
(1 - 0.2%)

E2
(18 - 3.9%)

E1
(3 - 0.7%)
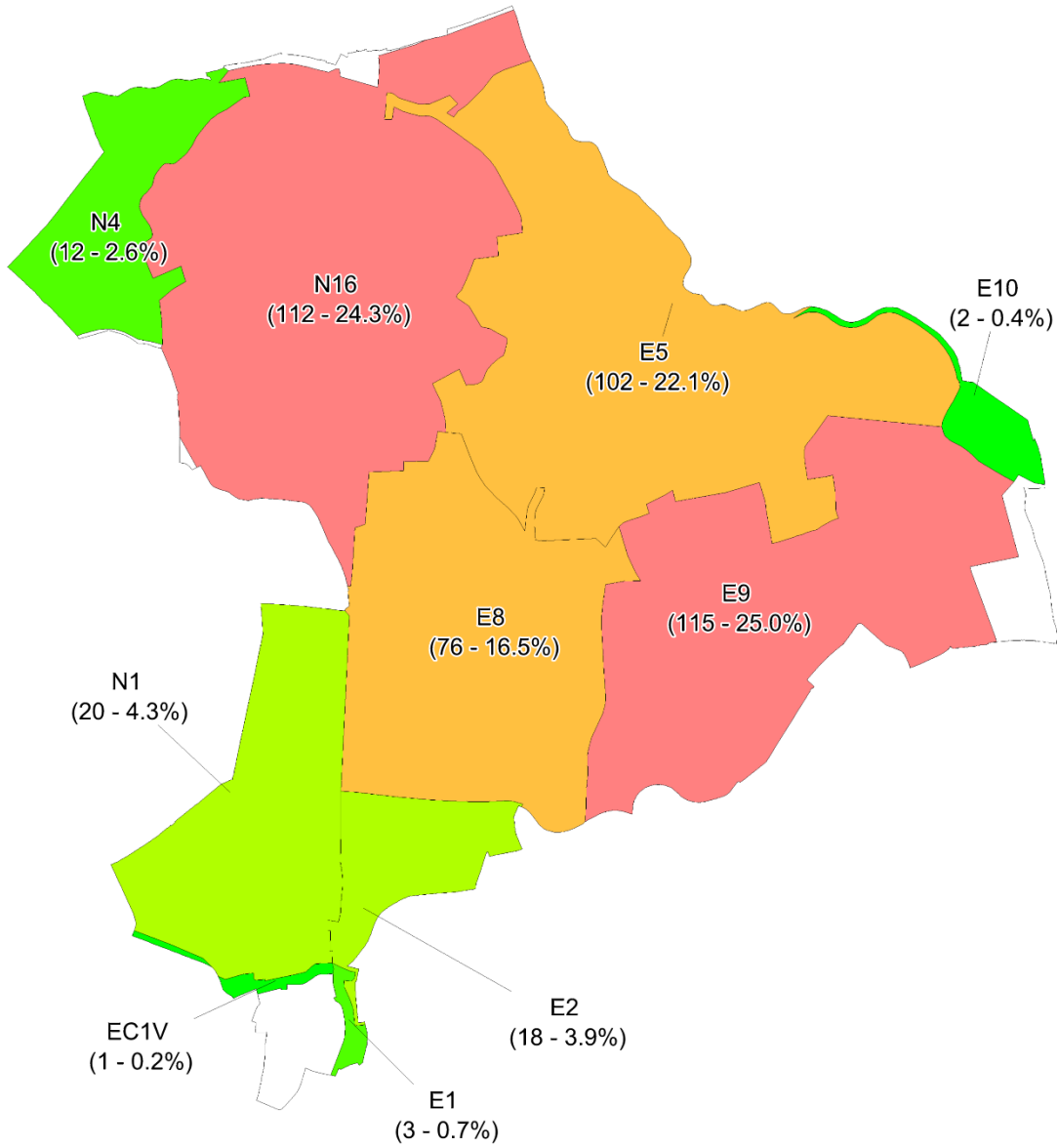
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Central London Bus Review 2022

Equality Impact Assessment

Programme-wide assessment

Introduction

Transport for London (TfL) has developed a series of proposals to restructure the bus network in central and inner London. This programme-level Equality Impact Assessment (EqIA) summarises the proposals and sets out the expected high-level impact on passengers. Scheme-level EqIAs have been developed for each set of proposals which set out the impact on passengers at local bus network and route level.

The programme-level and scheme-level EqIAs are evolving documents and are subject to change throughout the consultation process as further evidence is gathered.

This document and the associated scheme-level EqIAs aim to assist TfL to comply with its duty to have regard to meet the three equality aims as set out in section 149 of the Equality Act 2010.

Step 1: Clarifying Aims
Q1. Outline the aims/objectives/scope of this piece of work

Background

Demand on the London bus network was falling prior to the COVID-19 pandemic; partly in response to improvements on other sustainable modes of transport, including new cycle facilities and rail upgrades. Bus demand has fallen further during the pandemic owing to an increase in more flexible office hours with an increase in homeworking, and changes to leisure and retail travel demand. Demand has decreased more significantly in central and inner London and on radial corridors on which peak commuting trips would normally form a significant proportion of demand.

Our Approach

TfL has undertaken a review of the bus network in central and inner London to identify corridors where there is surplus bus capacity. This considered the frequency of service and the size of bus used on each route and compared this with the forecast demand in the busiest period on each corridor. A series of proposals to restructure the central and inner London bus network have subsequently been developed with the following aims:

- Reduce surplus capacity on central London and radial corridors; retaining sufficient capacity to accommodate post-pandemic demand
- Rationalise and simplify the network by reducing the number of parallel routes on major corridors
- Minimise passenger disbenefit by re-structuring routes to retain key existing links with high frequency routes
- Encourage modal shift by providing new direct links
- Improve the overall efficiency of the bus network and help to deliver value for money within the available funding

2

Sharing Information

TfL will seek to ensure that information, regarding the possible impacts of these proposals, is widely available and accessible to all users and is concise and easy to understand, in both online and printable formats. This will include ensuring that consultation material is accessible to people with visual impairments and other disabilities. The consultation material will be available in the following accessible formats:

- British Sign Language (BSL) videos
- Easy-to-read versions of the narrative
- Fillable survey in easy-read format
- Neighbourhood sheets in easy-read format
- Helpline for customers requiring information
- Promotion of the consultation via the Disability Horizons network. This will include feature articles, social media boosts and digital advertising (an example of their recent work for Step Free Access can be viewed here: https://disabilityhorizons.com/2021/12/help-shape-the-future-of-step-free-access-on-the-london-tube/
- 3D signage at bus stations with QR codes for ease of access
- Copy in braille or other languages on request.

TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes.

Responses to the consultation responses will inform the on-going development of the EqIA.

Summary of proposals

The proposals to restructure the bus network in central and inner London have been grouped into 16 neighbourhood schemes and one night bus network package. The proposals would affect bus travel in 23 London Boroughs. This programme-level EqIA provides a summary of each scheme and the overall impacts. A high-level summary of proposals for each scheme is set out below. Each scheme has an accompanying scheme-level EqIA which provides a detailed description and rationale for the proposals; analysis of the impact on passengers and any options identified for mitigating that impact.

Baker Street

- Route 31 – withdraw
- Route 113 – withdraw between Marble Arch and Swiss Cottage to reduce surplus capacity and simplify the network, and extend the route to White City to retain links and mitigate the impact of withdrawing route 31
- Route 189 – withdraw between Marble Arch and Belsize Road to reduce surplus capacity and simplify the network, and extend the route to Camden Town to retain links and mitigate the impact of withdrawing route 31

Link to Baker Street scheme equality assessment

3

Caledonian Road

- Route 349 – withdraw
- Route 259 – extend to Ponders End to retain links currently provided by route 349 between Ponders End and Seven Sisters. Withdraw between King's Cross and Holloway, Nag's Head to reduce surplus capacity and rationalise the Caledonian Road corridor
- Route 279 – withdraw between Manor House and Seven Sisters, and extend to Stamford Hill via the current route 349 alignment to retain links and mitigate the impact of restructuring route 349
- Route 254 – cut back from Holloway, Nags Head to Finsbury Park to reduce surplus capacity and simplify the network

Link to Caledonian Road scheme equality assessment

Coldharbour Lane

- Route 45 – withdraw
- Route 59 – reroute at the South Circular via Streatham Place to Clapham Park to retain links and mitigate the impact of withdrawing route 45

Link to Coldharbour Lane scheme equality assessment

Commercial Street

- Route 242 – withdraw
- Route 135 – withdraw between Aldgate East station and Old Street station, and extend to Homerton Hospital via the current route 242 alignment to retain links and mitigate the impact of withdrawing route 242

Link to Commercial Street equality assessment

Earl's Court

- Route C3 – withdraw
- Route 27 – withdraw between Hammersmith Bus station and Kensington High Street and extend to Clapham Junction via the current route C3 alignment to retain links and mitigate the impact of withdrawing route C3
- Route 328 – withdraw between Chelsea Worlds End and Kensington High Street and extend to Hammersmith Bus station to retain links and mitigate the impact of restructuring route 27

Link to Earl's Court scheme equality assessment

Edgware Road

- Route 16 – withdraw
- Route 98 – withdraw between Holborn and Marble Arch and extend to Victoria to retain links and mitigate the impact of withdrawing route 16
- Route 6 – withdraw between Aldwych and Marble Arch and extend to Holborn via Oxford Street to retain links and mitigate the impact of restructuring route 98
- Route 23 – withdraw between Hyde Park Corner and Hammersmith and extend to Aldwych via Piccadilly to retain links and mitigate the impact of restructuring route 6

Link to Edgware Road scheme equality assessment

Essex Road

- Route 4 – withdraw
- Route 56 – withdraw between St Paul's Station and St Bartholomew's Hospital and extend to Blackfriars Station to retain links and mitigate the impact of withdrawing route 4
- Withdraw route 236 between Hackney Wick and Homerton Hospital and extend to Archway Station to retain links and mitigate the impact of withdrawing route 4
- Withdraw route 476 between Kings Cross Station and Newington Green to reduce surplus capacity and simplify the network

Link to Essex Road scheme equality assessment

Euston Road

- Route 24 – withdraw
- Route 88 – withdraw between Trafalgar Square and Parliament Hill Fields and extend to Hampstead Heath via the current route 24 alignment to retain links and mitigate the impact of withdrawing route 24
- Route 214 – withdraw between Moorgate and Camden Town and extend to Pimlico via the current route 88 and 24 alignments to retain links and mitigate the impact of withdrawing route 24 and restructuring route 88
- Route 205 – withdraw between Bow and Mile End, and withdraw between Paddington and St Pancras and extend to Parliament Hill Fields via the current route 214 alignment to retain links and mitigate the impact of restructuring route 214

Link to Euston Road scheme equality assessment

Fleet Street

- Route 211 – withdraw between Waterloo and Sloane Square and extend to Battersea Power Station
- Route 11 – withdraw between Liverpool Street and Parliament Square and extend to Waterloo via the current route 211 alignment to retain links and mitigate the impact of restructuring route 211
- Route 26 – withdraw between Waterloo and Aldwych and extend to Victoria via the current route 11 alignment to retain links and mitigate the impact of restructuring route 11

Link to Fleet Street scheme equality assessment

Horseferry Road

- Route 507 – withdraw
- Route 3 – withdraw between Lambeth Bridge and Whitehall and extend to Victoria Station via the current route 507 alignment to retain links and mitigate the impact of withdrawing route 507
- Route C10 – reroute via Waterloo Station instead of St. George's Road and Westminster Bridge Road to retain links and mitigate the impact of withdrawing route 507
- Route 77 - reroute to terminate at Waterloo Station Taxi Road Waterloo Taxi Road to provide a better pick up and set down location at Waterloo and improve interchange to other services

Link to Horseferry Road equality assessment

Isle of Dogs and Wapping
- Route 100 - extend from Shadwell Station to Bethnal Green via current route D3 to maintain the key links between Wapping High Street and Vallance Road
- Route 135 – cutting it back to Westferry Road and then running via the 277 routeing on East Ferry Road to terminate at Crossharbour, Asda
- 277 – rerouted at Westferry Road to run via Spindrift Avenue, East Ferry Road, Manchester Road and Preston's Road to terminate at Poplar, All Saints via the current D7 routeing
- D3 - cut back from Bethnal Green to Westferry Circus and extended from there to Crossharbour, Asda via Marsh Wall, Manchester Road and East Ferry Road
- D7 - withdrawn
- D8 – reroute in the Bromley-by-Bow area so it no longer serves Bow Church. Southbound it will run via Stratford High Street and Hancock Road and northbound via Blackwall Tunnel Northern Approach, St Leonard's Street and Stratford High Street.

Link to Isle of Dogs and Wapping scheme equality assessment

London Bridge

- Route 47 – withdraw between Shoreditch and London Bridge
- Route 388 – extend to City Hall (Tower Bridge Road) to retain links and mitigate the impact of withdrawing route 47
- Route 43 – withdraw between Moorgate and London Bridge to reduce surplus capacity and simplify the network, and extend to Liverpool Street bus station to provide new links

Link to London Bridge scheme equality assessment

6

South Kensington

- Route 72 – withdraw
- Route 74 – withdraw
- Route 414 – withdraw
- Route 14 – withdraw between Russell Square and Hyde Park Corner and extend to Marble Arch to retain links and mitigate the impact of withdrawing routes 74 and 414
- Route 430 – reroute between West Brompton and South Kensington via Earls Court to retain links and mitigate the impact of withdrawing route 74
- 49 – restructure to run between East Acton and South Kensington to provide required capacity north of White City
- Route 19 – reroute between Kings Road and Piccadilly via Sydney Street and South Kensington rather than Sloane Square to retain links and mitigate the impact of restructuring routes 14 and 49
- Route 283 – extend from Hammersmith Bus Station to Hammersmith Bridge, North Side to retain links and mitigate the impact of withdrawing route 72
- Route 272 – extend from Shepherds Bush Green to Hammersmith Bus Station to retain links and mitigate the impact of withdrawing route 72

Link to South Kensington scheme equality assessment

Tower Bridge

- Route 78 – withdraw
- Route 388 – extend from City Hall to Peckham Bus Station to retain links and mitigate the impact of withdrawing route 78
- Route 15 – re-routed at Aldgate to improve interchange

Link to Tower Bridge scheme equality assessment

Walworth Road

- Route 12 – withdraw
- Route 148 – withdraw between White City and Shepherd's Bush, and from stops on Denmark Hill, and extend from Camberwell Green to Dulwich Library to retain links and mitigate the impact of withdrawing route 12

Link to Walworth Road scheme equality assessment

Waterloo

- Route 521 – withdraw
- Route 59 - reroute at Holborn Station to terminate at St Pauls Station to retain links and mitigate the impact of withdrawing route 521
- Route 133 – reroute at Monument to terminate at St Bartholomew's Hospital to provide new links
- Route 171 – relocate terminus stand from Lambeth Road to Gaunt Street to provide stand space for route 53
- Route 53 – cut back from County Hall to Elephant and Castle, Lambeth Road to reduce surplus capacity and simplify the network

Link to Waterloo scheme equality assessment

Night bus network

Proposals have been developed to restructure the night bus network to complement the planned changes to the day network. The night network proposals have been separated into four geographical quadrants and are described below:

West Quadrant
- Route 14 – withdraw
- Route N19 – re-route via South Kensington instead of Sloane Square
- Route N27 – convert to a 24-hour route between Chalk Farm and Clapham Junction via Paddington, Kensington and Imperial Wharf
- Route 72 – withdraw
- Route N74 – withdraw
- Route N414 – introduce a new night service between Putney Heath and Tottenham Court Road Station via Fulham Road
- Route N430 – introduce a new night service between Roehampton, Danebury Avenue and Marble Arch via Fulham Palace Road, Earls Court and South Kensington

North Quadrant

- Route 6 – retain a 24-hour service but running between Willesden Garage and Holborn via Oxford Street
- Route N16 – withdraw
- Route 23 – retain a 24-hour service but running between Westbourne Park and Aldwych via Piccadilly
- Route 24 – withdraw
- Route N31 – withdraw
- Route N32 – introduce a new night service between Edgware and Oxford Circus via Kilburn, partially replacing the N16
- Route 88 – retain a 24-hour service but running between Hampstead Heath and Clapham Common via Charing Cross Road
- Route N98 -retain the night service but running between Stanmore and Victoria
- Route 189 – re-number N189
- Route N205 – retain the night service but running between Parliament Hill Fields and Leyton
- Route 214 – retain a 24-hour service but running between Highgate Village and Pimlico via Oxford Circus
- Route N259 – new night service to replace route N279
- Route N279 – withdrawn

East Quadrant

- Route N11 – withdraw
- Route N15 – re-route via Aldgate Bus Station eastbound instead of Mansell Street
- Route N26 – retain the night service but extend from Trafalgar Square to Victoria to partially replace route N11
- Route 43 – re-number N43
- Route 47 – re-number N47
- Route N242 – re-number N135
- Route N507 – introduce a new night route between Ealing Broadway and Trafalgar Square via Fulham to partially replace route N11

South Quadrant

- Route 12 – withdraw
- Route N133 – withdraw between Liverpool Street and Monument and extend to St Bartholomew's Hospital via Bank
- Route 148 – retain the 24-hour service but running between Shepherds Bush Green and Dulwich Library

Link to Night Services equality assessment

Summary of Passenger Impacts

The proposals within all schemes are expected to have the following over-arching negative impacts on passengers, set out from most to least impactful:

1. **Needing to interchange via different bus stops to complete a journey**: Passengers may need to access a different bus stop to complete a journey. This may increase overall journey times as a result of having to travel between stops to complete a journey. Some passengers may also have to stand without seating or a shelter if a stop is only marked by the presence of a flag. In some cases, passengers may need to interchange slightly away from the stop flag in circumstances where buses are queued at a stop. There are 88 locations across the full set of schemes where passengers may need to access a different stop in future to complete their journey. These locations are shown in Figure 1.

2. **Needing to interchange at the same bus stop to complete a journey:** Passengers may need to interchange at a single bus stop, where they previously did not need to interchange, to complete their journey. This could increase journey times due to the need to wait for the next bus or result in passengers having to stand without seating, shelter or information if a stop is only marked by the presence of a flag. In some cases, passengers may need to interchange slightly away from the stop flag in circumstances where buses are queued at a stop. There are 653 locations where passengers may need to change between routes at a single stop in future. These locations are shown in Figure 1.

3. **Increase in travel costs if journey time to an interchange bus exceeds 1 hour and the Hopper Fare is not applicable:** Passengers may need to travel on more than one bus route to complete a journey, which may increase travel costs for some journeys where the length of journey means that the Hopper fare is not applicable.

9

4. **A reduction in capacity may reduce access to priority seating, wheelchair and pushchair space:** Passenger numbers per bus may increase which might affect access to priority seats, wheelchair spaces, space for pushchairs and buggies or feeling safe and comfortable on a bus.

5. **Access to information on proposed changes:** Passengers often rely on publicity and information to makes journeys on the bus network. Many will be more reliant on high quality and timely information to plan journeys if the bus network is restructured. Access to high quality is typically more important to some passengers who share protected characteristics – including people with mobility, visual and hearing impairments. TfL will seek to ensure that information is accessible to all users and is concise and easy to understand, in online and printable formats and at bus stops on affected routes

6. **Waiting time for buses may increase due to some frequency reductions:** Waiting times may increase for some passengers where corridor frequencies decrease. This may impact passengers who have to stand without seating, shelter or information if a stop is only marked by the presence of a flag.
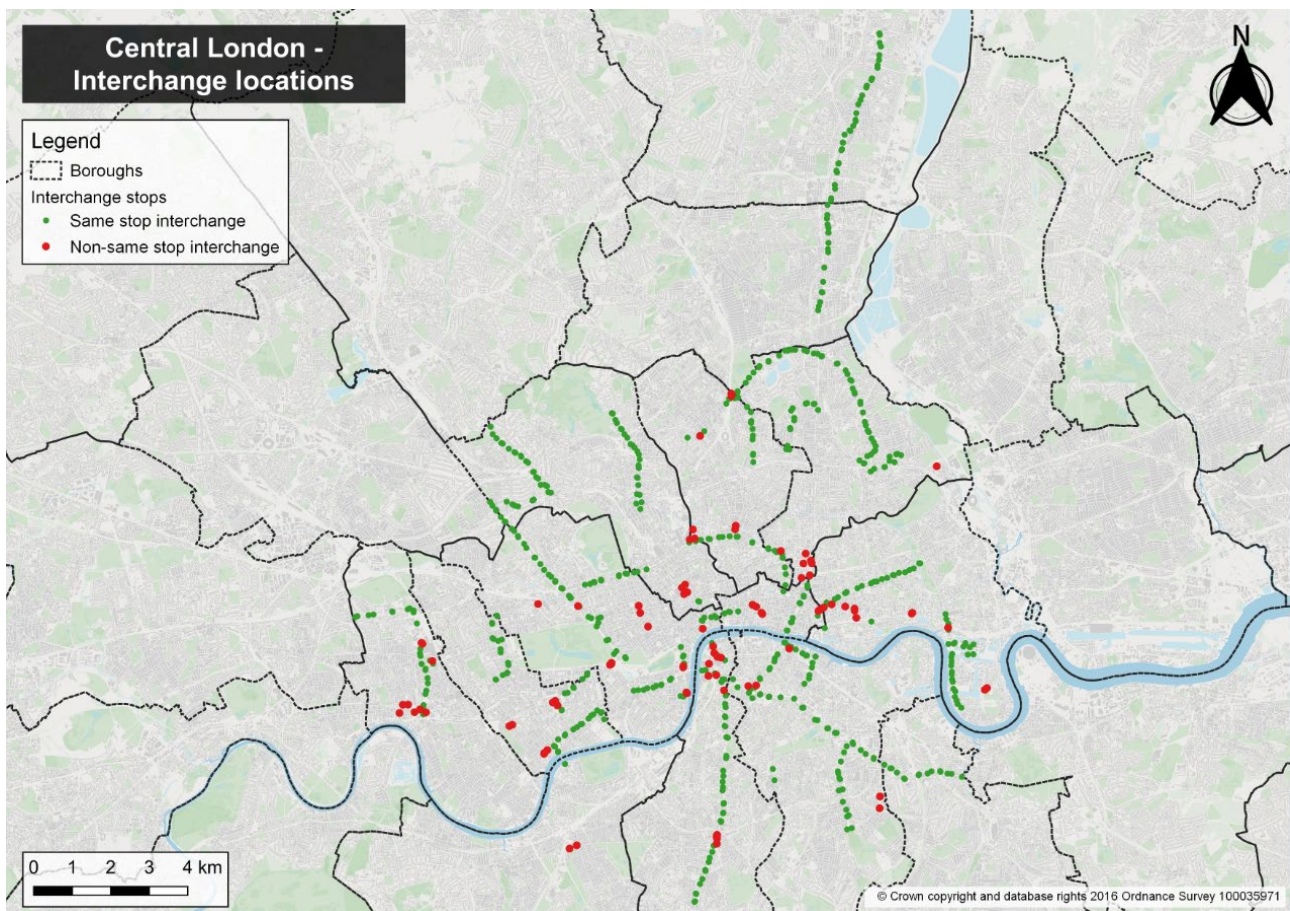
Figure 1: Future interchange locations

A detailed description of each scheme, including rationale, impacts on passengers (both positive and negative) as well as mitigation opportunities, is set out within scheme-level EqIAs. Scheme level EqIAs will include:

- Interchange locations and bus stop facilities
- Local demographics
- Significant employers along the routes (major hospitals, shopping / leisure and shopping centres and major venues).
- Significant cultural centres along the routes – religious centres, community centres etc.
- Transport hubs

The EqIA is an evolving document, and the above criteria will continue to be developed through the consultation process.

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Step 2: The Evidence Base

Q3. Record here the data you have gathered about the diversity of the people potentially impacted by this work. You should also include any research on the issues affecting inclusion in relation to your work

TfL is undertaking a programme of engagement which will help to understand the views and concerns of stakeholders and the impacts of the proposals on people with protected characteristics. Evidence is being gathered via consultation responses, and from published reports and articles in the public domain which are cited as footnotes.

Although this section does not cite specific responses, feedback and insight from stakeholders, all have been valuable in building this evidence base and developing TfL's knowledge on the issues associated with the proposals. TfL thank all those that have engaged with us to help shape this evolving assessment. The purpose of this section is to display the evidence that has been gathered.

The proposals would affect bus travel to, from and within the following 23 London boroughs: Barnet, Brent, Bromley, Camden, City of London, City of Westminster, Ealing, Enfield, Greenwich, Hackney, Hammersmith & Fulham, Haringey, Islington, Kensington & Chelsea, Lambeth, Lewisham, Merton, Newham, Richmond upon Thames, Southwark, Tower Hamlets, Waltham Forest, Wandsworth.

Information about the diversity of people potentially affected by the proposals is set out below at bus route level – based on ticketing data for the routes included in the proposals – and at borough level across the 23 affected local authorities. Women, older people, those on low incomes, and some Black, Asian and minority ethnic people are more likely to use buses (and many people will fall into more than one of these groups). There are also people who are more likely to be impacted by the planned changes, particularly older and disabled people as well as pregnant women and those travelling with small children.

The programme-level and scheme-level EqIAs are evolving documents and are subject to change as further evidence can be introduced through the consultation process.

More detailed information is provided at scheme level within each of the scheme-level EqIAs.

Age

Older People
- 13 per cent of passengers using the affected bus routes are 'Older Person's Freedom Pass' holders.[1] Not all older passengers are Freedom Pass holders – this may include people who live outside of London.
- 10 per cent of residents of the 23 London Boroughs affected by the proposed changes are aged 65 or over, compared with 11 per cent for all London Boroughs.[2]
- The bus is a key form of transport for people aged 65 and over, with 61 per cent saying they use the bus at least once a week (the same amount as for all Londoners).[3]

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[1] Oyster Data P9 2019-20.
[2] https://www.ons.gov.uk/census/2011census
[3] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf

Young People

- 8 per cent of passengers using the affected bus routes are 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket' holders.[4] Not all young people have a 'Bus and Tram Pass (Under 18)' or 'Pay As You Go Full Time Education Ticket'.
- 31 per cent of residents of the 23 London Boroughs affected by the proposed changes are young people under 25, compared with 32 per cent for all London Boroughs.[5]

Disability

- 3 per cent of passengers using the affected bus routes are 'Disabled Person's Freedom Pass' holders.[6] Not all disabled people are Freedom Pass holders – this may include people who live outside of London.
- 14 per cent of residents of the 23 London Boroughs affected by the proposed changes have a disability which limits their day-to-day activities, which is the same – 14 per cent – as across all London Boroughs.[7]
- 10 per cent of bus users in London are disabled [8], which is lower than the population of London as a whole (14 per cent) [9]. Buses are the most accessible mode of transport in London and so the impact of changes would be greater for disabled people.
- Data on bus usage by carers is not currently available. However, as generally low paid workers, carers are more likely to use the bus network, whether accompanying a disabled person or travelling to or from work.

Gender

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- 50 per cent of the residents of the 23 London Boroughs affected by the proposed changes are women and 50 per cent are men (compared with 51 per cent women and 49 per cent mean across all London Boroughs).[10]
- 57 per cent of day bus users in London are women, which is higher than the population of London as a whole (51 per cent).[11]
- 43 per cent of day bus users in London are men, which is lower than the population of London as a whole (49 per cent).[12]
- The bus is the second most frequently used type of transport (after walking) among women, with 63 per cent using the bus at least once a week. Women are also more likely than men to be travelling with buggies and/or shopping, and to be travelling with children. Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14 per cent compared with 28 per cent). 34 per cent of women say they are generally worried compared with men (27 per cent).[13]

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[4] Oyster Data P9 2019-20.
[5] https://www.ons.gov.uk/census/2011census
[6] Oyster Data P9 2019-20.
[7] https://www.ons.gov.uk/census/2011census
[8] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[9] https://www.ons.gov.uk/census/2011census
[10] https://www.ons.gov.uk/census/2011census
[11] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[12] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[13] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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Gender Reassignment

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- Individuals who have undergone or are undergoing gender reassignment are statistically more vulnerable to verbal and physical abuse.[14] One in five LGBT people in Britain (21 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.[15] Two in five trans people (41 per cent) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16 per cent), have experienced a hate crime or incident due to their sexual orientation in the same period.[16]

Marriage/Civil Partnership

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.

