

OVERVIEW & SCRUTINY COMMITTEE

Monday, 28 October 2019 at 6.30 p.m., Room C1, 1st Floor, Town Hall,
Mulberry Place, 5 Clove Crescent, London, E14 2BG

SUPPLEMENTAL AGENDA

This meeting is open to the public to attend.

Contact for further enquiries:

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Web: <http://www.towerhamlets.gov.uk/committee>

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agenda:



For further information including the Membership of this body and public information, see the main agenda.

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Agenda Item 3.1

OVERVIEW & SCRUTINY COMMITTEE,
23/09/2019

SECTION ONE (UNRESTRICTED)

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 6.30 P.M. ON MONDAY, 23 SEPTEMBER 2019

ROOM C1, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5 CLOVE
CRESCENT, LONDON, E14 2BG

Members Present:

Councillor James King (Chair)	
Councillor Sufia Alam (Vice-Chair)	– Scrutiny Lead for Children & Education
Councillor Dipa Das	– Scrutiny Lead for Housing & Regeneration
Councillor Bex White	– Scrutiny Lead for Community Safety & Environment
Councillor Peter Golds	– Councillor John Pierce

Other Councillors Present:

Councillor Candida Ronald	– (Cabinet Member for Resources and the Voluntary Sector)
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Apologies:

Mayor John Biggs	– Tower Hamlets
Councillor Kahar Chowdhury	– Scrutiny Lead for Health & Adults
Councillor Marc Francis	–
Councillor Tarik Khan	– Scrutiny Lead for Resources & Finance
Councillor Eve McQuillan	– Bethnal Green Ward
Councillor Andrew Wood	

Officers Present:

Kevin Bartle	– Divisional Director of Finance, Procurement and Audit
David Freeman	– (Voluntary and Community Sector (VCS) Strategy Manager)
Sharon Godman	– (Divisional Director, Strategy, Policy and Performance)
Juanita Haynes	– (Senior Research Officer, Strategy & Performance)
Daniel Kerr	– (Strategy and Policy Manager)
Ruth Dowden	– (Complaints & Information Manager, Legal Services, Law Probity & Governance)

Will Tuckley
David Knight

– (Chief Executive)
– (Senior Democratic Services Officer)

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST

The following Councillors declared an interest that must be registered in Agenda Item 5.5

- Councillor Bex. White;
- Councillor James. King;
- Councillor Peter Golds; and
- Councillor Dipa Das.

2. UNRESTRICTED MINUTES

The Chair **Moved** and it was:

RESOLVED

That the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on June 24th 2019 were confirmed as a correct record and the Chair was authorised to sign them accordingly.

2.1 Monday, 29th July, 2019

The Chair **Moved** and it was:

RESOLVED

That the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 29th July, 2019 were confirmed as a correct record and the Chair was authorised to sign them accordingly.

2.2 Wednesday, 14th August, 2019

The Chair **Moved** and it was:

RESOLVED

That the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 14th August, 2019 were confirmed as a correct record and the Chair was authorised to sign them accordingly.

3. REQUESTS TO SUBMIT PETITIONS

Nil items

4. FORTHCOMING DECISIONS

Noted

5. UNRESTRICTED MATTERS FOR CONSIDERATION

5.1 Complaints - Presentation

The Committee received a presentation on the complaints procedure and the Committee:

- Noted that the complaints procedure is intended to be a systematic method used by the Council for (i) receiving, (ii) recording and (iii) responding to ensure that complaints are responded to efficiently and effectively and learnt from;
- Commented that it would have been helpful to have had the Local Government Ombudsmen (LGO) letter to the Council giving the feedback from the complaints made to them, and comment on the Council's performance in responding to investigations. In response it was noted that whilst the LGO used to provide detailed responses in this case it was a standard letter high lighting very few issues. However, it was noted going forward the LGO letter would be included in reports to committees;
- Was pleased to note that the Council is working constructively to remedy injustices and take on board how to prevent further people being affected by issues highlighted in any investigations;
- Agreed that it was important to also learn from other authorities to encourage service improvement;
- Wanted to see if possible a demographic profile on the complaints received;
- Noted that it was important to have a culture of learning from complaints with a constant exchange between providers and users;
- Noted that the Council tracks outcomes to ensure a consistency in addressing issues raised;
- Noted that the Council takes very seriously any recommendations received from the LGO to put things right;
- Noted that the Council has improved and puts great effort to ensure to right processes are in place so as to ensure that there is sustained improvement. This approach is as a result of (i) A focus on services with high escalation rates and high rates of upheld complaints – workshops, 1:1 sessions, service meetings; (ii) Style of letter writing – introducing plain English; (iii) Ensuring senior managers, Heads of Service and Divisional Directors review and sign-off; and
- Wanted to look at this issue again once the Committee had received the Annual Report and to develop relevant themes into the Work Programme.

As a result of discussions on the report the Committee **RESOLVED** that it wanted to:

- Consider this issue again once the Committee had received the Annual Report (i) to develop relevant themes into the Work Programme; and (ii). If possible receive a demographic profile on the complaints received.

5.2 Annual Residents Survey - Presentation

The Committee received and noted a report on the Annual Residents Survey which explored residents' views about the Council, services and the local area. The main points of the discussion may be summarised as follows:

The Committee noted that:

- The fieldwork/interviews are carried out by sub-contractor 'Infocorp' who are experts in their field and is designed to collect data on resident perceptions about the council, local services and the area;
- Infocorp have vast experience at interviewing in London boroughs and account for language barrier issues and the difficulties of interviewing in tower blocks;
- All interviewers have relevant interview experience and accreditation (they are required to have completed two days training with the IQCS (Interview Quality Control Scheme));
- The questions are closely tied to service priorities and form a core component of the Council's performance monitoring. They are also designed to provide context for policy development, service delivery and review;
- The latest annual survey took place during March to June 2019. The survey captured the views of 1,104 Tower Hamlets residents in face to face interviews;
- Noted that in relation to crime there is a continuing concern regarding crime and Anti-Social Behaviour (ASB), which is not a surprise given picture nationally. As to what can be done is quite a complex issue in (i) tackling crime; (ii) providing reassurance; and (iii) local engagement in the solutions to the issues that affect communities;
- Noted whilst the Council is proud of the service provided by the Idea Stores there has been a decline in use which reflects that seen across the Country over the last 15 years. This strengthens the case for rapid modernisation of Stores across the Borough by improving digital services and the availability of eBooks, and investing in books, buildings and good design;
- Noted that the Council will be looking to undertake more regular reviews in terms of service delivery;
- Noted that the interviewers randomly go to every 4/5 households; and
- Indicated that it would have wished to see the Survey results in full **e.g.** to see what is happening in the Ward/Neighbourhoods clusters in more depth.

As a result of discussions on the report the Committee **RESOLVED** that it wanted to:

- Receive a more detailed report that set out the Survey results in full.

