

NOTICE OF MEETING

AGENDA FOR THE CABINET MEMBER SIGNING

**Monday, 10th August, 2026, 11.30 am - Alexandra House 10 Station
Road Wood Green N22 7TR.**

[Watch the meeting live](#)

Members of the public are welcome to attend this meeting. If you wish to speak at the meeting please register by emailing the Democratic Services Officer. Contact details can be found at the end of the agenda front sheet.

Elected Members:: Gio Iozzi

1. FILMING AT MEETINGS

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

The Chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual or may lead to the breach of a legal obligation by the Council.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

3. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

4. URGENT BUSINESS

The Chair will consider the admission of any late items of Urgent Business. (Late items of Urgent Business will be considered under the agenda item where they appear).

5. DEPUTATIONS / PETITIONS / QUESTIONS

If any.

6. CORRECTION OF A COMPANY NAME FOR AWARD OF TWO CONCESSION CONTRACTS TO OPERATE AND EXPAND DOCKLESS BIKE SERVICES IN HARINGEY OVER THE NEXT FOUR YEARS (PAGES 1 - 58)

Report of the Corporate Director of Environment & Resident Experience

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Fiona Alderman
Director of Legal & Governance (Monitoring Officer)
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Friday, 31 July 2026

Public Questions

Any resident, council tax payer or national non domestic rate payer of the Borough may ask the Chair of any Committee or its sub bodies any question on anything for which the Committee is responsible at any ordinary meeting. Notice of questions must be given in writing to the Democratic Services Manager by 10 a.m. on such day as shall leave three clear days before the meeting (e.g. Tuesday for a meeting on the following Monday). The notice must give the name and address of the sender. Should a question be rejected, the questioner will receive a written response advising of this, including the reasons for the rejection.

Deputations

A deputation may only be received by a Committee or its sub bodies if a requisition signed by not less than ten residents of the Borough, stating the object of the deputation, is received by the Democratic Services Manager not later than 10am to leave three clear days prior to the Committee meeting.

Accessibility Requirements

If you would like to attend and you have any special requirements, please email Richard Plummer Committees Manager at richard.plummer@haringey.gov.uk. Please note that public seating is limited and will be allocated on a first come first served basis.

Advice To Members On Declaring Interests

Information on declaring an interest is set out in the Council's Constitution in Part 5 Section A. 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:

- Monitoring Officer
- the Legal Adviser to the Committee; or
- Democratic 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.

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Report for: Cabinet Member signing - Cllr Gio Iozzi – Climate Action and Transport – 10th August 2026

Item number: 6

Title: Correction of a Company Name for Award of Two Concession Contracts to Operate and Expand Dockless Bike Services in Haringey over the next four years

Report Authorised by: Barry Francis, Corporate Director of Environment & Resident Experience

Lead Officer: Maurice Richards – Head of Transport and Travel
Lucy Challis Active Travel & Health Officer

Ward(s) affected: All

Report for Key/ Non-Key Decision: Key Decision

1. Describe the issue under consideration

- 1.1 This report seeks authority to amend the company name in respect of one of the contracts awarded by Cabinet decision on 10 March 2026. The change is from Human Forest (Bikes) Ltd to Human Forest Ltd for the award of a four-year contract for the provision of dockless e-bike hire services in Haringey.

2. Recommendations

It is recommended that Cabinet Member:

- 2.1. Approves the amendment to the company name from Human Forest (Bikes) Ltd to Human Forest Ltd in respect of the award of a four-year contract for the provision of dockless e-bike hire services in Haringey subsequent to the previous Cabinet Decision on the 10 March 2026 for the Award of a 4-year contract to both dockless bike operators.

3. Reasons for decision

- 3.1. An administrative error was identified in the 10 March 2026 Cabinet Report concerning the award of the dockless bike contract to Human Forest. In Parts A and B of the report, the incorrect company name, Human Forest (Bikes) Ltd, was used instead of the correct legal entity, Human Forest Limited, with whom the contract is intended to be entered into.
- 3.2. As a result, an updated decision is required to reflect the correct legal entity. The nature of this amendment is purely administrative and does not result in any substantive change to the original decision.
- 3.3. Since dockless e-bike hire services began formally operating in Haringey as part of an initial pilot/trial scheme, dockless e-bikes have become an established mode of transport in the borough, with substantial user and journey figures, which have continued to increase over time.
- 3.4. The Council has engaged throughout the current trial of the dockless e-bike scheme through our online 'Commonplace' engagement website. A dedicated Commonplace webpage ran from February 2024 (beginning of the trial) to February 2025, seeking views from residents, businesses and other stakeholders on the benefits and barriers to the scheme and for the stakeholders to have an opportunity to suggest future parking locations. The results of this engagement are summarised in **Appendix A**. The Council also engaged with the Adult Social Care Joint Partnership Board and the dockless e-bikes inbox which allowed the Council to ensure that the needs of all community members are considered.
- 3.5. In September 2025, Cabinet approved the Council undertaking of a formal procurement exercise for the provision of dockless e-bike hire services.
- 3.6. The current Memorandum of Understanding with the two existing operators Lime Technology Ltd and Human Forest (Bikes) Ltd has enabled us to understand the cycling demand in the borough and the usage we see month to month and to partially regulate a currently unregulated market. Entering into a formal contract allows the Council to set out clear rules and set fees to enable increased and controlled management of the e-bikes and fair pricing for our residents, businesses, and visitors.
- 3.7. Procurement Process.**
- 3.8. Procurement conducted an Open Tender process to secure two dockless bike providers; a pre-market engagement notice was published on 'Find A Tender' to ascertain opinion from prospective suppliers regarding the specification of requirements. This was published 7th May 2025.
- 3.9. A Planned Procurement Notice UK3 was placed on Central Digital Platform (CDP) on the 24th September 2025 to alert the market to the opportunity. The

Authority finally published a tender notice UK4 on the 14th January with tender submissions due on 10th February 2026.

- 3.10. By the close of the tender 3 bids were received. Submissions were evaluated on the basis set out in the instruction to tender documentation, i.e. on Quality (60%) and Price (40%). Key quality criteria included operation model & expansion, affordability to the user, parking, wider adoption, safety, app & customer service, environmental impacts and social value which included offering concession rates to lower income individuals and students. The bids were assessed by Individual evaluators from the commissioning service. Following which a consensus meeting was held to determine final scores. The outcome of the tender process is contained in Table 1 below:

Table 1: Tender scoring

Bidder	Quality	Price	Total
A	49	35	84
B	43.4	21.98	65.38
C	27.2	12.6	39.8

- 3.11 Bidders A and B provided the most advantageous bids, and it is proposed that they are awarded the dockless bike contracts the details of which are contained in the exempt appendix.

4 Alternative options considered

- 4.1. Do Nothing - The Council not entering into agreements with dockless e-bike hire service operators.
- 4.2. If the Council were to not enter into agreements with operators, due to the currently unregulated market, it is likely that these services would still be in operation, but without any form of management or governance from the Council. This absence of contractual agreement may result in a poor overall service, with no input or accountability from the Council to maximise benefits (including revenue generation) and mitigation of issues by way of legal contractual arrangement with the operators, including issuing financial penalties, and reducing fleet size if the operator's performance is not adequate.
- 4.3. The current scheme running in Haringey is up to 24 months and ends at the end of March 2026. As it is a trial we cannot extend or create a new agreement without going out to tender.

5 Background information – regulatory context

- 5.1. Dockless hire e-bike services have been in operation in London, and the UK, since 2017, providing a new, sustainable mode of active travel. In contrast to docked hire e-bikes, dockless e-bikes do not require physical docking infrastructure and are theoretically able to be parked anywhere on the highway.

- 5.2. Over time, the vehicles in the market have almost exclusively evolved to become e-bikes – e-bikes featuring electric functionality, such as pedal assist – in addition to using geolocation technology and e-scooters.
- 5.3. Since their introduction to the UK market, this market has not been subject to regulation or any legislative framework. This means that services are permitted to operate without the express permission of local authorities.
- 5.4. There have been instances where local authorities have taken enforcement action against dockless e-bike operators through using powers under the Highways Act (1980) to remove vehicles from the highways, should they be deemed to be causing obstruction. Further, action has also been through the issuing of fixed penalty notices to operators who deploy e-bikes in an obstructive manner. However, this level of response is reactive rather than proactive, requires substantial enforcement resource, including CCTV monitoring, and can generate litigious outcomes.
- 5.5. Transport for London (TfL) created an enforcement policy underpinned by a variety of legislation including the Greater London Council Act 1974, Highways Act 1980 and the TfL Railway and Road Transport Premises byelaws. This legislation ensures that, if any dockless-e-bike is deposited (including vehicles that are deployed, parked or abandoned) outside of a designated e-bike parking places, enforcement action can take place through warning letters, issuing of a Fixed Penalty Notice to dockless e-bike operators and prosecutions of operators or removal of vehicles. TfL may remove a vehicle from the highway without warning where a vehicle presents a danger. These vehicles will be stored for a set period of time after which they may be disposed of by TfL.
- 5.6. In the absence of a regulatory model, local authorities have been entering into individual arrangements with dockless e-bike operators, to take a managed approach to dockless e-bike usage. This has typically been achieved through agreements – either memoranda of understanding or contracts – which include various specifications, such as fleet caps, parking rules and operational requirements.
- 5.7. While this has established a more regularised environment for these services, it has consequently led to fractured, non-contiguous and disparate operations throughout London, with rules and approaches differing across borough boundaries.
- 5.8. In London specifically, there have been proposals for pan-London arrangements – to establish a consistent approach across boroughs – without coming to fruition.
- 5.9. In December 2024, the Government announced – as part of its English Devolution White Paper – plans for regulation of this sector. The Department for Transport has begun consultations on these plans, but it is not envisaged that legislation will be introduced for a few years.