Pregnancy/Maternity

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- Women make up fifty-seven per cent of the ridership on buses in London[17] and a significant number of these may be accompanied by young children or may be pregnant. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.[18]

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[14] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination
[15] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination
[16] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination
[17] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[18] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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Race

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- 39 per cent of residents of the 23 London Boroughs affected by the proposed changes are from Black, Asian and minority ethnic communities, compared with 40 per cent for all London Boroughs[19]
- 61 per cent of residents of the 23 London Boroughs affected by the proposed changes are White, compared with 60 per cent for all London Boroughs.[20]
- 47 per cent of bus users in London are from Black, Asian and minority ethnic communities[21], which is higher than the population of London as a whole (40 per cent).[22]
- 53 per cent of bus users in London are White[23], which is lower than the population of London as a whole (60 per cent).[24]
- Black, Asian and minority ethnic Londoners are less likely to be in employment than White Londoners (57 per cent Black, Asian and minority ethnic Londoners compared with 64 per cent White Londoners). They are also more likely to live in households with an average annual income below £20,000 (33 per cent Black, Asian and minority ethnic Londoners compared with 25 per cent White Londoners). There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27 per cent of mixed ethnicity Londoners up to 41 per cent of Black Londoners.[25]
- The bus is the second most frequently used type of transport (after walking) among Black, Asian and minority ethnic people, with 65 per cent using the bus at least once a week.[26]

Religion/Belief

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- A summary by borough of residents who share this protected characteristic is set out in the following table.[27]

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[19] https://www.ons.gov.uk/census/2011census
[20] https://www.ons.gov.uk/census/2011census
[21] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[22] https://www.ons.gov.uk/census/2011census
[23] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf
[24] https://www.ons.gov.uk/census/2011census
[25] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[26] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[27] https://www.ons.gov.uk/census/2011census

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Borough	Total no. of residents	Religion/Belief								
		Christian	Buddhist	Hindu	Jewish	Muslim	Sikh	Other Religion	No Religion	Religion not stated
Barnet	356,386	41%	1%	6%	15%	10%	0%	1%	16%	8%
Brent	311,215	41%	1%	18%	1%	19%	1%	1%	11%	7%
Bromley	309,392	61%	1%	2%	0%	3%	0%	0%	26%	8%
Camden	220,338	34%	1%	1%	4%	12%	0%	1%	25%	21%
City of London	7,375	45%	1%	2%	2%	6%	0%	0%	34%	9%
Ealing	338,449	44%	1%	9%	0%	16%	8%	1%	15%	7%
Enfield	312,466	54%	1%	3%	1%	17%	0%	1%	16%	8%
Greenwich	254,557	53%	2%	4%	0%	7%	1%	0%	26%	8%
Hackney	246,270	39%	1%	1%	6%	14%	1%	1%	28%	10%
Hammersmith and Fulham	182,493	54%	1%	1%	1%	10%	0%	0%	24%	8%
Haringey	254,926	45%	1%	2%	3%	14%	0%	1%	25%	9%
Islington	206,125	40%	1%	1%	1%	9%	0%	0%	30%	17%
Kensington and Chelsea	158,649	54%	2%	1%	2%	10%	0%	0%	21%	10%
Lambeth	303,086	53%	1%	1%	0%	7%	0%	1%	28%	9%
Lewisham	275,885	53%	1%	2%	0%	6%	0%	1%	27%	9%
Merton	199,693	56%	1%	6%	0%	8%	0%	0%	21%	7%
Newham	307,984	40%	1%	9%	0%	32%	2%	0%	10%	6%
Richmond upon Thames	186,990	55%	1%	2%	1%	3%	1%	0%	28%	8%
Southwark	288,283	53%	1%	1%	0%	9%	0%	0%	27%	9%
Tower Hamlets	254,096	27%	1%	2%	1%	35%	0%	0%	19%	15%
Waltham Forest	258,249	48%	1%	2%	0%	22%	0%	0%	18%	7%
Wandsworth	306,995	53%	1%	2%	1%	8%	0%	0%	27%	8%
Westminster	219,396	45%	1%	2%	3%	18%	0%	1%	20%	9%
TOTAL	5,759,298	47%	1%	3%	2%	13%	1%	1%	23%	9%

Summary of the percentage of residents by Religion/Belief

Sexual Orientation

- Bus ticket data for individuals who share this protected characteristic is not currently available.
- Data on residents who share this protected characteristic is not currently available by London borough.
- A summary of the percentages for London residents who share this protected characteristic is set out in the following table.[28]

Sexual Identity	Number (thousands)	Percent of population
Heterosexual or straight	6,342	90%
Gay or lesbian	140	2%
Bisexual	44	1%
Other	41	1%
Don't know or refuse	496	7%
Total	7,063	100%

Percentage of London Residents by sexual identity

- Lesbian, Gay, Bisexual and Trans (LGBT) people are statistically more vulnerable to verbal and physical abuse. One in five LGBT people in Britain (21 per cent) have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.[29] Two in five trans people (41 per cent) have experienced a hate crime or incident, because of their gender identity in the last 12 months and one in six LGB people, who aren't trans (16 per cent), have experienced a hate crime or incident due to their sexual orientation in the same period.[30]

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[28] https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/datasets/sexualidentityuk
[29] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination
[30] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination

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Other – For example, people who are on low incomes

- Data on bus usage by individuals who share this protected characteristic is not currently available at any meaningful level.
- On average 36 per cent of residents of the 23 London Boroughs affected by the proposed changes live in lower income households (less than £20,000 per year), which aligns with 36 per cent of Londoners as a whole.[31]
- The bus is the second most common type of transport used by Londoners on lower incomes (69 per cent use the bus at least once a week, compared with 59 per cent of all Londoners), but this group tends to travel less frequently than Londoners overall (2.2 trips per weekday on average compared with 2.4 among all Londoners).[32]
- Londoners with a lower household income are less likely to hold an Oyster card than all Londoners (49 per cent compared with 60 per cent), but more likely than all Londoners to have an older person's Freedom Pass (26 per cent compared with 15 per cent).[33]
- Disabled Londoners are more likely to live in a household with an annual income of £20,000 or less than non-disabled Londoners (61 per cent of disabled Londoners compared with 25 per cent of non-disabled Londoners).[34]
- Jobseekers are concerned that a lack of transport acts as a barrier to accessing employment and one in four (25 per cent) say that the cost of transport presents a problem getting to interviews.[35]
- There is substantial discrepancy between ethnic minority groups, with the proportion that have an annual household income of less than £20,000 ranging from 27 per cent of mixed ethnicity Londoners up to 41 per cent of Black Londoners.[36]

There is overlap between many of the groups mentioned above, as demonstrated in the findings of the London Travel Demand Survey (2016/17), summarised in Figure 2. This table shows the London proportion of each group across the top, made up by each group at the side. London Travel Demand Survey (LTDS) data in this summary excludes children under five.[37]

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[31] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[32] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[33] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[34] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[35] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[36] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[37] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

	BAME	Older people	Younger people	People on low incomes	Disabled people	Women
BAME		23%	46%	44%	32%	38%
Older (65+)	8%			24%	44%	14%
Younger (24 & under)	33%			30%	11%	26%
Low income (<£20,000)	33%	54%	32%		61%	31%
Disabled	8%	32%	4%	20%		10%
Women	51%	55%	49%	55%	56%	
More likely than other groups to be...	Younger	Low income and disabled	BAME	BAME, older and disabled	Low income and older	

Figure 2: Overlap of some key Groups of London Residents

- Londoners living in lower income households (below £20,000) are more likely to be:
  - Older people (24 per cent are aged 65+[38], whereas people in this age group make up 11 per cent of the total London population[39]). This group of people are less likely to use technology but are more likely to own a Freedom Pass.
  - Disabled people (20 per cent[40], compared with 14 per cent of all Londoners[41]).
  - Women (55 per cent[42], compared with 51 per cent of all Londoners[43]).
  - Black, Asian and minority ethnic people (44 per cent[44], compared with 40 per cent of all Londoners[45]).

[38] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[39] https://www.ons.gov.uk/census/2011census
[40] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[41] https://www.ons.gov.uk/census/2011census
[42] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[43] https://www.ons.gov.uk/census/2011census
[44] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[45] https://www.ons.gov.uk/census/2011census

Step 3: Impact

Q4. Given the evidence listed in step 2, consider and describe what potential short, medium and longer term negative impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential negative impact and potential mitigations
Age	Y	***Older People*** The proposed changes will have a greater negative impact on older people. For example, they may: • Take longer to reach their intended destination because of a longer distance to bus stops and/or the need to change buses; increasing overall journey times • Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey • Be deterred from using buses because of concerns about crowding Changing between buses – boarding and alighting – or increases in distance to access alternative bus stops with a different route may cause confusion or be physically demanding for passengers with limited mobility. Pedestrian routes to alternative interchange stops may be difficult to navigate owing to the presence of street furniture, cycle lanes and kerbs, poor street lighting or a lack of directional signage. Where a different stop needs to be accessed, the pedestrian route between stops would be reviewed to identify opportunities to improve accessibility. TfL will aim to provide directional signage for nearby interchange stops and local area maps to show nearby stops. This can include information on distances to help passengers understand how far or how long an interchange might take. Journey Planner and TfL Go will show nearby stops and live bus arrivals. Older people may not have access to online information or mobile phone apps. As such, it will be important to ensure that print-based information on travel planning is widely available and is as universally accessible as possible. Some passengers may experience a longer wait for a bus in the future owing to a reduction in the frequency of service or need to change between buses at the same stop to make their journey in future. This may have a greater effect on older passengers for whom longer waiting times may be uncomfortable or more physically challenging, particularly in inclement weather. Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at

bus stops without shelters, as well as on-board the bus itself.

A comprehensive marketing campaign would be delivered to inform and support passengers, so that they are aware of the potential changes and know how to replan their journeys. Information would be accessible and widely distributed. It would be available online and in printed format.

Older passengers may rely particularly heavily on buses as providers of step free transport around London. All of TfL's buses are low floor and 95 per cent of bus stops are accessible. All drivers undertake specific Equality, Diversity and Inclusion training. This includes training on pulling in closely at bus stops to help passengers with limited mobility board and alight. It also includes training on being vigilant at bus stops to make sure that passengers have the time required to board the bus, which may be particularly important older people who might have limited mobility or visual impairment and may require extra time to reach and board the bus. Drivers are also trained to ensure that passengers are safely onboard and comfortable before pulling away from a stop. This training will continue.

The most commonly mentioned barriers to increased public transport use among older Londoners are: concern about overcrowded services (40 per cent of older Londoners mention overcrowding though this is less than the 59 per cent of all Londoners) and concern around antisocial behaviour (34 per cent for both Londoners aged 65 and over and all Londoners).[46]

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. However, higher occupancy as a result of the proposals could have an adverse effect on some older people in general. For example, the stress of fewer available seats, particularly access to priority seating. On buses themselves, TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. TfL will remind passengers that priority seats are for passengers who need them. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This will mean that most passengers would not need to pay additional fares when travelling by bus in future. Some passengers may have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. This would have a greater

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[46] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf

| | | effect on older people as they are more likely to live in lower income households compared with Londoners as a whole and not all older people possess a Freedom Pass.

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of older people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. In some circumstances, the above factors may mean that some older passengers would be unable to make their journey at any time of day.

More specific detail on the impact on older passengers is provided for each scheme in the scheme-level EqIA.

Young People

Young people may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. The proposals may impact journeys to and from secondary schools and colleges, increasing journey time for young people attending their place of education.

The proposed changes will have a greater negative impact on young people. For example, they may:
- Take longer to reach their intended destination because of a longer distance to bus stops and/or the need to change buses; increasing overall journey times for trips to and from places of education. This may affect students and pupils who are required to arrive at a lecture, class or exam at a specific time.
- Lack confidence to travel (in particular at night) if they have to interchange in the course of their journey.
- Be deterred from using buses because of concerns about crowding, particularly travelling to schools, colleges or work.

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of young people in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

The financial impacts on young people of having to change buses to complete their journey is expected to be low as:
- Young people under 16 travel free on the network and there is also a 16+ Zip oyster photocard, which provides free or discounted travel.
- The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.

More specific detail on the impact on young people is provided for each scheme in the scheme-level EqIA. |
| **Disability including carers** | Y | It is recognised that the term disability is a broad one and includes people with physical, sensory or cognitive disabilities. Many disabled people have mobility impairments, and some are wheelchair users. |

For example, manual wheelchair users need sufficient space to be able to propel their chair, people who walk with sticks or crutches also need more space than a non-disabled walker. Disability can affect locomotion, seeing, hearing, reaching, stretching, dexterity, and cognitive functions, but these categories are not exhaustive, or mutually exclusive; many disabled people, particularly older people, may have more than one impairment. For example, standing can be difficult and painful for some disabled people, particularly those with arthritis, rheumatism and back problems; and uneven walking surfaces, gaps between paving slabs etc., can cause difficulties for people using sticks and crutches, visually impaired cane users and wheelchair users.

The proposed changes will have a greater negative impact on disabled people. For example, they may:
- Take more time to reach their intended destination because of reductions in frequency and/or the need to change buses:
  o This will impose a particular disadvantage on wheelchair users, who may face difficulties finding a space on one of the less-frequent buses on a corridor.
  o The need to change between buses would have a greater impact on visually impaired passengers, as the interchange location may be unfamiliar, and it may be difficult to identify the relevant bus if multiple buses arrive at the same time.
  o Higher occupancy could have an adverse effect on some disabled people in general. For example, the stress of fewer available seats, particularly access to priority seating. This may also result in increased waiting time at bus stops for passenger who are reliant on vacant wheelchair spaces or priority seating. TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. TfL will also remind passengers that the wheelchair space should be vacated for wheelchair users.
- Face particular disadvantages as a result of the need to interchange in the course of their journey:
  o The need to travel to a second bus stop may be demanding or difficult for those with mobility or visual impairments, particularly if there are obstructions such as street furniture, kerbs and cycle lanes, if there is a lack of tactile paving, poor street lighting or a lack of directional signage.
  o The need to travel to a second bus stop may also be difficult in other ways, particularly for those with learning disabilities that make it stressful, confusing or demanding to navigate public spaces. This may also apply even if it is same stop interchange and there is infrastructure at the bus stop.
  o The need the interchange and wait at a bus stop may be difficult for mobility impaired passengers, especially where interchange occurs at a bus stop without seating or with limited seating.
  o Wheelchair users may face difficulties finding a space on two separate buses and may be forced to wait longer. This situation may be exacerbated if there is competition for space

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with passengers with pushchairs or buggies.[47]

Some passengers may experience a longer wait for a bus in future owing to a reduction in the frequency of service or need to change between buses at the same stop to make their journey in future. This may have a greater impact on disabled passengers for whom longer waiting times may be uncomfortable or more physically challenging, particularly in inclement weather.

Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself. Accessible information on the proposals will be made widely available in online and printed formats, both during consultation and prior to/after implementation.

TfL will aim to provide directional signage for nearby interchange stops and local area maps to show nearby stops, as well as ensuring information is available to visually impaired people. This can include information on distances to help passengers understand how far or how long an interchange might take. Information at bus stops must be easy to read and understand and at a good height to ensure that it is accessible to all. Journey Planner and TfL Go will show nearby stops and live bus arrivals.

Crowding on buses would have a greater impact on disabled people as it may impact access to the wheelchair space, priority seating or seating in general, and may cause stress and confusion. However, TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

Wheelchair users (and other disabled persons with mobility difficulties) may rely particularly heavily on buses as providers of step free transport around London, meaning they may be impacted more significantly. All of TfL's buses are low floor and 95 per cent of bus stops are accessible. All drivers undertake specific Equality, Diversity and Inclusion training. This includes training on pulling in closely at bus stops to help passengers with limited mobility board and alight. It also includes training on being vigilant at bus stops to make sure that passengers have the time required to board the bus, which is particularly important for passengers who have limited

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[47] MLJ Data 2018/19 Q1, Q2 and Q3 Bus Journeys & TfL Complaints Data YTD 18-19 Bus

mobility or visual impairment and may require extra time to reach and board the bus. Drivers are also trained to ensure that passengers are safely onboard and comfortable before pulling away from a stop. This training will continue.

It is understood that some disabled passengers have a higher reliance on paper-based information sources than non-disabled passengers, which can be due to the higher proportion of disabled passengers who are older than among non-disabled passengers. TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. This information will be available before any changes are introduced as we understand the need for many passengers to plan their journeys before travelling. TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes. Disabled users are slightly less likely to visit the TfL website than non-disabled users, and this is likely to include visually impaired people. Many disabled people still face significant cost and technical barriers when accessing online tools and "accessible" apps and websites can be difficult to use. However, disabled people are more likely to visit the TfL website for the purposes of finding out live travel information (32 per cent compared to 30 per cent for non-disabled Londoners) and finding a map (18 per cent compared to 15 per cent).[48]

A comprehensive marketing campaign would be delivered to inform and support passengers, so that they are aware of the potential changes and know how to replan their journeys. TfL will need to ensure that those providing customer information are equipped with detailed information and know how to advise those that are visually impaired.

Some passengers may have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. This would have a greater impact on disabled people in London as they are more likely to live in a household with an annual income of £20,000 or less and not all disabled people possess a Freedom Pass. The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future.

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of disabled people in society as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. Some of the impacts described above might mean that some disabled passengers are unable to travel at all.

TfL provides a Travel Mentoring service which may be of use for

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[48] http://content.tfl.gov.uk/tfl-bus-users-survey.pdf

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		people who use affected routes. More specific detail on the impact on disabled people potential mitigation is provided for each scheme in the scheme-level EqIA.
Gender	Y	Women may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. The proposed changes will have a greater negative impact on women. For example, they may: • Be deterred from using buses because of concerns about crowding. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children and therefore concerns about available space may dissuade some women from travelling.[49] • Where a journey would require interchange, women may face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Women are significantly less likely than men to say that they are 'not at all worried' about personal security while using public transport in London (14 per cent compared with 28 per cent). 34 per cent of women say they are generally worried compared with men (27 per cent).[50] Furthermore, a significantly greater proportion of women had experienced a specific worrying incident in the past three months (37 per cent compared with 28 per cent of men).[51] • Have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Women get paid less than men on average. The median salary in 2016 for a woman in London was £26,277 compared with £36,761 for men. This is partly due to the increased number of part-time positions held by women in London. However, even when looking solely at full-time salaries, there is still a discrepancy in the average annual pay for women and men; the median full-time annual pay for a woman in London is £32,151, compared with £39,927 for a man. [52] The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future. Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of women in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc. TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to

[49] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[50] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[51] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[52] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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| | | be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

TfL, British Transport Police, Metropolitan Police Service and City of London Police introduced a campaign, called Project Guardian, to encourage people to report unwanted sexual behaviour when using public transport. Since its launch in 2013, the number of annual reports has doubled.

Some women may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.

Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.

More specific detail on the impact on women provided for each scheme in the scheme-level EqIA. |
|---|---|---|
| **Gender reassignment** | Y | Passengers who have undergone or are undergoing gender reassignment may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.

The proposed changes will have a greater negative impact on individuals who are undergoing or have undergone gender reassignment. For example, they may:
- Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.
- Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Passengers who are undergoing or have undergone gender reassignment are more likely to have experienced hate crime while using public transport and are more vulnerable to verbal and physical abuse.

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

Some people who are undergoing or have undergone gender reassignment may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but |

		for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from. Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself. More specific detail on the impact on people who share this protected characteristic is provided for each scheme in the scheme-level EqIA.
Marriage/ Civil Partnership	N	TfL does not anticipate that the proposals will have a greater negative impact on individuals that share the protected characteristic of being married/in a civil partnership.
Pregnancy/ Maternity	Y	Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. The proposed changes will have a greater negative impact on pregnant passengers or those with young children. For example, they may: • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses. • Face particular disadvantages as a result of the need to interchange in the course of their journey: ○ The need to travel to a second bus stop may be demanding or difficult for pregnant passengers or passengers with buggies/babies. Women are more likely than men to be travelling with buggies and/or shopping, and to be travelling with children.[53] The bus is perceived to be more child-friendly and educational than other types of transport such as the Tube.[54] ○ Mothers with buggies may face difficulties finding a space on two separate buses in the course of their journey. As a result, they may have to wait longer. Travelling by bus with a buggy and children can be stressful and can on occasion lead to disputes with other passengers over the space buggies take, especially if buggies make use of the wheelchair priority area on buses. ○ Mothers with buggies may rely particularly heavily on buses as providers of step free transport around London. • Have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people

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[53] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[54] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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			who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.
			TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.
			TfL will be introducing new priority seating moquettes on buses to help alleviate the stress and discomfort of finding a seat when needed, as well as introducing inclusive signage. Driver training also includes the requirement to lower the bus for passengers with buggies when boarding and alighting, and to ensure that sufficient time is allowed when onboard for passengers to be seated/find a comfortable position.
			The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.
			Some pregnant passengers or passengers with small children may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they are going to and coming from.
			Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.
			More specific detail on the impact on pregnant passengers or those with small children is provided for each scheme in the scheme-level EqIA.
Race	Y		Black, Asian and minority ethnic passengers may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.
			39 per cent of residents in the 23 affected London boroughs are from Black, Asian and minority ethnic communities, compared with 40 per cent in London as whole.
			The proposed changes will have a greater negative impact on minority ethnic groups, and in particular members of Black, Asian and minority ethnic communities. For example, they may: • Take longer to reach their intended destination because of

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reductions in frequency and/or the need to change buses. 31 per cent of Black, Asian and minority ethnic Londoners indicate slow journey times as a barrier to greater public transport use.[55]

- Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). Black, Asian and minority ethnic Londoners are significantly less likely than White Londoners to say that they are 'not at all worried' about personal security while using London's public transport (16 per cent Black, Asian and minority ethnic Londoners compared with 23 per cent White Londoners). Also 33 per cent of Black, Asian and minority ethnic Londoners say they are generally worried compared with 29 per cent White Londoners. The level of worry rises to 40 per cent among Asian Londoners.[56] Black, Asian and minority ethnic Londoners are also considerably more likely than white Londoners to have felt worried about their personal security in the past three months while using public transport (37 per cent have experienced a specific worrying incident, compared with 30 per cent of White Londoners which increases to 43 per cent of mixed ethnicity Londoners).[57] Black, Asian and minority ethnic Londoners are more at risk of being killed or seriously injured on London's roads, with children in this group being on average 1.5 times more likely to be affected than non-Black, Asian and minority ethnic children. Black, Asian and minority ethnic Londoners are less likely than white Londoners to say that they feel safe from accidents when walking around London during the day (22 per cent Black, Asian and minority ethnic feel 'very safe' compared with 30 per cent White).[58]

- Be deterred from using buses because of concerns about crowding (49 per cent of Black, Asian and minority ethnic Londoners cite overcrowding as one of the prominent barriers to increased public transport use).[59]

- Have to pay more for their journey as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Cost of travel is more often mentioned as a barrier to public transport use by Black, Asian and minority ethnic Londoners (51 per cent). Black, Asian and minority ethnic Londoners are less likely than White Londoners to be in employment (57 per cent Black, Asian and minority ethnic compared with 64 per cent White). They are also more likely to live in households with an average annual income below £20,000 (33 per cent Black, Asian and minority ethnic compared with 25 per cent White).[60] The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future.

[55] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[56] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[57] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[58] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[59] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[60] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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		Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.
		TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.
		Some Black, Asian and minority ethnic passengers may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.
		Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.
		For some communities the bus network is heavily relied upon. TfL will aim to ensure that clear communication about changes is widely shared within different communities.
		More specific detail on the impact on Black, Asian and minority ethnic passengers is provided for each scheme in the scheme-level EqIA.
Religion or Belief	Y	Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. Within the 23 affected London boroughs, 47 per cent are Christian residents compared with 48 per cent London-wide, 13 per cent of residents are Muslim compared with 12 per cent, 2 per cent are Jewish residents (also 2 per cent London-wide), and 3 per cent are Hindu residents compared with 5 per cent London-wide. The proposed changes will have a greater negative impact on individuals that share the protected characteristic of religion or belief. For example, they may • Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses, which in some cases will be a place of worship. • Face greater safety concerns because of the need to travel to,

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		and wait at, a second bus stop (particularly late at night or where it is dark and isolated).
		• Have to pay more for their journey, as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour.
		Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.
		TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.
		The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.
		Some people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.
		Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.
		More specific detail on the impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Sexual orientation	Y	Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals.
		The proposed changes will have a greater negative impact on lesbian, gay and bisexual (LGB) people. For example, they may:
		• Take longer to reach their intended destination because of reductions in frequency and/or the need to change buses.
		• Face greater safety concerns because of the need to travel to, and wait at, a second bus stop (particularly late at night or where it is dark and isolated). LGB Londoners are significantly more likely than heterosexual Londoners to have experienced unwanted sexual behaviour or hate crime while using public transport in London (16 per cent said they had personally

experienced unwanted sexual behaviour compared with 10 per cent of heterosexual Londoners).[61] Significantly greater proportions of LGB Londoners than heterosexual Londoners were subjected to sexual comments (45 per cent compared with 34 per cent) or sexual gestures (29 per cent compared with 19 per cent).[62] LGBT people are statistically more vulnerable to verbal and physical abuse.[63]

- Be deterred from using buses because of concerns about crowding (52 per cent of LGB Londoners cite overcrowding as one of the prominent barriers to increased public transport use).[64]
- Have to pay more for their journey, as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Cost of travel is mentioned as a barrier to public transport use by LGB Londoners (41 per cent).[65]

Many of the above factors will be exacerbated at night-time and in the hours of darkness, and may reduce the participation of people who share this protected characteristic in society, as a result of reduced access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

TfL does not expect crowding to arise as a result of these changes and that peak demand could be accommodated by the proposed revised network. Therefore, restructuring services as proposed is not expected to cause any crowding issues. The network will continue to be monitored following the implementation of proposals to help ensure that an appropriate level of service is provided. This will be done through the monitoring of Oyster and ticket data and roadside surveys.

The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus.
Some people with this protected characteristic may experience greater concern if they have to use a stop further away from the ultimate origin/destination than now, but for some of this group their access distance may be very similar to now, as this depends on where they going to and coming from.

Where possible, interchange locations would utilise bus shelters, which would provide; seating, printed information displaying all routes and maps of the immediate local area, and a Countdown sign displaying real-time bus arrival information, helping to provide an accessible and comfortable waiting environment. As part of the Bus Action Plan, TfL will also look to install real-time digital information at bus stops without shelters, as well as on-board the bus itself.

More specific detail on the impact on passengers with this protected

[61] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[62] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[63] https://www.stonewall.org.uk/lgbt-britain-hate-crime-and-discrimination
[64] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf
[65] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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		characteristic is provided for each scheme in the scheme-level EqIA.
Other – For example, People who are on Low Incomes	Y	Passengers with this protected characteristic may need to change buses or board and alight at different bus stops to complete their journeys as a result of these proposals. The proposed changes will have a greater negative impact on people who share this characteristic. For example, they may: • Have to pay more for their journey, as a consequence of their journey newly exceeding the 'Hopper' fare constraint of one hour. Londoners living in lower income households (below £20,000) are more likely to be: older, disabled, women, Black, Asian and minority ethnic people. The 'Hopper' Fare provides the ability to make multiple journeys within 60 minutes of touching in on the first bus. This would mean that most passengers would not need to pay additional fares when travelling by bus in future. • Face greater concerns about lack of access to information. Londoners living in DE households (social grade D refers to semi- and un-skilled manual workers and E refers to state pensioners, casual/lowest grade workers and unemployed Londoners) (with access to the internet) are less likely than all Londoners (with access to the internet) to access the internet 'on the move' (69 per cent compared with 81 per cent) or at work (37 per cent compared with 66 per cent). They are also less likely to use a smartphone (76 per cent compared with 84 per cent).[66] TfL will seek to ensure that information, regarding the possible impacts of these proposals, is accessible to all users and is concise and easy to understand, in both online and printable formats. TfL will also aim to ensure that information on the planned changes is available at bus stops on affected routes. Given that Londoners living in lower income households are more likely to be: Older (65+), Disabled, Women, Black, Asian and minority ethnic, and that there is overlap between many of these groups, the likely impacts have already been covered for each one. More specific detail on the impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.

[66] http://content.tfl.gov.uk/travel-in-london-understanding-our-diverse-communities-2019.pdf

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Q5. Given the evidence listed in step 2, consider and describe what potential positive impacts this work could have on people related to their protected characteristics?

Protected Characteristic		Explain the potential positive impact
Age	Y	*Older People* Older people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible for those older people, especially those with mobility issues. These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of older people in society, with improved access to key destinations. TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment. More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA. *Young People* Young people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible. These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of young people in society, with improved access to key destinations. More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Disability including carers	Y	Disabled people will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible. These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of disable people in society, with improved access to key destinations.

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		TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment. More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Gender	Y	Women will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible. These factors will improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of women in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc. TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future. More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Gender Reassignment	Y	Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible. These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network. TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future. More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Marriage/ Civil Partnership	N	TfL does not anticipate that the proposals will have a greater positive impact on individuals that share the protected characteristic of being married/in a civil partnership.
Pregnancy/ Maternity	Y	Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.

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| | | These factors will improve journey times to intended destinations and open up new travel opportunities/destinations, via the wider public transport network.

TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would also benefit passengers who do not need to change between buses in future, with a more comfortable waiting environment.

More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA. |
|---|---|---|
| **Race** | Y | Black, Asian and minority ethnic passengers will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.

These factors will Improve journey times to their intended destinations and open up new travel opportunities/destinations, via the wider public transport network, thereby improving the participation of people who share this protected characteristic in society, with improved access to cultural sites, hospitals, places of worship, schools, workplaces, etc.

TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.

More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA. |
| **Religion or Belief** | Y | Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.

These factors will improve journey times to intended destinations, including places of worship, and open up other new travel opportunities/destinations via the wider public transport network.

TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.

More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA. |

Sexual orientation	Y	Passengers with this protected characteristic will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.
		These factors will improve journey times to intended destinations and open up new travel opportunities/destinations via the wider public transport network.
		TfL will aim to improve bus stop facilities – bus shelters with seating and Countdown signs – at interchange locations where required. This would benefit passengers who do not need to change between buses in future.
		More specific detail on the positive impact on passengers with this protected characteristic is provided for each scheme in the scheme-level EqIA.
Other – for example, people who are on low incomes	Y	Passengers with these protected characteristics will benefit as a result of new direct journey opportunities with new links provided on 29 bus routes. This will make the development, employment, health care and the wider community more accessible.
		These factors will improve journey times to intended destinations and open up new travel opportunities/destinations via the wider public transport network.
		Londoners living in lower income households are more likely to be; Older (65+), Disabled, Women, Black, Asian and minority ethnic groups, and that there is overlap between many of these groups.
		More specific detail on the positive impact on passengers with these protected characteristics is provided for each scheme in the scheme-level EqIA.

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Pre-consultation engagement

Q6. How has consultation with those who share a protected characteristic informed your work?

List the groups you intend to consult with or have consulted and reference any previous relevant consultation?[67]	If consultation has taken place what issues were raised in relation to one or more of the protected characteristics?
23 March 2022 – Pre-consultation meeting with: • Campaign for Better Transport (CBT) • Royal National Institute of Blind People (RNIB) • London Vision (LV) • London TravelWatch (LTW)	TfL met with key stakeholders to provide a high-level overview of the central London proposals and listen to concerns about how the planned changes might impact passengers. Key issues identified are set out below. Information – concern was expressed that information on the planned changes, both during consultation and prior to/after implementation, might not be accessible to all passengers. This would include information online and at bus stops and shelters. This may have a greater impact on visually impaired people and those who have limited access to the internet. The importance of TfL ensuring that high quality, accessible information was noted. Bus network accessibility – it was noted that the bus network is accessible unlike some rail transport options. The importance of TfL ensuring future interchanges are accessible for all passengers was noted. Capacity – concern was expressed that the proposals might not provide sufficient capacity, and that this may have a greater impact on older and disabled people who may be nervous about travelling or be more reliant on the availability of priority seating and wheelchair spaces. Travel costs – it was noted that the Hopper fare allows for multiple interchanges within a one-hour period, and that the proposals might increase journey times for some passengers resulting in increased travel costs. Buses pulling up to bus stops flags – concern was expressed that buses do not always pull up to stop flags and that this can impact disabled and older people in particular. The importance of TfL ensuring that driver training adequately addresses this was note.

[67] This could include our staff networks, the Independent Disability Advisory Group, the Valuing People Group, local minority groups etc.

	Audio announcements – options for providing audio information on bus arrivals at bus stops was suggested. A concern was raised that on-board audio announcements are not always audible. The importance of TfL ensuing that appropriate audio information is provided for passengers.
March 2022 – Pre-consultation meeting with: • Independent Disability Advisory Group (IDAG)	TfL met with IDAG to provide a high-level overview of the central London proposals and listen to concerns about how the planned changes might impact passengers. Key issues identified are set out below. Information – concern was raised that real-time information at bus stops is sometimes absent or inaccurate. A request was made for the introduction of improved real-time information across the network. The importance of TfL ensuring that visually impaired people have access to good information on the proposed changed and how journeys could be made in future was raised. Capacity – concerns were raised that changes to the bus network might result in crowding which may have a greater impact on disabled people. Bus stop accessibility – concern was raised that an increase in the provision of cycle lanes and other obstacles can impact disabled passengers when attempting to access bus stops. The importance of TfL working to ensure that bus stops and the pedestrian route between stops are accessible was noted. Change to routes – changes to current routes would be confusing for visually impaired people and it may be difficult for some people to travel in future. Many disabled people may require training or accompanied journeys to learn a new route. Driver training – the importance of good driver training was noted. In particular, it was noted that TfL should ensure that drivers should be given and allow sufficient time for passengers to be safely seated on buses before departing from stops.

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Hackney

Skills Economy and Growth Scrutiny Commission	Item No
21st November 2022	**5**
Item 5 Minutes of the previous meeting and Matters Arising	

OUTLINE

Attached are the draft minutes for the meeting on 20th June 2022.

Attached are the draft minutes for the meeting on 18th July 2022. *The presentation from LBH Employment, Skills and Adult Learning is appended to the minutes on pages 123 - 136*

Matter Arising and Action Updates
SEG Meeting June 22

ACTION 1 Page 82
The Head of Area Regeneration and the Regeneration Manager to provide copies of the written reports from the Dalston and Hackney Central conversation with resident feedback.

RESPONSE
The reports are attached in the agenda on pages 137-190 and the link to the reports are below.
Hackney Central Conversation Report

Dalson Conversation Report

ACTION 2 Page 93
In reference to the point on page 35 (top para on page 35 in the agenda) of the March meeting minutes about recyclable glasses in licensing. The Commission asked officers to provide clarification about the re useability of glasses.