5.3 Strategic Plan Performance & Delivery Reporting: Quarter 1 of 2019/20

Item deferred

5.4 Budget Monitoring - Presentation

The Committee received and noted a report that introduces the budget monitoring report for Quarter 1. It included details about General Fund revenue, Dedicated Schools Grant (DSG), Housing Revenue Account (HRA) and progress made against savings targets. It also included capital approval requests to adopt new schemes into the Council's approved capital programme and to change existing capital schemes. The main points of the discussion may be summarised as follows:

The Committee:

- Noted that the Council is now at a more difficult time to manage the budget with the General Fund projecting a forecast overspend of £8.2m after the application of reserves and corporate contingency;
- Noted that the Council's Directorates are therefore developing recovery plans to reduce this overspend and therefore reduce the requirement on General Fund reserves funding;
- Noted that it is important that issues are addressed to remain within the approved budget provision or where they cannot be contained by individual service management action, alternative proposals are developed and solutions proposed which address the financial impact;
- Noted that with regard to addressing the current budgetary issues and deliver improved services managers need to be held much more to account than before especially against raising demand through extra pressures so need to be robust in saying that the savings have got to be made;
- Indicated that it wanted to receive regular updates on progress **e.g.** having regular oversight on those slippages in savings;
- Felt that all budget holders need to take responsibility for their budgets need to be more robust in delivering (i) savings; and (ii) recovery plans;
- With regards to the Council's capital programme noted that there is a clear plan of action to deliver these programmes;
- Was advised that with regards to the use of any surplus income from parking enforcement activity. The aim was to promote increased parking compliance throughout the Borough although there is nothing wrong with making a surplus long as the authority does not rely on it;
- Wished to receive a report/presentation on how the Council can use any surplus income from parking enforcement activity; and

- Wanted to see more on what is being done in terms of management of the budget and a fuller narrative on the items in such reports.

As a result of discussions on the report the Committee **RESOLVED** that it wanted to:

- Receive a presentation on how the Council can use surplus income from parking enforcement activity; and
- See more on what is being done in terms of management of the budget with a fuller narrative on the items in such reports.

5.5 Local Community Fund Transition Arrangements

The Committee received and noted a report that provided an update of the Local Community Fund Transition Arrangements. The main points of the discussion may be summarised as follows:

The Committee:

- Noted that public services are constantly seeking ways of ensuring services reach those who are most vulnerable and 'unreached' in society;
- Was informed that the Council's principal objective in developing a new corporate grants programme is to harness the distinctive characteristics of grants to promote sustainable and resilient communities and help enable the voluntary and community sector (VCS) continue to make its unique contribution towards achieving the outcomes for the community set out in the Tower Hamlets Plan;
- Commented that it wanted to see a breakdown of the funding to address the mitigation. In response it was noted that there would be a report to Cabinet that would provide such deal. Including looking at costing the proposals fully and the targeted commissioning;
- Wished to know what is being done regarding capacity building and helping organisations to access alternative funding streams and how much extra money can be brought in. In response it was noted that (i) Tower Hamlets Council for Voluntary Services (THCVS) is currently working on this; and
- Noted that Spacehive is a trusted place for collaboration, bringing together communities, residents, businesses, councils, and grant bodies. Through the grant maker app Spacehive are able to automatically match projects to Funds, which can then pledge directly to the crowdfunding campaign

As a result of discussions on the report the Committee **RESOLVED** that it wanted to revisit this topic at the next meeting.

6. PRE-DECISION SCRUTINY OF UNRESTRICTED CABINET PAPERS

The noted that there were no questions to be presented at Cabinet by the Chair in relation to unrestricted business on the agenda.

7. VERBAL UPDATES FROM SCRUTINY LEADS

Councillor Bex White Scrutiny Lead for Community Safety & Environment

Noted (i) that Councillor White had been continuing her regular meetings with the Cabinet Members and Chief Officers relevant to her portfolio; (ii) on 25th September, 2019 she would be undertaking a visit to the reuse and recycling centre (RRC); (iii) there would be a Scrutiny Challenge Session on resident engagement with safer neighbourhood panels on Wednesday, 23rd October, 2019 11.00 a.m.; (iv) attended the Mayors Crime and Anti-Social Behaviour Board which had considered how to reduce silos within the Council and share intelligence between the various enforcement officers within Tower Hamlets.

Councillor Sufia Alam Scrutiny Lead for Children & Education

Noted that (i) on 8th October, 2019 Children and Education Scrutiny Sub-Committee will be taking a “deep dive” into special educational needs and disability (SEND) to look at the improvement journey that the service is undertaking in preparation for an upcoming inspection; (ii) Has had meetings with the Lead Member to discuss what areas she intends to focus on in her challenge sessions; (iii) Following the Full Council Motion regarding the SEND funding crisis the Mayor had written to the Secretary of State for Education urging him to invest further to bring an end to the SEND funding crisis.

Councillor James King Chair of the Overview and Scrutiny Committee

Noted that (i) The Chair had attended the Transformation and Improvement Board which had considered (a) the strategic approach being taken to coordinate and deliver regeneration across the Borough; and (b) considered the significant transformation and improvement activity currently undertaken in the Council; (ii) The Chair had a meeting with Sharon Godman - Director of strategy, policy and performance; (iii) The Chair had attended a budget briefing with Councillor Tarik Khan Scrutiny Lead for Resources and Finance, Councillor Eve McQuillan and Councillor Sufia Alam (Vice-Chair) Scrutiny Lead for Children & Education; and (iv) The Chair would be arranging a spotlight session on Place Based Decisions.

8. ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

Noted that Council is looking to appoint two members of the public to serve as co-opted members of the Overview and Scrutiny Committee.

Interviews will be held on week commencing 14 October 2019.

9. EXCLUSION OF THE PRESS AND PUBLIC

As the agenda circulated contained no exempt/confidential business and there was therefore no requirement to exclude the press and public to allow for its consideration.

10. EXEMPT/ CONFIDENTIAL MINUTES

Nil items

11. EXEMPT/ CONFIDENTIAL REPORTS 'CALLED IN'

Nil items

12. PRE-DECISION SCRUTINY OF EXEMPT/ CONFIDENTIAL) CABINET PAPERS

Nil items

13. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT

Nil items

The meeting ended at 8.25 p.m.

**Chair, Councillor James King
Overview & Scrutiny Committee**

Agenda Item 3.2

OVERVIEW & SCRUTINY COMMITTEE,
01/10/2019

SECTION ONE (UNRESTRICTED)

LONDON BOROUGH OF TOWER HAMLETS

MINUTES OF THE OVERVIEW & SCRUTINY COMMITTEE

HELD AT 6.00 P.M. ON TUESDAY, 1 OCTOBER 2019

MAYORS MEETING ROOM, 1ST FLOOR, TOWN HALL, MULBERRY PLACE, 5
CLOVE CRESCENT, LONDON, E14 2BG

Members Present:

Councillor James King (Chair)	
Councillor Sufia Alam (Vice-Chair)	Scrutiny Lead for Children & Education
Councillor Marc Francis	
Councillor Tarik Khan	Scrutiny Lead for Resources & Finance
Councillor Bex White	Scrutiny Lead for Community Safety & Environment

Other Councillors Present:

Mayor John Biggs

Apologies:

Councillor Kahar Chowdhury	– Scrutiny Lead for Health & Adults
Councillor Dipa Das	– Scrutiny Lead for Housing & Regeneration
Councillor Eve McQuillan	
Councillor Andrew Wood	

Officers Present:

Adam Boey	– (Senior Strategy & Policy Manager - Corporate)
Thorsten Dreyer	– (Head of Intelligence and Performance)
Afazul Hoque	– (Head of Corporate Strategy & Policy)
David Knight	– (Senior Democratic Services Officer)

1. DECLARATIONS OF DISCLOSABLE PECUNIARY INTEREST

No declarations of disclosable pecuniary interest were received.