- 5.10. The proposed approach to regulation is to introduce a licensing system, whereby operators would require a licence to operate (and operating without a licence would be a criminal offence); powers for a licensing system would be given through legislation; the highest tiers of local government, throughout the UK, would have responsibility for issuing licences (and, for London, this would be TfL); local highways authorities within a licenced scheme would have responsibility for parking provision.
- 5.11. Until regulation is introduced, the situation remains unchanged, with operators free to enter the market. Once a contract has been agreed with Service Providers, it will be their responsibility and contract requirement to monitor how the e-bikes are used and maintained. The contract will be in place to help regulate the usage of dockless e-bikes in the borough. The contract also allows for early termination once a Pan-London contract has been set up.

6 Haringey approach

- 6.1. The Council has adopted various strategic plans and policies, which have outlined the requirement to deliver dockless e-bike services. This includes the Walking and Cycling Action Plan (2022), Corporate Delivery Plan (2024-2026), Climate Change Action Plan (2021), Draft Electric Vehicles and Kerbside Strategy (2025), Transport Strategy (2018), Road Danger Reduction Plan (2024-2025) and Mayor of London's Transport Strategy (2018).

The Trial

- 6.2. In 2023, the Council carried out a procurement exercise to appoint dockless e-bike operators to deliver these services. The decision to proceed with these services – on a trial basis – was approved by Cabinet in September 2023; these services officially commenced in March 2024, with the Council agreeing a Memorandum of Understanding (MOU) with each appointed operator. The operation of these services, as part of the trial, was approved to last for 24 months.

Parking bays

- 6.3. Throughout this trial period, the Council has introduced a number of parking locations throughout the borough, in accordance with the chosen hybrid parking approach. This includes physically marked parking bays and virtual parking bays – which are visible on the respective operators' mobile app. Parking is also permitted where a user ends a journey but is more than 100m away from either type of parking location.
- 6.4. From the start of the services operating under the trial, the Council permitted a number of locations for parking on the footway. A subsequent batch of additional footway parking locations were introduced in September 2024 (Phase 1).
- 6.5. The first carriageway parking bays were introduced in January 2025. These locations have been reallocated from existing carriageway parking bays, in accordance with the reallocation of road-space principles of the Walking and

Cycling Action Plan (2022). The second set of carriageway parking bays are being introduced from February 2026 with plans to increase the numbers throughout the upcoming contract to reflect usage and to increase compliant parking.

- 6.6. The wide coverage of consultation has been key in the installation of the second phase of carriage way parking bays covering the highest non- compliant parking bays, the most overcrowded bay areas to relieve pressure, at key corridors in the borough and the borough boundaries.
- 6.7. The funding to cover the design and implementation of the parking bays was allocated by TfL via the Local Implementation Plan Micromobility funding pot which must be used for 'micromobility' parking.

Engagement

- 6.8. As part of the Haringey Deal, the Council engaged with multiple stakeholders including via:
 - an online 'Commonplace' webpage
 - meetings with the Joint Partnership Board
 - meetings with ward councillors
 - dedicated council webpage
 - dedicated dockless mailbox (docklessbikes@haringey.gov.uk).

This engagement showed a trend in concerns, including dockless e-bikes obstructing the pavements, anti-social behaviour on e-bikes and non-compliant parking near disabled bays. Table 2 below summarises some of the main consultation feedback and how the Council responded to this via the current contract and measures to be included in the new contract. Please see **Appendix A** for the full consultation report.

Table 2: Consultation Feedback

Consultation Feedback	Actions taken
Concern for safety of other road users and pedestrians due to bikes blocking the pavement.	Additional parking bays implemented to increase parking compliance. Worked with the operators to create bespoke Haringey management and enforcement plan. This when combined with the new parking bays will increase compliance. The new contract will include increased fleet management with fines and penalties for the operators and require reductions in fleet size in the event of poor performance.

Concern regarding the correct location of the bays and the GPS accuracy on bikes when parked.	As part of the current contract, this was addressed by the bespoke Haringey management and enforcement plan which included additional patrols in high usage and non-compliant locations to get marshals to relocate bikes and park them correctly. The new contract proposes that the operators must modify their hardware systems to ensure that their GPS will be accurate to the nearest metre in their new fleet of vehicles, this should ensure better accuracy in parking bays
Concern about damaged pavements and vegetation by non-compliant parking.	The installation of carriageway bays in the borough will see less dockless e-bikes parked non-compliantly on the pavements minimising damage to the infrastructure and vegetation There will be additional enforcement powers and fines under the new contract.
Enquired about geofencing in the borough to accommodate people with mobility impairments	Under the existing contract we requested ward councillors and residents feedback to be sent to the dedicated dockless bikes email inbox Responses were reviewed and where persistent obstructions occurred, we installed new bays in these locations or implemented e-bike parking restrictions. Under the new contract we will have live access to the location of dockless e-bikes and will be better able to identify this issue and implement no parking zones and issue fines to the operators for persistent non-compliance
Concerns about the potential financial burden of the scheme on the council and need to ensure the Council's costs are met.	As part of the existing contract, we negotiated fees to meet the Council's costs. As part of the proposed new contract the Council will require a fixed deposit and a profit share. The providers will also need to make a financial contribution to the Council's cycle training programme.

Concerns were raised on the safety of the e-bikes with teenagers and underage children using them	The operators have upgraded their hardware to make the bikes less hackable. As part of the new contract one of the requirements will be for the operators to work with the Council's Active Travel Team running campaigns in schools to highlight the risk of unauthorised dockless e-bikes usage (hacking). The operators are also required to financially contribute to cycle training in the borough.
Enquired about the implementation of 'slow zones'	As part of the current and future contract, the operator(s) must support GPS geofencing technology to provide, where required, location-based parking and 'go-slow/low speed' zones. The operator(s) must make users aware of all geo-fenced go-slow and restricted zones by way of the cycle hire app and there must be a reliable system in place for restrictions to be activated in geo-fenced zones.
Concern on the impact of e-bikes on event days at the Tottenham Stadium, Alexandra Palace and Wireless at Finsbury Park.	The Council requested bespoke event day management and enforcement plans for all three locations. The plans have been produced with the event organisers and have been rolled out successfully. This includes providing dedicated event day parking bays and marshals to relocate and collect bikes. As part of the new contract the dockless e-bike operators will be required to adopt and enhance the event day management plans which are always under review. Having live access to their system as part of the new contract will also help in planning management of the necessary resources.

Current trial and proposed contract

- 6.9. Our current trial ended in March 2026. Haringey Council have gone out to tender for a 2+1+1year contract with two operators under a dynamic fleet review (increase or decrease operator(s) fleet size based on their monthly

performance and management). This contract started in April 2026 allowing a continuation of a managed dockless service.

- 6.10. Since the beginning of the trial a number of issues have been identified with dockless bikes and their operations. The Council has worked with our operators to minimise these issues however the new contract will ensure these issues are rectified, as set out in the following sections.

Parking

- 6.11. Throughout the trial non-compliant parking has been a major issue that both operators and the Council have been working together to combat, through the issuing of fines and installation of carriageway bays. The new contract will require:

- increased patrols in hotspot areas of Haringey including our major corridors, transport hubs and town centres. This will be monitored closely via having access to live data from both operators.
- operators to have an efficient means of identifying when non-compliant parking occurs and put in place a proactive fleet management strategy to address parking infringements including the effective and efficient collection of bikes.
- operators to redeploy any non-compliantly parked bike within 3 hours of being reported. If they fail to do so, they will incur a fine and the bikes will be held in storage at a price per day for up to 10 days

Safety

- 6.12. Safety was one of the key concerns that came up from our engagement throughout the trial. The new contract includes the following:

- The operators must run and enforce campaigns in our schools to target those who are underage using dockless e-bikes. The campaigns will emphasise the danger and illegality of using these bikes under the age of 18.
- The operators have stricter fines on non-compliant users.
- Each operator is to provide a cycle training contribution fee annually to allow more users to be trained, operators will also put regular app reminders about cycle training opportunities in Haringey.

