

Item 11: Member Questions and Answers

11.1	Councillor Musthak Ahmed	<p>Can the lead member update the chamber on where we are with the council's accounts? These accounts have been left unsigned for the past 6 years thanks to the previous administration.</p> <p>Response</p> <p>Both KPMG in issuing certificates for the years 2016/17 and 2017/18 and Deloitte's in issuing their audit opinions for 2018/19 and 2019/20 are undergoing their internal review processes prior to sign off. The Council are continuing to work with both audit firms to progress sign off as soon as possible.</p> <p>Once Deloitte's sign off the 2018/19 and 2019/20 accounts, they will commence work on the 2020/21 audit followed by 2021/22.</p>
11.2	Councillor Asma Begum	<p>The Mayor's Air Quality Action Plan 2022-2027 contained a study which showed that children's health is being negatively affected living in highly polluted areas and that children in Tower Hamlets have reduced lung function, which they may never recover. It also states that "Reducing pollution in and around schools, and extending school audits to other schools in polluted areas" is a priority for the administration.</p> <p>Can the Mayor explain how his decision to remove School Streets fits in with this priority?</p> <p>Response</p> <p>The Mayor is fully committed to ensuring that Tower Hamlets becomes a net zero borough as soon as possible, and this is clearly set out in the manifesto and Strategic Plan commitments.</p> <p>Furthermore, the new Air Quality Action Plan clearly sets out a wide range of actions that we intend to undertake in order to deliver better air quality for the borough.</p> <p>We are currently reviewing the School Streets programme to ensure it is achieving the original objectives of the programme.</p>

		<p>The Mayor and the Council take the safety of children extremely seriously, and have therefore asked officers of the Council to examine alternatives to experimental traffic orders, including (though not limited to) the possibility of introducing zebra crossings in the immediate vicinity of the school, as well as increasing the number of traffic wardens, yellow lines, 'do not stop' signages, and traffic management personnel – such as school crossing patrols – outside of the school. The Mayor has also repeatedly stated that he will be looking at each school street scheme on a case-by-case basis. Further updates will be provided once these options have been properly assessed by officers.</p>
<p>11.3</p>	<p>Councillor Bodrul Choudhury</p>	<p>At our last Full Council meeting the lead member for resources explained action was being taken following a catalogue of council failures under the previous Mayor. Can he be more precise about Council's progress in appointing a diagnostic consultant to investigate every department and function in the council?</p> <p>Response</p> <p>While progress is being made in the appointment of this diagnostic consultant, it is not at the pace that the Mayor or this Administration would like. As we have seen from today's Full Council, failings that were tolerated under the previous Administration for seven years will not be tolerated by this one. Dirty streets will not be tolerated. Unsigned accounts will not be tolerated. Any failure in the delivery of a service is a failure of the residents of this Borough, and will not be tolerated by this Administration. The Mayor continues to liaise with the Chief Executive concerning the appointment of this consultant, and is confident that an appointment will be made in the immediate future. Until then, the Mayor will continue to work with Officers to ensure that intermediate solutions are found to these issues in the meantime. The residents of Tower Hamlets deserve the best services, and this is an Administration that is committed to ensuring these are delivered.</p>
<p>11.4</p>	<p>Councillor Asma Islam</p>	<p>As the Lead Member for Housing and the Mayor knows, the Housing Crisis is one of the biggest issues facing families across London and especially Tower Hamlets.</p> <p>As Aspire voted against the Canal Club development last month and rolls back on the much-needed Council home programme from the previous Labour administration, what has your administration done so far to achieve your high aims of building Council homes?</p> <p>Response</p>