2. SCRUTINY SPOTLIGHT

2.1 Strategic Plan Performance & Delivery Reporting: Quarter 1 of 2019/20

The Committee received a report that had been considered by the Mayor in Cabinet on the 25th September it outlines the process for monitoring the timely

and effective delivery of the Strategic Plan to improve outcomes for residents. The main points of the discuss are summarised below:

The Committee:

- Noted that the report presents a status assessment using the traffic light colour designations; Red, Amber or Green. This provides a visual and immediate way of identifying areas of challenge that push LBTH to achieve improvement. **e.g.** Amber means is above minimum expectation but it has not achieved the stretch target;
- Noted that what was the ceiling target achieved in the previous year becomes this year's floor target so as to promote continuous improvement;
- Commented that it been helpful to have an understanding of how targets have been developed;
- Noted that Cabinet Member annually agree the stretch targets with officers and partner agencies;
- Noted that the Council's improvement journey has been a steep one, and whilst there is no doubt that LBTH will need to continue improving, there is also recognition that sustainability is important;
- Noted that improvements and new ways or working take time to bed in, and LBTH target setting principles take these challenges into consideration;
- Noted that LBTH will only set targets for performance indicators and not for contextual indicators. Contextual indicators are those less directly in the council's control but which are important for prioritising council investments and actions;
- Noted that targets will be aligned to an external target, such as a statutory, national or Mayoral manifesto target, or target in strategies and policies where they have been agreed by Cabinet or a Tower Hamlets Partnership group;
- Noted that LBTH aim to improve on benchmark performance position within the appropriate benchmark family group or maintain a high level of performance where LBTH are among top performing councils **e.g.** Aiming to achieve the top quartile nationally as a minimum which is a considerable length of travel;
- Was advised that regarding measuring the proportion of homeless households who have been made permanent offers of accommodation of two bedrooms or more. This was dependent on the supply of housing let's as properties are being sold by landlords. With the expectation being that the proportion of households will be offered voids although the number of voids in decline;
- Agreed that the level of homeless households moved into permanent accommodation should be added to the Work Programme;
- Indicated that it wished to gain a clear understanding as what dictates the targets that LBTH **e.g.** staff sickness and why is that indicator off target and what is going to be done to address that. In response it was noted that staff sickness is an objective that the Head of Paid Service needs to deliver on;

- Noted that performance indicators should be a set that directly relates to LBTH and scrutiny will have the opportunity to comment upon the indicators;
- Commented that it wanted to receive a more detailed explanatory note to explain how the set of strategic performance indicators underpin the Council's new outcome based accountability approach to service delivery **e.g.** recycling/refuse collection;
- Indicated that it wished going forward to look at strategic performance indicators so as to make developmental recommendations;

As a result of discussions on the report the Committee **RESOLVED:**

To add to its Work Programme the strategic performance indicators in relation to:

- (i) Work Path;
- (ii) Homelessness; and
- (iii) Adult and Social Care.

That the Housing and Regeneration Scrutiny Sub Committee was to look at:

- (iv) Housing and Medical Assessments.

3. ANY OTHER UNRESTRICTED BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT

There were no items

4. EXCLUSION OF THE PRESS AND PUBLIC

As the agenda circulated contained no exempt/confidential business and there was therefore no requirement to exclude the press and public to allow for its consideration.

5. ANY OTHER EXEMPT/ CONFIDENTIAL BUSINESS THAT THE CHAIR CONSIDERS URGENT

There were no items

The meeting ended at 6.30 p.m.

**Chair, Councillor James King
Overview & Scrutiny Committee**

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Scrutiny Spotlight Session Transport Strategy & Parking Services

Councillor David Edgar – Cabinet
Member for Environment

28th October 2019

Transport Strategy – Introduction



- Sets the future direction for transport over the next 20 years by creating an environment in Tower Hamlets that enables more people to walk, cycle and take public transport



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Tower Hamlets Strategic Plan commits to;

- develop a new Transport Strategy for the borough, and;
- make our borough “one of the best in London to walk or cycle in, improving road safety and delivering a new parking policy”



- Mayor of London’s Transport Strategy 2018 & Environment Strategy 2018

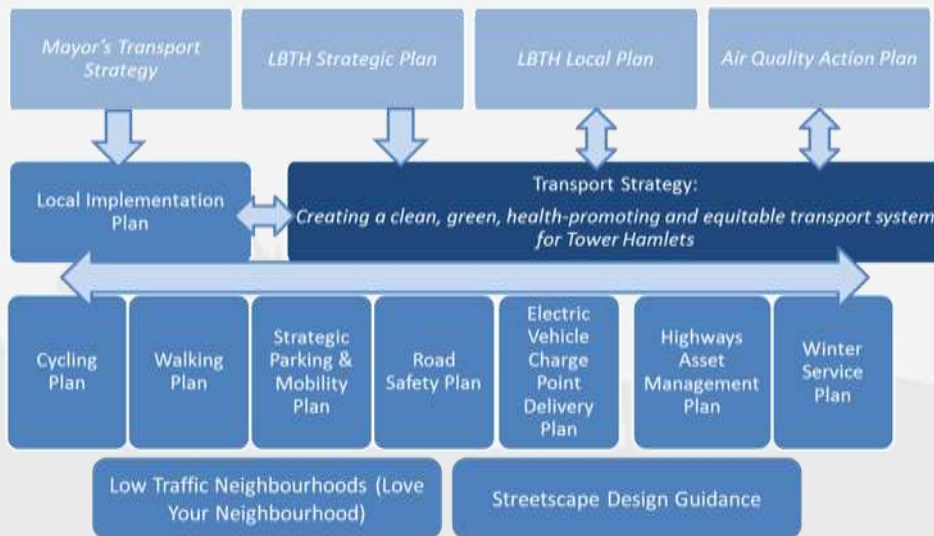
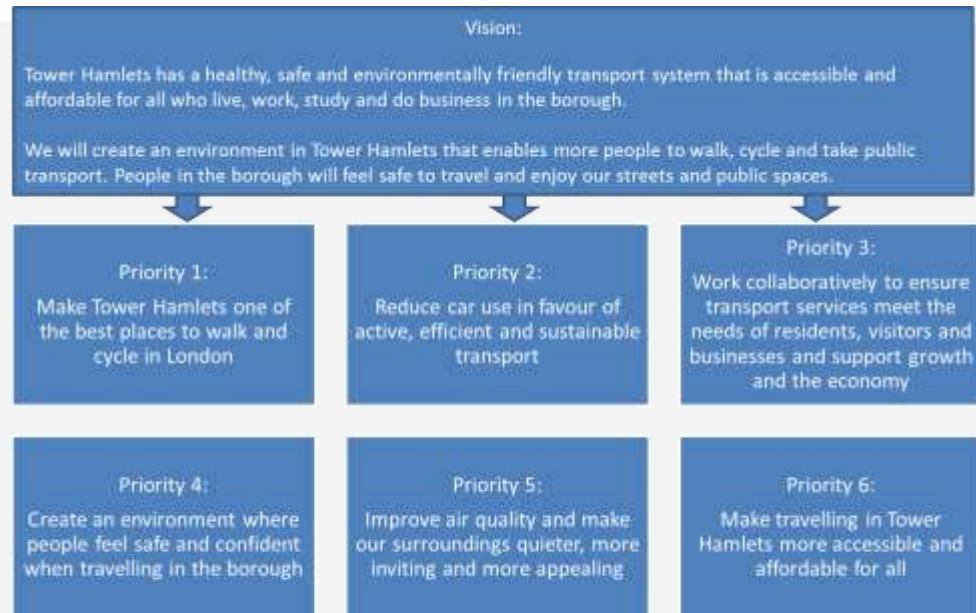


Transport Strategy – Introduction (continued)



6 priorities underpin our vision for a healthy, safe and environmentally friendly transport system in Tower Hamlets