Social Value

- 6.13. The operators must provide equitable access plans for the following groups where their rides start in Haringey:

- Jobcentre Plus Travel Card
- Blue Light Card (for emergency service workers)
- Student Card (NUS student card or institution-specific)
- 18+ Student Oyster card
- Apprentice Oyster card
- 60+ London Oyster Card

- Freedom Pass (including Disabled Persons Freedom Pass)
- Veterans Oyster photocard

6.14. The process for accessing equitable access customer plans, and other inclusive features must be clearly listed on websites, apps and other communication materials, and the operator(s) must proactively promote the availability of these plans in the Borough to users and non-users. As part of the new contract, the dedicated webpage will also have this information. We will also ensure this is published in Haringey People Magazine / Extra and the Council social media.

Environmental Impacts

6.15. The operators must take reasonable steps to minimise any negative environmental impacts of all aspects of their operations and identify opportunities for improvement. This includes:

- ensuring that the dockless e-bikes are designed, manufactured, maintained and disposed of (if necessary) in a manner which adheres to circular economy principles.
- supporting the Council's aim to deliver net zero emissions across council functions by 2040, by evidencing clear and consistent reductions in carbon throughout the contract duration where the service or provider is not Net Zero already.
- ensuring that vehicles / methods used for deployment, redistribution and any operational processes are zero emission vehicles at the tailpipe and consideration is given as to the time of day and service routes that are taken to conduct these activities to minimise impact on local congestion and noise pollution.

Operation Model & Expansion

6.16. As part of the new proposed contract to ensure continued access and service is provided to Haringey residents and business the dockless e-bike operators are required:

- to meet the agreed fleet requirements within the borough, on a daily basis. There must be a minimum of 50% of the allocated fleet size within the borough at all times, this is to cater for inter-borough trips.
- GPS geofencing technology to provide location-based restrictions and boundaries, defining the zones of operation within the London Borough of Haringey.
- to proactively work with the Council and other stakeholders on event-specific requirements (for example, events at the Tottenham Hotspur Stadium, Finsbury Park and Alexandra Palace). Both operators must work with the relevant stakeholder to manage the parking of e-bikes around the event day ensuring they park in the temporary bays available. Marshalls must be on site before, during and after the event to make sure the e-bikes are not obstructing the footway.

Key Data

6.17. As part of the proposed contract the Council will be monitoring:

- Number of distinct users
- Average km per trip
- Average trip duration in minutes
- Average utilisation rate of vehicles per day
- Download of the number of e-bikes in Haringey at 00:00 each day
- Highest ridership day
- Highest ridership hour
- Average fare
- Number of e-bikes left outside a bay
- Parking compliance (%)
- Number of complaints
- Number of fines/issues given/reasonings
- Number of equitable access plan members
- Average complaint response time
- Number of reported incidents and near misses involving a dockless e-bike
- Top 10 bays with the highest usage
- Top 10 bays with the lowest usage

7. Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes

7.1. Strategy and policy measures set out in this report support various outcome areas of the Corporate Delivery Plan 2024-2026. The proposals will contribute to:

- Responding to the climate emergency
- A zero carbon and climate resilient Haringey
- Better air quality in Haringey
- Improved access to alternative means of transport to private motor vehicle to support more sustainable transport choices

8. Carbon and Climate Change

8.1. Dockless e-bike hire services contribute positively to carbon emission reduction and mitigate climate change, through supporting and encouraging residents to use a sustainable mode of transport.

9. Finance

9.1. This report seeks Cabinet approval to award of contract to Lime UK Limited and Human Forest Limited for 2 years with a possible extension for 2 more years.

- 9.2. The Council is expected to receive a revenue share of the income and an annual contribution from the operators.
- 9.3. There are no financial risks to the Council as all costs relating to the implementation and monitoring of this scheme will be met by the operator. The Council officer resource to manage the project will be met from existing Transport budgets and revenue generated by the scheme.
- 9.4. The operators will also provide a financial bond to the Council, to be held for the duration of the agreement which should protect the Council from any financial risk. The bond will only be exercised in line with Clause 5.1 and Schedule 2 of the Contract for an OPERATOR Bicycle Sharing Scheme.
- 9.5. The bond will be held in Council's reserves until the end of the extension and returned to the operator at the end of the contract period and the contract will be managed in line with the Council's contract procedure process.

10. Strategic Procurement

- 10.1. The procurement for dockless bike operators was undertaken by Strategic Procurement in line with the requirements of the Procurement Act 2023, more particularly described at 4 above.
- 10.2. Following evaluation and moderation, the winning Bidders who achieved the highest overall scores and represented the most advantageous bids for the Council were awarded contracts. Since award by Cabinet in March it was noted that the name of one of the winning bidders should have been recorded as Human Forest Ltd instead of Human Forest (Bikes)Ltd. This request is therefore to correct an administrative error
- 10.3. In accordance with CSOs 0.08 (Cabinet Member decision) the Cabinet Member may approve the amendment outlined at paragraph 2 above

11. Director of Legal & Governance

- 11.1. The Director of Legal and Governance has been consulted in the preparation of this report.
- 11.2. The procurement exercise was for the appointment of two operators of concession contracts for dockless bikes for the Council. Legal Services has been advised that an open procurement process has been undertaken in accordance with the requirement of the Procurement Act 2023 and Council's Contract Standing Orders.
- 11.3. It is noted that in the previous award approved by Cabinet on 10 March 2026, there was an administrative error and one of the companies to which an award was made was stated to be Human Forest (Bikes) Limited. The tender was

submitted by Human Forest Limited. Therefore, this report seeks approval to correct the company name so that the award is to Human Forest Limited

11.4. Cabinet Member has power to approve the recommendations under CSO 0.08 (Cabinet Member approval).

11.5. The Director of Legal and Governance confirms that there are no legal reasons preventing the Cabinet Member from approving the recommendations in this report.

12. Equality

12.1. The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

12.2. The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

12.3. The decision proposed in this report is to approve the Council undertaking a formal procurement exercise for the provision of dockless e-bike hire services, which should enable the Council to enter into appropriate contractual agreements with an appointed operator(s).

12.4. Dockless e-bike hire services offer an alternative mode of transport to existing modes, such as private internal combustion engine vehicles. These services provide a sustainable form of transport, helping to lower emissions and help to improve air quality. Poor air quality is particularly harmful to pregnant women, disabled people and older people. Infants and young children are also disproportionately vulnerable to breathing in polluted air than adults due to their airways being in development, and their breathing being more rapid than adults. As such, the decision will have a positive impact on residents with these protected characteristics.

12.5. As a result of the procurement, it is intended that more than one operator will operate dockless e-bike hire services in the borough. This would help to reduce monopolisation within the market, providing options related to aspects such as pricing for customers. This should have a positive impact for all residents, but

particularly those of a lower socioeconomic status, ensuring greater accessibility to and affordability of dockless e-bike hire services.

- 12.6. The potential increase in dockless e-bike parking bays on the carriageway throughout the borough may lead to a reduction of on-street parking options for other vehicles, due to the reallocation of carriageway parking space. It is not envisaged that any disabled parking would be impacted by these changes. Yet, a reduction in standard parking bays may negatively impact residents who rely on on-street parking availability due to not having access to off-street parking.
- 12.7. Owing to their dockless nature, these services may negatively impact accessibility in the borough. These impacts arise from inconsiderate use of the e-bikes, through pavement riding and obstructive parking. These impacts may have a greater impact on elderly people and disabled people, particularly those who are mobility impaired. To mitigate these impacts, increased provision of dedicated parking locations for dockless e-bikes, providing more parking options throughout the borough, should provide better management of this issue.
- 12.8. The proposed decision is anticipated to have a neutral impact on all other protected characteristics because these groups are not impacted specifically because of their characteristics.

13 Use of Appendices

[Appendix A: Consultation Report](#)

Background papers

[Haringey Dockless Bike Hire Scheme 19 September 2023.](#)

[Seeking approval to procure new dockless e-bike hire service contracts September 2025](#)



Haringey Dockless Bikes

Engagement Report - August 2025

London Borough of Haringey

Haringey
LONDON



Contents

	Page
1. Executive Summary	3
2. Background	4
3. What we did	5
4. What we heard	4
◦ What is your connection with Haringey?	
◦ Do you consider yourself a cyclist?	
◦ How do you feel about the introduction of a Haringey Dockless Bike trial?	
◦ How often do you cycle?	
◦ Have you ever used dockless bikes before they have been launched in Haringey?	
◦ Have you used dockless bikes since their introduction in Haringey?	
◦ What would you consider to be your main barrier(s) preventing you from using dockless bikes?	
◦ What would you consider to be the main benefit(s) of dockless bikes?	
5. Interactive mapping	16
◦ How important do you feel this suggested improvement is?	
◦ What are you commenting on?	
◦ Do you agree with the location being used for dockless bike parking?	
◦ What is the address / postcode of the area are you commenting on?	
◦ What improvements would you like to see at this location?	
◦ Street level analysis of pins	
◦ Is there anything we can do to improve the dockless bike scheme in general?	
◦ Street level analysis of free text comments	
6. Email correspondence	29
7. Equity & Inclusion	31
8. Key findings and insights	36
9. Recommendations	37
10. Ridership & Compliance	39
11. Appendix A: List of streets with only one pin dropped	41
12. Quality	42

1. Executive Summary

The London Borough of Haringey launched a dockless bike trial in March 2024, in partnership with Lime and Forest (formerly Human Forest), designed to provide residents and visitors with sustainable, flexible cycling options without the need for fixed docking stations. As part of this trial an engagement exercise took place to understand how residents feel about dockless bikes on Haringeys Commonplace website.