RESPONSE
In licensed premises branded glassware (e.g., for serving beer/lager) are usually supplied for free by the breweries. Operators would then purchase their own CE marked glassware for other beverages such as wine, spirits (tall/short etc). These will go through a glass washer for reuse.

In terms of policy, in the revised Licensing Policy coming next year we will:

- Encourage operators to minimise the use of single use plastics (where not already covered by existing regulations)
- Recycle as much as possible, including glass
- Work towards helping meet net-zero target

ACTION 3 Page 93

In reference to the point made by the Strategic Director for Sustainability and Public Realm on page 36 the March meeting minutes; in response to Members question about anaerobic digestion for to food waste and for venues and licensing being supported by Hackney Light and Power. The Commission asked for an update.

RESPONSE

The council does not currently have any proposals for a local AD plan but early discussions have taken place. Suitable locations for such a plant may be difficult to find but this is the subject of discussions within the HRA team as part of the overall heat networks work considering where sources of low carbon heat can be found. If the practical and contractual issues can be resolved, we can look carefully at the financial implications to see whether this would be a sound investment.

Additionally, the food waste from households and from those commercial contracts we have from local businesses in the borough, is taken to an anaerobic digestion contractor (Biogen) via the North London Waste Authority.

ACTION 4 Page 93

The Overview and Scrutiny officer to confirm the status of the consultation and deadline for response.

RESPONSE

The TfL consultation closed in August 2022. A discussion with TfL about the impact of the proposed changes is under item 6 of this agenda.

ACTION

The Commission is requested to agree the minutes and note the action updates.

Hackney

London Borough of Hackney
Skills, Economy and Growth Scrutiny Commission
Municipal Year 2022/23
Date of Meeting Monday 20 June 2022

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

Chair	**Councillor Polly Billington**
Councillors in Attendance	**Cllr Clare Potter (Vice-Chair), Cllr Gilbert Smyth, Cllr Jon Narcross, Cllr Fliss Premru, Cllr Claudia Turbet-Delof and Cllr Jessica Webb**
Apologies:	**Cllr Steve Race and Cllr Anna Lynch**
Officers In Attendance	**Suzanne Johnson (Head of Area Regeneration), Celine Mionnet (Developer & Business Engagment Manager), Robert Offord (Area Regeneration Manager), Stephen Haynes (Strategic Director- Economy, Regeneration and New Homes) and Aled Richards (Strategic Director Sustainability and Public Realm)**
Other People in Attendance	**Councillor Mete Coban MBE (Cabinet Member for Environment and Transport), Councillor Guy Nicholson (Deputy Mayor for housing supply, planning, culture and inclusive economy) and Councillor Carole Williams (Cabinet Member for Employment, Human Resources and Equalities)**
Members of the Public	
Officer Contact:	**Tracey Anderson** ☎ 020 8356 3312 ✉ tracey.anderson@hackney.gov.uk

Councillor Polly Billington in the Chair

1   Election of Chair and Vice Chair

1.1   Following the nomination of Cllr Polly Billington to the position of Chair. Cllr Billington was duly elected Chair of the Skills, Economy and Growth Scrutiny Commission.

1.2   Following the nomination of Cllr Clare Potter to the position of Vice-Chair. Cllr Potter is duly elected Vice-Chair to the SEG Scrutiny Commission.

2   Apologies for Absence

2.1   Apologies for absence from Cllr Anna Lynch and Cllr Steve Race.

2.2   Apologies for lateness from Cllr Guy Nicholson and Cllr Fliss Premru.

2.3   Virtually in attendance were:

Councillors
- Cllr Carole Williams, Cabinet Member for Employment, Human Resource and Equalities
- Cllr Mete Coban, Cabinet Member for Environment and Transport

Officers
- Suzanne Johnson, Head of Area Regeneration
- Robert Offord, Area Regeneration Manager
- Celine Mionnet, Developer & Business Engagement Manager Area Regeneration
- Andrew Munk Head of Employment, Skills and Adult Learning
- Aled Richard, Strategic Director Sustainability and Public Realm.

3   Urgent Items / Order of Business

3.1   A change to the order of business. Item 6 was taken before item 5.

4   Declarations of Interest

4.1   No declaration of interest.

5   Lead Architect for Hackney Town Centre Site Regeneration Programme Contract Award

5.1   The Chair welcomed to the meeting Suzanne Johnson, Head of Area Regeneration and Robert Offord, Area Regeneration Manager from London Borough of Hackney. Also in attendance was Stephen Haynes, Strategic Director – Economy, Regeneration and New Homes and Celine Mionnet, Developer & Business Engagement Manager - Area Regeneration from LBH.

5.2   The Chair explained this item follows on from the Commission's discussion last municipal year. The Commission looked at the council's approach to consultation and engagement with the community when developing regeneration programmes.

5.3   The Chair highlighted this item is to understand how the contract award reflects the insight drawn from the consultation programme.

5.4   The Head of Area Regeneration commenced the presentation and made the main points below.

5.4.1   The officer recapped on the questions asked by the Commission sent in advance.
Question 1: How will the contract meet and reflect the criteria and ambitions of the council for Hackney Town Centre Regeneration?

Question 2: How the consultation and engagement related to Hackney Central will be reflected in the contract - balancing the needs and interest of the council, local residents and businesses?

5.4.2   This relates to the pending cabinet procurement and insourcing committee report to appoint the lead architect for the Hackney Central and Dalston town centre site programme.

5.4.3   In September 2020, the Council's Cabinet agreed to commission a development feasibility studies for some Council owned sites in Dalston and Hackney Central.

5.4.4   The town centre sites programme (TCS) consists of nine sites mainly in Council ownership. Four are in Hackney Central and five are in Dalston.

5.4.5   Following Cabinet's approval in 2020 the team commenced the process to appoint a lead architect and design team to complete the feasibility study. This process commenced in 2021.

5.4.6   The report recommending the preferred architect and design team will be considered by CPIC in the coming weeks.

5.4.7   The programme is at a very early stage, with initial site feasibility work due to commence in summer 2022, subject to the contract award.

5.4.8   The feasibility work is looking at the individual sites and constraints in the context of opportunities and coming up with some high-level design options for the sites.

5.4.9   The feasibility studies will establish if different and/or new uses can be located on the sites (identified in the Local Plan) to support and strengthen our town centres, deliver new homes, jobs, workspace and other uses, and deliver income to the Council to support Council service delivery in the future.

5.4.10   This will consider how they can achieve wider objectives in terms of new homes, jobs, improved town centres and look at financial opportunities for the council.

5.4.11   The key policies and plans that support the approach and foundation for this work are:
- Hackney Community Strategy (new homes, affordable workspace, sustainable transport, inclusive economy)
- Inclusive Economy Strategy (supporting town centres and businesses, creating workspace and jobs)

- London Plan (this mentions Hackney Central and Dalston as areas for regeneration in London and Major Town Centres)
- Local Plan (Borough growth strategy, town centres focus for new homes, jobs and commercial space)
- Draft Dalston Plan (Supplementary Planning Document) / (planning guidance for the sites)
- Hackney Central Masterplan (Supplementary Planning Document) (planning guidance for the sites)
- Emerging Climate Action Plan (CAP) (ensuring the Council's CAP objectives are built into the programme)
- Housing Strategy (delivery of new high-quality homes and genuinely affordable homes)
- Feedback received from residents and businesses via community engagement and consultation in Dalston plan and Hackney Central master plan.

5.4.12   In relation to the tender requirements and the evaluation process. The criteria for these covers:
- Demonstration and delivery of social value, inclusion, diversity and sustainability
- In depth understanding of Hackney and the town centres
- Experience of working with local authorities, businesses and residents to deliver positive and inclusive outcomes
- An approach to design development and community engagement that will reflect the diversity of Hackney's communities and makeup of the town centres.

5.4.13   In relation to question 2. The officer explained the process of engaging and listening to residents and communities is fundamental to the approach taken when developing documents, projects and plans that will shape places and neighbourhoods.

5.4.14   The tender brief for the lead architect was informed by:
- Relevant Council policies and plans noted above.
- Community engagement and consultation in Hackney Central and Dalston
- Feedback from the Hackney Central Community Panel.

5.4.15   The key attributes being drawn out of the tender evaluation process they are looking for are inclusive design, sustainability, community engagement, and knowledge and understanding of Hackney's communities.

5.4.16   The preferred bidder submitted a community engagement proposal as part of their bid which will be delivered as the feasibility studies progress.

5.4.17   The lead architect team will have dedicated community engagement resources.

5.4.18   The Council will work with the lead architect and design team to support and oversee the community engagement, and the feasibility studies and design development, in order to inform the approach taken to each site and balance the needs and interests of the Council, residents, and businesses.

5.4.19   We will also use our networks, future Council engagement opportunities, community panels, and the extensive feedback gathered through the Hackney Central and Dalston Conversations in the development of the Hackney Central Town Centre Strategy.

5.4.20   As the Council enters the next phase of detail the commitment is there to ensure they involve the communities of Dalston and Hackney Central.

5.5   **Questions, Answers and Discussion**

(i)   **In relation to the Hackney Central site Members asked about the feedback from the community in relation to density and number of units? Members queried what makes the site viable in terms of density? Members also asked if the council is considering gentle density, creating street squares and blocks with clear backs and fronts.**

(ii)   **Members asked about the outcomes from the consultation and engagement. Members wanted to hear about the data collated from the consultation and engagement.**

(iii)   **Members pointed out it was not clear what data was used to inform the decision making for the award of the contract for the architect. Members appreciated there will need to be more engagement by the architect, but Members wanted a clear understanding of how the research has been conducted and how this has helped to inform the decision to appoint the architect. Members also asked what does the council understand or have insight about in relation to the wants and needs of the communities?**

In response the Head of Area Regeneration explained in relation to density the site information is not referencing density. The information about density is in the local plan. The sites outlined are all referenced in the local plan and therefore have been allocated an appropriate density figure. The officer highlighted the feedback in relation to density is publicly available.

In relation to the Dalston community feedback this is public information. The officer informed the Dalston conversation report is published on the council website. The latest consultation report from the last version of the Dalston plan is scheduled to be published shortly. The Planning Team are leading on the Dalston Plan consultation. In relation to the concerns raised in the consultation and Dalston conversation they were noted to be:

- Residents want more enhanced walking and cycling routes in Dalston and opportunities to make the area more walkable, pedestrianised and cycle friendly
- Protecting and enhancing local assets (the market & curve garden
- Antisocial behaviour concerns around Gillette Square and the old market
- Expensive homes being built and not affordable to the local community

- Expensive food offer and businesses. They would like an accessible offer to everyone in Dalston
- The lack of green space in Dalston
- Lack of affordable housing.

The Area Regeneration Manager provided an update on the feedback received in relation to the Hackney Central consultation. The consultation received 2000 responses.

The work in Hackney Central that has informed the brief for the work and the architect identified 7 priorities for Hackney Central, ranging from supporting the local economy to accessing high quality green spaces, transport, community safety etc.

Following this information they have undertaken bespoke engagement events from October 2021 to March 2022 to inform the regeneration strategy in Hackney Central. At stage 1 they gathered over 1000 comments and at stage 2 gathered a further 530.

The comments have been distilled because many were from conversations or dropped into their website. They are set into 5 distinct missions. The key areas of concern identified from the Hackney Central conversation and the events they have done for the Town centre strategy and the regeneration strategy are:

- Antisocial behaviour and Crime – tackling those issues that affect people's daily lives in Hackney Central.
- Transport - They reflect on the highways and safety issues associated with transportation and movement around Hackney Central.
- Air quality - air quality and the longer term health impacts of the environment.
- Affordability in all areas – access to affordable high quality food and housing.

(iv)   **Members commented that this information is the level of detail they wanted to see. This information is helpful for them to be able to interrogate the Council's work on regeneration. This information can help members to scrutinise the meaning of an inclusive economy and the economic development programme. Supporting the Commission's work to identify how it meets the ambitions of their communities as well as the Council's legal obligations. Members commented these are the priorities the council needs to balance when considering economic growth whilst retaining the economic values and benefits in the community.**

(v)   **Member commented although density is predetermined by the local plan this did not mean it would not come up as an issue later in the process. Members wanted to understand how this was planned for.**

(vi)   **Members asked if the feedback from residents was discuss with the architect and if it has informed the decision in relation to the recommended contractor? Members wanted assurance that the discussion with the architect did not just focus on the process but the**

findings too. Members also asked how the contractor responded to this information?

The Head of Area Regeneration confirmed they did share the feedback information with the bidding architects, and they have recommended an architect. The architect was required to consider the site information and community concerns. In essence this was factored into the decision-making process. The officer informed there will be a constant reminder to the architect of the issues that have been raised. This is an opportunity to think about the sites and to consider how they can use these spaces to create more green space.

The Strategic Director – Economy, Regeneration and New Homes suggested as to help with the provision of information to the commission they set up pre meets to ensure the information presented meets the requests from the Commission. The Director was keen to ensure the information presented meets the needs of the commission.

(vii)   **Members asked if the volume of responses was typical for this project size and type of consultation?**

(viii)   **Members asked if there were minimum standards for the next stage of the consultation in respect of to the council's expectations about consultation response, breath of the consultation, numbers etc.**

The Head of Area Regeneration informed the response rate for Hackney Central was above the level they have received before for similar documents produced. The officer pointed out the conversation platform was online this enabled people to leave comments online and look at the map of the area. This was also used for the Dalston conversation too. People were able to highlight what they liked, did not like and problem areas. The council viewed this as positive, and they were pleased with the number of responses received. The officer reiterated this this process was ongoing and that there would be more consultation and co-design in relation to the town centre work. The officer hopes the council will receive more response in the future and they anticipate there will be more nuances as they develop the detail in the programme. The officer confirmed the architects would be asked to factor in a certain number of engagement events and to work with the community on certain aspects of the programme.

The officer highlighted they have not asked for a certain number of responses because the engagement is likely to be conversational and more of a discussion with residents and stakeholders as opposed to just form filling. The level of detail when they consider each site can be complex so their aim is to get people more interested in the process. The objective is to capture this in more discursive discussion that are a dialogue and conversation.

The Area Regeneration Manager added the council has been pleased with the number of responses from the various forums they have made available to people. The number of responses seem to be increasing with each engagement, so this appears to indicate that they are connecting and engaging with more people each time.

The officer added it was not just about breath but depth as well. Especially when talking about issues that are not yes and no answers. Officers have been trailing over the last period new ways to connect with people who do not traditionally get involved in the council's engagement processes like people who are not digitally connected or young people.

The officer informed the contract does not specify a written number of expected responses for completed surveys. They have selected a team that has an very innovative and a bespoke approach for this programme. The resident communication will remain with the council, and this will be in partnership with the council so they can hear first-hand the response shared.

(ix)   **Members queried the size of both sites. Members referred to the local plan page 16 and referenced "self-custom built housing mass development of 0.25 hectares or should seek to make business for service plots of land in our self-custom-built housing" and asked would this be applicable to either of the sites?**

In response the Head of Area Regeneration confirmed it could be applicable but a custom or self-build in this situation would require the local authority to devolve construction and ownership (not design) of the sites to a community self-build organisation. At this stage in the process, it is too early to say if this would be a possibility or not. The purpose of the feasibility study is to help identify if we (the Council as the landowner) are of the view the sites can be taken forward, are viable and will provide a benefit to the community. After that point there would be a number of ways to progress, and self-build could be an option they keep on the table.

(x)   **Members referred to the consultation and engagement to date and recognised the need to get granularity from the community not just having a set number of responses. Members asked how offices would measure a successful consultation and engagement process? Members asked them to identify one that they would eliminate or replicate (that they had either taken part in or observed / noted from somewhere else) that would give the kind of outcomes they are looking for?**

In response the Area Regeneration Manager explained they had asked this same question to the consultation teams during the interview for the tender process. The officer advised they were happy with the response they received from the recommended team and the way they've worked with other local authority clients to engage with residents.

The officer pointed out the council does have a specialist engagement team within the organisation that advises on communication and connecting with residents. They consult this team to help with benchmarking the right approach and process.

The officer added diversity is a key issue. They will continue to monitor the responses they receive from the different forum and different ways in which the information is shared by people with the council. There is monitoring for

the digital forums, but it can get more challenging to monitor in other forums like a post -it-note workshop.

The officer informed the Hackney Central Community Panel is consulted before they print any engagement material to ascertain whether the tool and technique they propose to use will connect with resident and businesses. This forum has been a valuable source of insight to check if the publication is good, if anything is missing or if a cohort is unlikely to engage e.g., young people. The process of reviewing, evaluating and improving will be used for this work.

(xi) **Members asked if this was the first time the council had set up and used a community panel for the Dalston and Hackney Central regeneration plans as a sense check for community engagement?**

In response the Area Regeneration Manager replied he could not confirm for Dalston but could confirm the Hackney Central panel was formed a year ago. This has proved to be a value tool for officers and hopefully the residents and stakeholders too in shaping the last round of engagement and consultation tools for the Regeneration strategy. This seems to be the correct direction of travel.

(xii) **Members referred to the concerns raised about green spaces and asked about the long-term plans for the Dalston Curve Garden?**

(xiii) **Member asked about the issue of affordability in relation to housing.**

(xiv) **Members pointed out that Hackney's pledged to be a right to food borough. Member asked what considerations were being made for land use to support the access to food considering that land is a limit resource in the borough?**

In response the Head of Area Regeneration explained the council's policy and approach to the Dalston Curve Garden, open space in Dalston and new housing is set out in the Local Plan and the draft Dalston Plan. These plans are currently available on the council website.

The officer highlighted that the Curve Garden is a protect asset and protected space in the plan.

In response to the question about housing the officer explained they have a planning policy approach to affordable housing and a higher requirement in relation to affordable housing is placed on publicly owned land. The Council would need to adhere to these requirements as they develop the town centre sites and as they put forward the design and policy proposals for the town centre sites. The officer informed for the Town Centre sites they do not know the numbers or the percentages of affordable housing at this time. The planning framework in relation to these requirements is set out in the Council's Local Plan and draft Dalston Plan. The council and the architects will be adhering to these as they begin the early design process.

(xv) **The Chair thanked officers for their contributions to the discussion. The Chair commented that the content of the consultation and**

engagement is of particular importance to the commission so they can monitor how regeneration achieves the goal of an inclusive economy. The Chair asked officers to share the resident feedback in written form so they can review them in detail and make recommendations if necessary. This will also enable them to consider how the council is delivering in relation to the ambitions and aspirations of the communities.

ACTION	Head of Area Regeneration and Regeneration Manager to provide the information about resident feedback shared in written form to the Commission.

6   Overview of Cabinet Members Priorities for the New Administration 2022-2026

6.1   The Chair welcomed to the meeting Cllr Guy Nicholson, Deputy Mayor for Housing Supply, Planning, Culture and Inclusive Economy, Cllr Carole Williams, Cabinet Member for Employment, Human Resource and Equalities and Cllr Mete Coban, Cabinet Member for Environment and Transport. Also in attendance was Aled Richards Strategic Director Sustainability and Public Realm and Stephen Haynes Strategic Director Economy, Regeneration and New Homes from LBH.

6.2   The Chair outlined the request from the Commission to the Cabinet Member in attendance. In summary the Commission was asking for an overview of their high-level plans and commitments over the next administration (4 years). In the areas of:
   •   Supporting Hackney to recover
   •   A green deal for Hackney
   •   Thriving high streets and neighbourhoods.

6.3   The Chair recapped on the remit of the Skills, Economy and Growth Scrutiny Commission. The Commission's remit covers employment and skills (including adult learning), effects of macro-economic change, infrastructure developments for transport, licensing for residents and businesses, planning for businesses, large scale schemes and economic regeneration, libraries, and voluntary and community sector.

6.4   The Chair explained this discussion would provide the foundation of the scrutiny commission's monitoring and continued dialogue with SEG in relation to moving from a manifesto pledge to service delivery.

6.5   The Chair asked the Cabinet Members to outlined what pledges were made and why. Also, the plans for implementation for the commitments.

6.6   The first Cabinet Member was Cllr Williams Cabinet Member for Employment, Human Resource and Equalities. Cllr Williams made the following main points:

6.6.1   The Cabinet Member explained there are several manifesto commitments in her portfolio. The Cabinet Member explained in the last administration significant progress was made in relation to the employment and skills agenda. The aim is to continue to deliver good opportunities for Hackney residents in relation to employment and skills. The Cabinet Member highlighted in addition to the work they have achieved there is more work to be done and further areas of work they will need to progress.

6.6.2   In relation to the manifesto commitment related to building wealth and creating opportunities to enable residents to be the first to benefit as the economy reopens and recovers. The Cabinet Member informed they have a good foundation to build on. They have an Inclusive Economy Strategy and the Hackney Works Team who continue to adapt to the current working environment and challenges as a result of the pandemic. They have extended meeting and training spaces at the 3 opportunity hubs in addition to adding new IT facilities. There has also been a roll out of adult skills assessments at the hubs.

6.6.3   The Cabinet Member highlighted working alongside the Mayor they have met with Ukraine guests under the 'Home for Ukraine scheme' to speak to them and their hosts about the challenges they are facing and their support needs. As part of the Home for Ukraine scheme officers have been doing work to consider how they can support Ukraine refugees. Particularly in relation to acquiring English language skills. Pointing out many of the guests have a huge amount of experience that is relevant to Hackney's labour market. However, a barrier and gap is English language skills. Over the summer and the next few months, the council will be putting on English language skills / ESOL classes. This will be for all refugee communities.

6.6.4   The council is building on work integrating the adult learning with the employment and skills.

6.6.5   A programme has been developed for the festival of learning this is offering taster opportunities. This will give residents insight into the courses available through the adult learning programme. They held approximately 30 taster sessions. This also helped the service area to get an understanding of the types of courses residents want and the demand so they can tailor the courses. Last year a new prospectus for adult learning classes was produced. They anticipate being able to provide more information about demand later in the year.

6.6.6   In relation to the manifesto pledge that aims to build on their highly successful employment pathways programme. They did a lot of work in relation to supported internships and adult internships. In previous years they also had the Hackney 100 paid work experience programme for young people in school and sixth form. In the manifesto they have pledged to redeliver these programmes and review the paid work experience programme.

6.6.7   The council commenced the Kickstart programme. 230 businesses sign up. They have delivered a total of 260 places. Although they cannot deliver a kickstart placement to all the residents the Council has been in contact with approximately 1000 residents. This has given the council insight into the

residents that require entry level support. Over the last administration they collated insight about the demand for the various employment programmes. Throughout this year the service area will be gathering further data and tailoring the program to resident needs.

6.6.8   The Cabinet Member highlighted there are lots of commitments around SEND. The Cabinet Member remains committed to delivering paid opportunities for young people (in the borough) with special educational needs and disabilities. The Cabinet Member expressed a desire to work more closely with the Cabinet Member for Families, Parks and Leisure to deliver more placement opportunities / programmes.

6.6.9   The Council has operated its own supported internship programme within the council. The council has also worked in partnership with Homerton Hospital. A cohort will be graduating later in the month. There is more they can do and Hackney Parents would like to see the council do more not just for the younger residents but the older residents too. The objective is to offer placements for older residents who continue to have challenges in the labour market. Creating a larger programme that delivers more opportunities to residents. The Cabinet Member explained this cohort will always find the labour market challenging and the council needs to use all its levers across the partnership to deliver on paid employment opportunities.

6.7   **Cllr Coban Cabinet Member for Environment and Transport** made the following main points:

6.7.1   The primary area of in his portfolio relevant to the Commission's remit is transport but as noted in the earlier discussion with the Cabinet Member for Employment, Human Resource and Equalities part of his portfolio does covers some aspect of the green skills and job. This update focused on transport and some of the wider priorities of the administration about the new green deal.

6.7.2   Hackney has committed to a new green deal. This relates to a £50 million pound investment to help reduce energy bills and tackle toxic air pollution.

6.7.3   One of the priorities will be bringing into place their net zero climate action plan. This plan will bring together the strategic actions the council will take to reach their net zero ambition by 2040. Hackney has a very ambition plan that sits alongside successful delivery of decarbonisation efforts. It is anticipated they will be able to demonstrate more progress in the autumn of this year. The Council is scheduled to commence a public consultation in Autumn 2022. The Cabinet Member highlighted the Commission may wish to consider their partnership plans with stakeholders and businesses. The key objective is for the climate action plan to be a joint ownership with residents and businesses. The Cabinet Member did not want this plan viewed as just Hackney Council's climate action plan. They want different services, businesses, and stakeholders to take ownership of the climate action plan too. The Council held a citizen assembly earlier in the year and various engagement events. The aim is to continue this.

6.7.4   The next key priority for the Cabinet Members portfolio is transport related to reducing traffic. The commitment is to reduce traffic by 15% by 2026. This is specifically looking at main roads. Following the roll out of low traffic

neighbourhoods over the last 2 years. There has been a reduction of 2% of traffic on the main roads but recognise some roads have been disproportionately impacted. So, the focus for the next 1-2 years will be to look at the strategy for main roads and how they can reduce traffic further on Hackney's roads.

6.7.5   Linked to the transport work is the green infrastructure. This is reviewing the public realm to ensure their pathways and pavements are accessible. Hackney wants to ensure neighbourhoods are liveable and people enjoy their streets as they walk home. The pandemic illustrated the importance of green spaces, so they want to ensure their neighbourhoods are fit for purpose.

6.7.6   In relation to practical policies, they have recently implemented dock less bikes. This is to ensure there are alternative methods of transport and to discourage car use in the borough. Critical to this is to ensure they also have a good bus network. The council has launched a campaign against the TFL cuts to the bus network in Hackney. The Cabinet Member expressed it is important to continue to push against the cuts. The bus network is extremely important for working class residents in Hackney because they do not have an extensive tube network in the borough. Particularly in the east of the borough where there is a lack of connectivity.

6.7.7   A key area of challenge in Hackney is cycle storage. There are a number of people who commute in Hackney that cycle and as lead borough for cycling the council recognises it does not have enough storage space. An area of focus for the next year is to make sure they have adequate cycle storage spaces. The aim is to reduce the waiting list of 5000.

6.7.8   A key area of focus will be low traffic neighbourhoods (LTNs). The council has made several LTNs in the borough permanent. The Council has also committed to a consultation and to make improvements to some of the LTNs, to consider the changes and make sure the process is inclusive. The council wants to learn from its mistakes to ensure they are listening and engaging with people.

6.7.9   The council also wishes to increase school streets. Hackney has the highest number of school streets in London and the UK. There are 48 school streets covering 51 schools. Primarily these have been around primary schools and have been successful. The aim is by the end of this administration to have a school street for all secondary schools in Hackney. Within the next 2 years to achieve half the number of secondary schools.

6.7.10   The Strategic Director Sustainability and Public Realm added their main consultation will be engaging with local businesses and how they can achieve net zero. The Director highlighted that a partnership with businesses in the high streets will be critical to ensure they achieve their net zero targets within the desired timescales in the borough.

6.8   Cllr Guy Nicholson, Deputy Mayor for Housing Supply, Planning, Culture and Inclusive Economy made the following main points:

6.8.1   The Cabinet Member's role focuses on delivery in relation the administration manifesto commitments for inclusive economy and regeneration.

6.8.2   The regeneration element brings together everything related to place. In relation to Members points earlier about the 15 minutes neighbourhood. This is focused on that. Learning from the experience of the last 2 years. To advance the work the council is bringing together a new division. The brings together all aspects of regeneration. This division will include new homes and everything around economic development, employment, skills, place-based regeneration and all the Councils assets. There will be better alignment between the assets the council held in its general fund portfolio, property portfolio and housing revenue portfolio and the use of those assets. Either as workspaces, business spaces, cultural spaces or new homes. There are several workstreams related to these areas that will come together.

6.8.3   This will be led by a new Group Director who is due to start shortly. The Cabinet Member highlighted this will mean a new regime for the service areas this scrutiny commissions reviews and monitors.

6.8.4   In relation to delivery item 6 on the agenda is one example of the regeneration work happening in Hackney's town centres. Linked to this is a workstream focused on local businesses around the future and potential development of town centres.

6.8.5   Under the work of potential development this will consider how many new council homes can be delivered along with workspaces (including looking at the types of workspaces).

6.8.6   Included in the Hackney Central plan is 55 Morning Lane. This site will be put forward to consider the plans for a new direction for the site.

6.8.7   Under the Planning section there has been a planning workstream in Stamford Hill. This will continue following a successful public consultation period. A similar process will follow for Shoreditch, and this will have an area action plan too.

6.8.8   There will be two new plans coming forward in the next 2 years. They will be Homerton and Clapton area plans. Clapton's plan will be an area-based plan. The Homerton plan will focus on Homerton Station and the environment to the north and south of the railway line travelling towards Hackney Central.

6.8.9   There will be further work in Hackney Wick related to the economy. This is in relation to the transfer in 2025 of authority from the development corporation back to local authorities. The boroughs of Hackney, Tower Hamlets, Newham and Waltham Forest. There has been a strong partnership in place that continues to be led by Hackney. This involves the planning powers being returned from the Mayor of London back to local authorities in 2024 and following that a restructure of the current development corporation into a local entity. There will be a business and economic development piece within the Olympic Park (the Hackney section of the Olympic Park). Following the investment and growth in Hackney Wick

6.8.10   In relation to the new green deal, the green economy and the circular economy there is a programme of business development and support initiatives that is currently engaging with local businesses around the borough over the

next 3-4 months. This will define the green economy and what a circular economy actually means for local businesses. Hackney has local businesses looking at the practicalities of making a circular economy recycling plastics back into the supply chain into lasting furniture, for example such as product design and the technologies behind that.

6.8.11   In relation to the community wealth build manifesto the Council's focus in terms of procurement is to see if it can produce co-operative led business models to deliver services. Co-operatives business models that are led, owned and enabled by the council public service entities delivering services for residents. Equally the council (the Mayor included) is focused on how they encourage cooperative business models and social enterprise business models into the wider local economy and how they can promote and encourage that going forward. This is all very important and under pins the work on the inclusive economy objectives. Taking into consideration the economic challenges the focus is on support enterprise, entrepreneurship, good ideas and innovation. The initial plan was to cover reopening but now reacting to the challenges like stagflation (at best) or recession (at the worst).

6.9   **Questions, answers and discussion for Cllr Williams Cabinet Member for Employment, Human Resource and Equalities.**

(i)   **Members asked if ESOL can be advertised in other languages so people can access them e.g., in Spanish, Turkish etc?**

(ii)   **Members asked how many young people have accessed the Kickstart programme across Hackney and how many have obtained paid employment?**

(iii)   **Members referred to the Building Better Hackney Report published in July 2021. Making 43 commitments to residents, businesses, and voluntary groups. Members asked how this fits with the Council's current pathway?**

(iv)   **Members referred to the Cabinet Member's comments about was finding ways to offer opportunities to residents who find it difficult in the labour market. Members asked about the green skills agenda and the work to build on from the previous work and developing skills.**

(v)   **Members asked about the length of paid work experience on the programme and how many were apprentice grade?**

(vi)   **Members asked about green skills in relation to community engagement and jobs and how it linked to the council's recycling target.**

In response the Cabinet Member for Employment, Human Resource and Equalities explained they use various channels to advertise the classes. They work with community-based groups and voluntary services across the borough to make referrals. They do not advertise in non-English resources across the council. They rely on referrals and their relationship with the community and voluntary sector groups as their outreach into the community. The council also has their own tutors who work closely with the community groups, and they have established relationships. In the Cabinet Member's view these were the

most effective ways to advertise the course instead of putting out printed or digital (online) material.