		<p>The scheme at Waterloo Gardens, which includes the Canal Club, is being re-designed to increase the number of larger homes.</p> <p>We are committed to increasing the overall supply of affordable homes and have an ambitious target of 1,000 homes a year. Delivering more housing for our residents and reducing overcrowding is a key priority for the Mayor and his administration.</p> <p>508 affordable homes have already completed this financial year, of which 13 are council homes. Another 538, of which 66 are council homes, are on site and 528 of these are due to complete this year.</p> <p>Over 6,000 more, of which 770 are council homes, are in the pipeline over the next three years.</p>
<p>11.5</p>	<p>Councillor Amin Rahman</p>	<p>Could the Mayor provide Council with an update on his pledge to accelerate education in Tower Hamlets?</p> <p>As part of the Accelerate Education – Cost of Living Programme, a joined up approach is being taken to deliver on the following Mayoral pledges:</p> <ul style="list-style-type: none"> • Establish a fund to support young people who want to stay in education post 16 (EMA) • Create a fund to provide bursaries for young people who want to go to university • Explore extending universal free school meal provision to secondary schools • Expand Breakfast Club provision in schools and continue to offer a free and healthy school lunch to all primary school pupils, including provision in the school holidays for those most in need <p>Two schemes were successfully launched on 1st November 2022 - The Mayor’s Education Maintenance Allowance and University Bursaries Award. These schemes will be directly delivering on two key educational mayoral pledges for improving and sustaining educational standards in the borough and supporting young people and their families from the impact of the cost-of-living increases.</p> <p>There is work in progress for the Breakfast Clubs and Universal Free School Meals Workstreams, with scoping work underway. The outcome</p>

		<p>of these activities will feed into recommendations and next steps. The joined up approach on these workstreams seeks to ensure that children most in need are provided with healthy meals, which will help improve attainment and progress, and ensure young people are able to fully engage in their learning.</p> <p>And as can be seen from the Administration’s motion, we are committed to raising Tower Hamlet’s schools, sixth forms and colleges to the highest heights of achievement through the establishment of an Institution for Academic Excellence. This reiterates the Mayor’s desire to give all students in Tower Hamlets the tools through which they can achieve their educational dreams and ambitions.</p>
<p>11.6</p>	<p>Councillor Faroque Ahmed</p>	<p>I have been receiving emails regularly from my constituents regarding refuse collection. This has been happening mainly on Whitechurch Lane, Whitechapel Road, Commercial Road and more, and the issue is inconsistent refuse collection. What actions will the Mayor and the lead member take to solve this problem?</p> <p>Response</p> <p>The service is currently under review with the objective to optimise the use of staff and vehicles that promotes a consistent level of service across the borough.</p> <p>The level of missed collections in the borough remains very low with less than 0.05% failures per week, but any missed collection is of course very concerning and officers are working very hard to minimise any issues.</p> <p>We have also been actively addressing high levels of localised fly tipping in the borough through both education and enforcement.</p> <p>In the areas mentioned by Cllr Ahmed, I can confirm that between May 2022 and October 2022, there were a very small number of missed collections:</p>

Roads	Missed Collection - Recycling	Missed Collection - Residual	Grand Total
Commercial Road	15	39	54
White Church Lane		1	1
Whitechapel Road	1		1
Grand Total	16	40	56

11.7

**Councillor
Ahmodur Khan**

Could the Mayor provide an update on the support his administration has given to the Borough's most vulnerable residents during this Cost of Living Crisis?

Response

We have put forward a wide-ranging package of support to both meet the immediate cost of living crisis facing residents and create long term solutions to maximise incomes and maintain the financial wellbeing of people in the borough.

This includes:

- £1m Mayor's Energy Fund, providing grants of up to £300 to the borough's most vulnerable residents
- £2.7m cost of living relief package providing one-off grants of £100 to low- income households, including £100 per Free School Meal-eligible child
- £1m of vouchers to FSM children over the summer
- £600k Resident Support Scheme providing crisis grants to those in need
- Freezing council tax for four years
- Offering a 100% council tax reduction scheme
- Providing free school meals to all primary schools
- School uniform grants
- Introducing seven food pantries across the borough
- Supporting local food banks with supplies through the Tower Hamlets Food Hub
- £1m per year of funding to the voluntary sector to provide welfare and benefits advice

		<ul style="list-style-type: none"> • £1.8m Holiday Activities and Food programme for Free School Meal eligible children, funded by Department for Education <p>This package is accompanied by our Cost of Living Help comms campaign, which is live on our website and has been designed to offer pathways to additional support for income maximisation as well as advice on cutting bills. This campaign will be ongoing over the next few months with specific areas of focus being given attention.</p> <p>Furthermore our outreach team is working hard to help maximise the incomes of vulnerable residents.</p>
11.8	Councillor Rebeka Sultana	<p>There are said to be several illegal clubs on Commercial Road where drugs and gambling are entertained as well as large parties being held. What initiatives are the Mayor or Lead Member taking to tackle these issues which causing severe distress to local residents?</p> <p>Response</p> <p>The Environmental Health and Trading Standards Service along with the Police investigate such matters when they are brought to our attention. We take these matters very seriously.</p> <p>There have been allegations of gambling premises in Commercial Road over the past few years, but these have not been substantiated by Licensing Officers or Police.</p> <p>If residents have concerns, I would strongly encourage them to let our Environmental Health and Trading Standards team know so that they can investigate.</p> <p>In relation to parties, the Environmental Health out of hours Service can investigate if residents contact the team at the time of the nuisance on 0207 364 5000.</p>