799 survey responses, 225 map pins, and 213 emails were received as part of the engagement. The consultation report seeks to understand barriers and benefits, local concerns, and potential improvements to the scheme. Key findings are as follows:



The trial **divided opinions** with 49% of survey respondents dissatisfied with the trial.



Main **barriers** included safety concerns, lack of cycling infrastructure, cost, abandoned bikes, and accessibility issues



Main **benefits** included cycling accessibility, convenience, environmental impact, and support for multimodal journeys



Expand designated **parking bays**, focusing on high-demand areas throughout the borough.



Collaborate with operators and implement **greater enforcement** of parking compliance and introduce robust **reporting features**.



Invest in **safer cycling infrastructure** to increase participation especially amongst more vulnerable groups..

2. Background



The dockless bikes trial in the London Borough of Haringey was launched in March 2024, following Cabinet approval. The trial is set to run for up to two years, with at least 18 months of operation. The trial is a partnership with two operators: Lime and Forest (formerly Human Forest). The initiative aims to provide flexible and sustainable transportation options for residents by allowing them to hire bikes without the need for docking stations.

Currently, the scheme runs under a trial, however the London Borough of Haringey intends to proceed with a long-term dockless bike agreement, for which a further procurement process would be required.

To help assess the trial and support the development of a long-term dockless bike scheme, the London Borough of Haringey launched a questionnaire and interactive mapping exercise. These engagement opportunities sought to identify what local people and visitors want from a dockless bike scheme in the borough, to ensure it is fit for purpose, mitigates negative impacts on residents and businesses, and is well-utilised in future.

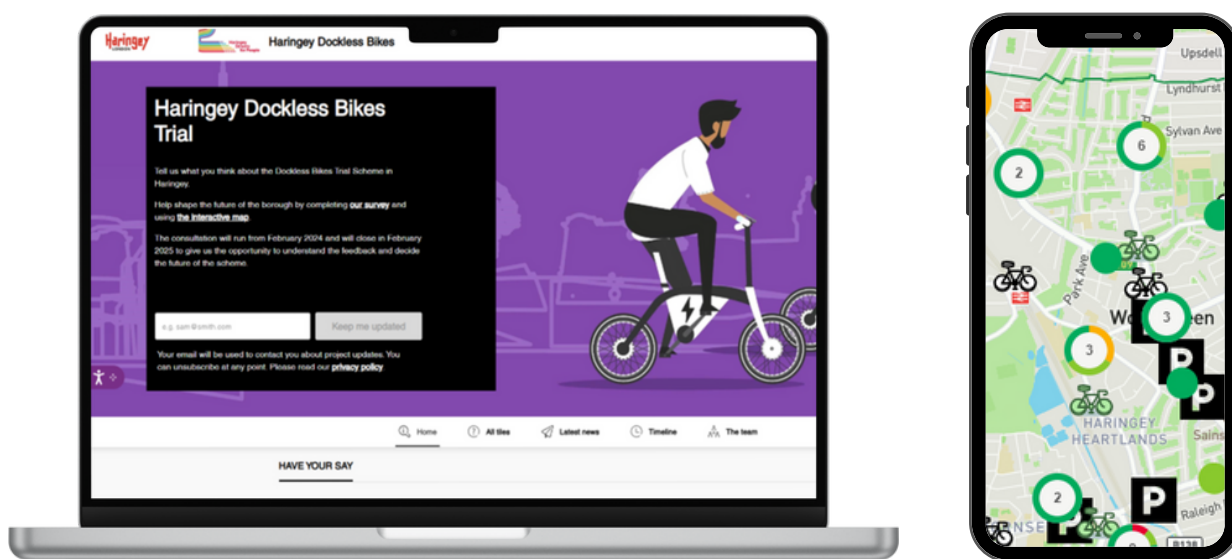
This report will contain an analysis of the feedback received from March 2024 to February 2025 from Haringeys Commonplace website. The website contained information about dockless bikes and allowed provided participants to take part in the online survey and interactive map, or alternatively respond via email.

3. What we did

The consultation period ran from March 2024 until February 2025.

Consultation survey and dedicated webpage

A dedicated webpage on the London Borough of Haringey's dockless bikes Commonplace website. This website serves as Haringey's platform for providing comprehensive details about the dockless bike scheme, including its objectives, operational guidelines, and frequently asked questions.



Two clickable tiles were available encouraging users to provide feedback on the scheme via either a questionnaire or an interactive map.

Interactive map: allows residents to pinpoint specific locations within Haringey to suggest suitable or unsuitable areas for dockless bike parking. Participants were encouraged to use the map to drop a pin, answer some short questions and leave comments. This was ultimately done to facilitate community-driven insight on existing dockless bikes and potentially new areas.

Questionnaire: participants were also invited to complete a feedback form where individuals can share their experiences, concerns, or suggestions related to the dockless bike program.

Email enquiries: A dedicated email address was shared for any other queries, questions or concerns about the engagement process or the trial.

3. What we did

Key stakeholder engagement

Haringey Council arranged a meeting with the Joint Partnership Board to discuss the continuation of dockless bikes in the borough. The meeting discussed an update on the regulation of dockless bikes and potential contracts in the future.

The feedback from this meeting showed a number of concerns from the board representing residents in the borough:

- There is a concern for the amount of dockless bikes parked non-compliantly in disabled bays. An effort needs to be made to make these bays exclusion zones for dockless bikes
- When taking into account the location of dockless bays, side loading or rear loading ramps need to be taken into consideration.
- A concern that lime bikes that are non-compliantly parked on pavements are not being redeployed within the 24-hour period. There are times when residents have to walk on the road as dockless bikes have obstructed the whole pavement.
 - The amount of hacking of lime bikes and vandalism is a cause of concern for local residents. Lime need to do more to find a securer anti-theft lock.
 - The group suggested having unique numbers on dockless bikes to identify them and incentives for finding discarded bikes.
 - There need to be stronger fines and penalties for badly parked bikes.
 - Don't place dockless bikes near pedestrian crossings – could be dangerous if they tumble over onto tactile paving which is dangerous for visually impaired people.

4. What we heard

The survey was conducted between March 2024 to February 2025 on the London Borough of Haringey's Commonplace website. During this period, over 3,500 unique visitors were registered on the website, with a total of 921 online survey submissions made.

Data cleansing

The data underwent a cleansing process to identify duplicate and irregular submissions that compromised data quality. Any submissions that were entirely blank or had almost no questions answered were cleansed from the dataset. Respondent IDs were assessed to see if any respondents had made multiple submissions. Where this occurred, the version with fewer answers was removed to ensure the more complete response was retained. However, not all multiple submissions from the same respondent IDs were removed. In cases where qualitatively different responses were given across multiple submissions - especially when opinions diverged on key questions like attitudes toward dockless bikes. These entries were retained based on the assumption the submissions were likely made by different individuals using the same account.

After applying these rules, **122 submissions were removed from the dataset**, leaving **799 validated responses** for analysis.

This section below analyses the survey questions. Percentages will be calculated out of the total number of responses per question, except multiple choice questions, which will be calculated based on the number of respondents (799).

4. What we heard

What is your connection with Haringey?



94%

of respondents indicated they were a **resident of Haringey**.



16%

of respondents indicated there were a **visitor** or users of **local amenities**.



12%

of respondents said they **work in the area**.



12%

of respondents **travel through Haringey** on towards another destination.



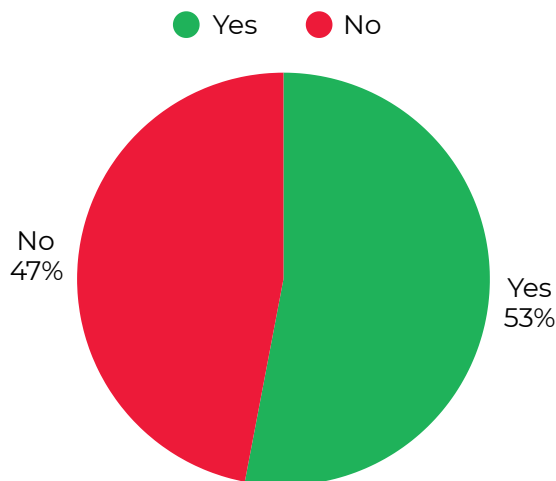
11%

of respondents said they **visit family and friends** in Haringey.

*question was multiple-choice enabling respondents to make multiple selections

4. What we heard

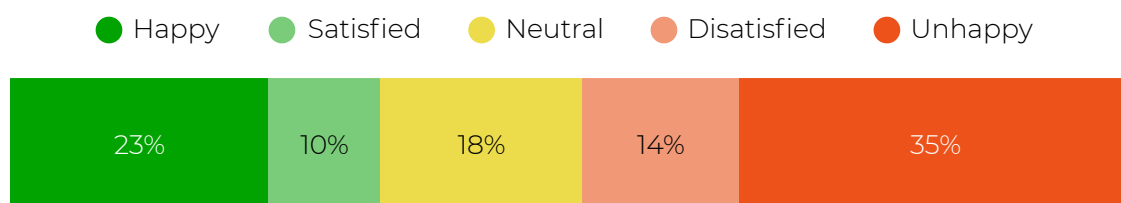
Do you consider yourself a cyclist?