In response to the question about the Building a Better Hackney report the Cabinet Member explained there is an overlap with all the documents including the Inclusive Economy Strategy. The Cabinet Member did not have a copy of the report at the meeting so offered to provide a response if there is a digression. However, the Cabinet Member pointed out the key area that will be different is special education needs and the work they do in relation to the supported internship programme.

In response to the question about the Council's work on net zero and green skills the Cabinet Member highlighted this was discussed at SEG late last year. But there is more work they need to do to work out the delivery to those commitments. This will be a joint piece of work that crosses over all 3 Cabinet Members portfolios. Therefore, they can come back later in the year with more detail about the delivery.

In response to the question about Kickstart there were 168 placements. They were oversubscribed to the number of placements available.

In relation to apprenticeships in the apprenticeship network they have 168 businesses that are delivering 198 apprenticeships through the network.

The length of the paid work experience this was a set number of hours over any period of time. This was to make it suitable for the business and the young person. There was no timeframe specified they only specified the number of hours.

The Head of Employment, Skills and Adult learning confirmed the number of hours was a minimum of 70 hours.

(vii)   **Members reiterated the question about the community engagement jobs around the recycling target and asked about the plans to develop these alongside the skills required for these jobs?**

In response the Cabinet Member advised this question would be better directed to the Cabinet Member for Environment and Transport.

In response to earlier question about Kickstart the Strategic Director – Economy, Regeneration and New Homes from LBH added 44% were retained within their host organisation and 20% secured employment elsewhere. This is the breakdown of the 168 reported by the Cabinet Member.

(viii)   **Members asked how this compares nationally and generally to other work programmes in terms of retention?**

In response the Head of Employment, Skills and Adult Learning said he was unable to provide comparisons figures at the meeting but would be happy to provide some bench marking information after the meeting. The officer pointed out that by the council acting as a gateway they attracted more businesses to retain people after the 6 months government funding.

(ix)   The Chair emphasised the importance of knowing what difference the council's involvement makes to a scheme. The Members pointed out that if the council acting as a gateway makes a difference to engagement of by businesses this is worth highlighting as money well spent. Therefore, it is important to understand what material difference the council's involvement makes on the work programmes and therefore bench marking is important.

6.10   Questions, Answers and Discussion for Cllr Coban Cabinet Member for Environment and Transport

(i)   Members referred to the plans to roll out more electric charging points across the borough and pointed out some residents with electric cars have commented on the lack of designated bays and lamp column charging points. The Member explained nonelectric cars were parking in the spaces and preventing the electric cars from charging.

(ii)   Members asked about the Hackney green homes programme that will be rolled out in the autumn covering insulation, efficiency and energy measures. The Members referred to the Government's plans to provide grants of up to £6000 for air source heat pumps. Members asked how this will fit within the mix that Hackney Council is offering.

In relation to the above question as a point of clarification, the Chair informed the Commission's remit covers the impact on businesses and the economy not how it impacts on residents as tenants or homeowners. Highlighting that the Living in Hackney Scrutiny Commission deals with homes as experienced by residents. Therefore it's the commission's remit to focus on how electric charging drives the workforce, skills, economy and growth. Consequently the question in relation to green homes should refer to the assessment has been made of that programme to skill up our workforce and grow the economy in relation to achieving net zero.

(iii)   Members referred to cargo bikes and commented they are important for achieving that last mile delivery and to support businesses to achieve net zero. However, they require large storage space, and it is assumed will be more difficult to store. Members asked if they can be stored in the cycle hangers?

(iv)   Members asked how the data about cycling in Hackney is collected?

(v)   Members referred to the residents who cannot afford the cost to purchase bicycles or the charges for hiring docking bikes due to the cost-of-living crisis. Members asked if it would be possible to make the charge / cost more affordable to encourage more people to cycle?

(vi)   Members referred to the citizen assembly and asked about the decision making in relation to engagement with residents.

(vii)   Members highlighted that residents have raised concern about the challenges with LTNs and having affordable or culturally appropriate

shops within walking distance. Members asked about the development of 15-minute neighbourhoods.

(viii)   **The Chair asked how the council can ensure the economy can meet the needs of residents where land values and house prices have impacted on local valve and are driving-up business rates making it difficult for local businesses.**

In response to the question about dock less bikes the Cabinet Member for Transport and Environment advised the council has announced that residents on lower incomes can apply for a 50% discount for dock less bikes. This should address the concern raised about the cost of bike hire. The council will continue to monitor the uptake, usage and demographics. If they want to make cycling accessible it is key to make sure its affordable. The Council is happy to announce their partnership with Lime and the offer to help residents who need this support. Linked to this the council is committed to ensure every child by the age of 10 years receives cycle training to encourage long-term behavioural change. It is reported that because of school streets 51% of children are now cycling to school.

In response to the question about electric charging points the council's aim is to deliver 1500 by 2026 and 3000 by 2030. The council will be confirming the operators who will roll out the electric vehicle charging points. There will be various electric charging points ranging from lamp columns to rapid chargers. This will be the largest area-based rollout in the country. Coinciding with this will be the parking enforcement plan. The Parking and Enforcement Plan went out for consultation last autumn. The aim is to ensure they have an adequate number of parking spaces to go with the roll out of the electric vehicle charging points. The council will be keen to establish a full engagement plan, so they do not randomly select spaces without consultation with residents. The Cabinet Member expressed after the official announcement his desire is to work with local ward councillors to identify areas in their Ward where they can place vehicle charging points. The Council also wishes to place electric vehicle charging points on every estate within Hackney.

In response to the question about green homes programme the council had recently announced the Hackney Community Energy Fund. This is an initial investment of £300k to help support schools to reach net zero. The aim is to help reduce energy bills and to tackle the climate crisis. A key part of this will be the jobs that this creates. The partnership with Stokey Energy (who worked with Stoke Newington Secondary School) means not only is the energy community owned but also the workers installing the energy are local people, thus creating green jobs. In addition, the energy workshops the council facilities also aim to ensure they are creating green jobs and the initiative is local. The Cabinet Member outlined there is more work to be done to measure the success of the programme.

In response to Members questions about the cargo bikes the Cabinet Member informed last year the council launched the zero emissions network with Islington and Tower Hamlets boroughs. The council is the first in the UK to have a cargo bike sharing scheme in 3 different locations. The council wishes to broaden the scheme and commits to an additional 12 locations across the

borough. This is to help support residents and businesses with transport emissions.

In response to Members questions about the citizen assembly and decision making. The first citizen assembly was held in March 2022, but this was held online because of covid restrictions. The Council is committed to doing citizen assemblies but more localised assemblies. In terms of their role in decision making and how they affect decision making. There is no formal decision-making process following this consultation, but this information is used to help shape the council's thinking about the methodology of citizens assembly.

The Cabinet Member wrapped up by urging the Commission to consider holding a meeting with TfL to review the future proposals for Hackney's bus network.

The Chair added the commission might also explore further the concerns about affordable and cultural appropriate shops because it is at the heart of an inclusive economy and how the council achieves net zero.

6.11   **Questions, Answers and Discussion for Cllr Nicholson Deputy Mayor for Housing Supply, Planning, Culture and Inclusive Economy**

(i)   **Members referred to local businesses needing support to retrofit to meet the fabric first standards. Members asked how businesses will be supported to do this work? Members commented currently there seems to be a gap.**

(ii)   **Members referred to the circular economy and community wealth building and asked how the council will make sure the jobs created are for local people and that local people are aware of them? Members also asked if it will be guaranteed workers will earn the London living wage?**

(iii)   **Members referred to the Hackney Central impact and ideas fund to benefit 23 businesses. Members asked how businesses will be selected or categorised for the scheme?**

(iv)   **Members commented several of the businesses were awarded funding for their green operations or to promote a circular economy in Hackney Central. Are there plans to roll this out across the borough?**

(v)   **Members referred to inclusive economy review. Members asked about the relationship between the Inclusive Economy Strategy and the proposed economic development plans and how the restructuring of the department might aid the alignment of the inclusive economy objectives with the ambitions of the economic development plan.**

In response to the question about supporting local businesses with extensive and long lasting retrofit the Deputy Mayor and Cabinet Member for Housing Supply, Planning, Culture and Inclusive Economy explained the council is identifying and establishing what retrofit will required for various types of buildings. The first path finder projects are scheduled for this year. The manifesto refers to taking an estate and bringing forward the planning and mapping of a retrofit programme for the estate and then delivery. During this

development work the council will be able to establish what skills are needed to enable the retrofitting and delivery to turn the 30,000 council homes into net zero homes. From the prospective of local businesses, they have no detail about what they would ask local businesses to supply. This will become clearer over the coming year.

Related to the council's plans for retrofitting 30,000 council homes, they will need to work out what that means, and this work is currently ongoing. This work will unfold over the course of the year. The Cabinet Member suggested the Commission may wish to monitor the council's work on supporting businesses or enabling higher education and further education institutions to deliver the course and skills required for retrofitting.

In reference to the question about local jobs and ensuring there are as many local jobs as possible for residents. The Cabinet Member explained there is an effective planning regime in place which looks at the supply of new buildings from a clear criterion that sets out local expectations related to employment and apprenticeships opportunities. This is not just for the construction phase of a new building but also what happens when tenants move into the property. This work continues as businesses move into buildings in the borough. The council cannot force local businesses to employ only local people, but they can advocate on behalf of residents and ensure there are pathways to connect employers with residents.

The Cabinet Member highlighted Hackney has an efficient and effective employment support service that offers this service to employers. The Cabinet Member and officers covering employment and skills will be able to provide more detail about this work.

In relation to the London living wage the council is committed to being a London living wage employer serving a London living wage borough. The desire is to have all businesses that operate within the borough paying the London living wage as a minimum. However, this is not enforceable by the Council.

The Cabinet Member pointed out the Cabinet Member for Employment, Human Resource and Equalities has been growing a community of businesses signing up to paying the London living wage.

In response to Members questions about the circular economy and the 23 businesses. Yes the pathfinder is operational now and starting to bring businesses in. It is currently showing sings of success. This will be reviewed and evaluated but will require resources to roll out further.

In response to the question about the inclusive economy review and planned economic development plan. This is currently being scheduled. This would form part of the inclusive economy review. The Cabinet Member pointed out the Inclusive Economy Strategy is not dysfunctional, but the situation is constantly evolving and requires a review of what this means for a circular economy.

7   Minutes of Previous Meeting

7.1 The Chair referred to draft minutes of the meeting on 9ᵗʰ March 2022 on pages 13-37 and asked Members to approve the minutes.

7.2 Cllr Smyth referred to the point on page 35 of the minutes about recyclable glasses in licensing. Cllr Smyth asked if officers could provide clarification about the re useability of glasses.

The Chair agreed to record it as an action for update to SEG.

7.3 Cllr Smyth referred to page 36 the question about anaerobic digestion in relation to food waste and for venues and licensing. Referring to the Strategic Director for Sustainability and Public Realm response stating that the cost implications could be explored in relation to Hackney Light and Power. Cllr Smyth asked for this to be recorded as an action and for a response to come back to the commission detailing the findings from the exploration.

The Chair agreed to record it as an action for update to SEG.

7.4 Members agreed the minutes subject to the amendments and new action above.

RESOLVED	Minutes were approved

8 Skills, Economy and Growth Scrutiny Commission 2022/23 Work Programme

8.1 The Chair referred Members to the documents in the agenda particularly the remit of the commission and asked Members for their suggested priorities for the work programme in the municipal year 2022/2023.

8.2 The Chair reminded Members they were prioritising topics for a review and/or one-off discussion.

8.3 Cllr Smyth suggested the Commission explores ideas around circular economy as suggested by the Cabinet Member.

8.4 Cllr Smyth also suggested the commission reviewed the bus cuts and changes by TfL to Hackney's bus network.

In response the Chair agreed and informed this would be a discussion with TfL not the Council. The Chair also observed that this item is likely to be time sensitive and asked the scrutiny officer to confirm the timescales.

ACTION	The O&S officer to check status of consultation and deadline for response

8.5 Cllr Turbet-Delof made the following suggestions:
- Cycle equality.

- Empty spaces and micro businesses. Using it for entrepreneurial projects. This could look at giving access to units not in use to find ways to support micro businesses with short term space.

8.6   Cllr Potter referred to the skills for retrofit skills and the market for businesses was still being explored. Cllr Potter suggested the commission had a session on green skills to build on their previous work.

8.7   Chair expressed an interest in looking at neighbourhoods and the green economy.

8.8   Cllr Smyth referred to the Councillors taskforce looking at the future of libraries. Cllr Smyth suggested SEG reviews the recommendations made and considers the progress by the council on the recommendations from the taskforce.

8.9   The Chair suggested progressing a point made by Cllr Premru in the earlier discussions about having access to affordable and culturally appropriate food within a 15-minute neighbourhood. The Chair commented Hackney has markets which are a source of help to residents. But also, an area of great deprivation caused by lack of connectivity. The Chair suggested they could consider how they could add value to national policy.

8.10   In relation to the above point Cllr Premru suggested looking at school's kitchens and Hackney's enterprises. This could require more training, upscaling or repurposing to tackle the problem.

8.11   In the discussion Members talked about focusing their enquiry on job creation and where the council can provide a service to support local businesses to provide the service themselves to the community.

8.12   Cllr Turbet-Delof commented that access to transport is an issue and having access to bikes would help. In the discussion it was noted that more people will be struggling due to the cost-of-living crisis so Members suggested looking at reducing the cost. In the discussion Members talked about widening this out to a look at connectivity and how people access work etc. Considering affordable connectivity options.

8.13   The Chair also suggested to consider looking at digital connectivity in terms the challenges some parts of the community face with broadband.

8.14   The Overview and scrutiny officer recapped on the Commission's request for the next meeting in July 2022. This would focus on adult learning with information from the Adult Learning Team in the council about the integration of the employment and skills and adult learning teams. In addition, information would be provided about how the service supported residents taking into consideration the economic changes, covid and the adult learning and skills funding stream changes.

9   Any Other Business

9.1   None.

Duration of the meeting: 7.00 - 9.15 pm

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Hackney

London Borough of Hackney
Skills, Economy and Growth Scrutiny Commission
Municipal Year 2022/23
Date of Meeting Monday 18 July 2022

Chair	**Councillor Polly Billington**
Councillors in Attendance	**Cllr Steve Race and Cllr Jessica Webb**
Apologies:	**Cllr Anna Lynch and Cllr Jon Narcross**
Officers In Attendance	**Jill Gander (Head of Quality and Cirriculum) and Andrew Munk (Head of Employment, Skills and Adult Learning)**
Other People in Attendance	**Alison Arnaud (New City College Group), Anthony Harmer (ELATT) and Councillor Carole Williams (Cabinet Member for Employment, Human Resources and Equalities)**
Members of the Public	
Officer Contact:	**Tracey Anderson** ☎ 020 8356 3312 ✉ tracey.anderson@hackney.gov.uk

Councillor Polly Billington in the Chair

1   Welcome and Apologies for Absence - 7:00pm

Apologies for absence from Cllr Narcross and Cllr Lynch

Councillors virtually in attendance:
- Cllr Turbet-Delof
- Cllr Premru
- Cllr Smyth
- Cllr Potter.

2   Urgent Items / Order of Business - 7:02pm

2.1   The order of the items was as per the agenda.

3   Declarations of Interest - 7:03pm

3.1   There were no declarations of interest.

4   Adult Learning / Education and Skills Retraining in Hackney - 7:05pm

4.1   The Chair opened this item with the following introduction:

4.2   Lifelong learning is key to retraining, accessing better job opportunities and transitioning to new employment sectors. The UK Government committed £3 billion over 5 years, from 2021, to a National Skills Fund to retrain and up skill the adult workforce to meet identified skills gaps. Every day there is information on the news about the shortage of these skills.

4.3   This item is to explore how the local adult learning and skills provision in Hackney is supporting residents and adults of working age to retrain and transition into new and future job roles.

4.4   The Commission requested a response to the questions below from the guests invited to the meeting.
1. The skills gap - information about the demographics accessing adult education, learning and skills courses and a breakdown of the funding stream / investment.
2. The Council's new green deal pledges to support the local green economy and to create green skills. We asked our guests about their understanding of the "green skills gap" and how they plan to plug it.
3. The previous scrutiny commission *Working in Hackney* made a recommendation to the Council to explore aligning their adult community learning provision with the employment support service. We are asked London Borough of Hackney to for an assessment of the success or otherwise of the integration and the next steps.

Part1
Presentation from New City College Group Hackney and Tower Hamlets College (Hackney site).

4.5   The Chair welcomed to the meeting Alison Arnaud, Principal at New City College Group Hackney site to commence her presentation in response to the questions outlined above.

4.6   The Principal at the New City College Group – Hackney (NCC) made the main points below in her presentation.

4.6.1 In relation to the skills gap for London their decisions related to courses are being influenced by the following:
- The economic growth in London for 2020-27 is anticipated to be 2.4%.
- The breakdown of job shifts over the next 5 years and the breakdown of employment by skills levels.
  - ➢ L1 – 10%
  - ➢ L2 – 10%
  - ➢ L3 – 13%
  - ➢ L4/5 – 14%

> L6/7 – 53%.

- 67% of employment will need skills above L3 (i.e. degree level & beyond).

4.6.2 The college has a working partnership with Bath Spa University. The university was looking for a partnership in London and they are currently on site with New City College campus. Through this partnership NCC has been able to fill some of their qualifications and expertise gaps. Which their current partnership with Queen Mary's London and UEL does not cover. This new partnership supports moving towards higher qualifications that is anticipated will be in demand in the future.

4.6.3 In the short-term New City College is making sure their progression from level 3 and level 4 courses into university are on site. This enables them to support people to stay in the same location (from pre-entry level up to a Masters degree).

4.6.4 From the Mayor of London's skills agenda the main employment sectors in London are identified to be:
- Retail
- Services
- ICT/Digital
- Financial & Professional Services
- Professional Science/Tech
- Administration
- Education and Health.

4.6.5 As green technologies are set to grow and will impact all sectors, NCC is developing sustainable and renewable units for all its courses. Most importantly there are very few specific green qualifications currently. All qualifications will have element of green units that require you to look at the industry from the perspective of being green, sustainable and demonstrating a reduction in carbon footprint, travel etc. The college pointed out this is covered on all of their courses currently. Most specifically their T-Level course too.

4.6.6 Following the pandemic the areas of decline are said to be in the sectors below where people have dropped out of employment.
- Retail
- Cleaners
- Admin staff
- Chefs
- Taxi drivers.

4.6.7 In contrast the sectors below have experienced additional demand and did not lose employment during the pandemic.
- Nurses
- care workers
- Education professionals
- finance/sales
- Medical professionals/ technicians
- Digital professionals/ technicians.

4.6.8 All of these sectors are skills gaps that need to be filled. Some of the jobs will not be at a higher level.

4.6.9   This means for some jobs the license to practice becomes extremely important. For example if a person is working in the gig economy and looking for employment. In this current climate it can be appealing to take a job without the necessary licenses / qualifications to secure paid employment immediately. For example, people entering the construction industry may be encourage to work without the correct license to practice. In theory this can evolve into the equivalent of modern day slavery because they cannot get a better job somewhere else or progress because they have no transferable skills evidence. This can also put a lid on that person's earning potential and progression. For this reason, it is key to promote education alongside work for those people who are currently economically vulnerable.

4.6.10 The areas of focus for capital investment by NCC are:
- Construction (sustainable living- MV & retrofitting)
- Digital Skills - user and technical (Cyber security, Coding ,IT User)
- Health & Science
- Education
- Legal, Finance & Accounting
- Green Tech and the jobs of the future carbon zero economy - Hackney and Rainham with GLA & T levels
- Creative Industries
- Service Industries- public services- uniformed & other.
- L4-L7 Micro-qualifications including intensive short courses & Saturdays/ evenings.

4.6.11 For construction NCC is the only centre in the country delivering electrical charging points qualifications. All their electrician and motor vehicle students are doing these qualifications to give them that transferable skill set.

4.6.12 In relation to digital skills NCC has an essential digital skills program. This provides access to digital skills from the bottom whilst also identifying areas like cyber security and coding where there is an enormous impact and huge demand.

4.6.13 The Principal from NCC explained that Level 3 is A levels, level 4 is foundation degree and level 5 is degree, level 6 is masters and level 7 is PHD postgraduate. Another area of focus is level 4-7. NCC is looking at micro qualifications for people who do not want to do a whole degree but want to demonstrate high levels of expertise in a particular field. This related to their partnership work with Bath Spa University.

4.6.14 The breakdown of ethnicity was outlined in the presentation from 2021 data. The Principal highlighted that NCC had 3000 females and just under 2000 males. The Principal highlighted there is also a high volume that do not declare their ethnicity.

4.6.15 In relation to the question about if specific cohorts / ethnic groups who do not tend to access adult learning. NCC informed females enroll more than males. When they have asked about this it appeared to be linked to NCC having a

nursery onsite and being able to use their bursary to access additional childcare hours on site.

4.6.16 NCC find it's the under 25s and over 50s who are the main age groups in attendance. Although for the over 50s their attendance can be linked to loneliness as opposed to employment reasons.

4.6.17 From this data NCC recognize there is a whole cohort of people in the middle age range they need to target over the next few years.

4.6.18 The NCC's current funding streams were outlined to be.
- GLA- Adult Education Budget (AEB)
- GLA- National Skills Fund (NSF)
- Education and Skills Fund Agency (ESFA)
- Loans
- Full Cost Recovery
- SDF- Skills development Fund
- MULTIPLY
- CDF-capacity Development fund.

4.6.19 The GLA funding is better than the ESFA. The ESFA learners are not residents in the borough and come to them from outside London. The SDF is the new skills development fund of which the first stage is Multiply. CDF is capital development fund around T - Level and the progression for adults into level 3 qualifications.

4.6.20 NCC explained in relation to the funding conditions the rules applied are exceptionally complicated. Before a student can be considered for a course NCC need to know the following to be able to apply the funding rules.
- Residency
- level of employment
- age
- if they are on any other benefit.

4.6.21 The college employs a person to solely carry out this work because of the complexity. The Principal from NCC Hackney site explained how this would apply to a level 2 non entitlement course for a plumber or care worker.
- For 19-23 years old to be fully funded they need to hold a level 2 (GCSE or equivalent) qualification and be unemployed or on a low wage.
- To be co-funded they must have a level 2 qualification, but they cannot be unemployed or low waged. In this case they are partially funded, and the learner must pay the remainder of the course fee.
- If they are 19 -23 years old and do not have a level 2 qualification they are not funded. It could be argued that this category is a gap.

4.6.22 For adults if they are unemployed or low wage they are fully funded but otherwise they are co-funded. The Principal pointed out this demonstrated a snap shot of the complexity of the funding rules for a level 2 course. Whereas for English and Maths if you do not have this qualification the person will be fully funded.

4.6.23 For Multiply funding if you need the qualification and it's not in Maths they can give you the skills that you need without the prerequisite of a qualification.

4.6.24 The flexibility with GLA funding allows NCC to choose to act for something they think is the right thing to do.

4.6.25 The Chair commented the information presented had given the commission insight about the complexity of funding for further education institutions to administer and students to access course.

Part 2
Presentation from ELATT independent further education provider in Hackney.

4.7   The Chair welcomed to the meeting Anthony Harmer the Chief Executive of ELATT. The Chief Executive to commence his presentation in response to the questions outlined under point 4.4.

4.7.1   ELATT is an independent charity based in Haggerston. They have 1000 students a year. All students learn digital skills, IT, English and Maths (to some extent). 100 students are aged between 16-24 mostly with special educational needs and typically, on study programmes from level 1-3. They have 300 adults aged 19 plus. This cohort is usually on no pay or low pay; looking for work or to improve their work skills and primarily studying level 2-3. Last year they had around 60 doing level 3.

4.7.2   There are approximately 500 ESOL students primarily refugee asylum seekers or newly arrived migrants. Typically, they study from level 1-3.

4.7.3   ELATT's focus is at the grass roots end and providing training to the lower-level workforce. ELATT have very few courses at the higher level that you would find at New City College.

4.7.4   In relation to the skills gap, English language is still a very prevalent gap as well as literacy (English language ability).

4.7.5   ELATT has identified English and literacy as an issue for residents in deprived circumstances whether English is their first, second or third language.

4.7.6   In relation to ICT there are still high numbers in the borough without basic digital skills. Typically the assumption is this is limited to the older age group and does not affect the category they classify as digital natives. However, they have found that young people may have good social media skills but not office IT skills such as Word, Excel etc.

4.7.7   ELATT have found that 16–18-year olds also need support. Employability is a major skills gap in particular confidence and self-esteem.

4.7.8   ELATT have good links with the corporate and business sector (especially in the City). Working with IT companies such as Mimecast, Market Axess, UBS, opus 2 international. Providing mentoring, coaching and work experience placement for their students.

4.7.9   There is also a gap in more advanced digital skills at coding, computer engineering and web development. A key challenge they encounter is obtaining the foundation knowledge first. Although there are skills gaps and a lot of opportunities in ICT. This is mainly at the higher end of the skills ladder. Therefore the question is how to get people from level 1 or level 2 to level 3 or level 4 jobs.

4.7.10 As illustrated by NCC under the Multiply program maths is a great need like english if not greater.

4.7.11 In relation to representation across the borough. They have a good representation from ethnic and faith groups in the borough. Their provision is small but very diverse.

4.7.12 Adults students are usually in the 30-50 age bracket. Students uniformly come from the lower socio-economic groups in the borough. Very few from the wealthier demographics in the borough.

4.7.13 ELATT has good faith representations except from the Orthodox Jewish community. They have done targeted programmes with third sector providers in Stamford Hill. But these relationships stop and start and it's difficult to maintain long terms sustainability.

4.7.14 ELATT have good gender representation across the courses but there are still some stereotypical imbalances. Web design and creative arts have very good gender balance whereas coding and tech are more male dominated and business administration is more female. Even in recruitment from local schools they find that boys show more interest in the digital skills routes. ELATT are working with key workers, parents, and teachers to address this.

4.7.15 In relation to their income they receive £2.5-3 million in turn over per year. They have a direct contract with the Greater London Authority (GLA) and the Education Skills Funding Agency (ESFA). Another large proportion of their funding is from the national lottery, corporate and private foundations and charitable trust. This equates to about £1million a year from nontraditional sources.   This helps to plug their gaps. As explained by NCC the funding rules are extremely complicated and more difficult for them as an independent training provider and not a college.

4.7.16 Ultimately each funding sources has different requirements. For example, funding of £50k from a Bank will trust ELATT to use it well. While other funding source might have specific monitoring management requirements for the funding.

4.7.17 ELATT pointed out a large proportion of the funding downstream in the third sector is EU funding. This linked with DWP makes it very complex.

4.7.18 In relation to measuring success they do a lot of long-term measurement for progression into learning and employment. There are also short term measures such as meeting targets for individual learning plans etc.

4.7.19 In relation to the challenges, they face ELATT reiterated funding was a key issue. For the third sector they have strategic difficulties with ESF. The ESF

funding is a significant source of funding within the third sector. This funding stream is scheduled to end in September 2023. The replacement funding stream will not start until January 2024 at the earliest. However, this is subject to the Government's timetable for the replacement funding not slipping. The earliest the new funding will be available is April 2024. This will leave at least 9 months where the third sector is poised to lose funding. This produces and element of risk for ELATT although not too significant.

4.7.20 This presents a serious risk to the infrastructure for non-college and non-local authority education services in adult education.

4.7.21 It is ELATT's understanding the council will have some ability to fund certain projects under rules if they are supporting the economically inactive between August and April in that period. But it would be helpful for ELATT and other third sector providers to understand how they can apply for this funding or access it.

4.7.22 T-Levels are a major concern because there are not enough substantial work placements (especially in digital). They have a lot of work placements with employers but ELATT are finding they will not commit to more than a few days a week for a few weeks. The idea of an individual getting a placement for 250 hours in digital is rare.

4.7.23 The challenge ELATT can see with the plans to move towards T-Levels and scrapping the other options is that young people who are primarily special educational needs (mainly autistic) will find this a challenge. With this in mind ELATT are asking if employers are not committing where will they find placements, and will the employers prioritize the demographic they work with.

4.7.24 Regarding green for IT, this fits very well if it is done correctly. All the digital qualifications have elements of waste management considering resource efficiency. It was pointed out there is scope within the use of IT to reduce waste e.g., paper use and logistics.

4.7.25 In terms of ELATT as an organization moving towards being more green. ELATT have been supported by the GLA to do major refurbishments which has helped their green objectives. The challenges ELATT encountered was that the GLA provided 50% of the funding but they still needed to find £250k from another source. This presented a challenge.

4.7.26 Another major problem with moving to a green structure for ELATT was receiving good independent advice. ELATT explained last year they put in secondary glazing across all their windows and this cost £11k. This provides 90% of the benefit of triple glazing but was a fraction of the cost (triple glazing would have cost £75k). ELATT found the green auditor were encouraging them to take the more expensive route. ELATT pointed out the benefit of doing secondary glazing meant they did not remove perfectly good glass and frames but reusing the materials. This produced a better carbon footprint and was a fraction of the cost for triple glazing.

4.7.27 From this experience ELATT likened the green auditors to a cowboy industry when it came to giving independent advice. ELATT would encourage organisations to do their own research because there are less glamorous,

exciting and costly ways to make genuine green improvements, but they do not come to the fore when seeking advice.

Part 3
Presentation from London Borough of Hackney Employment, Adult Education and Skills Service.

4.8   Present for this item was Cllr Carole Williams, Cabinet Member for Employment, Human Resource and Equalities; Andrew Munk, Head of Employment, Skills & Adult Learning and Jill Gander, Head of Quality and Curriculum.

4.8.1   Cllr Carole Williams, Cabinet Member for Employment, Human Resource and Equalities commenced the presentation and made the main point below.

4.8.2   A key outcome from the previous the administration was that residents acquired skills to access the labour market to retrain and prepare for the changing skills requirements.

4.8.3   From the figures published by the GLA about inequalities it highlights that children from disadvantaged families (low income families) are less likely to achieve good educational outcomes than those from advantaged families. This is really key in terms of the Council's work on poverty reduction across the borough. Employment and skills is key to the poverty reduction work the council is leading on.

4.8.4   The Council continues to see that in Hackney the cost of living crisis is making a bad situation worse. And although unemployment figures tell a story about access to work, it does not give the complete picture. The Cabinet Member pointed out despite unemployment figures improving locally there are still high levels of under employment and working poverty across the equality groups.

4.8.5   The GLA data also shows that universally London residents in employment are reported to be in part time jobs because they cannot find full time work.

4.8.6   The proportion of under employment Londoners rose throughout the recession and dropped back since 2013.

4.8.7   In terms of the Council's single equalities scheme Hackney has voluntarily adopted socioeconomically inequality as one of their key pieces of work. The Government removed it from the Equalities Act. As such Hackney's single equality scheme is not just about the protected characteristics that are recognized and accepted in terms of age, gender, disability etc. but it also covers socioeconomic inequalities.

4.8.8   Over the past two years the Council has made progress in several areas covering the integration of adult learning services and partnership working.

4.8.9   The Cabinet Member highlighted that the Working in Hackney Scrutiny Commission made a recommendation about restructuring adult learning and merging it into the employment and skills team.

4.8.10   The key driver for changes was the macroeconomic labour market context outlined at the start of the presentation. There is a golden thread established between the council's political aspirations in relation to building a more inclusive economy and the day to day delivery of the council's adult education services. When the current Mayor inherited adult learning in 2016 he identified there was no connection or focus between delivering vocational courses, functional skills, community learning and ESOL. The high level focus has been rebalanced.