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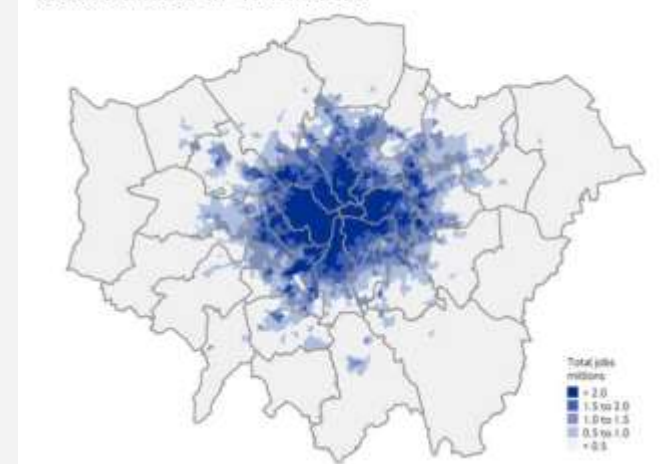
10 action plans and programmes will set out the detail of how our aspirations will be achieved

Transport Strategy – Opportunities

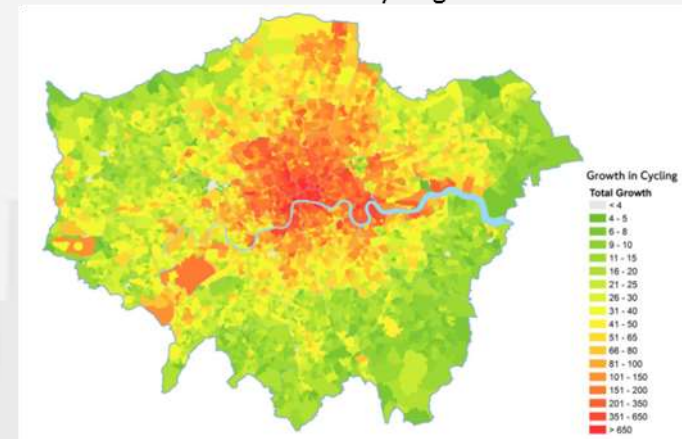


- Good public transport links and close access, often within walking distance, to a wide range of amenities and jobs
- High potential for mode shift;
 - Only 8% of the borough's cycling potential has been fulfilled with an additional 200,000 cycling trips that could be made by residents switching from alternative modes
 - 27,000 trips per day are made in Tower Hamlets by other forms of travel that could be made by walking

Jobs Available in 45 Minutes



Potential Growth Areas for Cycling



Transport Strategy – Opportunities (continued)



- Liveable Streets – The Council has embraced an approach that successfully increased take up of active travel and reduction in car use in Waltham Forest, Ghent and others
- Access to investment from government funding
- Partnership working - other boroughs, developers, businesses including SMEs, on-demand transport service providers
- Walking, cycling and public realm improvements are proven to boost local retail sales by up to 30%
- Walking, cycling and public realm improvements are associated with wider economic benefits

Challenges to achieving our transport aims



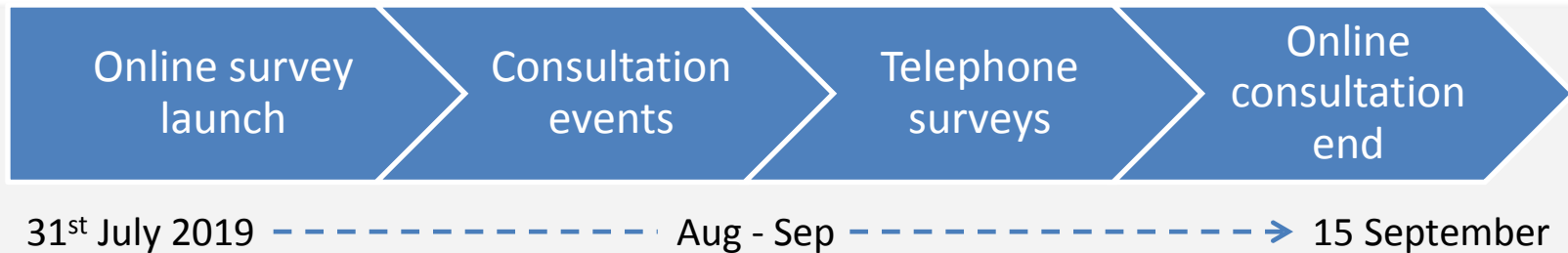
- Lack of segregated cycling infrastructure
- Barriers that may hamper mode shift;
 - Heavy traffic & congestion = safety concerns i.e. risk of road accidents & bus service delays
 - Poor air quality from transport sources = health concerns
 - Overcrowding on public transport = unpleasant journeys
 - High cost of public transport
 - Poor road quality and street environment
- Fear of crime & ASB is a barrier to walking, particularly at night