- Just **over half of all respondents were cyclists**, with 45 respondents out of the total 799 who did not answer the question.

Any insights based on how cyclists compared with non-cyclists in subsequent questions, will exclude the 45 respondents who did not answer this question.

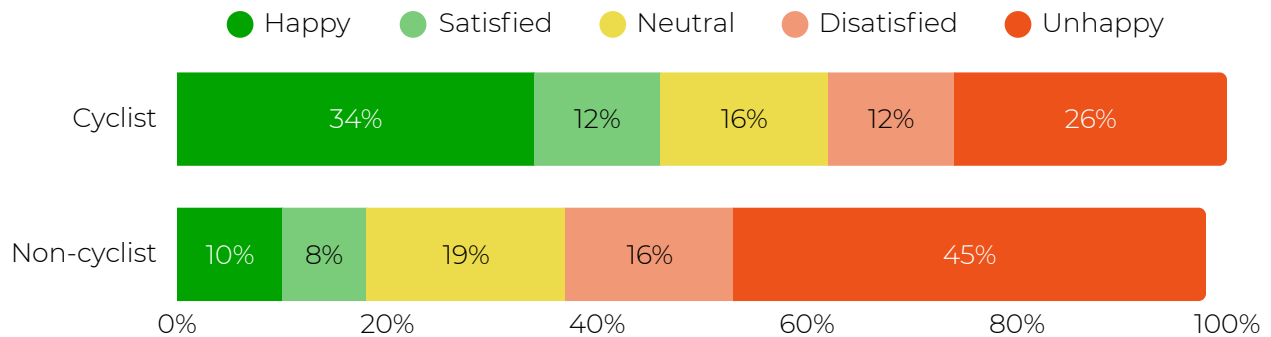
How do you feel about the introduction of a Haringey Dockless Bike trial?



- More respondents were dissatisfied or unhappy (49%) with the introduction of the dockless bike trial, than were happy or satisfied (33%). Almost a fifth of respondents indicated they were neutral.

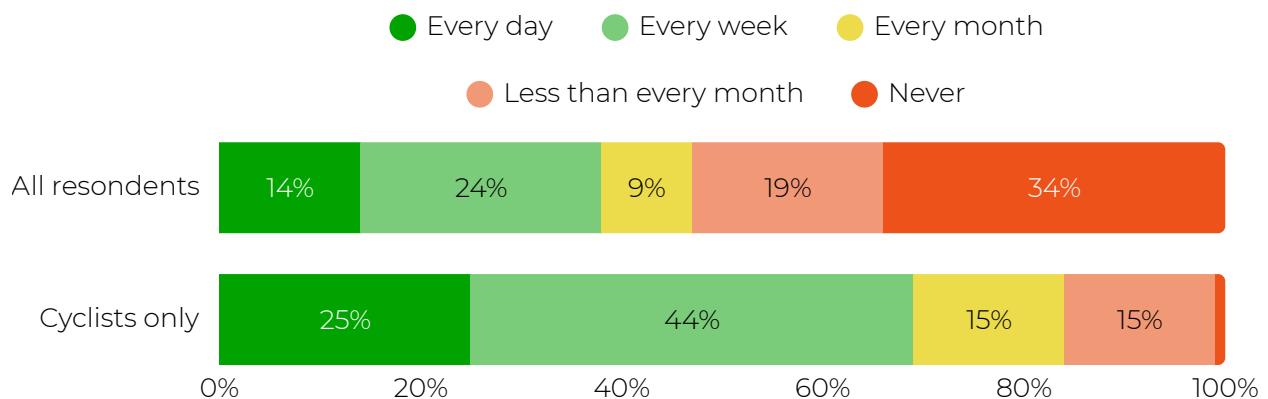
4. What we heard

Cyclist vs non-cyclist



- When splitting the data by cyclist, and non-cyclists, a higher proportion of cyclists tend to be either happy or satisfied at 46%, compared to only 18% of non-cyclists.
- A higher proportion of non-cyclists were against dockless bikes, with nearly 61% saying they were unhappy or dissatisfied, compared to 38% of cyclists.

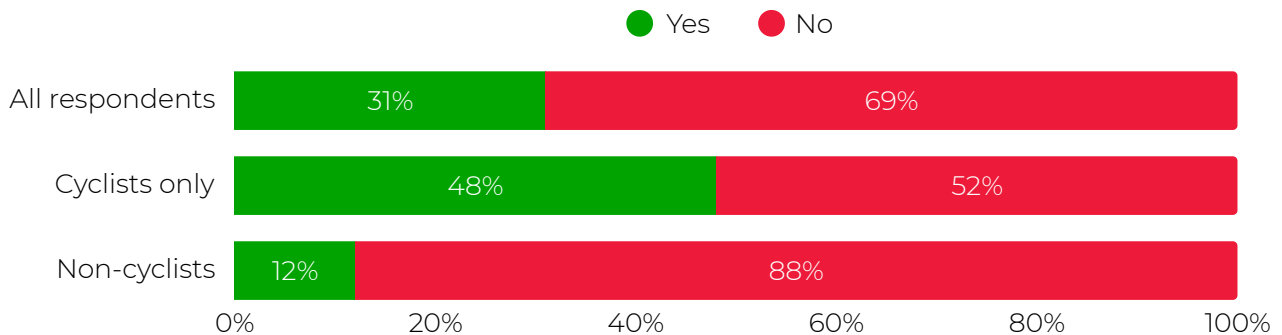
How often do you cycle?



- Overall, most respondents did not ride a bike often. A third of all respondents said they never ride a bike, although nearly all these respondents were those who said they do not consider themselves a cyclist in the previous question.
- When considering only those who identify as a cyclist, approximately 70% ride a bike every week or daily.

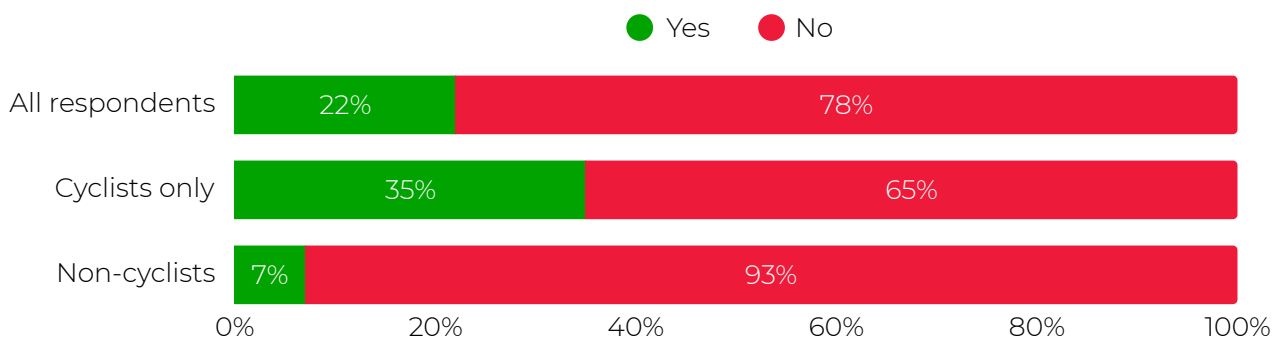
4. What we heard

Have you ever used dockless bikes before they have been launched in Haringey?



- A majority of respondents overall, and within both the cyclist and non-cyclist groups, had not used dockless bikes prior to their launch in Haringey. However, a significantly larger proportion of cyclists had previous experience with dockless bikes compared to non-cyclists.