4.8.11   There is a focus on green skills and pathways into digital tech in response to the specific challenges faced by Hackney residents to access opportunities.

4.8.12   In terms of partnership working, over the past two years there has been a greater focus on partnership working in the function. Including building relationships with New City College and ELATT.

4.8.13   In addition to being a provider the Council has a key role to play as a convener providing local leadership in Hackney's adult learning system. There is collaboration and the pooling of resources across local partners. This sits alongside regular collaborations across key parts of Hackney to ensure the curriculum offer is complimentary and to develop a shared function of engagement and outreach.

4.8.14   Hackney Council is also a member of Central London Forward (CFT) and LIFT. CLF is a soft strategic regional partnership for central London covering the London boroughs of Camden, City of London, Haringey, Islington, and Hackney. CLF aims to improve the life of their residents across skills and jobs.

4.8.15   The Cabinet Member for Employment, Human Resource and Equalities from Hackney has been appointed the lead member for people for CLF to represent them on the Skills for London Board. This board advises on adult skills policy.

4.8.16   The Mayor of London came to Hackney and toured Ingeus funded by the GLA to work with adults with disabilities, long term mental and health conditions and refugees to support these individuals into work.

4.8.17   LIFT (Leading Inclusive Futures through Technology) is a partnership between the London boroughs of Islington, Hackney and Tower Hamlets. They create access to opportunities in local tech, creative and science sectors.

4.8.18   The Head of Employment, Skills & Adult Learning and Head of Quality and Curriculum continued the presentation covering the integration of adult learning and employment and skills services.

4.8.19   Following the integration of the services the aim was to achieve the 4 objectives below.
a. Fully align Adult Education day to day service delivery with Council political priorities
b. Ensure Adult Education provision responds to macro changes in the economy particularly the hollowing out of labour market higher level jobs and need to support residents into high quality jobs
c. Devolution of Adult Education Budget to GLA and renewed focus on outcomes

    d. Relocate adult education within the corporate centre of Council.

4.8.20 The Council has achieved these objectives and there is now a golden thread between what the council is aiming to achieve and delivery of day to day services.

4.8.21 The 3 objectives for adult learning in the council and the wider borough are set out below.

    a. training with a direct link to employment opportunities;
    b. building general and transferable skills (functional skills);
    c. supporting our residents wellbeing and positive mental health.

4.8.22 Adult learning now aims to ensure that when there are shifts or changing priorities (e.g., green and digital tech) adult learning is delivering courses and has an offer that responds to the changes. At the regular meetings with partners, they have a standing item on the green economy. This is because it is a big political priority.

4.8.23 Hackney's adult learning had over 2000 learners enroll onto courses in 2021-22 (data for this academic year is currently being finalised). There has been a significant shift towards vocational learning at the council whilst maintaining a focus on community learning and ESOL.

4.8.24 The benefits from locating adult learning within the corporate centre as opposed to the education service of the council was that they have access to a policy team to support the evidence base and inform them about the challenges residents are facing.

4.8.25 There are now strong links between adult learning and other areas of the council such as community halls, library services and the digital team. This is to ensure that residents can access adult learning through their trusted key touch points.

4.8.26 In response to the question about resident outcomes. The service has continued to deliver good quality community learning as a key outcome for residents. This has been retained whilst delivering additional benefits for residents. For example, the integration of the two services coincided with lockdown and they were able to develop a digital platform allowing adult learners to enroll and access courses online for the first time.

4.8.27 Residents now benefit from a no wrong door approach allowing access to other areas of the wider service such as employment support, work placements etc. With cross referrals working more seamlessly.

4.8.28 Marketing opportunities have also benefited from the integration too, there is now an 'opportunities newsletter' sent out to approximately 6000 residents. Increasing the reach of the service.

4.8.29 There is a broader range of courses and residents are achieving well. The achievement rates remain high for the informal course they deliver.

4.8.30   Residents with SEND are supported well on their programme and they are attracting higher levels of SEND learners. An increase of 10% since 2018/19. Representing 39% of their provision currently.

4.8.31   Feedback from a small sample have expressed that they enjoy learning and find it a positive experience.

4.8.32   In response to the question about what they would do differently with hindsight for the integration. For the integration they would have been bolder and made more changes from the outset. For example, they would have implemented changes to ensure there was organisational capacity in the Functional Skills and Vocational Skills teams to deliver against key local priorities. They would have also integrated the information management guidance into the Hackney Works team. This has happened now giving that no wrong door approach.

4.8.33   Almost a fifth of the working population do not have functional skills qualifications up to level 1. ESOL remains in high demand along with digital skills (both basic level and the specialized ICT skills).

4.8.34   The following priority skills areas have been identified for Hackney.

    a.   Knowledge economy including tech and creative
    b.   Customer Service & Retail
    c.   Engineering (TFL & mechanics)
    d.   Entrepreneurship
    e.   Green skills
    f.   Security, portering, cleaning
    g.   Teaching qualifications.

4.8.35   In relation to the demographics adult community learning generally attracts more women than men. Currently 72% of total learners on adult learning courses are women.

4.8.36   In relation to the age range 61% of learners are between the age of 25 and 49; 34% are over the age of 50 and 5% are between 19-24.

4.8.37   In terms of ethnicity they have a representative spread with no significant changes in recent years. (breakdown on slide 9 of the presentation).

4.8.38   In terms of gaps they have a low number of young people in their provision but the council recognizes there are other provisions such as NCC and other providers like ELATT that the age group access.

4.8.39   28% of learners are male. Despite an increase of 10% since 2018/19 the goal is to increase this cohort further. They are exploring ways to improve their representation further.

4.8.40   Another cohort is the Charedi Jewish community. Adult learning work with the community but it's a very small cohort. They continue to explore ways to broaden the opportunities to this community group.

4.8.41   For residents seeking a career change to find better quality work. This is a group adult learning wants to continue to engage more.

4.8.42   The breakdown for their funding stream was outlined to be:

   a. GLA Funding 2021/22 -£2,345,866
   b. ESFA Funding 2021/22 -£16,272
   c. Creative Enterprise Zone Funding -£150,000.

4.8.43   Adult Learning is also seeking to diversify its income and has applied for the Multiply programme funding (£275,848) to cover for the next 3 years.

4.8.44   In relation to their measurement of success from investments made. Their monitoring covers the following:
   a. Learning outcomes including -enrolment, retention and achievement
   b. Progression outcomes including further learning and good quality employment
   c. Softer outcomes including improved wellbeing and skills
   d. GLA performance management process
   e. Quality of provision: monitoring and observation of teaching & learning, learner feedback
   f. Annual self-assessment process and Ofsted inspections.

4.8.45   In relation to funding Hackney Council agreed with the comments from the College and independent provider about the complicated funding rules and restrictions.

4.8.46   Hackney's adult learning can only deliver level 2 and below courses and qualifications. This can be a barrier for learners wanting to move into work. Adult learning have a very small number of level 3 qualifications.

4.8.47   The work on green skills is in partnership with the partners in attendance at the meeting and others.

4.8.48   There is more work to do in terms of attracting and engaging residents with the green economy. Officers highlighted this will involve taking a different approach to encouraging career change, how high-level courses are funded and how they work with businesses.

4.8.49   The council is committed to not just supporting the green economy and skills but that there is a just transition to ensure residents with low skill levels and disadvantaged backgrounds can benefit from these jobs too. The council is keen to learn from the lessons that happened with the tech sector in the borough.

4.8.50   The council is aiming to lead by example and has invested in resources to do a skills audit of the council helping the council to identify the green skills gap in the council and within its supply chain.

4.8.51   There is similar work to do working with businesses. The council will need to work alongside them to understand the business and skills needs in the sectors.

4.9   **Questions, Answers and Discussion**

Part 1 Q&A – New City College

(i)   **Members asked for more detail about the new green skill job development work by the college, making reference to the capital investment (long term) and revenue investment (short term). Members asked about their short-term plans and ideally what they would like to do long term if they can still draw down the funding.**

(ii)   **Member made reference to the range of courses and asked if their courses are plugging the skills gap currently? Members asked if it was correct that for construction there is work being done to develop the national codes leading to a national framework to meet the construction green skills gap. Members also asked if this was being replicated across other green skill jobs?**

In response the Principal from NCC Hackney replied in the short term in relation to sustainability they would like to add to existing courses or changing particular units. Highlighting for all their electrician and motor vehicle students they do electric charging points.

The time-consuming task short term is the bid funding process. It is very complex, and you have to repeat the bidding process each time. NCC explained they have 3-4 positive ideas they would like to take forward, but they require equipment, training or additional space. For each one of these requirements there will be a different bidding process and a long wait time. The Principal pointed out that their bid for equipment for students to use to improve and develop their sustainable construction was successful. But they submitted 4 bids in January; it was now July and they have only received the outcome from 1 out of the 4 bids submitted. They wanted to have this in place for September but without the other bids this capital will not be sufficient to progress this idea.

In the short term the frustration is that everyone has agreed it's a good idea but there is no alignment with different bodies that will provide the funding. The funding is out there but it is subject to a very complex landscape to obtain.

Longer term they have a site which is ideal for development into a facility that will allow them to do retrofitting, insulation and dry lining. It was pointed out that retrofitting is essential for Hackney because they have a number of existing buildings to make greener, and people will need to practice. In relation to dry lining most dry liners in the UK were Portuguese and after Brexit they returned to Portugal. Therefore, there is a deficit in the market. This type of course needs a large space and resource to practice. They are keen to deliver the skills sets but they do not have the funding because it is a different bidding process.

A positive example would be mastic asphalt. NCC is the national Centre for mastic asphalt. This is used on flat roofs and very green because it biodegrades at the end of its life. Therefore its not just about if the funding is there, it's also about the complexity of the process. In addition to needing 3 or 4 different bodies to come together to achieve the goal.

In response to the second question about construction the Principal from NCC Hackney confirmed the Member was correct, there are qualifications being

written. The Principal at NCC was currently involved with City and Guilds and the GLA in writing a new qualification for heat pumps. This was being carried out in partnership with Quantum and the manufacturer Dakin. The industry will need 300,000 heat pump engineers by 2030 and there are currently only 18,000. NCC pointed out there is a market, but the challenge is the new houses being built are not heat pump ready. This is in addition to needing to change all the qualifications around plumbing to support their learners. NCC's aim is to be instrumental in writing that qualification. But without a qualification written they cannot draw down the national skills fund because its linked to a qualification.

There needs to be a qualification that they can demonstrate is being delivered over a specified number of hours to obtain the qualification at the end. However, the process cannot commence without a qualification being written. This can slow the process down which is frustrating particularly to the private sector.

(iii) **Members asked NCC if there was a demand from students for the courses to do insulation, heat pumps etc. Members also asked if they could deliver the course in September would the course be full?**

In response the Principal from NCC Hackney replied the answer is yes and no. The college is inundated with people who want to go into construction, it is one of their biggest growth areas. Highlighting for the electrical and plumbing courses the college could fill them multiple times. The limitation for these courses is acquiring the teaching staff, explaining it is difficult to lure professionals away from the industry to teach.

In relation to enquires about green skills. The volume of enquires are very low. For example, for motor vehicles most people want to train/learn about petrol and diesel cars. This is because most people coming into the course have an immediate financial need. The college has found that with new technology products these are initially covered by insurance policies from the manufacturer or because the numbers are small, they provide their own network. The college anticipates this will change as it grows.

The Principal from NCC Hackney pointed out they need to get people excited about green industry and involved. Then communicate that there is an imperative need for a more thoughtful and sustainable approach for London. An example of sectors for consideration would be construction and care & health.

The Principal from NCC Hackney highlighted all learners do green as part of their qualification. Very few learners come asking for a totally green qualification. Their request is to make them employable.

(iv) **Members referred to the points made that the private sector are keen to see people trained in these technologies and products. Members asked about the college's relationship with the private sector, how much funding the private sector contributes and if this could be increased? Members queried if the private sector could work more closely with educational establishments? Members asked NCC for their view of the ideal working relationship with the private sector and the barriers to achieving this?**

In response the Principal from NCC Hackney replied that financial input did not seem to be the focus for the private sector. Employers and the local industry see

the education establishments as a means by which they can acquire home grown employees in the future. Employers like local people because they are familiar with the area, are invested in the area and likely to stay. It also provides economies of agglomeration, rather than trying to attract people from different areas to the location. However, with the current wage situation this is not always attractive.

In response to the question about the relationship. A perfect relationship would be to have a manufacturer who makes a product that is ground-breaking and green, national demand and then a local industry representative company that is keen to bring partners together and wants to be at the fore of the movement.

In response to what the college can do the Principal pointed out the Government's agenda on T-Levels and apprenticeships is a big ask of employers. It should be remembered that employers also need to earn a living as well as support their employee. It is about changing the dialogue. In another borough NCC is looking at what they can do for employers. They are meeting with them to explain how to use the levy (if not using it) and how to engage with T-Levels. Currently they are doing all the paperwork for employers and trying to identify the barriers to meeting their needs. NCC has found a key barrier is time and expertise (particularly for SMEs). Pointing out employers are not experts at filling in educational forms so NCC's aim is to meet them half way. Putting forward what they can do for them to bring bright young and older individuals who are able, engaged and ready to learn. This is very time consuming but the industries they have worked with have responded positively. It was noted this can slow down if priorities change.

The Head of Employment, Skills and Adult Learning from LBH added one of the key areas of work between the Council, NCC and others is looking at how to better engage employers on a borough wide basis using their soft powers and the levers of the council.

Part 2 Q&A – ELATT

(i) **Members referred to the points made about placements and asked if there was scope for the council to be involved in lobbying for change to extend the hours?**

(ii) **Members referred to the work to address the gender imbalance with STEM and digital and asked for more information about the programme with parents, teachers etc.**

(iii) **Members referred to the current range of adult learning and educational skills courses and asked the providers to confirm if the courses available meets the skills gap in the borough and meet the needs and the aspirations of the local economy?**

(iv) **Members asked education providers if there was more funding what would they do with it and what would their aspirations be for the funding. Members also asked how this would benefit young people and adults to retraining in Hackney?**

(v) **Members referred to digital green jobs data analysis and the monitoring of buildings. Members pointed out buildings are designed to meet a specification but often there is a performance gap. Members highlighted there needs to be monitoring so lessons can be learnt. Members would welcome students developing this area of expertise and knowledge to make a difference in terms of Hackney's green knowledge and development.**

(vi) **Members agreed with ELATT that the objective should always be to make the existing infrastructure better first and not to remove unless it is necessary. Creating new produces a larger carbon footprint.**

In response the Chief Executive from ELATT replied many of their students are NEET. They would welcome the Council's support with lobbying about T Levels to help create an opening for 16-year-old who have not been at school for two years. They have found that often the absence is largely linked to a VISA issue and not behaviour. May students have difficulty obtaining a school placement due to immigration difficulties.

It can be challenging to convince a tech firm to take on an individual for the period stipulated. The officer highlighted they have one company that has committed to 10 placements for the year but for 20 days. T-Level placements require 50 days. The barrier to this is the capacity of the company. May organisations are facing changes to their workforce numbers in offices. This has changed since T-Level plans were established. Therefore, ELATT has found it hard to find placements over the last 6 months because companies are saying they do not know how many staff they will have on site. This is a material change that they could use as a lobbying approach but highlighted the SEND and special educational need angle is vital too.

In response to the question about STEM and imbalance ELATT informed Tech UK have a good programme about this. The officer explained Tech UK is the membership organization of IT and IT related companies. They have material that they use to work with schools, head teachers, parents groups etc to provide information about IT as a serious career opportunity for boys and girls. This work aims to convince parents that law and medicine are not the only career options to get good salaries. Pointing out the gaming a child is doing in their room can also be a career. ELATT offered to send Members a copy of the material used by Tech UK to challenge career perceptions.

In response to the question about if the courses are meeting the skills gap and needs of the economy. ELATT informed they work largely with the lower end of the workforce. If the course is for coding or computer engineering it will include cyber security and generic elements. From their discussions with employers, they are seeking employees foundational generic knowledge rather than specialist. In their view they do not want specialization until post degree level.

Notwithstanding it is difficult to match the employer needs with the awarding body needs who answer to Ofqual. The officer from ELATT pointed out Ofqual is very risk adverse and will not want the awarding body to change the curriculum. This is an ongoing issue for digital skills. Highlighting the IT skills needed change 5 years faster than the qualification.

The Cabinet Member for Employment, Human Resource and Equalities from LBH added in reference to ELATT's comments about immigration they can have further conversations about refugees and skills. The Cabinet Member also pointed out the Council is doing work around digital tech and inclusion.

In response ELATT advised one of the biggest issues is asylum seekers. The rules are very complex. It was pointed out if a child is unaccompanied and aged 16-18, they are entitled to training from day one but if they are accompanied with their family, they are not entitled to access training for seven months.

In response to the question about having extra funding ELATT replied they would use the funding to plug the gaps. For example, to provide training to asylum seeker from day. The reason for this is because there is an asylum seeker who spend long periods of time unable to access training support to work. The officer from ELATT gave the example of an asylum seeker from Dubai who has multiple businesses back in Dubai is talented and would be working in the UK if he was allowed. He It has been here 3 years and half years and is still waiting for a decision. This would a way they would use the extra funding. The second way they would use the funding is to create an admin role between Hackney and other boroughs to ensure the funding flows across the borough boundaries. This would support a young person from another borough studying in Hackney. This is a particular challenge for niche providers like ELATT.

In response to Members comment about analysis ELATT highlighted with green initiatives if they led to a savings for energy this would also provide a financial incentive. Both are good motivational outcomes in terms of managing as a company.

(vii) **Members asked ELATT and NCC what could be the unique role for a council taking into consideration the constraints on the councils budgets in terms of providing training.**

(viii) **Members commented there are 38,600 residents with no formal qualifications. Members expressed concern about non funding for level 2 and suggested lobby government about this. Members asked how grass roots organisations can help with improving this figure and how can they get 38,600 resident's functional skills up to standard?**

(ix) **Members commented that NCC reported that 67% of employees will need skills above level 3. Members pointed out they assume the skills training for plumbers and heat pump engineers would not require them to have a degree. Members enquired of there was a disparity between what is being offered and what is required?**

In response the Chief Executive from ELATT informed one of the biggest issues with functional skills is that people / residents do not respond to adverts about doing a Maths course. ELATT have found that students will join Maths course after they have enrolled on a digital skills course, an ESOL or English class. ELATT will use digital and English as routes into functional skills. Once they are enrolled they carry out assessments and show them how they can improve their Maths and how they can be supported to do it.

The Chief Executive from ELATT also informed if they had additional funding another thing they might do is not fund GCSEs and functional skills through the ESFA. The difficulty with the ESFA is the requirements on achievement rates. As an independent training providers their funding will get removed if they do not hit the acceptable level. They find this challenging if they are working with a student that dropped out of school or who has been out of education for a long time, they will require more input to get to the pass level for functional skills or a GCSE.

ELATT also highlighted that apprenticeship providers will only get paid £400 to do functional skills for young people who did not pass their GCSE at school. Therefore employers attach the requirement to have GCSEs at grades A-C in English and Maths. The apprenticeship route should be more inclusive for vocational minded people, but it has become an option for the more academically minded. This highlights a problem in relation to funding, targets and how colleges are judged. There should be recognition of the risks colleges take with people to push them even though they may not achieve the standard outcome for all cases.

In response to the question about functional skills the Principal from NCC Hackney explained this year over 1000 students did English and Maths GCSE or functional skills. To get students interested in this they provided an incentive (like running an award) with Multiply to encourage parents to sign up. NCC explained it will help them to support their children through school and from there have built incremental steps.

In response to the question about extra funding for NCC the Principal from NCC Hackney advised for NCC the better option would be to relax the rules related to funding to reduce the barriers and boundaries in the way funding can be used. So, if it takes a student 3 years to obtain a GCSE they can still study for it without forcing them to do the exam each year so the college can continue to be funded for their learning. There are too many people trying to play the system and how it works when there could be more resources put into supporting the students.

ACTION	NCC to provide the Commission with information about the rules that present a barrier and suggestions about what could be taken away to enable colleges to better support adult learners to obtain their qualification.

In response to the question about the level 3 disparity over the last 10 years the officer explained education has been out of sync with skills. The reforms made to GCSEs, A Levels and T Levels (are harder than A Levels to achieve) by the Government was supposed to give the vocational route parity. But parity in terms of esteem when you arrive at a red brick university is not parity of opportunity at the lower levels. NCC has large numbers of adults and young people working at quite low levels but these low levels and progressing through this route.

The officer highlighted the Government's level 3 aspiration for all is about turning London into tertiary industries that are perceived as lost through Brexit and the development of other places in the world. Whereas what is actually needed is to bring people in from whatever level they are at up to that aspiration. They also

need to stop insinuating that is a person doing a level 2 bricklaying course is a lower professional ranking to a person who is a lawyer or a teacher.

In terms of the role of the council. There is more work to do with parents and generally with marketing to value plumbers, care workers, nurses, bricklayers etc. It should be seen as a huge achievement to become a carpenter or plumber because these skills are needed every single day.

There is still a lot of emphasis on academic achievement at university but we should also place emphasis on the achievement of a level 3 electrician who can go out and install motor vehicle charging points across the borough. The role for the council is not financial but to use its voice to change the perception of professions. This would be a very valuable area of work.

(x) **Member asked for clarification about the aspirational level 3. Members pointed out going green does require a higher level of knowledge in terms of buildings and construction because a person needs to understand a whole house approach. Therefore if a person is planning to do any of these job unaided or unsupervised they should be aspiring to achieve a level 3. The Member pointed out there are a lot of buildings that have been designed but their performance is poorer than their design. Members suggested people should be encouraged to aspire to level 3. Members commented there will be a requirement for people within a team to have quite a high level of technical knowledge to ensure they are delivering high energy efficient buildings.**

(xi) **The Chair asked ELATT if there was something the council could do to improve the provision of skills and achievements for residents and the working population?**

In response the Chief Executive from ELATT suggested loosening up the funding rules to provide more trust in the providers. The officer explained for one funding stream from the GLA the cost of administration is high. The officer pointed out for every page a student completes, ELATT have to photocopy it, scan it and send it to the GLA. This involves redoing signatures if there are any verification on them. It was pointed out that students give up and are not accessing the course because the paperwork is so long. Fundamentally the issue is about trusting providers. ELATT acknowledged there are some bad providers but it's very few and highlighted that a very thorough audit process of spot checks could help. ELATT also raised the issue about the timetable for the new funding arrangements which is scheduled to start 9 months after the existing funding ends. This is a major concern to the third sector infrastructure in Hackney. The third sector supports the college and local authority infrastructure in terms of pipeline.

Part 3 Q&A with London Borough of Hackney Employment, Skills and Adult Learning.

(i) **Members enquired what the council is funded to do in relation to adult learning and if they have the same conditions (as explained by previous guests) attached to their funding streams.**

In response the Head of Employment, Skills and Adult Learning from LBH informed the council is awarded £2.3 million. A small proportion needs to be used for vocational and accredited courses, but they do have some flexibility. Therefore, the alignment of the funding with political priorities is important too. In essence the Executive could choose to spend 80% of the funding on ESOL or Maths. Officers and the Council's Executive worked together to establish the key aims for the service and to ensure they are regularly informed about the labour market and the economic conditions.

(ii)   **Members referred to the comments made by the college and the independent provider about bureaucracy and administration, in relation to students being able to sign up for courses. Members asked if is a key issue for the council too.**

In response the Head of Employment, Skills and Adult Learning from LBH confirmed despite their flexibility there is a huge administrative burden.

The Head of Curriculum from LBH added it is slightly less complicated for the Council because they do not have the younger cohorts. However for adult community learning it is still complex. This complexity is related to the fact that the majority of their funding is for community learning with 20% from formula funded adult education skills. Although they can make shifts slightly and its not as complicated as the funding criteria for New City College and ELATT, there are still some barriers.

The Head of Curriculum from LBH pointed out the Government is considering a reform and currently reviewing it.

(iii)   **Members commented one of the main challenges immediately and for the medium term is the need for people to retrain throughout their career. Pointing out essentially a person will not have one career based on their education. They will have to retain to acquire different skills or expertise. This could require upskilling 2 if not 4 times throughout their career. Members queried the accessibility for people to do this.**

(iv)   **Members asked if all the courses started in September (requiring application by June / July) or if they operated a rolling recruitment? Members were querying how easy it was for people to enter adult education to retrain or reskill at the point in time they needed to make a change in their career to obtain a new job quickly.**

In response the Head of Employment, Skills and Adult Learning from LBH explained there was a big cultural change as part of the integration for the adult learning team to shift away from a model of September to June and work in a way support people to progress into employment and decent employment. Alongside that there was a shift to vocational and they started delivering more short courses in the evening at flexible locations. The officer highlighted there is more work to do in partnership with the Job Centre and Ingeus but they have made a good start with running things like the sector based work academies which are short courses designed by employers.

In response the Principal from New City College agreed with LBH. They have 2-3 times a year when it is easy for people to enroll. For some courses it is easy to

start them on demand but most of the funding still sits in that finite box where it is released in September and the college is required to demonstrate progression by the 31st July 2022.

The Principal from New City College explained there is a willingness on their part to do micro qualification and short courses (for ESOL NCC deliver almost 13% of London's ESOL and the could deliver more) but the issue is they have to link it to a qualification and the person needs to be with them for a period of time before July to demonstrate the qualification in order for the college to be funded. Despite this they do start courses in September. November, January and April but they have to careful because the student needs to achieve something meaningful by the end of July to enable the college to draw down the funding. It is not just related to the rules about getting the funding but also evidencing the work and the auditing process. In essence yes, they can do it and it is the right thing to do but it would be helpful if the funding was not so ridged. For NCC the dispensing and evidence requirements are the key barriers not the amount of funding.

In response the Chief Executive for ELATT added they have courses running throughout the year. ELATT start their courses a month after the colleges and sixth forms because this enables students with who did not get into those institutions or who do not like their environment to change or start another course.

ELATT pointed out they provide a more intimate environment; this is not better or worse just an alternative type of setting. They have programmes starting most months of the year and typically students should not have to wait more than a month to 6 weeks to start. There are some yearlong courses that might start in October, January and April.

The Chief Executive explained ELATT does have funding outside of the public sector so they can support young people on a need basis when they arrive. ELATT may not put them on an ESFA course or formal programme at the start but they can start working with them and get them into the environment to ensure they are not on the NEET register again.

(v)   **Members referred to NCC and enquired about the funding barriers and boundaries. Members referred to the point about people playing the system for funding. Members asked for clarification about this?**

(vi)   **Members enquired about the forum for the just transition dialogue and if this dialogue included trade unions?**

In response the Principal from New City College explained the terms playing the system was not quite the right phrase. The Principal explained if a student needs to be funded for a long level 2 course, there are some short level 2 courses for adults that will give them the qualification quickly to be funded for the level 2 course. The initial qualification may not be valid and there are costs and funding attached to it that could be better spent and used genuinely. It is always valuable for people to get a qualification but a situation like this is unethical and highly pragmatic.
The difficulty is there could be a scenario where an adult would be entitled to be funded but if one of the criterions is withdrawn, they are no longer eligible. The college encounters people who are not keen to share their finances or work status

or previous history because they are aware of these barriers. This is encouraging less than ideal practice in a situation where they would prefer complete honesty so they can fully assess a person's needs to be proactive and use the resource in the right place.

In response to the questions about just transition the Cabinet Member for Employment, Human Resources and Equalities explained in developing the commitment the Executive consulted a wide cohort of Members. In relation to discussions with the union representatives about policies the CJC is the forum for this. When the Council goes out to consultation all residents can engage. There was a detailed discussion in a meeting last year specifically covering the digital inclusion work and how they can get the trade unions involved. There is always a role for the trade unions but the format and forums in which they are involved will vary because there are many ways the council can invite trade union representatives to participate in developing policy.

The Chair thanked officers for their attendance noting it was enlightening understanding the real barriers to successfully providing the required training and learning for the working population.

The Chair asked New City College and ELATT to provide information about the funding rules so they can write to the Secretary of State for Education. The Chair also requested for them to provide information about what the council can do and the role the council can undertake to be complimentary to their provision.

ACTION	New City College and ELATT to provide information about the funding rules so they can write to the Secretary of State for Education.

5   Minutes of Previous Meeting - 8:15pm

5.1   Members noted the minutes from the previous meeting will be on the next agenda.

6   Skills, Economy and Growth Scrutiny Commission Work Programme 2022/23 - 8:20pm

6.1   Chair referred to the papers in the agenda on pages 37-50 for the work programme explaining suggestion have been received from members of the public in addition to council stakeholders.

6.2   The Chair asked Members to review the full list of suggestions and make recommendations for priorities to be placed on the work programme for 2022/23.

6.3   Cllr Smyth suggested prioritizing the health impacts of LTNs for people living on boundary roads.

The Chair highlighted that health impacts was not within their remit this was Health in Hackney Scrutiny Commission.

6.4 Cllr Potter suggested looking at the circular economy and how they can encourage this in addition to the community wealth building aspect related to an inclusive economy.

6.5 Cllr Race suggested the new green deal and the Council's climate action plan. In response to Cllr Smyth's suggestions Cllr Race suggested they could look at transport more widely looking at the bus cuts and LTN's and the impact on the economy as positives and negatives.

The Chair explained their look at LTNs would be to review the impact on business, skills and the economic growth. The health impacts are an issue for Living in Hackney and Health in Hackney of which the two commission could do a joint enquiry. It is key for SEG to maintain its focus which is to look at the impact on business, economy and growth and how its contributing to an inclusive economy. Alternatively, they could suggest a joint piece of work with Health in Hackney but the Chair expressed concern about maintain the focus on business.

6.6 The Chair pointed out there were a number of suggestions about the cost of living and increasing costs. This could be an area to explore further. Cllr Potter suggested this could be Scrutiny Panel because it is cross cutting and ties into the Scrutiny Panel's work on poverty.

6.7 The Chair referred to the suggestion about reviewing the bus network. Pointing out this is an important and pressing issue for Hackney borough because the borough is dependent on buses. Cllr Potter and Cllr Premru supported this suggestion.

6.8 Cllr Premru supported the suggestion to look at the circular economy and the new jobs needed in waste services as they move towards the 65% target for recycling in 2030.

6.9 The Chair suggested they may wish to consider a further look at employment and skills particularly in light of the information discussed at this meeting for adult education, employment and skills. Exploring the issues about refugees, asylum seekers and those with no access to public funds. Noting the Council is prioritizing making provision for these cohorts to enable access to the labour market.

6.10 Cllr Potter suggested they pull together the work from last year on skills and reassess how to move the items forward after this. The Chair added that the discussion today highlighted where the Council's work is complimentary to the other providers.

6.11 Cllr Race suggested looking at the future use of libraries.

7 Any Other Business - 8:40pm

7.1   None.

Duration of the meeting: 7.00 - 8.55 pm

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Integration of Adult Learning and Employment & Skills

1. **SEG would like to know if the integration of services has been successful? How do you assess that success?**

The integration of the services sought to achieve the following objectives:

i) Fully align Adult Education day to day service delivery with Council political priorities

ii) Ensure Adult Education provision responds to hollowing out of labour market and need to support residents into high quality jobs

iii) Devolution of Adult Education Budget to GLA and renewed focus on outcomes

iv) Locate adult education within corporate centre of Council

Hackney

Integration of Adult Learning and Employment & Skills

These objectives have been achieved as follows:

- The integration of the Adult Learning service into the Council's wider employment & skills service in 2019 has strengthened the link between strategic political priorities and service delivery as set out in the Adult Learning Strategy, January 2021: Adult Learning in Hackney - a Strategic Approach

- Clarity of aims and developing an outcomes framework to measure impact:
  - i) training with a direct link to employment opportunities;
  - ii) building general and transferable skills;
  - iii) supporting our residents well being and positive mental health.