11.9	Councillor Jahed Choudhury	<p>Can the Lead Member tell the chamber why a Joint Consultative Advisory Group meeting of officers, unions and the Administration had to be convened in relation to a recent proposed restructure.</p> <p>Response</p> <p>JCAG is the final stage of a process to discuss particular issues of dispute between the Council and its employees which cannot be resolved at Officer level. Such issues do not include ones relating to individual members of staff but they may include ones relating generically to groups of staff, for example those involved in a proposed restructure.</p>
11.10	Councillor James King	<p>The Mayor and his Cabinet recently agreed to a rebuild of St George’s Pool on the Highway, alongside new social housing.</p> <p>Can the Mayor provide an update on initial plans for this work, and give an insight into where the planned social housing may fit onto the site?</p> <p>Response</p> <p>Officers are progressing with the removal of all unfixed furniture, equipment and fittings in St George’s in the near future. In parallel, the Council is developing a planning application for the demolition of the existing building and finalising the specification for appointing a design team to develop detailed proposals for the new leisure and housing facilities. It is anticipated that procurement of this team will commence before the end of this calendar year. The feasibility work undertaken in the summer identified the eastern end of the St George’s site as the most appropriate for housing, which remains the working presumption at present.</p>
11.11	Councillor Muhammad Wahid Ali	<p>Can the lead member explain why hundreds of waste management operatives turned up to protest at Mulberry Place on 12th October?</p> <p>Response</p> <p>Approximately 50 members of staff made representations to the Mayor regarding changes to the allocation of overtime. These changes were introduced to prevent excessive working hours – which is vital to ensure</p>

		<p>the safety of both members of the public and our staff – and to enable a more balanced sharing of overtime across all staff.</p> <p>There has been no reduction in the number of hours available for overtime.</p> <p>Officers and Trade Union representatives are in discussions on the matter so we cannot say more at this time, but we are working hard to address concerns and to ensure that we maintain the three tenets of no 7-day working, no working more than one shift per day and not exceeding 48 hours per week.</p> <p>All of these issues form part of the ongoing review of the waste service and ensuring that it delivers as well as it possibly can for the residents of the borough.</p>
11.12	<p>Councillor Sabina Akhtar</p>	<p>Can the Mayor provide an update on the much-needed regeneration program on Clichy Estate in my ward which the previous Labour administration started and was agreed at Cabinet.</p> <p>Response</p> <p>Delivering this regeneration scheme is a high priority for us.</p> <p>Following the initial planning application, the scheme is being considered for a re-design of the mosque and this work is underway.</p> <p>Officers are in the process of preparing documentation to enable the securing of an appropriate developer partner to deliver the scheme.</p>
11.13	<p>Councillor Harun Miah</p>	<p>Can the lead member provide Council with an update on the high levels of waste across the Borough?</p> <p>Response</p>

		<p>We are committed to improving our waste service and ensuring that residents receive the best possible service.</p> <p>The Mayor's manifesto clearly set out commitments to:</p> <ol style="list-style-type: none"> 1) Work with the service to deliver further improvements, including education on recycling 2) Encourage our community to become involved in community walkabouts to check standards are being maintained across the borough 3) Wage war on fly tipping, using our boroughwide CCTV and a policy of prosecuting offenders 4) Clean up our borough with more bins, litter sweeps and a mission to drive down missed bin collections <p>These commitments are also set out in the new strategic plan, and we are working hard to deliver them.</p> <p>The service is currently under review with an objective to optimise the use of staff and vehicles across the borough.</p> <p>The levels of missed collections in the borough remains very low and less than 0.05% failures per week but any missed collection causes our residents concerned and officers are working very hard to minimise any issues.</p>
11.14	<p>Councillor Mufedah Bustin</p>	<p>Will the Mayor commit to a monitoring and evaluation scheme to ensure transparency and fairness in the new Education Maintenance Allowance / University Bursaries scheme?</p> <p>Response</p> <p>A monitoring and evaluation scheme will be developed to measure impact of both schemes. The approach and methodology that will be used for this process is currently being worked through. Some of the areas that will be monitored and evaluated, but not limited to, are outlined below:</p>