Risks to not achieving our transport aims

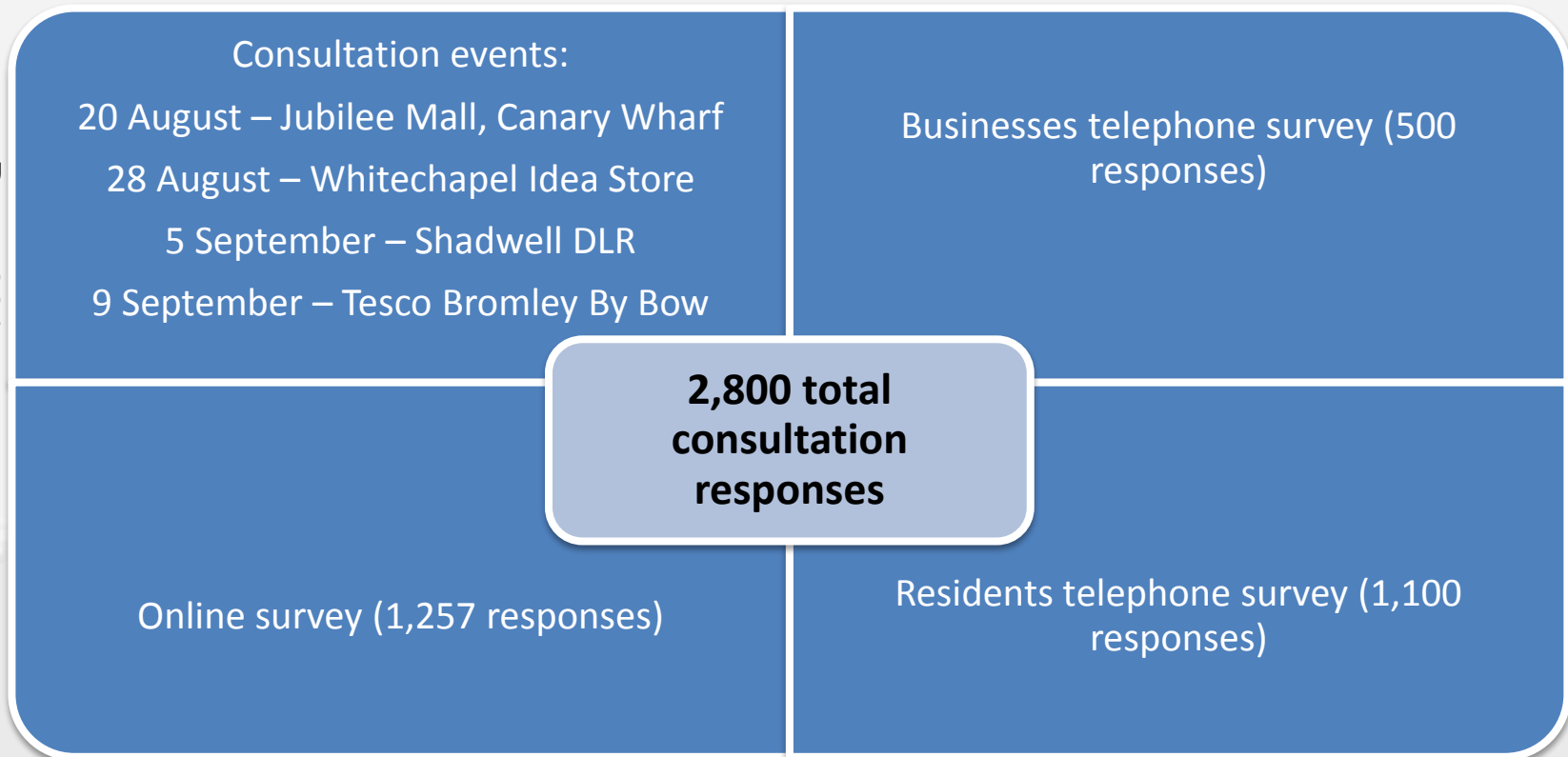


- Continued growth in the borough and London is expected to exacerbate transport issues despite planned investment in network
- We will fail to achieve our aim to become a carbon neutral Council by 2025 and a carbon neutral borough by 2050
- Car ownership is 2nd lowest in London but there has been a steady increase in recent years
- Cycling rates have stalled in recent years and walking has dropped

Consultation timeline & response rate



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Equality considerations



- Priority 6 of the Strategy considers mobility and accessibility issues raised by older and disabled residents at targeted engagement events that were carried out as part of the strategy development process;

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Date	Activity
March 2019	Focus group discussions with residents, including older residents and those with mobility issues to test myths on transport
April	Networking Event held by charity, REAL, for older and disabled service users
May	Tower Hamlets facilitated workshop to seek views on transport issues for older and disabled residents
May	Workshop at Toynbee Hall for older and disabled residents

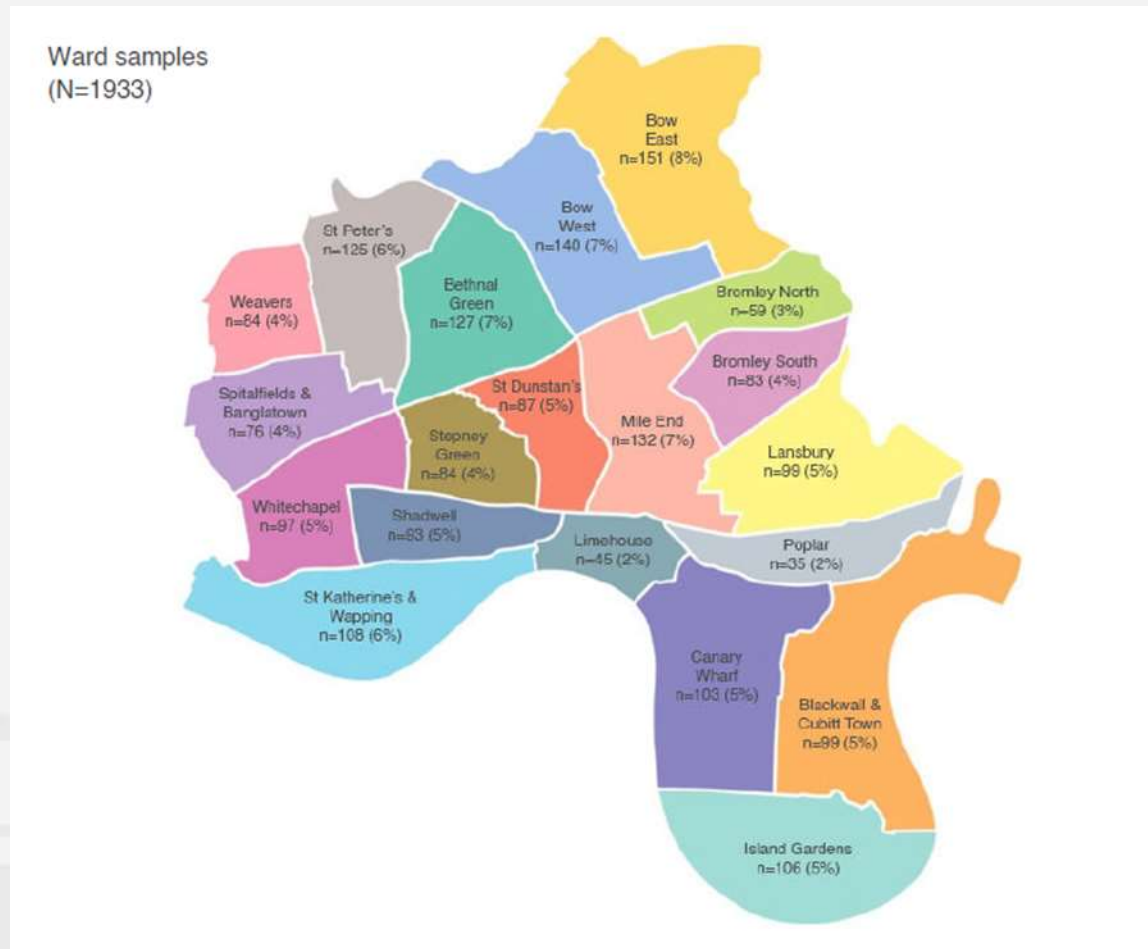
Next Steps



Date	Activity
Sep - Oct 2019	Analysis of feedback & Strategy amendment
Oct - Nov	Post-consultation Strategy sign-off process: <ul style="list-style-type: none">- Directorate Leadership Team- Corporate Leadership Team
Dec	Final Strategy submitted to Cabinet for adoption
January 2020	Publication of final Strategy
2020 onwards	<ul style="list-style-type: none">- Development / refresh Action Plans- Creation of Consultative Group (sounding board for transport issues)- KPIs:<ul style="list-style-type: none">- Monitoring- Reporting – Councillors / senior management- Publish progress report

Geographic location of consultation respondents

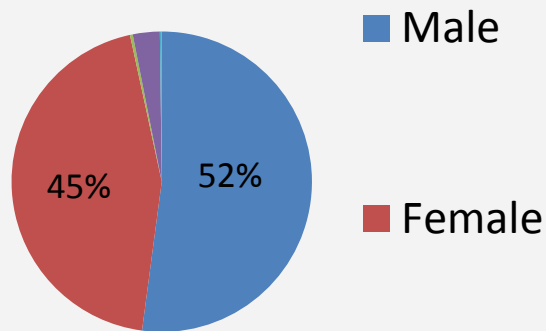
- Geographic spread of respondents is equal across the borough



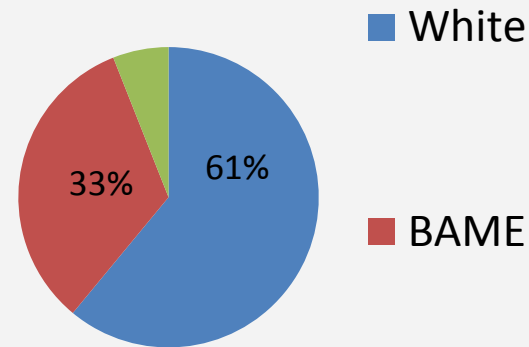
Demographic characteristics of respondents