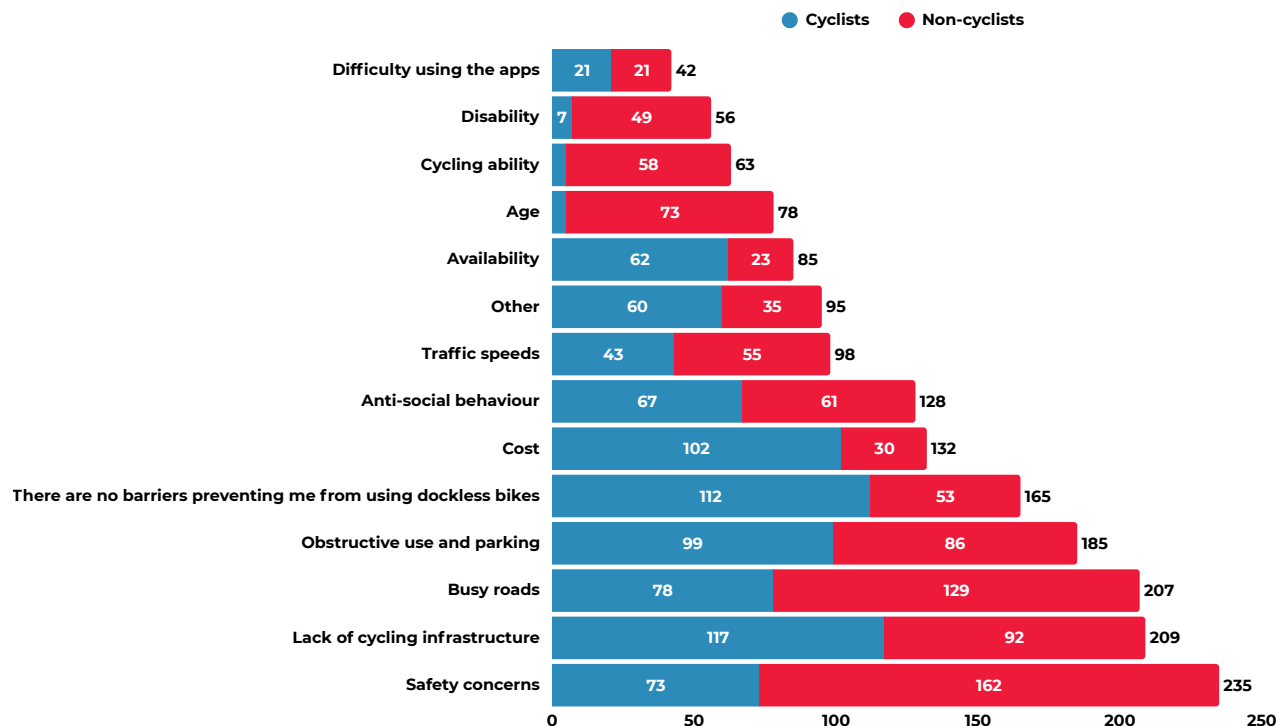
Have you used dockless bikes since their introduction in Haringey?



- Just over three-quarters of all respondents, over half of those who identify as cyclists, have not used dockless bikes since they were introduced in Haringey. However, a significantly higher percentage of those who consider themselves cyclists have used them compared to the non-cyclist respondents.

4. What we heard

What would you consider to be your main barrier(s) preventing you from using dockless bikes?

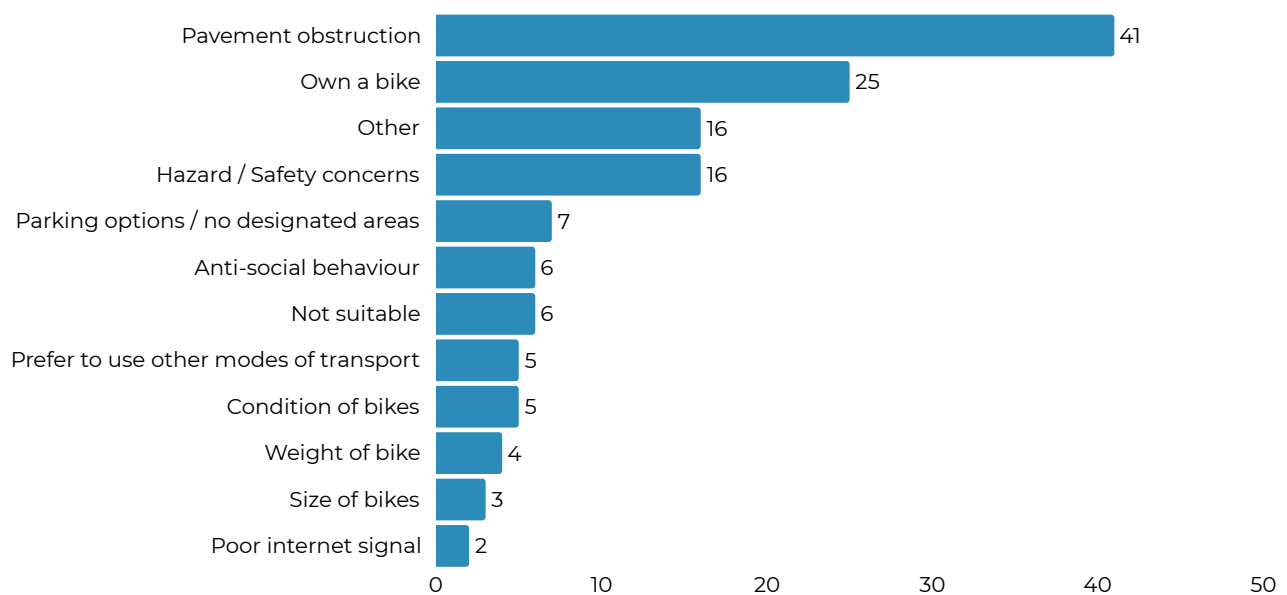


- When asked about barriers to using dockless bikes, the main concern was related to **safety**. This was often shared more by non-cyclists than cyclists. This was also the case for busy roads, which also has safety implications, and more likely to be mentioned by non-cyclists.
- **Lack of cycling infrastructure** was selected as key barrier amongst both cyclists and non-cyclists. This was also the case for issues related to the practicalities of dockless bikes, such as obstructive use and parking.
- Although selected far less, when **cycling ability and disability** were mentioned as barriers, a significantly higher number of non-cyclists made up the proportion of users who selected this.
- **Cost and availability** were expressed as significant barriers by those who consider themselves cyclists.
- There were a significant number of respondents, both cyclists and non-cyclists, suggesting there are no barriers preventing them from using dockless bikes.

4. What we heard

Other - theme

- The 95 respondents who selected the 'other' option were prompted with a text box to comment on what other barriers exist.
- Each comment was read and analysed and grouped into the most emergent themes and ideas.



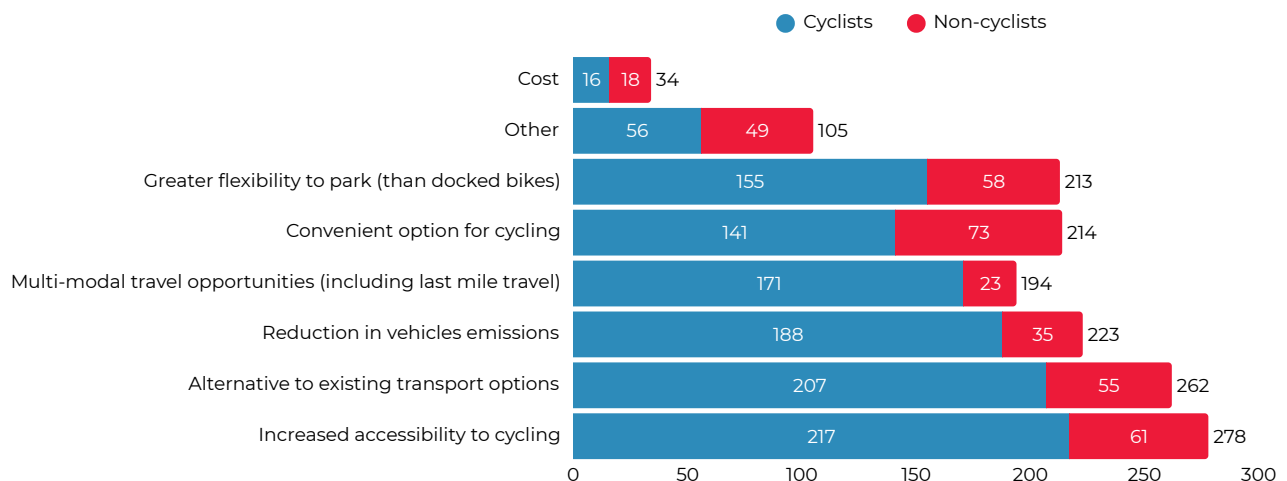
- **Pavement obstructions** was the most frequently mentioned barrier, with 42 respondents concerned about dockless bikes being left in a way that blocks pavements or pedestrian walkways. This reinforces the "Obstructive use and parking" barrier from the previous question, with respondents providing more specific details about their experience. Similarly, hazards and **safety concerns** were also mentioned with 16 respondents mentioning this issue, further reinforcing concerns about **cycle infrastructure** (lanes and storage), obstructions and traffic.
- 25 respondents indicated they don't use dockless bikes because they already own their own bicycle making dockless bikes redundant for their needs.



4. What we heard

- There were also 16 respondents making miscellaneous, unique comments or suggestions. This included comments that companies should be fined, suggesting an area to practice cycling for newbies etc
- A small number of respondents mentioned issues related to parking availability or the lack of designated parking zones. Concerns were also raised about potential anti-social behaviour associated with the bikes and the fact that the bikes simply weren't suitable for their individual needs.

What would you consider to be the main benefit(s) of dockless bikes?



The perceived benefits of dockless bikes, across both cyclists and non-cyclists, revolve around **increased accessibility** to cycling, providing an alternative while facilitating multi-modal journeys.