		<ul style="list-style-type: none"> • Looking at the take up of the schemes and applicants supported to ensure transparency and fairness. • A survey will be conducted with applicants to understand how the schemes have benefited them, the difference that the schemes are having upon the student's attendance levels, withdrawal/drop-out rates, and progression/ destination routes. • Looking at how effectively the schemes are administered and promoted, including the application process, and as part of lessons learned whether there are aspects of the process which could be improved for future years. <p>As the online application process has been automated, there will be additional checks conducted to ensure there are no duplications/multiple applications being made by applicants.</p> <p>Prior to schemes being authorised for payment, these will be subject to attendance requirements being met by applicants.</p>
11.15	<p>Councillor Saif Uddin Khaled</p>	<p>Following revelations, the council is non-compliant with regulations governing its surveillance systems and processes, can the lead member explain how long this has been the case and what action is being taken to address this failure?</p> <p>Response</p> <p>In 2020 all local authorities in the UK were required to take part in a new national survey and submit self-assessments to the Surveillance Camera Commissioner.</p> <p>The Commissioner wrote to all councils following this survey pointing out that the majority of Councils need to do further work in this area. A corporate risk was recorded on the Council's risk register and mitigations and actions put in place.</p> <p>Since then</p>

		<ul style="list-style-type: none"> • All video surveillance systems across the Council have been mapped. • Data Processing Impact Assessments have been undertaken for the use of video surveillance systems and their application. • A new Code of Practice for the use of Video Surveillance Systems is under development. • Procedures for Subject Access Requests, Freedom of Information requests and management of complaints specifically for the use of video surveillance systems is under review. • A draft growth bid to bring in additional technical and specialist expertise to assist with developing and maintaining compliance post March 23 is under consideration through the MTFS budget setting process. <p>Notes:</p> <ul style="list-style-type: none"> • Video Surveillance Systems cover a wide range of systems used across the Council. • The legal obligations are the Protections of Freedoms Act 2012, the Data Protection Act 2018 and General Data Protection Regulations, and the Surveillance Camera Commissioner’s Code of Practice. • Progress on the actions was in part impacted by the pandemic in addition to changes in personnel
11.16	Councillor Sabina Akhtar	<p>Can the Mayor provide an update on the much-needed regeneration program on Clichy Estate in my ward which the previous Labour administration started and was agreed at Cabinet?</p> <p>Response</p> <p>Delivering this regeneration scheme is a high priority for us.</p> <p>Following the initial planning application, the scheme is being considered for a re-design of the mosque and this work is underway.</p>

		<p>Officers are in the process of preparing documentation to enable the securing of an appropriate developer partner to deliver the scheme.</p>
<p>11.17</p>	<p>Councillor Abdul Mannan</p>	<p>Based on complaints from across the community about the effectiveness of drug treatment in the borough, can the lead member outline what is being done to improve services and tackle problematic drug addiction that has blighted Tower Hamlets for so long.</p> <p>Response</p> <p>LBTH commission an integrated substance misuse treatment system for adults branded Reset. The system is comprised of three main providers: Outreach and Referral Service, Treatment Service and the Recovery Support Service. These contracts are supported by contracts with the GP Care Group (primary care), Secondary Care (Barts NHS Trust Specialist Midwife) and Pharmacists. Tower Hamlets has the largest treatment system in London which has supported 2128 residents in the last year, 58% of whom are complex opiate users. The latest Office for Health Improvement and Disparities data indicates the 96.5% of opiate users entering the treatment system are retained for over three months which is the definition of “effective treatment”. The interventions on offer in the treatment system available to residents include harm reduction advice, health checks and medical reviews, prescribing, psychosocial support, group work, education, training and employment support, whole family interventions, access to inpatient detoxification and residential rehabilitation</p> <p>Furthermore, we run a government grant funded Programme called ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery). The local Police also receive additional funds for law enforcement to target criminals and drug dealers and helps deliver the mayor’s dealer a day promise. The grant funds additional valuable local services. They are all helping the local community, adults and young people impacted by substance misuse, crime and criminal exploitation.</p> <p>examples are:</p> <ul style="list-style-type: none"> • Commissioned Coffee Afrique (CIC) to deliver a culturally appropriate services for those within the Somali community with substance misuse issues.