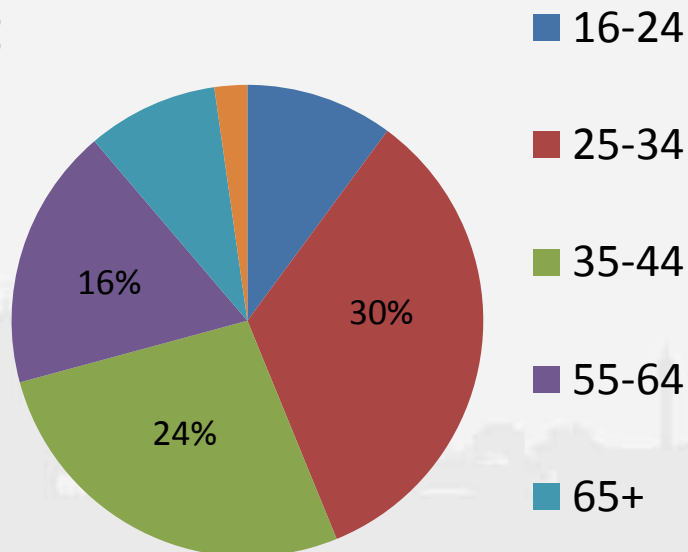
Gender



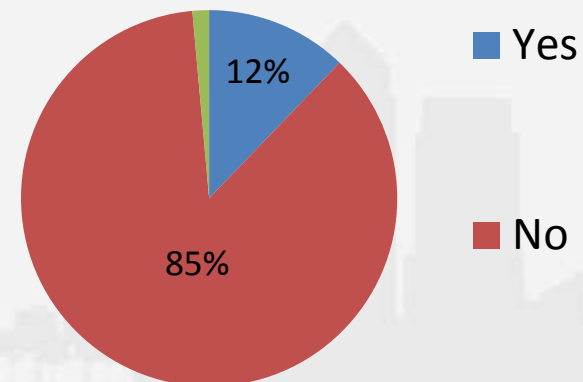
Ethnicity



Age



Disability



Issues arising from consultation



- Respondents were largely supportive of our vision and priorities with priority 2: *“Reduce dependency on cars in favour of walking, cycling and public transport”* receiving greater support from the online survey than the residents and business telephone survey
- Feedback largely relate to operational issues rather than strategic issues, such as increasing CCTV in key travel locations, increasing cycle & car parking
- We will continue analysing consultation feedback to inform the final Strategy and action plans
- Feedback also includes suggestions to the Council on what more can be done to achieve our aims for transport

Link to Transport Strategy



Draft Transport Strategy and evidence base used to help shape the Strategy can be found here;

[https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/consultations/past_consultations/Transport Strategy 2019 2041.aspx](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/consultations/past_consultations/Transport_Strategy_2019_2041.aspx)

Scrutiny Spotlight Session Transport Strategy & Parking Services

Councillor David Edgar – Cabinet
Member for Environment

28th October 2019

Transport Strategy – Introduction



- Sets the future direction for transport over the next 20 years by creating an environment in Tower Hamlets that enables more people to walk, cycle and take public transport



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Tower Hamlets Strategic Plan commits to;

- develop a new Transport Strategy for the borough, and;
- make our borough “one of the best in London to walk or cycle in, improving road safety and delivering a new parking policy”



- Mayor of London’s Transport Strategy 2018 & Environment Strategy 2018

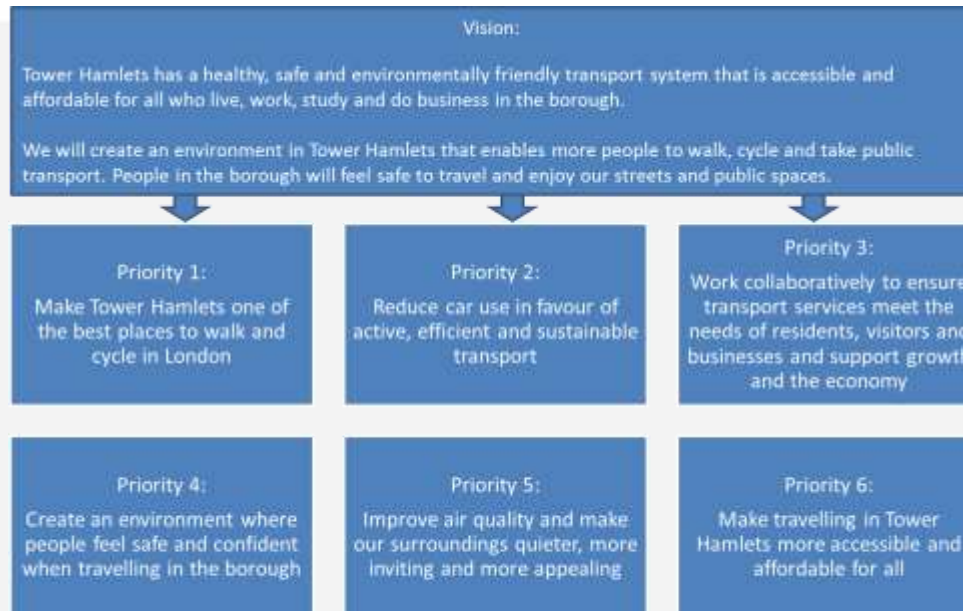


Transport Strategy – Introduction (continued)



6 priorities underpin our vision for a healthy, safe and environmentally friendly transport system in Tower Hamlets

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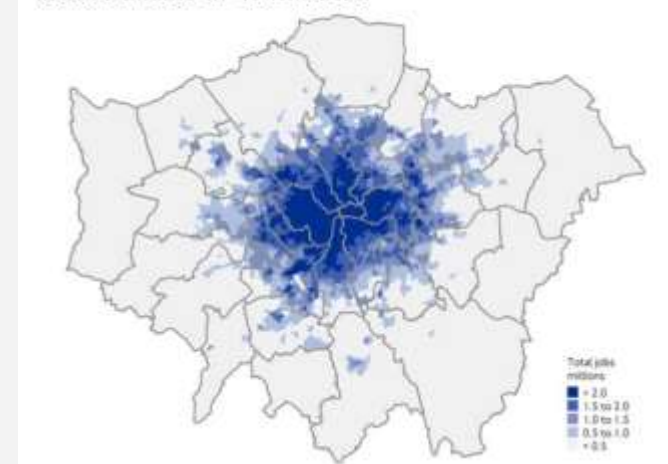


10 action plans and programmes will set out the detail of how our aspirations will be achieved

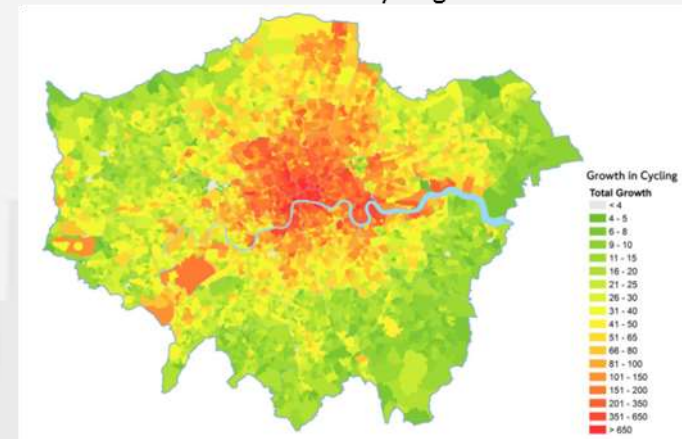
Transport Strategy – Opportunities

- Good public transport links and close access, often within walking distance, to a wide range of amenities and jobs
- High potential for mode shift;
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Jobs Available in 45 Minutes



Potential Growth Areas for Cycling



Transport Strategy – Opportunities (continued)