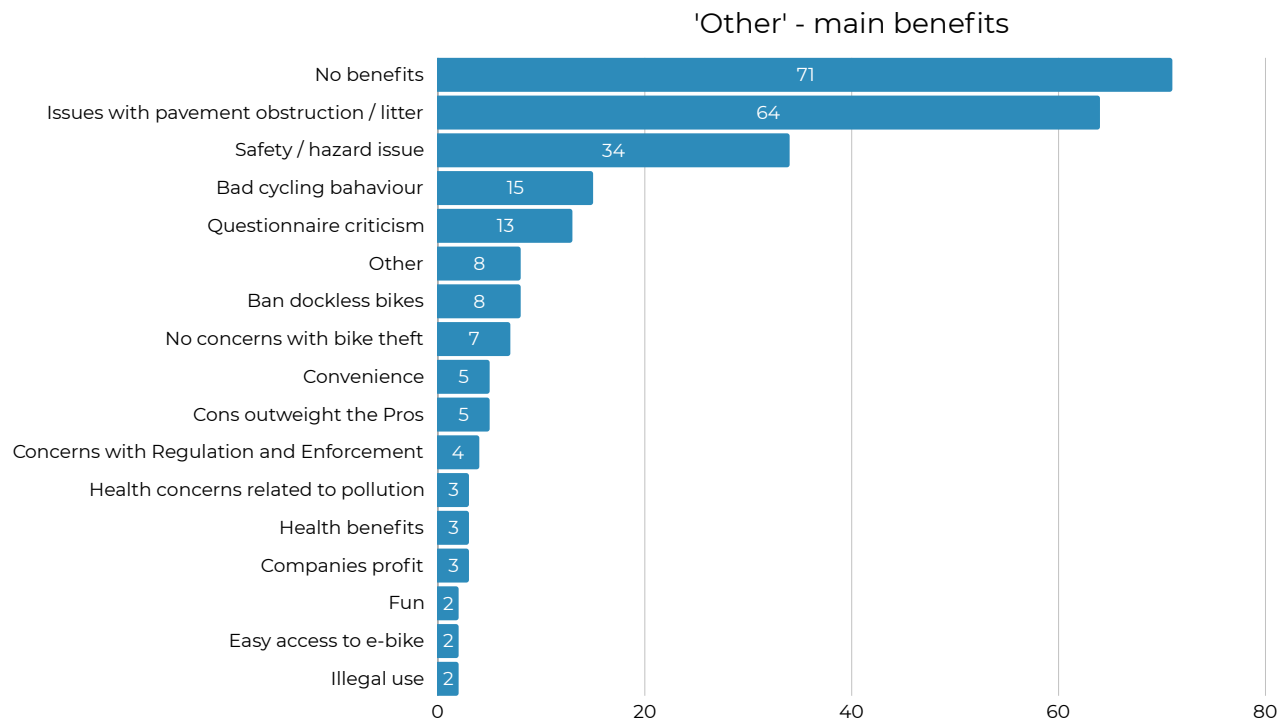
Cyclists also value the **parking flexibility** dockless bikes offer, alongside being **integrated with existing transport options**.



Reduction in **vehicle emissions** were also cited as another reason that benefitted cyclists.

4. What we heard

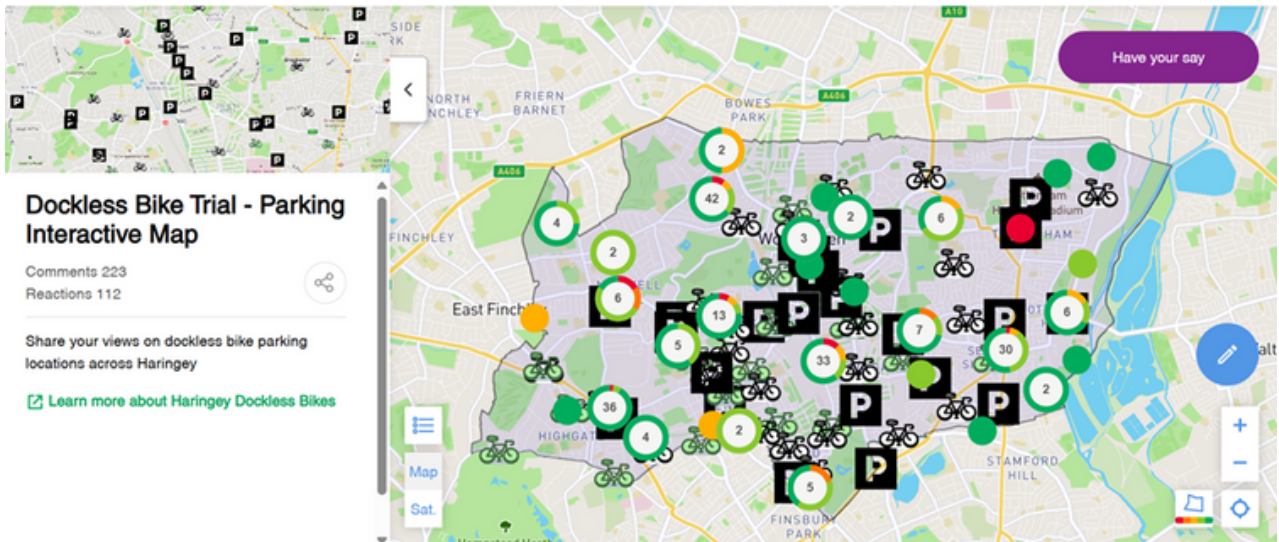
Other - theme



- The 131 respondents who selected the 'other' option were prompted with a text box to comment on what other barriers exist.
- 71 respondents commented there were no benefits to dockless bikes, and many respondents used this space to reiterate the barriers, highlighting problems with bikes as **street clutter and safety hazards**.
- Where respondents did leave comments about positive aspects of the scheme, six people mentioned **peace of mind from theft** of not owning a bike and five people mentioned **convenience**. Three respondents mentioned the environmental benefits and two mentioned dockless bikes were **fun and provided easy access** to bikes for them. These comments reinforce the main selections made in the original options provided for the question.

5. Interactive mapping

This section will provide an analysis of the interactive mapping of all the pins during the exercise.



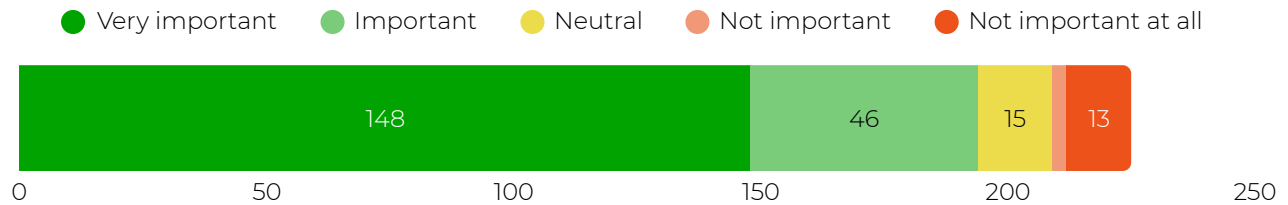
Participants of the interactive mapping exercise were prompted to drop a pin and answer the following question:

- How important do you feel this suggested improvement is?
- What are you commenting on?
- Do you agree with the location being used for dockless bike parking?
- What is the address / postcode of the area are you commenting on?
 - Due to inconsistencies in the answers provided by respondents, coordinates were geolocated to identify which street respondent placed their pin.
- What improvements would you like to see at this location?
- Is there anything we can do to improve the dockless bike scheme in general?

A total of **225 pins** were placed on the map. This section will analyse these comments and provide commentary on the insights.

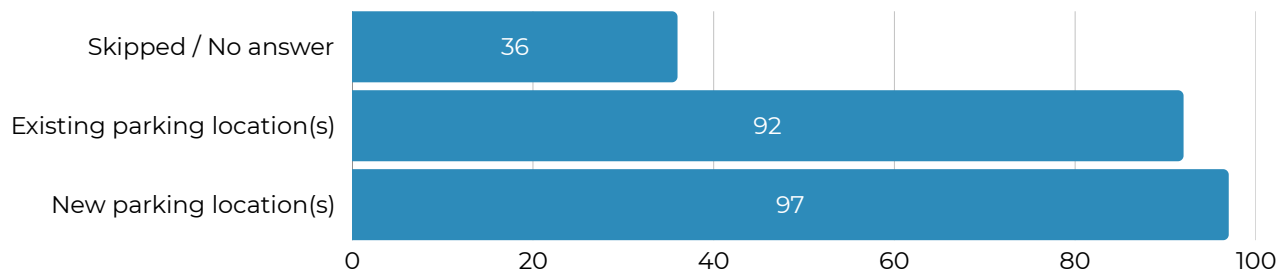
5. Interactive mapping

How important do you feel this suggested improvement is?