		<ul style="list-style-type: none"> • Improving access to treatment for young adults engaged in drug related ASB and crime particularly Possession with intent to supply. • Tackling the links between drugs and violence. We have a ground-breaking ADDER Hospital Navigator team based at the Royal London Hospital and community navigators that work with young people and adults who access A&E following drugs or violence. They are offered wrap around support in the local community.
11.18	Councillor Sabina Khan	<p>Can the Mayor outline how he will meet his manifesto pledge to work with the Mayor of London to tackle pollution in Tower Hamlets?</p> <p>Response</p> <p>Our new Air Quality Action Plan, recently approved by Cabinet, was developed following statutory guidance issued by the Mayor of London.</p> <p>The Mayor is committed to improving air quality for our borough, and the action plan sets out a wide range of measures that we will undertake to bring about improvements.</p> <p>Our action plan has had formal approval by the GLA and there is also a requirement for an annual status report to be submitted to the GLA on the progress of delivery of our air quality action plan and monitoring data.</p> <p>We will also be working on jointly funded initiatives such as the non-road mobile machinery project and awareness raising of the issues of poor air quality – projects funded via the GLA.</p>
11.19	Councillor Kamrul Hussein	<p>Could the Lead Member explain what provisions have been implemented to aid the Borough’s residents with their energy bills?</p> <p>Response</p> <p>Steep increases to energy bills are one of the sharpest drivers of cost of living issues in our communities – which is why we have made sure that</p>

our cost of living payments reach those who are most vulnerable to that increase.

This includes the Mayor's energy fund payments to our most vulnerable elderly residents, and single people living in either shared accommodation or alone as this group is often missed for provision.

As well as the direct payments, additional funding has been made available through the Resident Support Scheme specifically to support with energy bills, and the grant given for energy has been significantly increased.

These make up part of a multi-million pound package of support for residents that is accompanied by a comms campaign designed to maximise uptake and better signpost residents towards additional support.

On top of these measures and ongoing work to tackle poverty in the medium and long term in Tower Hamlets we continue to support residents to get all of the help that they can from other sources – including claiming the £400 discount from central government's Energy Bills Support Scheme.

This was automatically deducted from the bills of those who pay by direct debit, but left up to residents to claim if they are on a prepayment meter as many of those who live in Tower Hamlets are. That is why we are also launching comms to encourage uptake of these payments, alongside the more than £15million worth of benefits that are going unclaimed per year in our borough.

The Council Tax Team is also working hard to reach all residents entitled to the £150 energy rebate and to administer the discretionary funding to support as many residents as possible.

11.20

**Councillor
Maisha Begum**

I have been receiving a high number of emails from residents regarding their concerns about a lack of action on repairs on the Ocean Estate.

		<p>What work is the Council doing to ensure residents are protected from landlords who do not take their legal responsibilities seriously in regards to repairs?</p> <p>Response</p> <p>We are absolutely committed to standing up for our residents and ensuring that everyone has a well-maintained place to call home.</p> <p>I'm aware that officers have reached out to Cllr Begum to request further details about this enquiry, and which landlord it relates to, as there are multiple landlords on the Ocean Estate.</p> <p>We have also requested information from the THH Repairs Service as to whether there have been any exceptional repair requests to THH from their residents in this area.</p> <p>Officers will respond to Cllr Begum as soon as possible when we can complete this enquiry.</p>
11.21	Councillor Ana Miah	<p>Can the Mayor update the chamber on where he is in relation to increasing the numbers of police and THEOs on our streets.</p> <p>Response</p> <p>Reducing crime & anti-social behaviour (ASB) is one of the top priorities for the Mayor and the Administration.</p> <p>Mayor Rahman has pledged to work with the Metropolitan Police to put more uniformed police officers on the streets. He aims to do this as part of implementing a new "Community Constabulary". Under his previous administration this successfully boosted local policing numbers. These officers will be supported by additional Tower Hamlets Enforcement Officers to provide visibility and deterrence.</p> <p>The costs of additional THEOs and police officers have been scoped and discussions have been had with the Met Police BCU Commander.</p>

A growth bid has been developed for additional officers. This is in the process of going through the Council's Medium Term Financial Strategy budget setting process.