- Liveable Streets – The Council has embraced an approach that successfully increased take up of active travel and reduction in car use in Waltham Forest, Ghent and others
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- Walking, cycling and public realm improvements are associated with wider economic benefits

Challenges to achieving our transport aims



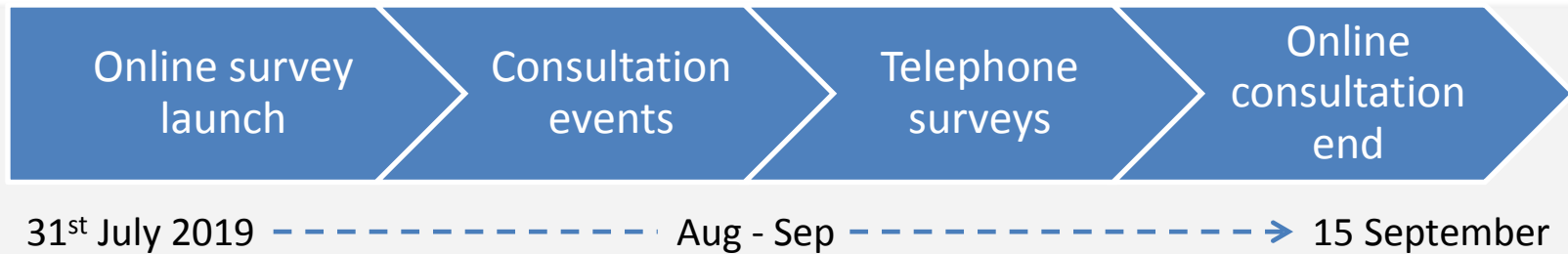
- Lack of segregated cycling infrastructure
- Barriers that may hamper mode shift;
 - Heavy traffic & congestion = safety concerns i.e. risk of road accidents & bus service delays
 - Poor air quality from transport sources = health concerns
 - Overcrowding on public transport = unpleasant journeys
 - High cost of public transport
 - Poor road quality and street environment
- Fear of crime & ASB is a barrier to walking, particularly at night

Risks to not achieving our transport aims

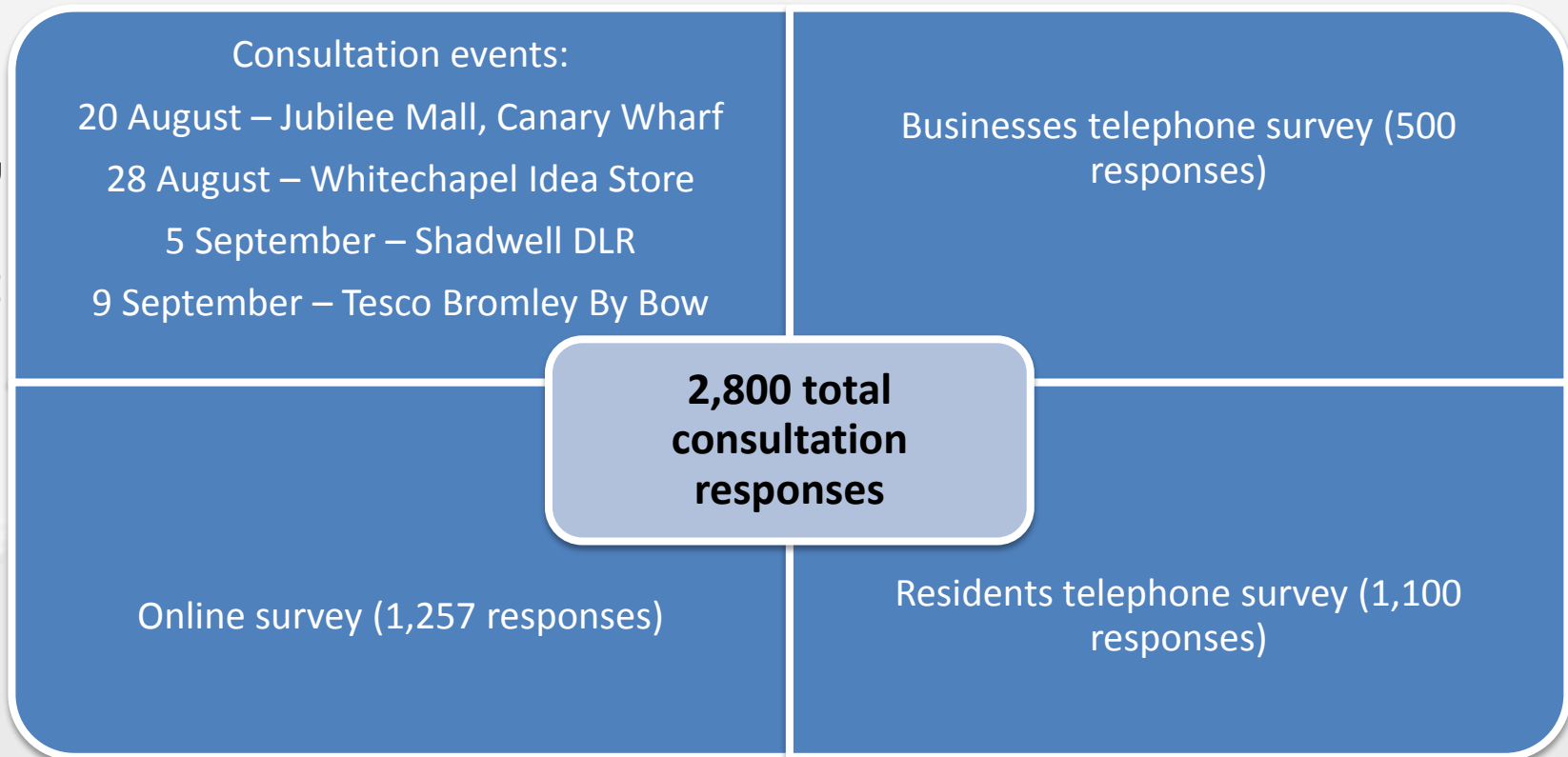


- Continued growth in the borough and London is expected to exacerbate transport issues despite planned investment in network
- We will fail to achieve our aim to become a carbon neutral Council by 2025 and a carbon neutral borough by 2050
- Car ownership is 2nd lowest in London but there has been a steady increase in recent years
- Cycling rates have stalled in recent years and walking has dropped

Consultation timeline & response rate



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- Priority 6 of the Strategy considers mobility and accessibility issues raised by older and disabled residents at targeted engagement events that were carried out as part of the strategy development process;

Date	Activity
March 2019	Focus group discussions with residents, including older residents and those with mobility issues to test myths on transport
April	Networking Event held by charity, REAL, for older and disabled service users
May	Tower Hamlets facilitated workshop to seek views on transport issues for older and disabled residents
May	Workshop at Toynbee Hall for older and disabled residents