- Over 2000 learners enrolled onto courses in 2021-22 (data for this academic year is currently being finalised). This number has dropped compared to previous years, partly due to the interruption to learning caused by the pandemic and also due to the increased number of accredited courses delivered which are higher value

- As an example: Level 2 Certificate in Health & Social Care costs £12,636 whereas a non-accredited wellbeing programme costs £1,300 for the same number of learners

- The number of accredited courses has increased year on year: these made up 20% of the provision in 2018-19 and increased to 40% in 2020-21

Hackney

Integration of Adult Learning and Employment & Skills

- We have been able to flex the Adult Education Budget (AEB) to deliver a higher number of employment related courses (600 enrolments in 2020-21 compared to 460 In 2018-19)in line with the Council's vision for a more inclusive economy

- Working with the Policy Team to ensure an evidence base is in place to develop a relevant curriculum offer for residents

- Enabling partnership work including borough-wide systems approach to develop a more coordinated offer

- Diversifying delivery venues to reach priority learners - community halls (Resident Participation Team), Hackney Work Hubs and Libraries

- Digital Inclusion agenda has been facilitated by Adult Learning si

- Skills and adult learning agenda better understood and given mo priority by the Council.

Hackney

Integration of Adult Learning and Employment & Skills

2. What have been the outcomes for local residents?

- The service has been able to continue to achieve positive outcomes for learners particularly for non-accredited community learning courses, while delivering a range of additional benefits, including:

  Development of a digital platform at the time of integration enabled learners to be enrolled onto courses which had to switch to remote delivery during the pandemic

- Single front door for residents wanting to access employment support, work placements or training

- Wider reach of marketing of courses across the wider service including the Opportunities Newsletter

- Residents can enrol on a broader range of good quality employment ɪ achieve well (91% achievement rate in 2019-20)

Integration of Adult Learning and Employment & Skills

What have been the outcomes for local residents?

- Learners on Community & Family Learning programmes continue to benefit from an ambitious curriculum and achievement rates are very good at 99% for family learning and 99.5% for community learning.

- The number of SEND learners has increased by 10% to 39% since 2018-19 and they are well supported on targeted provision delivered by specialist providers such as Mind and Core Arts.

- Learners continue to enjoy their learning experience with Hackney Adult Learning: from a sample of 525 learners who completed an end of course survey, 522 (99%) agreed or strongly agreed that they enjoyed their course;

<H> Hackney

Integration of Adult Learning and Employment & Skills

3. What would you do differently if you had the chance to do this again?

Be bolder and make more changes in order to align the services further

Implement changes to ensure there is organisational capacity in the Functional Skills and Vocational Skills team to deliver against key local priorities

- Integrate IAG into the Hackney Works team at the time of the integration to ensure a consistent approach to advice and to maximise capacity
for recruiting learners, including a joined up approach
to marketing

⊖ Hackney

Lifelong learning is key to retraining, accessing better job opportunities and transitioning to new employment sectors. The UK Government committed £3 billion over 5 years, from 2021, to a National Skills Fund to retrain and upskill the adult workforce to meet identified skills gaps. The commission would like to know how the council and further education providers' invest this money for the benefit of Hackney residents.

1. What are the skills gaps identified in Hackney?

- **Functional Skills English & Maths**: 19% of working age residents still have either no formal qualification or a highest qualification of NVQ1. This accounts for just under 40,000 residents (38,600)

ESOL: Literacy skills for speakers of other languages; conversational English for use in the workplace and working with the public; ESOL embedded into vocational qualifications

Digital skills: bridging the digital divide - basic IT skills, particularly for the over 55's and specialist skills for creative and tech job vacancies in Hackney
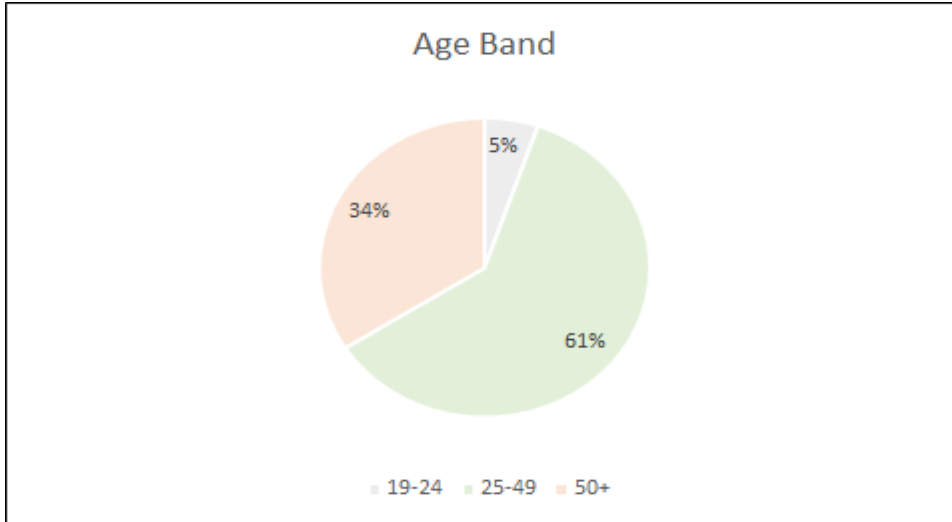
- **Skills for priority sectors in Hackney:**
  - Knowledge economy including tech and creative
  - Customer Service & Retail
  - Engineering (TFL & mechanics)
  - Entrepreneurship
  - Green skills
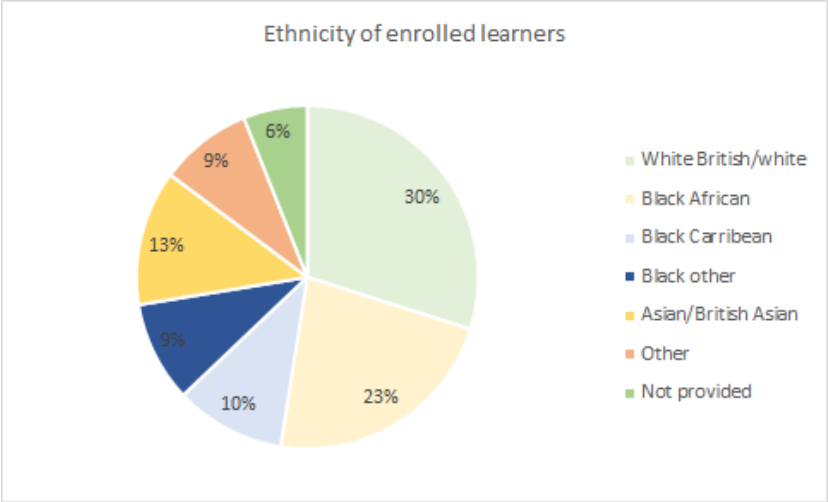 - Security, portering, cleaning
  - Teaching qualifications

⊖ Hackney

2. **What is the breakdown of the demographics accessing adult education, learning and skills courses provided by the Council in the borough?**

- 72% of total number of learners on Adult Learning courses are women
- 61% of learners are between the age of 25 and 49; 34% are over the age of 50 and only 5% are between 19-24
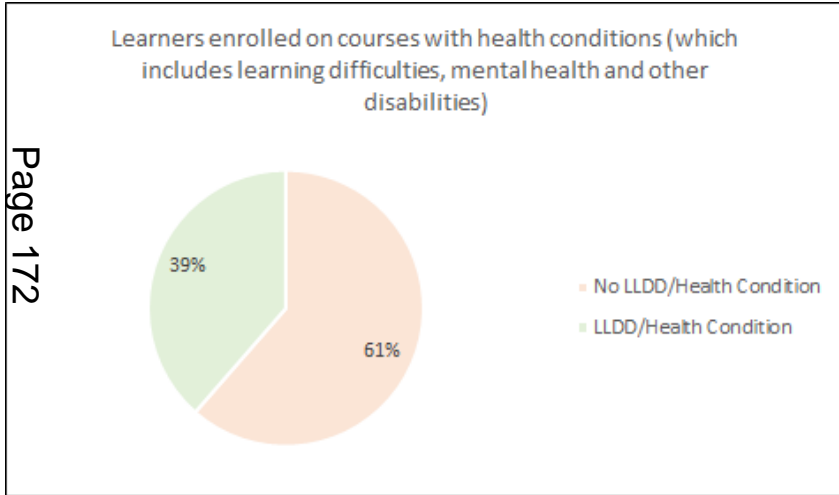
Age Band

5%
34%
61%

19-24   25-49   50+

There is a representative spread of ethnicities accessing the service:

Ethnicity of enrolled learners

- White British/white — 30%
- Black African — 23%
- Black Carribean — 10%
- Black other — 9%
- Asian/British Asian — 13%
- Other — 9%
- Not provided — 6%

- Of the total learners enrolled, 39% identified as having some sort of learning difficulty, disability or health issues. This number is increasing year on year.

Learners enrolled on courses with health conditions (which includes learning difficulties, mental health and other disabilities)

39%

61%

- No LLDD/Health Condition
- LLDD/Health Condition

3.   Are there any specific cohorts or ethnic minority groups that tend not to access adult learning or skills development, or access it less than the average? If yes, what can be done to address this?

- A low number of young adults access Hackney Adult Learning; many prefer to study at New City College or other providers

- 28% of Adult learners are male and although this has increased from 18% in 2018-19, the service is diversifying delivery venues and types of courses as a way of increasing this number

- A number of courses are commissioned to the training provider Vista who work specifically with the Charedi Jewish community; approximately 50 learners are engaged per year; we are looking at how to increase the capacity of training providers for this community including by developing pathways into teaching

- The service is engaging more residents who are seeking a career change and we continue to develop the curriculum to meet this need including a range of employability courses e.g Mental Health and Well-being for Employment, Support for Self-Employment.

(H) **Hackney**

4. Please provide a breakdown of the income stream / funding source for Hackney Council's adult learning

GLA Funding 2021/22 - £2,345,866
ESFA Funding 2021/22 - £16,272
Creative Enterprise Zone Funding - £150,000

- Adult Learning is also seeking to diversify income e.g. application for the Multiply programme for £275,848 over the next 3 years

5. **How does the Council and New City College measure the success of this investment?**

- Learning outcomes including - enrolment, retention and achievement

- Progression outcomes including onto further learning and into good quality employment

- Softer outcomes including improved wellbeing and fusion skills

- GLA performance management process

- Quality of provision: monitoring and observation of teaching & learning, learner feedback

- Annual self-assessment process and Ofsted inspections

(H) **Hackney**

6. What conditions are applied by national government to this funding and what consequences does such criteria have on the effectiveness of the investment?

- The Adult Education Budget has very detailed funding rules attached to it. Learners need to meet eligibility criteria which can be restrictive e.g. residency status

- Only qualifications approved for AEB funding by the Government's Learning Aim Reference Service can be delivered; majority of the funding is for level 2 qualifications and below

- Only a low number of specific level 3 qualifications with named awarding bodies are fundable under the National Skills Funding which can be limiting for providers who do not have awarding body status with those listed

(H) Hackney

The Council has pledged to make sure there are opportunities for lifelong learning, excellent skills courses with qualifications and routes to good jobs. This is in addition to the new green deal pledge to support the local green economy creating green skills mapped to the green skills gap. What does the Council and New City College understand by the "green skills gap" and how do they plan to plug it?

- Nationally, there are currently skills shortages for many of the occupations defined as green jobs. To ensure a sufficient supply for these new jobs, there is an urgent need to increase education provision in relevant subjects and courses, increase the proportion of those taking relevant courses who progress to green employment, and increase the flows from other, non-green, sectors into green sectors, including through re-skilling training.

- It's critical this is a just transition - so all groups can benefit from this growth, and so people likely to lose their current carbon intensive jobs are supported into new ones.

- ESAL is planning to bring in resource to carry out a Council green skills audit to identify specific gaps and to inform a target for increase in green skills capacity

- To link the skills needs of Hackney-based green businesses (current or target for growth sectors) with associated activity on education, skills, awareness raising, etc

- Continue to coordinate curriculum planning with borough partners and to share best practice and lessons learned.

⊖ Hackney

Hackney Central Conversation

Consultation Report 2021

A FAIR RECOVERY

Hackney

Contents

Introduction

Hackney Council launched the Hackney Central Conversation in July 2019 so local people could tell us what they love about Hackney Central, the challenges they experience, and what changes they would like to see the council make in the area. The approach for the project was about early, ongoing and honest dialogue with those who live, work and visit the area so that they can influence change in their community.

The Conversation focused on two streams of work: Moving around Hackney Central and community mapping exercise.

Moving around Hackney Central

The Council was previously awarded £10m of funding from Transport for London through the Liveable Neighbourhood Scheme to transform Hackney Central by reducing traffic in the area and redesigning its three dangerous junctions – Pembury Circus, Mare Street/Graham Road and Mare Street/Morning Lane – to make them safer for cyclists, pedestrians and public transport users.

Before the Council formally consulted on the Liveable Neighbourhood scheme, officers wanted to hear residents' experiences of walking, cycling and accessing public transport in the area to feed into how we design the scheme.

Although this funding stream has been paused by Transport for London as a result of the coronavirus pandemic, we have already undertaken work to look at how these measures can now be introduced.

With new funding becoming available, we are reviewing these plans to see how the improvements can be delivered and will engage with residents on these plans. Feedback and analysis of the Moving around Hackney Central engagement will be used to inform this.

Community Mapping

The community mapping project ran for a total of seven months from July 2019 until February 2020. Over 2000 people visited the commonplace website, and shared over 2,000 comments or added agreements or likes to these. This platform provided a key way to collect information, giving us a better understanding of the place and how it is perceived by the local community.

This online engagement was supplemented through workshops, community meetings, and stalls on the Narrow Way and at Hackney Carnival.

This report details the feedback and analysis of the online and engagement work for the mapping exercise only.

Section 1: Starting the Conversation

Project background

Hackney Central is where our borough meets: it's our civic centre, home to the stunning Town Hall, historic Hackney Empire and a cinema, library and other essential services; it's where London Overground lines, bus routes and walking and cycling routes come together; and it's a growing town centre with more shoppers, businesses and places to go out.

It's already seen change – like the Hackney Walk fashion district, new bars and breweries in Bohemia Place and the pedestrianisation of the Narrow Way to support local traders, shoppers and cyclists. We know local people are proud of what makes the area great, but we also know it is becoming more attractive to new residents, businesses and developers, and we need to act now to ensure we protect our town centre for the long term.

We also know there are huge opportunities to improve the area – radically reducing the traffic that dominates it, transforming dangerous and heavily polluted junctions, and making it easier for more people to walk and cycle. We are London's leading council for tackling poor air quality, and we're determined to reclaim our streets for people, not cars.

The Hackney Central Conversation was launched to map out and collect ideas and evidence on how we can manage these challenges in the area so that we can manage change for residents and businesses.

Consultation approach

The Hackney Central town centre area straddles two wards - Hackney Central and Homerton. The area designated for the engagement exercise incorporated the whole of Hackney Central and the western side of Homerton wards. A small section of London Fields ward was also added to the consultation area in acknowledgement that the town centre impacts on the area.

The Conversation was launched on 17 July 2019. The consultation ran for a period of eight months (July 2019 until March 2020) to allow information to be shared with the area and allow a long lead in time for participants to respond. A total of 455 individuals made 1329 contributions to the site.

A5 flyers were distributed to c. 9,000 residential and commercial properties to the consultation area below. In addition to this, the council issued tweets and the project featured in articles and consultation notices in Hackney Today in July 2019.
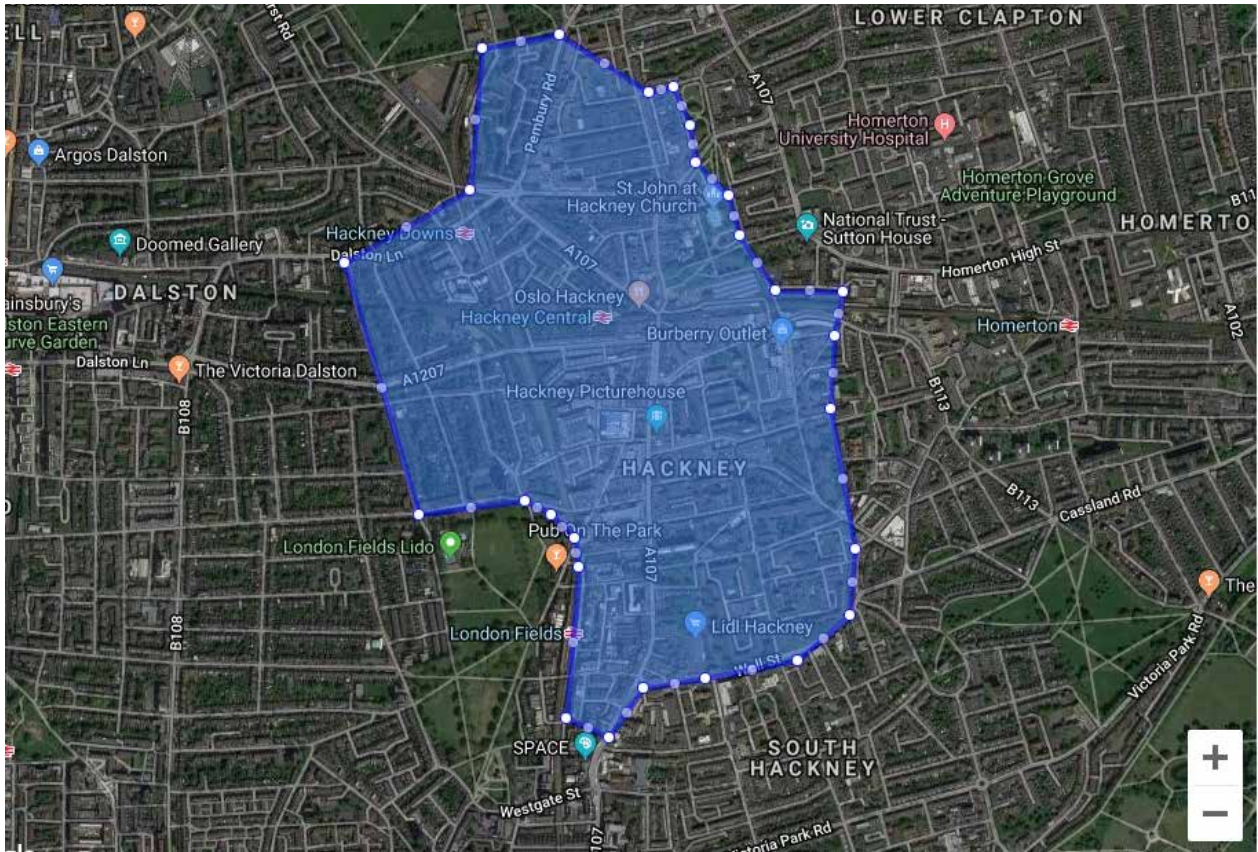
Consultation A5 leaflet distribution area

Advertisements

As a part of advertising the Conversation, advertisements were taken out on Facebook and Instagram. These were issued on a weekly basis for one month and targeted at residents, businesses or those who had logged onto local wifi networks or had tagged themselves in the locality.

How to read this report

When reading this report, there are a number of things to take into consideration:

- Not every participant provided a response to every question on the platform. This means that figures will not always add up to the total amount of respondents (455).

- Some responses contained multiple comments, identifying a number of issues. This also affects the overall total of issues raised in comments.

- How respondents have answered each question varies from one word answers to long prose or lists. Reviewing this information involves the layered analysis of individual responses which have been clustered into themes to help provide a more coherent narrative.

- Each question has been analysed differently. Some sections have been amalgamated (what are you commenting on and Do you have any comments) as these are largely needed to be read together.

- Where relevant, 'likes' to comments are highlighted as a means of indicating where respondents think a comment is important.

- The questions 'What are you commenting on' and 'why do you feel this way' have been amalgamated as they are directly related to each other and to make for an easier read. Similarly, the analysis for the question 'What do you like/love about Hackney Central?' and 'What is your favourite place?'

- Quotes have been provided to give context to the analysis.

- The number of mentions of an issue, venue/location or concept in the comments is reported in brackets ie The largest respondent age group were 35-44 (21).

Section 2: Data Collection Methodology

Data collection

The primary method of collecting data was through the on-line platform, Commonplace hcc.commonplace.is. There are two main ways participants have contributed to the platform.

The first is to add a comment about the Hackney Central area. The participant drops the pin on the map on either an area where they want to raise an issue. In order for a comment to appear on the site, the participant has to verify that they made the comment via a confirmation email.

Once participants had identified either a location or issue they want to raise, they were asked the following open text questions:

What are you commenting on?
What do you like/love about Hackney Central
What is your favourite space/place in Hackney Central?
Do you have any other comments?

They were also asked to qualify their comments 'How does it make you feel?' based on a likert scale.

The second is to add an agreement to an existing comment on the platform. Respondents can add one agreement to any comment other than their own. Unless a person is already logged in, they are asked to provide an email address. If the person chooses not to provide their email address, they are treated as anonymous and their comments are collected in the database but not displayed publicly.

Throughout the report, those who have added comments have been recorded as participants or respondents.

Verifying comments

Those who provide their email address are sent an email with a verification link. Until they click this link, they are treated as pending and their comments are collected in the database but not displayed publicly. If the link is not clicked within three days, a reminder email is sent out. Once they click the link, a person becomes confirmed and all their comments become publicly visible. People interviewed by a team member at an event have their comments displayed publicly automatically, and their comments are marked as survey comments.

83 % (286) of the total comments were verified by participants and further 9 % (31) unverified/anonymous comments. An additional 28 were entered via the survey form function. We have counted unverified comments, although they do not appear on the public site.

Hackney

Face-to-face engagement

We recognise that Hackney Central is a diverse community and that we need to use a range of data collection methods, as no one single engagement method was sufficient to capture and understand the complexity of residents, businesses and visitors' opinions and views. The project team attended or arranged events, workshops, market stalls or community meetings in Hackney Central.

These events included:

Workshops
- Moving Around Hackney Central Workshop
- Cultural Stakeholders Workshop
- Young Persons Workshop: Cardinal Pole Secondary School
- Young Persons Workshop: Urswick Secondary School

Other Community Events
- Mare Street/Narrow Way Business Survey
- Presentation to Hackney Central and London Fields Pubwatch
- Presentation to Hackney Cycle Campaign
- Market stall on the Narrow Way x2
- Stall at Hackney Carnival, outside the Town Hall
- Hackney Central Ward Forum: presentation of the project

Throughout the report feedback from these events have been added to give further insights and provide more detailed context to the data.

Analysing your comments and interpreting the data

A total of 902 comments were made on the site across the four questions, identifying key local issues, places people like to visit, concerns about change and their aspirations for the area. These comments have been posted in open-ended questions in prose format as qualitative data. Officers have read every comment on the platform and used a number of qualitative analysis techniques to analyse these.

It should be noted that respondents are self selecting, therefore, all results are subject to tolerances, which means that not all differences are statistically significant. Where percentages have been used, they may not sum to 100. This may be due to rounding, the exclusion of "don't know" categories, or multiple comments in the responses to the questions.

Officers have 'coded' the data in order to identify and cluster concepts and themes together. This has allowed us to explore and analyse patterns in participants' contributions as well as bring to the fore what people think is important. The data was reviewed in the first instance and a loose structure of initial themes were identified. These were later refined and, where necessary, amalgamated to be applicable across all the data sets. Officers then applied these themes to each response. Multiple codes can appear in one comment from a participant.

Key themes identified in the data

Sense of Place
This theme identifies the feelings the community has towards each other and their physical environments.

Local economy
This identifies the retail offer of Hackney Central such as shopping, cultural institutions and businesses as well the night time economy, including bars and restaurants.

Transport
This theme incorporates transport issues such as cars, buses, the overground, cycling and as well as moving around the area on foot.

Greenspaces
This theme covers green infrastructure such as trees and planting, pocket gardens and formal and informal greenspaces such parks and community gardens.

Streetscene and public realm design
In this report this theme relates to the state and design of public spaces such as streets, roads and junctions.

Community safety
This theme looks at the general sense of public safety, anti-social behaviour such as street-drinkers, drug taking and crime in the Hackney Central area.

Buildings & development
This theme relates to existing and new buildings and development in the area including the quality of architecture and heritage issues.

For issues of data protection, we have been unable to cross reference certain demographics such as sexuality, religion or disability.

We have used word frequency analysis (WFA) to examine repetition of words and terms. This is represented or visualised through content or word clouds which help to cluster the frequency of responses by depicting the words that appear most in larger or darker type within the cloud. The word clouds have not been represented in every section of the report.

Section 3: Respondent analysis

The below provides an overview of the demographic profile of respondents including gender, age, ethnicity and other markers such as their connection to the area and postcodes. This has been collected for equalities monitoring and cross referencing purposes.

Demographics

Respondents were asked to provide the following information about themselves. All fields were optional, and the fields marked with an asterisk below allowed respondents to select multiple answers. The demographic data represent those who left comments on the platform, not those who 'liked' comments.

- Postcode
- Connection to the area
- Age group
- Gender
- Ethnicity
- Sexuality
- Religion
- Disability

Postcode analysis

The postcode identify question was optional as a part of the demographics section of the survey. This data is captured to allow the project team to monitor where respondents live and what relationships exist between issues and those who live in particular postcode areas. A total of 191 (55%) respondents provided a postcode. Just under half of responses came from the immediate Hackney Central area E8 (87) or the neighbouring postcode areas E9 (47) and E5 (22). Others included N15 (7), N4 (6).

Residents' Postcodes

↔ Hackney
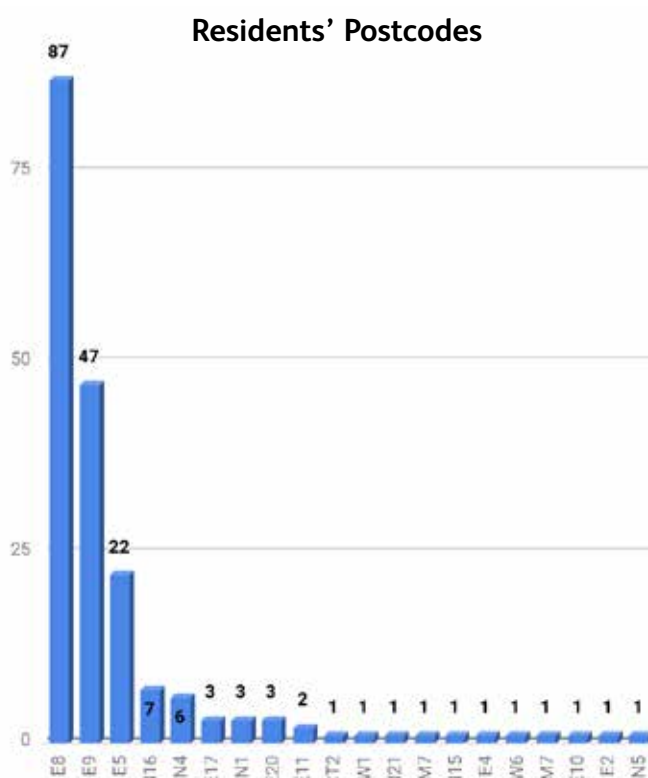
Gender of Participants
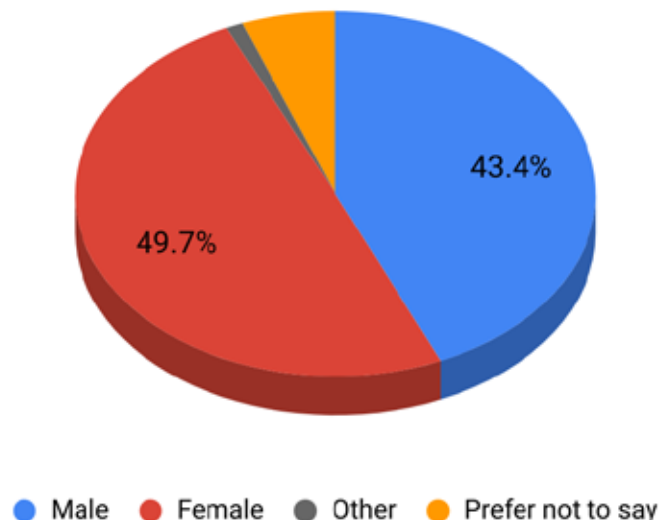
52 % of respondents (178) provided their gender. Slightly more females (94) responded to the consultation than males (82), 6 % (11) did not state their gender.

Respondents connection to the area
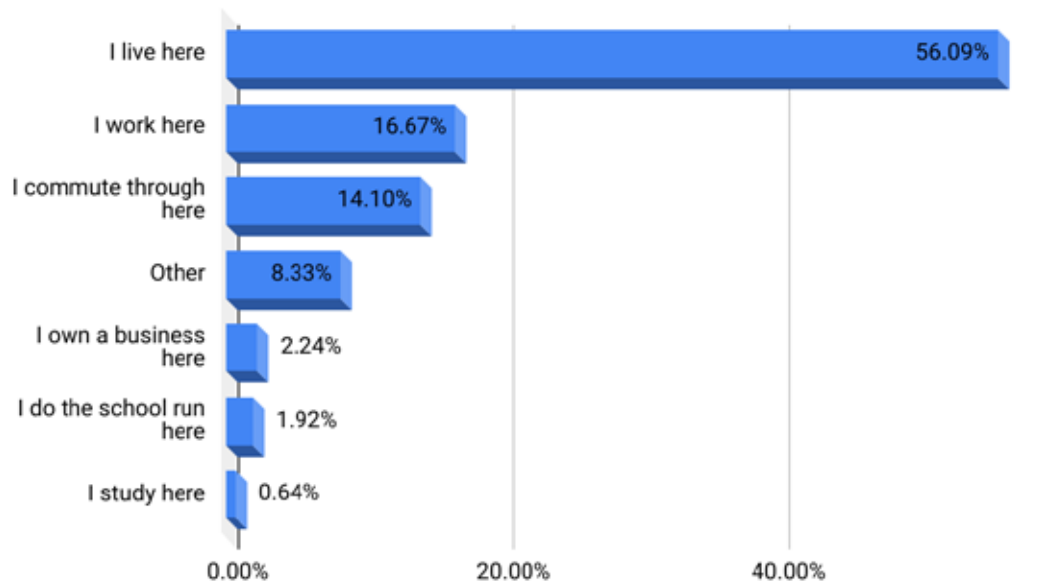
Over 90 % (312) of respondents provided details of their connection to the Hackney Central area. Those who live in the area (175) made up the largest respondent groups, followed by work in the area (52), Commute (44), other (26), own a business (7), and do the school run in the area (6). It should be noted that respondents were able to choose a number to the categories to describe their connection to the area.