Government cuts meant that the MPS was required to make savings of nearly £1bn since 2010 in London. Following 10 years of austerity, the Metropolitan Police Service (MPS) across London has significant challenges in the recruitment and retention of police officers. This is a risk to our ambition and the safety of all our residents.

We have supported the MPS with 8 local recruitment events since April to help attract local people into the police service. We will continue to do so. It is vitally important that policing reflects the diversity of our Borough. Over 150 local people expressed an interest in joining the Met Police thanks to a local recruitment day we hosted at East London Mosque.

I have written to the Mayor of London and the new Metropolitan Police Commissioner to express my deep concerns on the closure of the Isle of Dogs Police Station and to ask that they reverse these cuts to vital infrastructure, and to focus on putting frontline community police back on our streets.

We continuously hear that our residents do not see their local police team. I am pleased that certain wards have received additional Dedicated Ward Officers (DWO) officers. I am deeply concerned that these police officers and our local ward-based teams are continuously used to meet other policing demands outside our Borough. I understand the abstraction rates for Tower Hamlets police are some of the highest in London. I have raised this with the BCU Commander, and I will write to the Met Police Commissioner Sir Mark Rowley to express my concerns and ask that they be ring fenced for local duties.

In the meantime, the THEOs are supporting the Safer Neighbourhood Teams and council-funded Police Taskforce, in a local area-based approach to tackle ASB and keep residents safe.”. We continue to utilise

		our extensive CCTV network to support the police and prevent, deter and detect crime & ASB.
11.24	Councillor Sirajul Islam	<p>At a meeting of the Mayor’s Cabinet on 26th October, when discussing the Air Quality Plan Cllr Kabir Ahmed raised his concerns that there was a very high level of air pollution around Bangabandhu Primary School in my ward.</p> <p>Can the Mayor confirm if he will be implementing a School Street outside Bangabandhu Primary School?</p> <p>Response</p> <p>In the lead-up to the mayoral elections in May, several School Streets schemes were paused before their implementation by the previous administration, this included Bangabandhu Primary School.</p> <p>Following the election, this pause was continued pending a review of all the School Streets schemes by the new administration which will take place over the coming months.</p>
11.23	Councillor Abdul Malik	<p>Can the lead member update the chamber on how the redesign of the youth service is coming along?</p> <p>Response</p> <p>The Lead Member and Mayor have held a number of meetings with the Director of Supporting Families and the Head of Service for Youth Justice and Young Peoples Service in relation to shared vision for an improved Youth Service. The Young Peoples Service has completed a mapping exercise of the current provisions in the borough and also looked at the children and youth population for the borough per ward. This will assist in shaping the initial focus of the youth service and increasing provisions. A search for prospective sites is being completed – focusing on unused buildings as well as ones that were previously youth clubs to see if they are able to be re-opened as part of the redesign. The costings for any increase in staffing as well as the buildings will be considered as part of the growth bid process. We</p>

		anticipate being in a position to announce the details of the Mayor's ambitious plans for the youth service in the new year.
11.24	Councillor Nathalie Bienfait	<p>In the Aspire Manifesto, a pledge was made to resident to set up a Mayor's Advisory Board for Climate Change. Could an indication be provided for when this advisory board will be set up and who will be members of it?</p> <p>Response We are working on finalising the setup of the Mayor's Advisory Board for Climate Change and will be looking to hold the first meeting in late December 2022 / Early January 2023.</p> <p>The members of the group will include The Mayor, Cabinet Member, Mayoral Advisors, senior council officers (leads on climate emergency) and representatives from external stakeholders including the business community, health sector, resident groups, faith groups and community organisations.</p> <p>The Mayor's Advisory Board for Climate Change will work closely with the Partnership Executive Group (PEG) and the Climate Partnership.</p>
11.25	Councillor Peter Golds	<p>In recent weeks increasing numbers of buses are waiting on both sides of Manchester Road at Island Gardens, for crew changes. Residents living in nearby flats are suffering noise and pollution because many buses do not switch their engines off during these stops.</p> <p>Will the Mayor use his authority to call on Transport for London to require drivers to switch off engines when buses are stationery, apart from stopping for passengers?</p> <p>Response Officers from the Environmental Health and Trading Standards Service will visit this area as part of their routine awareness raising campaign to prevent vehicle idling in the borough.</p>

		Following their findings we will, of course and if necessary, liaise with Transport for London to seek a resolution.
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