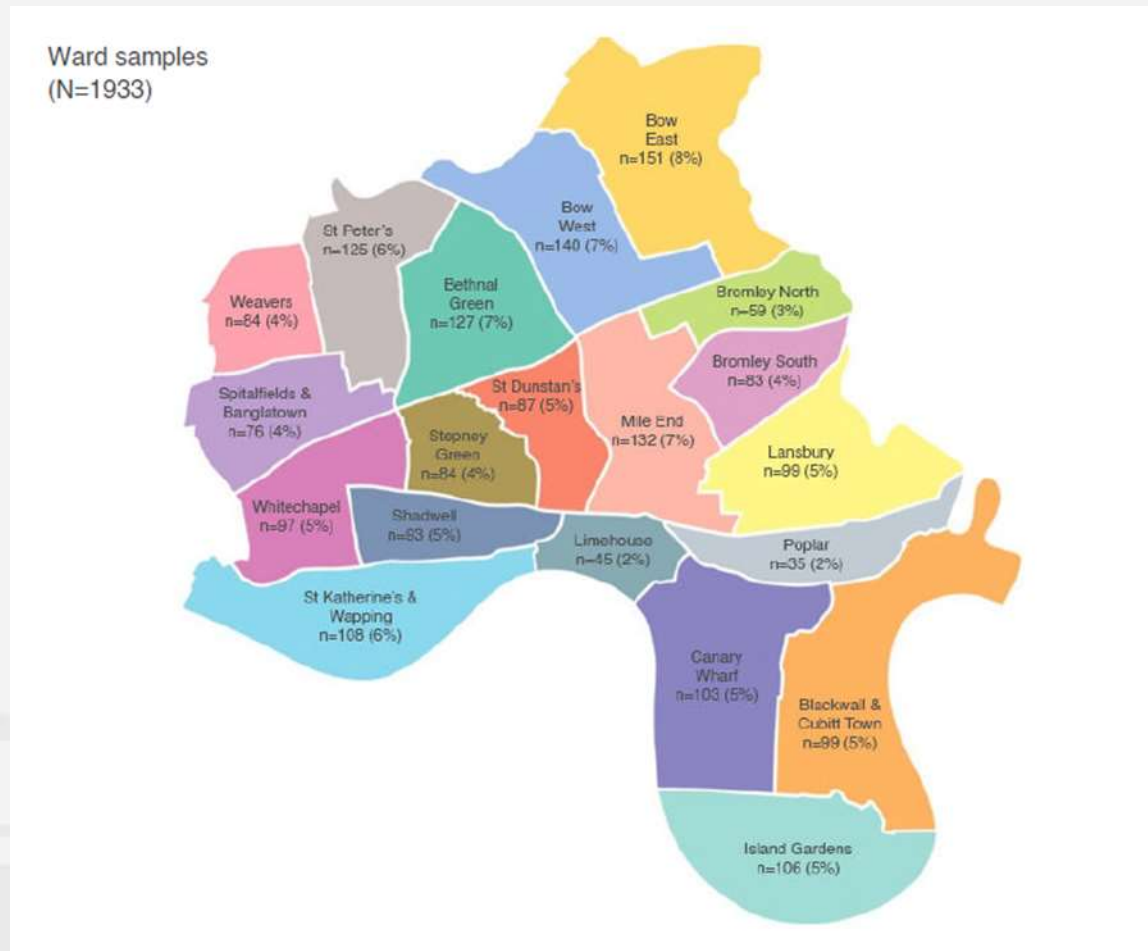
Next Steps



Date	Activity
Sep - Oct 2019	Analysis of feedback & Strategy amendment
Oct - Nov	Post-consultation Strategy sign-off process: <ul style="list-style-type: none">- Directorate Leadership Team- Corporate Leadership Team
Dec	Final Strategy submitted to Cabinet for adoption
January 2020	Publication of final Strategy
2020 onwards	<ul style="list-style-type: none">- Development / refresh Action Plans- Creation of Consultative Group (sounding board for transport issues)- KPIs:<ul style="list-style-type: none">- Monitoring- Reporting – Councillors / senior management- Publish progress report

Geographic location of consultation respondents

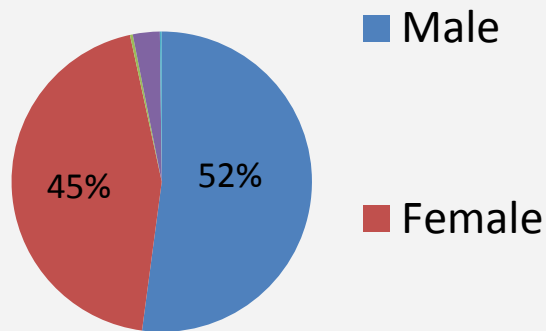
- Geographic spread of respondents is equal across the borough



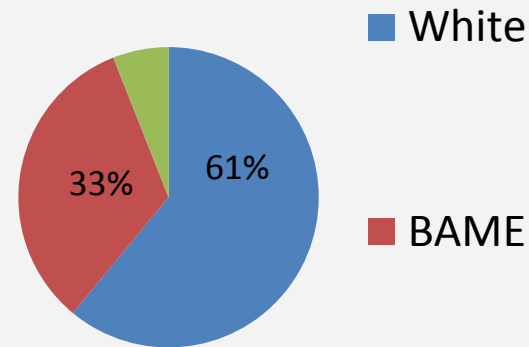
Demographic characteristics of respondents



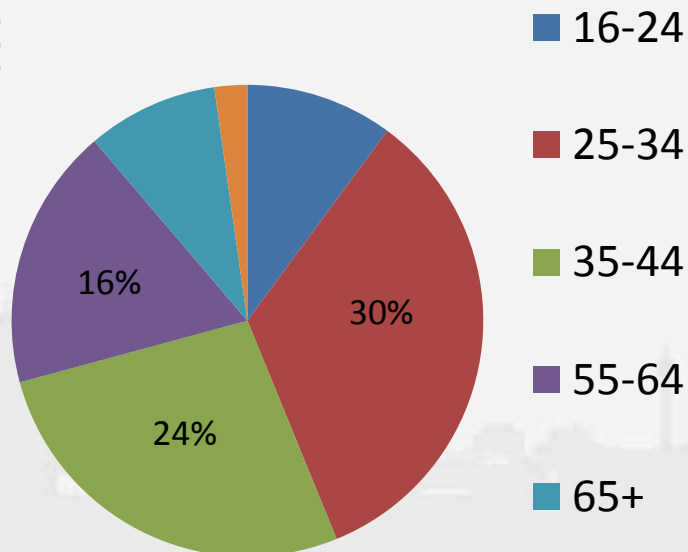
Gender



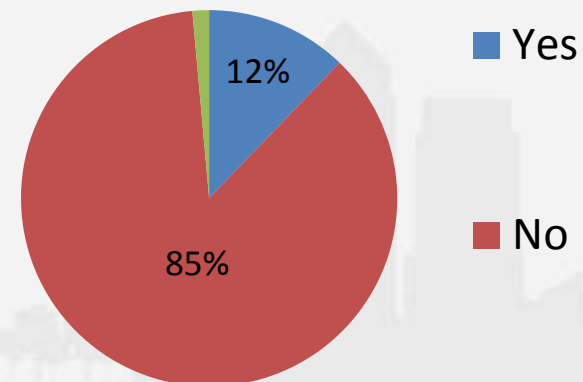
Ethnicity



Age



Disability



Issues arising from consultation

- Respondents were largely supportive of our vision and priorities with priority 2: *“Reduce dependency on cars in favour of walking, cycling and public transport”* receiving greater support from the online survey than the residents and business telephone survey
- Feedback largely relate to operational issues rather than strategic issues, such as increasing CCTV in key travel locations, increasing cycle & car parking
- We will continue analysing consultation feedback to inform the final Strategy and action plans
- Feedback also includes suggestions to the Council on what more can be done to achieve our aims for transport

Link to Transport Strategy



Draft Transport Strategy and evidence base used to help shape the Strategy can be found here;

[https://www.towerhamlets.gov.uk/ignl/council_and_democracy/consultations/past_consultations/Transport Strategy 2019 2041.aspx](https://www.towerhamlets.gov.uk/ignl/council_and_democracy/consultations/past_consultations/Transport_Strategy_2019_2041.aspx)