How long have respondents lived in the area?
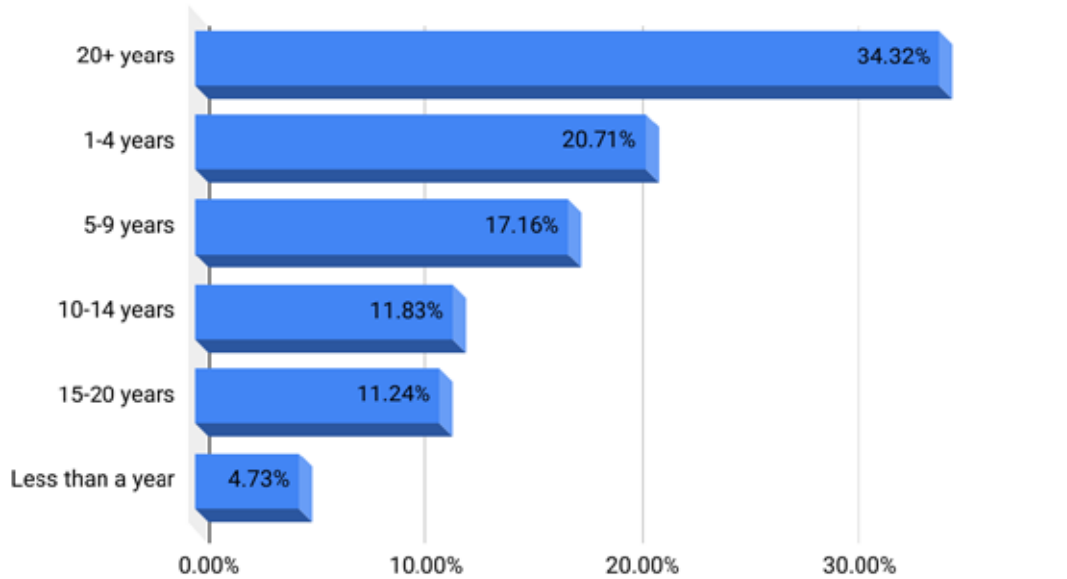
A large proportion of respondents did not specify how long they have lived in the area. The largest respondent group was 20+ years (58), 1-4 year (35) and 5-9 years (29), followed by 10-14 years (20), 15-20 (19) and less than a year (8).

Age of participants
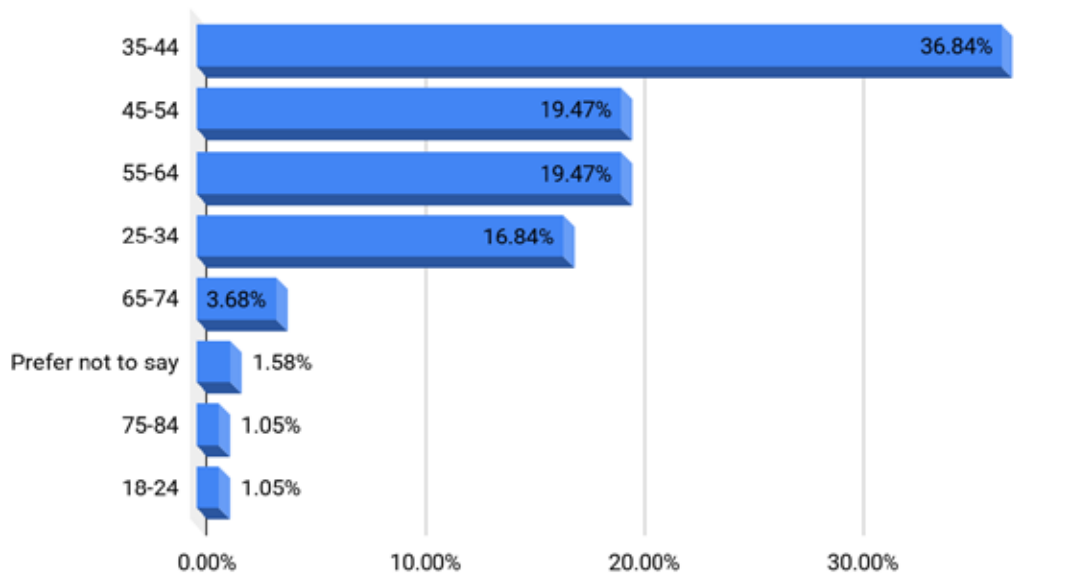
The largest respondent age groups were 35-44 (70) followed by 45-55 (37) and the 55-64 (37).

Respondents' home ownership
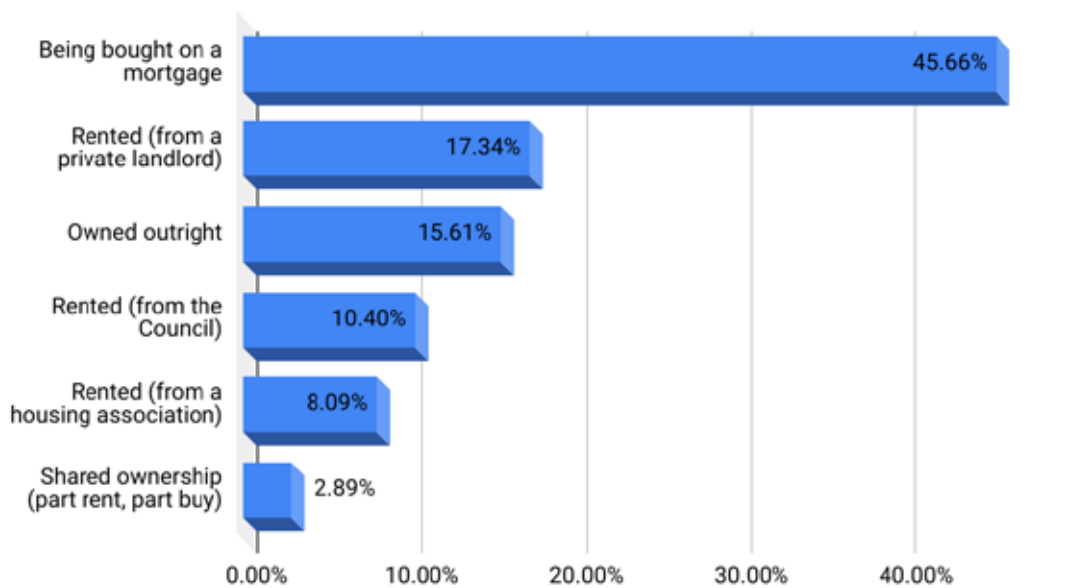
173 respondents provided details about their home ownership. 45 % of the respondents (79) are mortgaged property owners while 17 % (30) rent from a private landlord. Fewer than 20 % of respondents were from council properties or housing associations.

Community membership
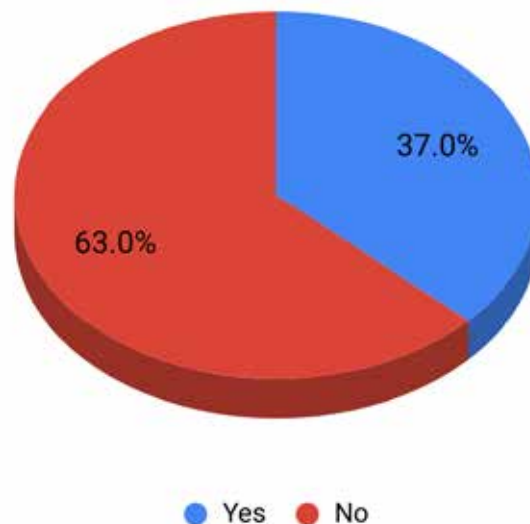
Just under 30 % of respondents were members of local community groups, including TRAs such as Wayman Court and Valette House; Cordwainers Community Garden; Eleanor Road facebook Community Group; Action Clapton Environment Group; community garden projects such as the Extinction Rebellion Community Garden; Feline Friends; and Hackney Winter Night Shelter.

Hackney

Section 4: Insights Analysis

In this section, we look at the comments respondents contributed to the map and the sentiments represented as shades of red, orange or green.

The questions were:

- What are you commenting on?
- What do you like/ about Hackney Central?
- What is your favourite place in Hackney Central
- Do you have any other comments

Sentiments

An element of the platform gives participants the opportunity to grade their comments into positive, negative and neutral sentiments. This provides a scale of the respondents perception of the issue they are posting or the area in general and other respondents can give weight to this by adding 'likes'. On the platform, sentiments appear as colour markers on the map and 'smiley' faces/likert scale on the survey.

It should be noted that some contributors chose to mark negative sentiments but on review these comments were not identifying negative issues, just that there was negative feeling about what they were discussing.

It should be noted that towards the end of the project, fewer comments were being generated but instead participants were choosing to add their agreements to previously left comments. Agreements to the comments add weight. In total, 984 agreements were added to the comments on site:

Participants' sentiments

67 % (232) of comments posted on the site were classified as negative, compared to 22 % (76) positive and a further 10 % (37) neutral.

76 % of agreements were for negative comments, while 14 % were for neutral comments and only 8 % were for positive comments.
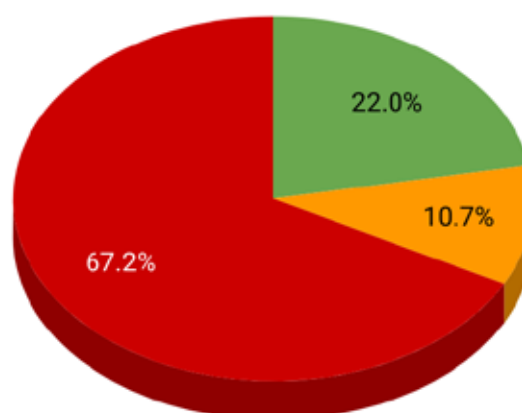
What would you like to see improved in Hackney Central?

We asked respondents a quick poll question to gain a better insight into local needs and priorities for the area. 72 % (247) of respondents provide a total of 964 votes. Respondents were able to provide multiple votes.

Category	Percentage
Air quality	15.35%
Public and green spaces	15.04%
Walking and connectivity	14.42%
Crime and safety	9.44%
Community and cultural spaces	8.40%
Better transport	7.05%
Accessibility	6.33%
Leisure and sport facilities	4.88%
Shops and retail spaces	4.25%
Affordable workspaces	3.53%
More homes	3.32%
Employment opportunities	3.32%
Cafés, bars and restaurants	3.22%
Other	1.45%

Air quality (149) topped the poll as something participants wanted improved in the area, closely followed by improvements to public and greenspaces (145), walking and connectivity (139) and crime and safety (91).

Section 5: What are you commenting on?

This section explores issues participants highlighted on the site or during our face to face conversations. The section incorporates the "what are you commenting on?" and the "other comments" section as these are directly related in content.

This section outlines:

- What issues are most important to respondents
- Why they are raising this issue(s)

In total, there were 328 responses to the question "what are you commenting on?'' and a further 201 responses for "do you have any other comments".

These comments have been coded into themes for analysis purposes. It should be noted that there is considerable crossover between the different themes coded which provide a complex picture of participants ideas, challenges and suggestions for Hackney Central. For example, issues of transport such as vehicular or cycling traffic were usually accompanied by comments on streetscene and public realm as well as air quality. Similarly, issues such introducing more greening in the area were coupled with streetscene and public realm design.

It should be noted that comments were a mix of positive and negative according to the likert scale identified by the participant, depending on the identified location and issues related to it. As outlined in the sentiments section above, not all comments identified as negative were negative reflections per se of the area.

Identified issues

We have drawn out the different issues and challenges which have been identified by participants across the two questions.

Community safety
Comments/mentions included:

- Drug dealing/taking
- Public urination
- Other anti-social behaviour such as playing loud music, littering
- Street drinkers

Housing and development
Comments/mentions included:

- Housing, including affordable housing
- General development
- Poor quality of the built environment/maintaining heritage assets

Local economy
Comments/mentions included:

- Cultural activities
- Shopping and retail offer
- The night time economy

Streetscene & public realm design
Comments/mentions included:

- Dangerous junctions
- Pedestrian crossings

Transport
Comments/mentions included:

- Buses
- Cycling, incl. cycling infrastructure such as parking, dedicated cycles lanes
- Dangerous driving and speeding on local roads
- General traffic and air quality

Greening
Comments/mentions included:

- Green spaces
- Trees and planting

Hackney

Transport

Transport was a major focus for participants on the platform (297). These comments have segmented into different modes of transport to provide more granular detail into private vehicles (including delivery vans)(91), cycling (87), buses (7) and trains (37). The issue of traffic generated a number of responses but it should be noted that the notion of 'traffic' was usually implicit within the comments. Explicit mentions of traffic have been counted (75).

The use of private and commercial vehicles such as delivery vans are noted as one of the major challenges for Hackney Central, both in terms of physical impacts on the surrounding environment, but also on its impact on the feel of the area. Comments highlighted how Hackney Central is bisected by a major traffic thoroughfares (A107 and A1207) which are the sources of the heavy vehicular traffic in the area. It is along these arterial roads that participants highlight the greatest concentration of congestion and the knock on effect of rat-running along residential streets to avoid the Hackney Central area. Key traffic points noted by respondents include Graham Road, Morning Lane, Amhurst Road and Mare Street. Other roads with listed traffic problems include Richmond Road and through-routes such as Navarino and Greenwood Roads.

A key issue on the platform is dangerous driving (15) which is mentioned in relation to other road users such as pedestrians or cyclists. A number of participants identify dangerous driving such as speeding, carelessness or aggressive behaviour is exacerbated by the design or poor configuration of public realm such as junctions and at points where different road users are sharing spaces. This is identified in specific hotspots at Pembury Circus and along Mare Street at the Graham Road Junction. A number of participants used this section to call for road closures to help reduce traffic on residential roads.

Hackney

Comments from residents

> "Speeding cars, dangerous long stretches of road. The pedestrian islands provided and signs of speed is not an effective way to control speeding cars and motorbikes."
>
> **(Resident about Amhurst Road)**

> "The pedestrian crossings here always seem to take forever and people run across the roads at whatever chance they have. Cyclists also don't really respect the red lights either so it makes it doubly difficult. It feels quite dangerous here."
>
> **(Resident about the Pembury Junction)**

> "This intersection is extremely dangerous, and would benefit from being more pedestrian-friendly with wider pavements, as well as making the beginning of the Laneway towards Tesco fully step-free, increasing the amount of space for pedestrians.The right turn from Mare St onto Bohemia Place and the pedestrianised street needs to be made a lot safer for cyclists."
>
> **(Resident about the Narrow Way)**

> "These two streets are rat run by cars 24 hours a day, 7 days a week. Let's give residents a break and move towards a liveable neighbourhood by filtering them. This would also create a peaceful route for the many people who use the roads to cycle or walk between London Fields and Dalston, which the moment is only accessible by bike for those who are willing to face down oncoming traffic, or be tailgated by traffic that's going in the same direction."
>
> **(Resident about the Greenwood Road)**

While the area is a major hub for transport connectivity, public transport such as trains (37) or buses (7) overall received fewer comments. Bus services were mostly framed around the issue of traffic, bus stacking and poor junction design and its impact on other road users. As with private vehicles, pinch points were identified at Pembury Circus and along Mare Street at the Graham Road Junction.

There was a focus on Hackney Central station and a need for physical improvements to its entrances to deal with overcrowding at peak times and calling for increased capacity and accessibility. In addition to this, these comments also noted any future improvements at the station which should incorporate the community garden that was (at the time of the consultation) occupying the vacant site on Graham Road.

A number of participants commented on the lack of disabled access at Hackney Down Station.

"Hackney Central Station is too small for the amount of people that use it. When two trains arrive at the same time, it's a nightmare and a very unpleasant experience. Can't the old station building (currently OSLO) be brought back into use? It would be larger and more comfortable than the current station and also create a better impression for visitors to the borough. If Hackney Wick can get a new station, then why can't Hackney Central?"

"Hackney Central station (or at least the approach to it) needs drastically improving to welcome visitors from outside the area. It would also greatly improve the experience for commuters and make HC a more viable place to work long-term."

32 separate comments directly identified the issue of air quality in Hackney Central. This was related to junctions and the impact of high levels of traffic in the area and how this degrades ambient air quality. The comments point to the issue of recurring congestion in general as well as at specific junctions or areas at certain times as noted above. A number of comments relate air quality and the deployment of green infrastructure such as street-side tree planting or informal or pocket gardens as a means of reducing or mitigating pollution impacts.

"Very poor air quality and lots of motorway maintenance heavy lorries. Air quality so poor really should do something. Perhaps a change of emphasis from parking controls and fines to vehicle emission testing and fines. Love Clean hackney also needs a dirty vehicle reporting section."

Green spaces

Respondents stated that greenspaces help to establish the character of a place, encourage walking and social interaction and improve the overall built environment. While many respondents highlighted that Hackney Central benefited from being situated between London Fields and Hackney Downs, the comments (81) largely focused on the value of small scale green infrastructure across the area. These comments point to a more strategic use of greening interventions such as tree-lined streets and pocket parks to not only improve the overall aesthetics of Hackney Central but also to mitigate pollution impacts.

Over half of the responses that noted traffic/congestion (75) and poor air quality (32) coupled their comments with the need to deliver more green spaces, highlighting the accumulative direct and indirect benefits of natural environment exposure to the area and people's psychology and physical health.

> "The area generally needs more trees/plants and green spaces around (and less cars) to clean the air, increase biodiversity, give people spaces to rest and connect with nature and each other respectively."

Respondents identified specific locations in the area that provide important greenspaces or 'stop offs' such as the community garden on Graham Road (37) and St John's Church Yard Gardens (33). A significant amount of attention was given to support the Graham Road Garden which is only on the site temporarily, receiving 36 likes to support these.

These comments were supported by calls for more small scale interventions such as retaining or replicating the garden on Graham Road (14) and the introduction of a new pocket park or green space on Marvin Road (25) through the removal of on-street parking. Additionally, comments state that further opportunities should be looked at on any new development sites, such as Tesco, to increase greenspace/public provision.

> "The XR Guerilla garden is an amazing project which proves self-organised grassroots groups can improve the spaces around them without heavy government/council involvement. Projects like these need to be tolerated and supported, and it would send a great message if Hackney Council allowed the garden to stay, and either incorporated the new Hackney Central station entrance into it, or better yet, built the entrance further up Graham Rd."

> "We think Marvin Street could be transformed into a beautiful small park, or grove, integrated at the Graham Road end with the bus stop and with bicycle storage facilities and an electric vehicle charger at the Sylvester Road end. An innovative natural space with trees and seating. It might help redress the traffic pollution and could be London's most beautiful bus stop. It could eventually connect with a new, similarly landscaped southern entrance to Hackney Central Station."

In addition to this, a few comments noted the need for more play spaces for children and young people in the area.

Streetscene and public realm design

As noted in other sections, comments about streetscene and public realm design (226) are framed around reducing the impact of traffic on the area, improving the overall conditions and quality of the built environment, and providing more greening to support social habitation of the town centre. This is seen by many as a way to improve the area as a destination point and an important character asset for the town centre.

Seen in this light, improving arrival points into the town centre are critical in changing people's perceptions and attracting visitors. Participants noted that the general public realm around Hackney Central Station is poor and is a negative reflection of the overall character of the area for visitors or people returning home. Participants highlight that the stations form an important part of how they experience Hackney Central and support the need for alternative routes such as Graham Road.

> "Mare street can be a bit messy - lots of things on the pavements, tripping hazards, people. The area would benefit from a clean up. Feels crowded and squeezed in- which can be good - but this is from things like cars and other vehicles."

The presence of vehicular traffic - both private and public - and the poor design of the streetscapes are listed as having a severance effect on Hackney Central with some referring to the area as disjointed. This is particularly focused around roads such as the Narrow Way leading onto the box junction/Amhurst Road/under the railway where the pedestrianised spaces lead onto congested roads and then onto the small entrance to the station.

Related to this is the focus on the issue of junction design and its impact on road users. Over 80 comments focused on how many junctions in the area are poorly designed and dangerous for drivers, cyclists and pedestrians, and appear to be the cause of traffic jams as users compete for space.

> "The Junction at Amhurst Road is really bad. I've seen two major accidents - one fatal - in the last 3 months. The pedestrian crossing is poorly timed and there isn't enough visibility for people to cross safely."

> "This whole Graham Road / Mare Street junction is a nightmare for pedestrians. Not enough room for pedestrians and the bus stop. Not enough space to queue or easily get on and off the bus, especially if you have mobility problems."

> "Narrow pavements and guardrailing make it horrible for walking around this junction. Crossings are complex and it takes ages to cross more than one arm of the junction."

Pembury Circus is highlighted as suffering from an overly complicated lay out which causes confusion for road users, is cluttered with railings and traffic islands, and the narrow pavements make it difficult for pedestrians to navigate safely. Similarly, respondents point to the Graham Road/Mare Street and Morning Lane/Mare Street and Amhurst Road/the Narrow Way intersections as areas that are poorly designed, are unable to deal with current traffic capacity and need improving. At these junctions, filtering and the right of way for cyclists and cars in shared spaces is also a major problem. Pedestrians experienced feeling unsafe in the area when crossing these junctions.

For cyclists, concerns about Mare Street focus on the lack of cycling infrastructure to help facilitate cycling through the area. Problems for cyclists are noted as the lack of clearly identified spaces such as segregated or demarcated cycling spaces. That said, 'aggressive' cycling along the Narrow Way or on pavements is noted by pedestrians who call for improved cycling provision such as separate cycling lanes or improving existing cycling routes to mitigate these problems.

> "Mare Street has a very, very wide road and there is lots of space for protected cycle lanes. I am baffled as to why there isn't one at present. Hackney has too many people making ridiculously short journeys by car. Creating protected cycle lanes would give these people a realistic alternative to driving everywhere. And Mare Street would be a good place to start."

Hackney

> "The main cycle route is sent down the super-narrow Churchwell Path and then emerges onto something that *looks* like a parallel crossing where cycling has priority—but with signage saying 'wait here' suggesting cycling does not have priority. Either it does have priority or it doesn't! If it doesn't, it should not look like a parallel crossing. If cycling does have priority, it should say so. If giving cycling priority, or using traffic lights, causes delays to private motor traffic—tough."

The issue of signage in shared spaces along the narrow way is also noted as causing difficulty for some groups, notably the elderly.

Local economy

The local economy generated 49 comments across the two questions. The liveliness of Hackney Central is drawn from it's high street, based along the north section of Mare Street and the Narrow Way which function as a destination for convenience shopping and cultural and social activities. Participants' reference the importance of shops in the area that cater for a broad range of shoppers and attract visitors to the area, but these businesses need support to thrive.

Linked to this are comments where respondents identify the importance of 'attactor stores' such as Marks & Spencer and Tesco and the need for the retail offer to be diversified to ensure that shoppers stay local and do not shop elsewhere such as stratford. Similarly, others used the platform to celebrate the existing local or independent shops and the importance of varying high street retail and food offers with differing price ranges to cater for Hackney's diverse communities. There were also mentions about the need to retain a larger Tesco shopping store offer for affordability reasons i.e. not a Tesco Metro or Tesco Local.

> "It would be good to have a better range of shops in Hackney Central. Even the M&S has a really small range of children's clothing. Occasionally I have to buy things for my children and it is really very difficult. Generally I end up having to detour through Stratford Westfield Centre because it is so difficult to get anything from Hackney!"

> "nice mix of shops - utility stuff (card shop, Primark, M&S) plus newer cafes and restaurants. I do fear that the more utility stuff will be pushed out as the area gentrifies - already it's got hard to pick up DIY supplies locally for example, and the carpet/fabric shop is having to close due to rents going up."

> "We need more good food places - a range of eateries which are reasonably priced because many can't afford high end prices. Permanent traders as part of the narrow way generally."

A challenge presented by participants focuses on how different commercial offers - be it retail, food, bars - can work together to achieve the critical mass to energise the high street. Some comments have called for more bars as the area is less residential along the high street and could accommodate more, quoting the recent emergence of Bohemia Place as a night time destination. This related to positive comments about Hackney Central's role as a cultural hub which is focused on the theatre, the cinema and small scale music venues such as Oslo Bar and The Paper Dress. That said, some respondents were fearful of allowing more late night venues, stating that they negatively impact on areas.

> "It would be good to have more bars as there are not many residential buildings around Hackney Central so it could be a place to have late night entertainment without bothering anyone. But mainly separated cycle lanes, as that would benefit everyone."

> "Too many night clubs or noisy music gigs without a licence in this area make our lives difficult - people have to move out or not move in though there are empty buildings that can be easily turned into houses. Note that the noise pollution team works very well though."

Respondents identified the negative impact of the numerous betting shops on the area as focal points for persistent and historic anti-social behaviour and called for them to be removed. As noted throughout the comments on the site, anti-social behaviour such as the presence of street drinkers or excessive begging as well as poor urban design elements are key dimensions that frame how participants' experience and perceive of the area. A number of contributors noted that the presence of anti-social behaviour around betting shops impacts the local economy as people are not always willing to stay in the area.

A few comments drew attention to Hackney Walk and the fashion hub. Participants highlighted that a number of the shops are expensive and are not used by the local community. Participants used this as an example of how any changes in Hackney Central's retail offer needs to reflect the community's wants and needs. There are also a number of comments relating to the empty units along the railway arches.

Mare Street Business engagement

As a part of our face to face engagement work with the community we conducted a series of door-to-door surveys with businesses along Mare Street and Narrow Way. For these local businesses, key issues include:

Key findings:

- **The impact of anti-social behaviour:** A perceived lack of enforcement and anti-social behaviour impacts on their businesses, although it was noted that this had improved with the closure of Coral Betting formerly based in the Old Hackney Town Hall.

- **Diverse shopping experience:** Key stores such as Marks & Spencer are vital to attracting customers to the area with many smaller businesses benefit from their presence. The loss of shops such as Clark's Shoe shop was also noted as a 'loss' to the high street offer.

- **Pedestrianisation:** Pedestrianisation of the Narrow Way has impacted some businesses' footfall, although others state that it has had a positive effect on the overall look and feel of the area.

- **Temporary uses:** There were mixed feelings about the presence of a market on the Narrow Way as this created further competition, especially for those selling perishable goods.

- **Cultural events:** Some businesses would like to see the Narrow Way be activated with cultural activities through the year.

The importance of the cultural sector

Hackney Central is the civic hub of the borough and hosts a number of key cultural and community organisations and venues such as the Hackney Museum, The Hackney Empire, The Round Chapel, St John's Church, Sutton House, Hackney Picture House and a number of music venues . We held a workshop with a number of these to discuss the challenges, aspirations and needs for their organisation:

Key Findings:

- Recognition: Recognise the social value of local cultural institutions

- Called for closer relationships between organisations locally to support the cultural offer

- Knowing where to go: Better sign post organisation such as the Hackney Museum and the Round Chapel

- Capacity to grow: Help grassroot venues to share the benefits of growth in the area through support/collaboration from larger institutions

Hackney

- The high street isn't just for shopping: The need to meet future demands and understanding that commercial retail should not be the only priority going forward in Hackney Central

- Workspaces: Several responses to the post-it exercise outlined the need for more affordable workspaces (with a cultural and business focus)

- Workspaces for young people: participants identified a lack of workspace provision specifically for young people

- Enhance existing spaces: enhance the spaces and other cultural assets in Hackney Central such as the space outside the Old Town Hall and the Narrow Way, and the existing Town Hall Square.

Hackney

Buildings and developments

Relatively fewer comments were posted (27) by participants about buildings and development. One location on the Narrow Way that received a number of comments was the Old Hackney Town Hall. Respondents noted that it should be used for alternative use other than a betting shop. Comments stated this could be used as a place of community value but noted it as a part of the local heritage:

> "The Old Town Hall on the Narrow Way is now vacant - fantastic that the betting shop has left. Buy it back and return this historic building into a community asset."

The future of the Tesco site attracted a number of comments (30) on the impact of development on the local area and the loss of a larger supermarket. If redevelopment does take place, comments called for more green space and the provision of affordable housing, to ensure high architectural quality of the project and that it does not negatively impact on the heritage of the area. A number of comments were against any proposals for tall buildings/towers on the site and the visual impacts these will have on the surrounding area such as St Augustine's Tower; possible impact of over-development on the site; and the impact of development on transport provision. These comments acknowledged the need for more housing but disagreed with this being delivered in tower blocks. There were mixed comments about the loss of the car park, although there was an acknowledgement that it was the only large parking provision in the area.

> "St Augustine Tower and St John's Churchyard and the Narrow Way pedestrian area create a fantastic oasis of peace, but it is under threat from inappropriate over-development of 'Tesco Car Park Site' - which is actually owned by the Council. Please don't ruin the best bit of historic Hackney - Grade I listed medieval tower deserves more consideration. It doesn't have to be this way - for a good example look at 'Scout Hut Site' development on the other side of St John's Churchyard which has sensitive scale and design, appropriate materials etc."

Conversations with local cultural organisations such the Hackney Museum, the Picture House and the Hackney Empire reinforces comments on the site that the Town Hall square as an undervalued place for people to linger, sit or enjoy the space as it is blighted by heavy traffic, anti-social behaviour and needs to be upgraded.

Also noted is the empty units in Hackney Walk and the effect this has on the overall character of the area.

Housing provision received fewer comments (5) on the site, although this was focused on the lack of affordable housing or the cost of private housing.

Sense of place

Participants highlighted the need to physically reconnect to the town centre as a whole to nurture a sense of belonging to place. Comments listed the 'buzz' or 'feel' of the area, including issues such as diversity and multiculturalism.

A key way participants alluded to their sense of place related to the effect of issues such as traffic congestion, public realm design or anti-social behaviour on the overall character of the area. This is explored in other sections above, but participants note that dealing with these issues are vital to ensuring that the local community feels safe, welcome and wants to occupy the spaces in the area.

> "Large groups of people who congregate on the benches in St John's gardens, drinking, drug-taking and leaving piles of litter day after day, night after night. It is unpleasant and intimidating to walk through St John's gardens because of these people''.

Responses relating to respondents' psychological impressions of the neighbourhood included mentions of emotions such as 'unsafe' or related language such as 'not for us' or 'overcrowded'. In terms of positive and negative impressions of places, there were far more negative comments than positive ones, but it should be borne in mind that the questions 'What are you commenting on' and 'Other comments' were more skewed towards this whereas 'What is your favourite place?' and 'What do you like/ love?' were largely more positive. See below for further details.

A few mentions about homelessness in the area were also generated on the site and how there should be greater provision to house these groups.

> "Homelessness is a big problem in Hackney and the betting shops don't help, how many do we need on the Narrow Lane? I would like to see a green space on Marvin St, think it's a great idea. I would like to see affordable accommodation for homeless people and incentives into work, for them, and local employers. I would also like to see youth centres/sport centres for local young people. Occupied young people are less likely to get themselves into trouble."

> "Hackney's history integrates wonderfully into the modern environment. I love that Elizabethan buildings and 13th Century ruins sit side by side with a McDonalds and a nightclub. The signage in the churchyard gives a great overview of the area's past and I regularly see people reading it there. I love in the centre of Hackney and I'm always surprised how much my neighbours already know about the history of the area - It's something that really binds this community together."

Hackney

Young People Workshop: Cardinal Pole Secondary School & Urswick Secondary School

Key findings

- Students recognised that the area is a hub for transport links, and discussed the many different transport routes available. Overground services to Stratford are a useful element of the area because it made it easy for people to go to Westfield to shop.

- Most students said that the shops they used most were food and drinks retailers including McDonald's and Greggs. The students highlighted that these shops were spaces in which they could relax and socialise, but said that security staff often moved them on before they had eaten

- Students pinpointed libraries, especially Homerton Library, as important facilities in the area for young people

- Green spaces were marked out as a positive feature with the area where students had had positive experiences, although some noted that the areas would benefit from more equipment, including open gyms, play parks and sheltered areas, and several students noted that anti-social behaviour had made them feel unsafe and discouraged them from using green spaces more

- In general, students were concerned about the presence of antisocial behaviour and drinking alcohol in public. Particular hotspots were parks and the graveyard around St Augustine's tower

- While the group mostly agreed that they would ideally like to relax in a cafe or food outlet, they suggested that if there were more youth centres and facilities locally they would be able to relax with their friends without being made to feel like a nuisance.

Key assumptions

- While Hackney Central was seen as a well-connected place, students didn't feel that it was in itself a destination

- The presence of street drinkers and anti-social behaviour has contributed to a negative image of the area which makes it unappealing to young people

- There are some issues with safety in the area that discourage young people from using green spaces at certain times of day and the year

- Young people generally feel that the area doesn't cater for their needs - there are few places to socialise where young people will not be disturbed or made to feel unwelcome.

Hackney

Proposals outlined in the comments

Throughout the comments posted on the site, a number of participants either directly suggested or alluded to ideas or proposals to support Hackney Central. As with the above section, these interventions have been categorised into the main themes of the report

Local Economy

Retail Offer

Intervention:
- Support smaller and independent businesses to remain on the high street
- Establish a policy to ensure a broader range of shops locally that caters for the whole community
- Reduce the number of betting shops
- Safeguard/retain shops in the area such as Marks & Spencers and Tesco

Cultural institutions

Intervention:
- Deliver affordable workspaces with a cultural and business focus
- Cultural heritage should play a role in inclusive growth
- Support collaboration between larger institutions and independent venues so that the sector can grow
- Support Hackney Central as a cultural hub for the borough

Night time economy

Intervention:
- Create a balanced retail/commercial/night time economy offer

Other

Intervention:
- Support young people into work

Hackney

Streetscene & public realm design

<u>The high street</u>

Intervention:
- Remove unnecessary public realm clutter such as railings
- Widen pavements at pinch points along Mare Street and Pembury Circus
- Improve new public realm design to improve the town centre experience including the Town Hall Square
- Improve the public realm/streetscape at the stations
- Improve signage about shared spaces on the Narrow Way

<u>Crossings</u>

Intervention:
- Improve the junction design at Pembury Circus for road users and pedestrians
- Improve the crossing at Graham Road/Mare Street and Morning Lane/ Mare Street
- Initiate road closures to stop rat-running along residential road

<u>Other</u>

Intervention:
- Introduce more playspaces

Buildings and development

<u>Affordable housing</u>

Intervention:
- Include more affordable housing in new developments

<u>New developments</u>

Intervention:
- Ensure high quality architecture of any new development to enhance the character of the area
- Protect heritage assets from tall buildings
- Ensure that new developments provide adequate green and public space

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Hackney

Transport

> **Transport**
>
> Intervention:
> - Improve cycling infrastructure in the area including cycle parking and cycle lanes
> - Reduce car usage in the area to improve air quality and town centre experience
>
> **Train Station**
>
> Intervention:
> - Improve capacity at Hackney Central Station
> - Install disabled access at Hackney Downs

Community safety

> **Anti-social behaviour**
>
> Intervention:
> - Put in place measures to deal with anti-social behaviour on the Narrow Way

Greening

> **Anti-social behaviour**
>
> Intervention:
> - Introduce green infrastructure such as trees and planting to mitigate poor air quality
> - Introduce more greenspaces to improve the town centre experience/or at specific locations
> - Maintain or replace elsewhere the community garden on Graham Road

Section 6: The places and spaces that make Hackney Central

This section of the report looks at the places and spaces that participants identified on the site or during our face to face conversations that make Hackney Central. We posed two questions to get a better understanding of participants' evaluation of the area's defining characteristics and explore what is important to them.

- What is your favourite place in Hackney Central?
- What do you like / love about the Hackney Central area?

From these comments, there is an overall narrative in response data which celebrates difference, vibrancy and diversity from which conclusions can be drawn on what creates the sense of community and place that appears to be so important respondents. These comments also give an idea of what participants think the council should protect or enhance.

A total of 373 responses identified the places and people that make Hackney Central, highlighting their sense of belonging and identification, personal and emotional investment in the area. These have been mapped out below as well in a word cloud below and listed.

Word cloud of terms used by participants to describe what do you love/like about the area?

The top ten terms or words used to describe or reference the area focus on Hackney Central's character, people and the community. These include people (42), shops (36), community (29), the general area (27), diversity (25). These were often stand alone comments, although a number co-occurred with other terms.

Hackney

The top ten terms or words used to describe or reference the area focus on Hackney Central's character, people and the community. These include people (42), shops (36), community (29), the general area (27), and diversity (25). These were often stand alone comments, although a number of these terms co-occurred with each other.

As illustrated in other sections of the report, the quality of the local environment is also mentioned by many of the respondents in relation to its convenience of the transport facilities and shops or access to nearby restorative places such as green spaces. Interestingly, there is no one favourite space/place in the area that participants tend to gravitate towards. There are largely equal mentions of spaces or venues such as the greenspaces (49), shops and cafes/restaurants (43), or locations such as the high street in general (63), implying that the general concept of diversity - be it the social mix or diversity of shopping offer - is central to the the area's uniqueness of character.

Within the comments a number of trends, as identified throughout the data sets, came to the fore. These have been categorised into three general categories below.

Community and place

- Hackney Central's local feel is vital to the success of the area.
- The institutions, venues and spaces that create community bonds should be supported and enhanced.
- While there is a sense of character and distinctiveness about the area, this needs improving while also needs to be safeguarded.
- Cultural, civic and open spaces are important arenas for social interactions and play an important role in how the area is perceived by locals and visitors.

Importance of greenspaces and good design in the public realm

- Quality of life and social connectivity should be supported and enhanced by the public realm.
- The success of a particular public space relies on people adopting, using and managing the space – people make places, more than places make people, so residents should be involved in designing these spaces.
- Preservation of architectural heritage is important to maintain the character of the area.
- Participants want to see the preservation of existing greenspaces such as the garden on Graham Road but also want to see more open and green spaces.
- Public spaces were noted as a particular and distinct resource for young people looking to socialise with others.

The role of local businesses

- Local businesses, especially small and specialist businesses, serve a broad range of the community, and should be safeguarded.
- Hackney Central's cultural scene is not only important for the local economy but also contributes to the sense of place and its heritage
- Beyond economic value, local businesses connect the wider community and, in turn, generate social value.
- The lack of chains in the area is perceived as a positive and is what contributes to the sense of place. That said, there was a recognition that the existing chain stores in the area had an important function in the town centre.

Hackney

Next Steps

Based on feedback from the Hackney Central Conversation, the Council is setting out clear commitments to help shape change in Hackney Central in line with the priorities identified by the local community, both now and in the long-term.

This includes establishing a new community panel to continue the conversation and support forthcoming changes taking place in Hackney Central.

To find out more and stay involved:
visit: **hackney.gov.uk/regeneration-hackney-central**

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Consultation findings Summary

Hackney

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The Dalston Conversation

Dalston is changing. We think this should result in a better town centre, streets and public spaces, better access to jobs and employment opportunities, and better facilities for local residents and businesses, but we need our communities to tell us what they want to see.

We launched the Dalston Conversation in September 2018 at Hackney Carnival so local people could tell us what they love about Dalston, the challenges they experience, and what changes they would like to see us make in the area.

Our approach is about early, ongoing and honest dialogue with those who live, work and visit the area so that they can influence change in their community. The primary way of hearing your experiences of Dalston has been through the Dalston Conversation website. This platform provided a key way to collect information, giving us a better understanding of the place and how it is perceived by the local community.

Over 4,000 people visited our website, and shared over 2,000 comments or added agreements or likes to these. We supplemented this online engagement through public workshops and focus groups, community events, neighbourhood walkabouts and stalls at Ridley Road Market and Hackney Carnival. Full feedback and analysis of this outreach work is provided in the consultation report.

This summary outlines information you have shared with us since we launched the project. We have produced it to show how we are reflecting on these comments and how we are responding to them.

Your contributions can be found at **https://dalstonconversation. commonplace.is**

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What you told us and what we did

Here is a summary of what you've told us and the actions we've taken to address some of your concerns. There's lots more to do in the long-term, but if there are things we can do quickly, we will.

You told us that Dalston has a rich and diverse community and this needs to be protected.

You want evidence on how we are planning for population and business growth, how the whole community can benefit from this, and how we are working to deliver these benefits for the area.

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You want to see investment in Ridley Road Market while protecting existing stall holders and retailers

- Together with the Mayor of London, we are investing over £1million into Ridley Road Market which will include a range of improvements, new gazebos, handheld card machines, and improved public spaces.

- Although we do not own or operate Ridley Road Shopping Village (the indoor market) we have intervened to prevent immediate evictions, are supporting businesses to find new premises, and working with the developer to ensure that the maximum amount possible of new affordable workspace is reprovided if any redevelopment of the building goes ahead. Any application will be scrutinised through the normal planning process.

You want us to protect and enhance local assets such as the cultural quarter (key sites around Ashwin Street and Dalston Lane), the library and the Dalston Eastern Curve Garden

- We will protect and improve Dalston's cultural and educational offer. We have already committed funding to the Dalston Children's Festival and cultural programme.

- The Council's commitment to providing local services and opportunities to its residents and businesses is evidenced through these relationships and support the Council provides to organisations that operate from Council land and buildings in Dalston such as Hackney Pirates, Rio Cinema, Circle Collective, Dalston Eastern Curve Garden, Age Concern, Arcola Theatre, Forest Road Youth Hub and the Hackney Council for Voluntary Services (HCVS). Workspace operators in Council premises including Hackney Cooperative Developments, Bootstrap Company and V22 collectively provide space for in excess of 150 small businesses.

You want assurance that we are planning for better transport which includes public transport, walking and cycling routes and facilities

- We have commissioned a movement study to see how people move about the area and how public spaces could be enhanced alongside workshops and dedicated visits to better understand what residents and businesses want to see improved. This will influence the Dalston Plan and regeneration plans, which will set out what transport improvements we'll focus on, how

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we'll go about this and when it's likely to happen.

- We are engaging with the Crossrail 2 team regularly to ensure their plans give consideration to our emerging planning policy for Dalston which is being informed by local residents and businesses.

You are particularly concerned by areas which experience anti-social behaviour, such as Gillett Square

In Gillett Square we have:

- Trimmed back the trees to improve visibility for CCTV
- Increased the number of enforcement officers to tackle anti-social behaviour, particularly around littering and public urination.
- Increased street cleansing, with bins being emptied more frequently.
- Increased police activity, such as drugs and weapons sweeps, which is already disrupting crime and creating a more positive atmosphere.
- Put in place alcohol and drug outreach workers in the area who work with street pastors.
- Commissioned and implemented crime prevention design advice to minimise criminal activity by redesigning elements of the public realm.
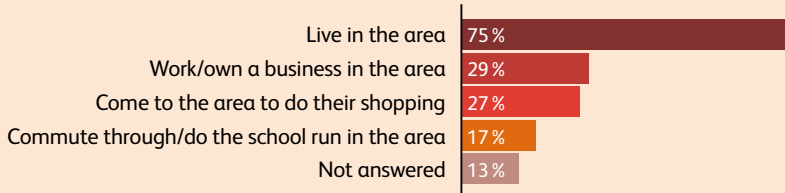
- Delivered the Dalston Children's festival and a Dalston cultural programme including cultural and creative activities in Gillett Square.
- Worked with Hackney Co-Operative Developments (HCD) on the refurbishment of their site at Bradbury Works, which will provide an improved public realm at Gillett Square and more footfall in the area.

You want the whole community to have a voice on future changes in the area

- We held targeted workshops with under-represented groups through various community groups, charities and businesses, ranging from Hackney Council of Voluntary Services (HCVS) to market stall-holders.
- We will continue to have an open dialogue with the community and will consult on new projects that are a result of what you've told us.
- We published a new Inclusive Economy Strategy, which sets the standard for how we ensure fairer access to economic opportunities for local communities as a result of development and investment, while protecting the local facilities and services that are valued by them. We will do this through our planning powers, partnership working, and increased community engagement.

Who's saying what?

4,860 people visited the Dalston Conversation project page. 455 individuals provided over 1,800 responses and there was a further 1,642 agreements to these comments.
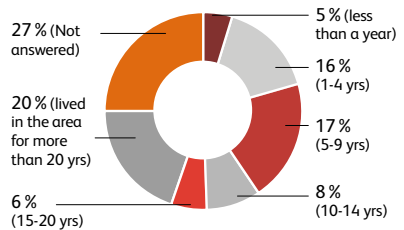
Live in the area	75 %
Work/own a business in the area	29 %
Come to the area to do their shopping	27 %
Commute through/do the school run in the area	17 %
Not answered	13 %

Gender

Those who mention issues such as infrastructure and investment were more likely to be women than men, with women also generating a higher frequency of positive comments. Men were, on the whole, more neutral in the comments when they describe the area. However, anti-social behaviour was frequently identified by both as a key issue locally.
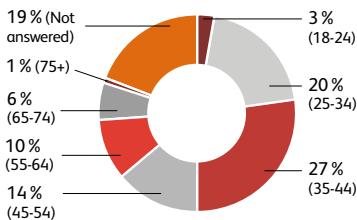
- 42 % Female
- 39 % Male
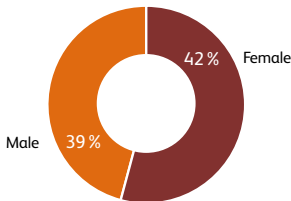
Length of time in the area

Older groups who have lived in the area for extended periods were most concerned about the community and their place in it. This appears to be driven by changes to local demographics and an influx of new residents. Younger groups who have lived in the area for less than 10 years were more welcoming of change it if results in positive outcomes for the local community such as reduced levels of crime.

- 5 % (less than a year)
- 16 % (1-4 yrs)
- 17 % (5-9 yrs)
- 8 % (10-14 yrs)
- 6 % (15-20 yrs)
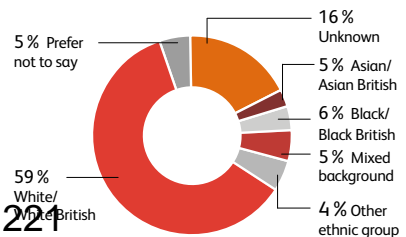- 20 % (lived in the area for more than 20 yrs)
- 27 % (Not answered)

Age groups

The 25-34 age group generally had more positive perceptions about the area and used more positive words in their comments. As respondents' age increases, the frequency of positive comments dropped and became more focused on particular issues around families, housing, social infrastructure and changes to the community.

- 3 % (18-24)
- 20 % (25-34)
- 27 % (35-44)
- 14 % (45-54)
- 10 % (55-64)
- 6 % (65-74)
- 1 % (75+)
- 19 % (Not answered)

Ethnicity

- 16 % Unknown
- 5 % Asian/Asian British
- 6 % Black/Black British
- 5 % Mixed background
- 4 % Other ethnic group
- 59 % White/White British
- 5 % Prefer not to say

Key themes from the consultation

We have identified eight key themes which have emerged from your feedback. Because we are working with a large amount of written information, we have used these themes to code, count and analyse your responses. Some pieces of feedback contained multiple themes – each was counted.

37%
Sense of place

36%
Sense of community

36%
Local economy

35%
Public spaces

54%
Specific locations

Ridley Road Market

Gillett Square

Dalston Square

Other locations

29%
Transport & public spaces

21%
Crime and safety

16%
Housing & development
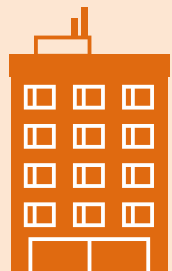
Engaging with you face-to-face

To supplement our online engagement, we ran a number of workshops, focus groups and community meetings as well as participated in other local events.

This allowed us to speak to a number of residents from different backgrounds who were under-represented in the data, but also test in more detail the ideas and information residents and businesses shared on the platform.

Our events included:

Workshops

Community deliberative event at the Petchey Academy

Access All Areas disability group workshop

Community walkabout and workshop on moving around Dalston (permeability) with Allies and Morrison Architects.

Community walkabout and workshop on mapping social and economic value of Dalston with the University of East London

Community Walkabout and workshop on heritage in Dalston with the Rio Cinema

Young Black Men Inspirational Leaders focus group on an inclusive Dalston with HCVS

Petchey Academy Student Council workshops on the future of Dalston

Conservation Area Advisory Committee workshop on Heritage.

Other Community Events

Project launch event at Hackney Carnival 2018

Presentations at the Dalston Ward Forum

Presentations at the Dalston Pubwatch Forum

Presentation at the Dalston Business Forum

Tenants and Residents meeting at the Shellgrove Estate

Tenants and Residents meeting at the Rhodes Estate

Forest Road Youth Hub event

Presentation and 'How to' session with Age Concern (East London)/ Connect Hackney Senior Citizens IT classes

Market stalls on Ridley Road Market

Market stall-holder surveys

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What you've told us about Dalston

The section below provides a summary of what you've told us about Dalston – your issues, concerns, challenges, ideas and aspirations for the area.

Dalston's community

Respondents' comments indicate a strong sense of community spirit and connection to Dalston. They identify and value Dalston's social diversity and a sense of respect and tolerance for others.

However, respondents highlight fears that this sense of community is fragile and is under threat. Comments such as *eroding* or *vanishing* communities appear to relate directly to fears that change in the area is not being well managed, with many comments identifying newer, more transient residents as the driver of this change. Concerns about community spirit and social change increase as an issue

Around 40
local groups, organisations, charities and tenants associations provided responses

from 15 % for those aged between 25-34 to near 60 % for those aged 65+, so this is more likely to be an issue for people who have lived in the area longer.

Relating to this is a perceived increase in inequality in the area, with comments identifying private, more expensive homes and new restaurants as contributing to rapid social change and a widening gap between established and newer members of the community. For more established communities – those living in the area for more than 15 years and young people from the area – there is a perception that new housing developments and shops don't cater for their needs and that new development has been alienating them.

Yet, for some, change in the area is not eroding their sense of community, only adding to it. Those aged between 25-34 or those who had lived in the area for less than 10 years were largely more positive towards regeneration in Dalston and identified that this had helped to reduce crime in the area, increased services and made the area better connected.

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Dalston as a place

The majority of public spaces in Dalston that people regularly use or visit retain important social functions and value for local residents and businesses. Comments identify a 'feel-good' buzz from the busy streets, with many respondents identifying an obvious rhythm of use of public spaces and places that allows different people to interact with each other. Many identify the Arcola Theatre, Dalston Eastern Curve Garden, Rio Cinema, Ridley Road, CLR James Library and Gillett Square as anchor points for the community, and comments reflect how respondents are proud and protective of these organisations and venues. Specifically, the Dalston Eastern Curve Garden is mentioned in over a quarter of all comments as a community asset, with particular mention that it is the only green space in the immediate area.

Similarly a number of respondents commented that Ridley Road Market is not only used by locals but draws shoppers from farther afield which adds to the cultural diversity of the area and brings many social advantages to the local community as a meeting point.

Dalston's public spaces

Comments highlight residents' concerns about the lack of green spaces for rest and play in Dalston. Similarly, walkways of the main walking routes of Dalston are cluttered and the streets are overcrowded, particularly in areas with a lot of extended shop fronts and at bus stops. For accessibility groups, this was raised as a key issue, especially in areas along Kingsland Road and Ridley Road Market.

A key issue raised is crime and safety in public spaces such as Gillett Square.

A frequently raised issue is the land between Colvestone Crescent and Ridley Road. Some respondents think that it should be preserved and used as a green space with trees.

25%

of comments on the site mention the Dalston Eastern Curve Garden

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11

Dalston as a night time venue

Dalston's nightlife is an important part of the cultural and commercial offer with independent bars, cafes and restaurants, giving it a unique and distinctive character.

But opinions of respondents on nightlife are split.

Some respondents are critical of the Council's perceived lenient approach to licensing and there are fears that encouraging further growth of the late-night economy will further disturb local residents. That said, there is recognition of the vibrancy and money the night-time economy brings to the area.

Ridley Road Market was identified by elderly Afro-Carribean and African communities as an important place to see friends and interact with others, while young people identified there was a lack of safe and welcoming spaces to socialise other than places such as McDonald's.

Ridley Road Market

Ridley Road Market is seen as a key part of the local economy and central to Dalston's social, cultural and historical identity. Respondents are protective of the market and fear redevelopment plans will threaten its future and Dalston's character and vitality.

A number of respondents however said the market's opening hours mean people who work regular hours cannot visit the market. Several responses called for an evening market and for additional opening times on Sunday. Other comments have called for cultural/community activities to take place in the space which the market occupies during the week.

Respondents recognise that improvements are needed in regard to waste, facilities and more toilets for stall holders and visitors. Other respondents were critical about the management of the market, commenting on the need for investment for general up-keep and cleanliness.

25%
of respondents shopped locally, mostly on Ridley Road Market

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Businesses in Dalston

From the uniqueness of Ridley Road Market, to the emerging cafe and restaurant culture in the area, respondents are positive about Dalston's diverse retail offer for shoppers and visitors.

Respondents think that Dalston Square is not fulfilling its potential and its empty shops could be used for SMEs, cultural activities or sports facilities.

Respondents highlight concerns about empty shops and the negative effect this has on the area. Many 'feeling priced out' participants raised the issue of local shops and call on the Council to do more to ensure a range of shops locally which provide for the whole community. As mentioned in the section above, there is individual and community recognition of the changing needs and opportunities in Dalston. That said, there appears to be a strong relationship between the shopping offer at the market and the need to protect the unique community identity in Dalston. This concern is raised by different demographic groups, age groups and those of different Housing tenure.

30%
of respondents were business owners or worked in the area

Several respondents said that the certain businesses – new cafes, restaurants and shops – do not cater for local people and are changing the nature of Dalston and that this needs to be balanced out so all residents benefit. Comments focus on how the Council should set new policies to help existing local businesses owners continue to trade in the area and help fill empty units where possible for small to medium businesses or meanwhile-use.

For young people, there were calls for a broader range of shops and cafes in the area to attract younger shoppers who generally prefer to go to other areas such as Stratford or Finsbury Park. Similarly, our conversations in workshops with young people indicated they wanted to benefit more from Dalston emerging as a creative industries hub through more training, jobs and affordable workspaces.

Crime and safety in Dalston

A number of respondents commented that there is a perceived reduction in crime in Dalston thanks to a number of interventions, but it has continued in pockets around Gillett Square and Ridley Road Market.

Respondents comment that despite investment in public realm improvements, Gillett Square still experiences anti-social behaviour such as drug and alcohol consumption, and public urination. Businesses in the area are particularly concerned that anti-social behaviour is driving away customers. Many respondents who either use the square or live nearby say they do not feel safe in the area and many of the comments raise concerns that the police are not doing enough to tackle these issues.

Local students specifically were worried about issues such as gangs and the increase in the level of homelessness.

Several respondents have also complained about sex workers around Shacklewell Green.

Getting around Dalston

Better public transport links in Dalston are seen as positive for the area, bringing in new visitors and shoppers to the town centre, while helping residents travel to other parts of the borough and London.

Despite this, cyclists think cycle provision is poor in the Dalston area, with respondents on this issue critical of the quality and safety of existing routes and want more options for cycle parking. Respondents see car traffic as overbearing and contributing to noise and air pollution with particular concerns about speeding on Queensbridge Road.

Crossrail 2

Respondents also raised concerns about the impact of Crossrail 2 on Dalston, including house prices, the future of the market, and impact on the community. A key driver for much of this fear appears to be the lack of information about the project. The Council is in regular discussion with the Crossrail 2 team about the project.

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Development in Dalston

Fewer comments focused on housing and development, however where mentioned these respondents expressed strong feelings about the type of homes being built, tenure and the quality of architecture in the area. Many of these comments directly link housing and development to negative change in the area and perceive it as a threat to sense of community.

Respondents concerns also focus on the costs of rent and the lack of new affordable homes for existing and new residents. Many comments highlight that more development in the area will affect rents for residential and commercial properties which may price out existing residents and owners in the area.

This fear was expressed around rumours of new developments on the shopping centre site and on Ridley Road. Respondents wanted to see greater control over what is developed locally and ensuring that delivery is responsive to local needs and the local environment.

Respondents also see new developments in the area as "ugly" or of little architectural value. Respondents see more recent developments as contributing little to the character of the area and / or think that their design is out of place.

A small number of respondents commented positively that shared ownership flats in Dalston had allowed them to get a foot on the property ladder.

Carrying on the Conversation

Your feedback will feed into various planning and regeneration programmes of work and help us set the vision and the phased delivery for more inclusive growth in Dalston.

Hackney is committed to working in partnership with the community to ensure that any plans put forward for the area reflect the aspirations and needs you have told us during the Conversation.

There will be various opportunities for community participation and further engagement in the development of the Dalston Regeneration Plan, the Good Growth Fund and Dalston Supplementary Planning Document over the next 12 months. We will keep you updated via the Dalston Conversations news pages or you can sign up for updates at **consultation@hackney.gov.uk**

In addition to the summary findings report we have also released a consultation report on the project with further information about the events we arranged/attended, our methodology for analysing your contributions and more quantitative data from the findings.

The Dalston Conversation site will remain live to view comments and for updates, but you will not be able to add further comments.

⊕ Hackney

Skills Economy & Growth Scrutiny Commission **21st November 2022** **Item 6 - Skills Economy & Growth** **Work Programme 2022/23**	Item No # 6

OUTLINE

Attached is the work programme for the Skills Economy & Growth commission for 2022-23. Please note that this is a working document and regularly updated.

ACTION

The commission members are asked for any comments, amendments or suggestions for the work programme.

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Overview & Scrutiny

Skills, Economy and Growth Scrutiny Commission: Work Plan May 2022 – April 2023

Each agenda will include an updated version of this Scrutiny Commission work programme

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
20th June 2022 Papers deadline: Wed 8th june 2022	Town Centre Regeneration - Contract Award for Lead Architect for Hackney Town Centre Sites regeneration programme	Climate, Homes and Economy Stephen Haynes, Strategic Director Inclusive Economy, Corporate Policy & New Homes Suzanne Johnson, Head of Area Regeneration	The Commission noted the Council is taking a decision related to the contract award for a Lead Architect for the Hackney Town Centre Site Regeneration Programme. The planned session will cover: 1. How will the contract meet and reflect the criteria and ambitions of the council for Hackney Town Centre Regeneration? 2. How the consultation and engagement related to Hackney Central will be reflected in the contract - balancing the needs and interest of the council, residents, and businesses.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
	Overview of Cabinet Member Priorities for the New Administration	Mayor's Office Cllr Guy Nicholson Deputy Mayor for Housing Supply, planning, Culture and Inclusive Economy Cllr Carole Williams, Cabinet Member for Employment, Human Resource and Equalities Cllr Mete Coban, Cabinet Member for Environment and Transport	Following the appointment of a new administration the Skills, Economy and Growth Scrutiny Commission (SEG) has requested for the following Cabinet Members: ● Cllr Guy Nicholson, Deputy Mayor for Housing Supply, Planning, Culture and Inclusive Economy to give an overview of their high-level plans and commitments relating to: 1. Supporting Hackney to recover 2. A green deal for Hackney 3. Thriving high streets and neighbourhoods. Highlighting areas of key priority for the next 1-2 years.
18th July 2022 Papers deadline: Wed 6rd July 2022	A Review of the Adult Learning / Education and Skills Retraining in Hackney	London Borough of Hackney Andrew Munk – Head of Employment,	The purpose of this item is to explore the local support and provisions available to help local workers and adults of working age to retrain and transition into new and future job roles.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
		Skills and Adult Learning Jill Gander - Head of Adult Learning Quality & Curriculum New City College Alison Arnaud, Principal: Hackney and Tower Hamlets Colleges (New City College Group). ELATT Anthony Harmer, Chief Executive	To support this discussion input was sought from the borough's further education institution (New City College) and a local training and skills provider (ELATT) operating in the borough. ● A look at how the Council, Further education providers and adult learning and skills training providers' invest the National Skills Fund to retrain and upskill the adult workforce for Hackney. ● Review of the Council's integrated adult learning and employment and skills service
19th September 2022	Understanding the local economy – London Borough of Hackney	Climate, Homes and Economy Stephen Haynes, Strategic Director Inclusive	Understanding the economic changes pre and post covid and the Council response. 1. Pre and post pandemic economic information update 2. What this means for the borough and local economy 3. Key considerations for the economic development plan

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
Papers deadline: Wed 7th Sept 2022 **MEETING CANCELLED**		Economy, Corporate Policy & New Homes Michael Toyer, Economic Development Manager	

| 21st November 2022

Papers deadline: Wed 9th Nov 2022 | Changes to Transport for London Bus Network and the London Borough of Hackney | Transport for London Geoff Hobbs

Bus User UK Claire Walters Chief Executive

London TravelWatch Alex smith, Head of Campaigns

London Borough of Hackney Cllr Yvonne Maxwell

Tyler Linton, Acting Head of Streetscene

Dominic West, Lead Officer Public Transport

Sonia Khan, Head of Policy and Strategic Delivery | A review of the bus network in the light of the proposed cuts by TfL to London's bus services. This discussion is to ensure TfL have explored all avenues to mitigate any negative socio-economic, connectivity, and frequency impacts to Hackney borough's residents, businesses and workers.

This item aims to use the information submitted from residents and community organisations to the Commission about the views and experiences of bus service users. |
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Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
14th December 2022 Papers deadline: Fri 2nd December 2022	Understanding the local economy – London Borough of Hackney	Climate, Homes and Economy Stephen Haynes, Strategic Director Inclusive Economy, Corporate Policy & New Homes Michael Toyer, Economic Development Manager	Understanding the economic changes pre and post covid and the Council response. 1. Pre and post pandemic economic information update 2. What this means for the borough and local economy 3. Key considerations for the economic development plan 4. Cost of living support to Businesses.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
9th January 2023 Papers deadline: Mon 19th Dec 2022	Future of Libraries and Hackney's Library Strategy	Polly Cziok Strategic Director, Engagement, Culture and Organisational Development Petra Roberts Strategic Service Head for Culture, Libraries and Heritage Cllr Kennedy Cabinet Member for Health, Adult Social Care, Voluntary Sector and Culture	The Commission would like an overview of the strategy (objectives and ambitions) to understand what it aims to deliver for the borough: impact of the changes proposed for library services, buildings and staff and how the strategy will be implemented.

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
6th February 2023 Papers deadline: Wed 25th 2023	Cabinet Member Question Time	Cllr Guy Nicholson	Cabinet Question Time session for the Deputy Mayor & Cabinet Member for Delivery, Inclusive Economy and Regeneration • Community Wealth Building - supporting and embedding co-operative led business models and social enterprise business models • Green and Circular Economy - defining the green economy and circular economy – How businesses are being supported (a look at the Circular economy pilot outcomes) to participate in the green and circular economy.
	Economy Development Plan and development of metrics	Climate, Homes and Economy Stephen Haynes, Strategic Director Inclusive Economy, Corporate Policy & New Homes Michael Toyer, Economic Development Manager	Economy Development Plan and development of metrics – Development of metrics which allow the council to measure the impact of its working on shaping an inclusive economy. TBC

Dates	Proposed Item	Directorate and lead officer contact	Description, Comment and Purpose of item
8th March 2023 Papers deadline: Mon 27th Feb 2023	Cabinet Member Question Time	Cllr Mete Coban	Cabinet Question Time session for the Cabinet Member for Environment and Transport • New Green Deal - investment of £50 million to help reduce energy bills for residents and tackle toxic air pollution. • Climate action plan – A review of the Council's engagement and consultation with businesses during the climate action plan consultation period
25th April 2023 Papers deadline: Mon 27th Feb 2023	Cabinet Question Time	Cllr Carole Williams	Cabinet Question Time session for the Cabinet member for Employment, Human Resources and Equalities • Green Skills • Adult Learning - A look at the redevelopment and changes to adult learning courses.

Item to be scheduled in work programme

Economy
- **Review of Inclusive Economy Strategy** (date to be advised)

- **Empty spaces and micro businesses** (date to be advised)

- **Affordable shops, food and the 15 minutes neighbourhoods** – Raised about Hoxton in public consultation (date to be advised)