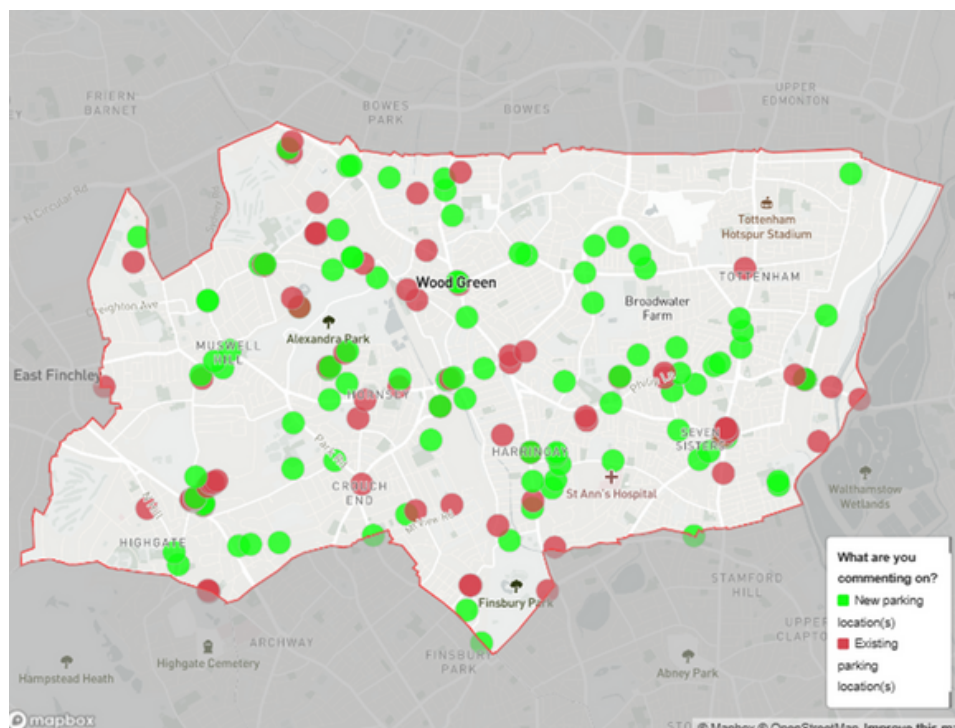


- Over 85% said the pin they placed was either important or very important. Less than 15% were neutral, felt it was not important or not important at all.

What are you commenting on?



- An almost even number of respondents said they were commenting on a new or existing area. The map below shows the distribution of these pins.

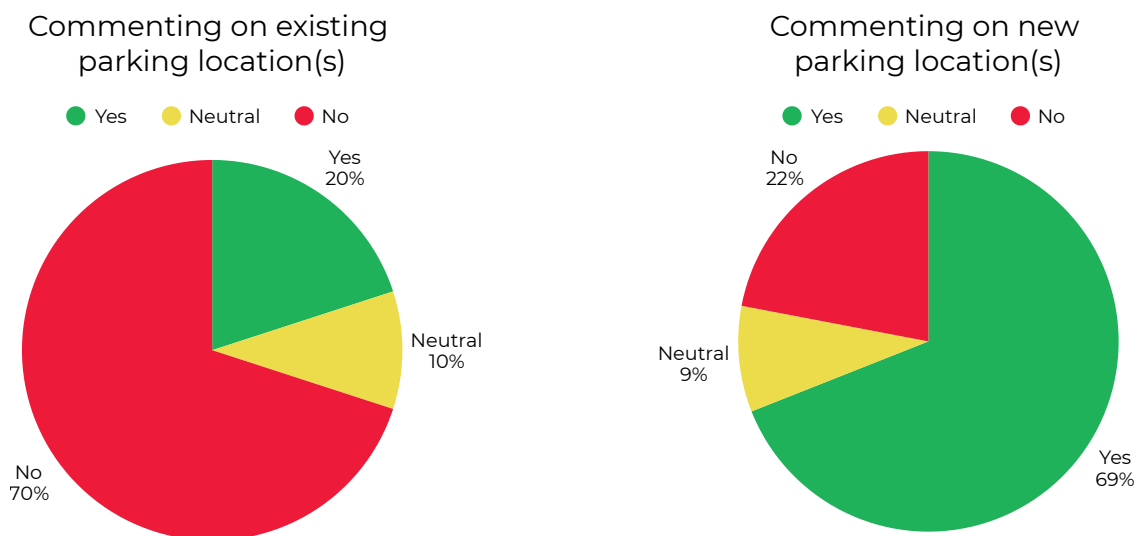


5. Interactive mapping

- As the map above shows, some respondents still dropped a pin in an existing location despite specifying they were commenting on a new parking location. However, there was a greater geographical spread of the pins when specified as being a new parking location indicating wider coverage is desired.
- Some respondents dropped a pin in a location without identifying. These comments have still been analysed below.

Do you agree with the location being used for dockless bike parking?

To provide clarity, the results for this question have been divided by how respondents answered if they had placed their pin on an existing parking location(s) or a new parking location(s).



- The question reveals a notable difference in opinion when participants said they were commenting on either existing or new dockless bike parking locations. This indicates is significant disagreement with the current parking spots, while there is strong agreement with the new locations suggested by the respondents themselves.

5. Interactive mapping

What is the address / postcode of the area are you commenting on?

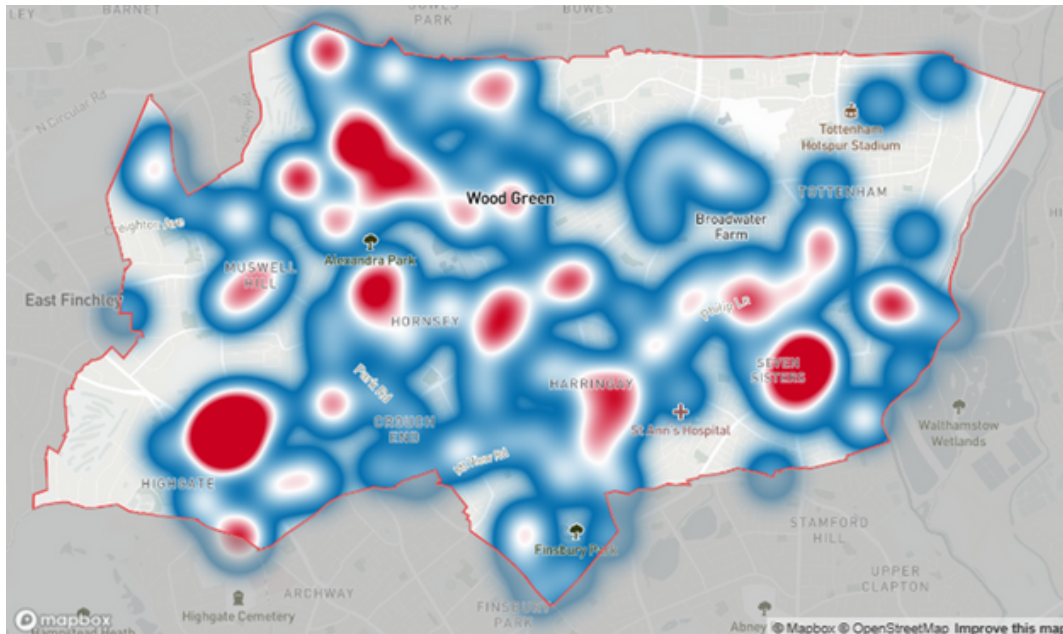
Comments were reverse-geolocated to identify which street respondents placed a pin on.

The table below shows the number of pins placed on each street across Haringey Borough.

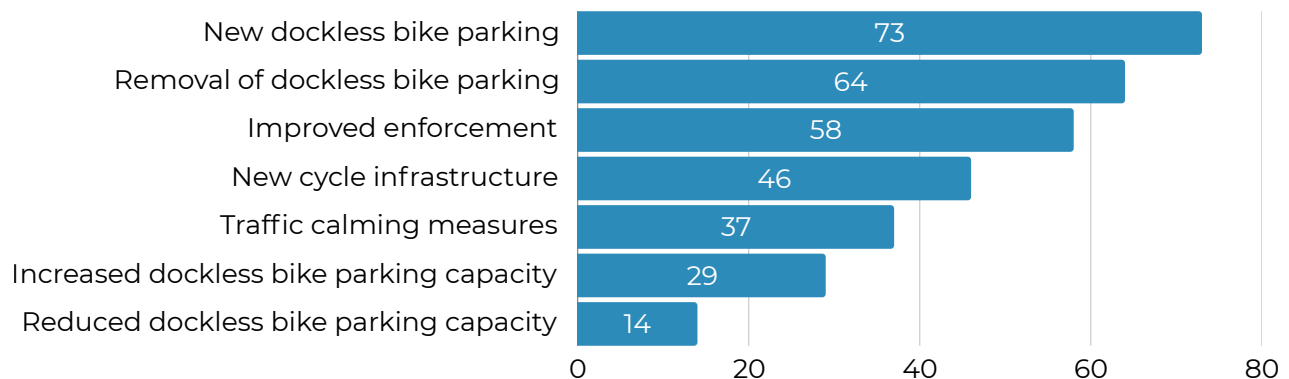
Road	Number of pins dropped	Road	Number of pins dropped
Wood Lane	23	Alexandra Park Road	2
High Road	17	Caroline Close	2
Albert Road	8	Dukes Avenue	2
Seven Sisters Road	6	Etherley Road	2
Lordship Lane	4	Florence Road	2
Park Ave North	4	Fortis Green Road	2
The Avenue	4	Gladesmore Road	2
Archway Road	3	Hornsey Lane	2
Churston Gardens	3	Keston Road	2
Crescent Road	3	Moorefield Road	2
Highgate High Street	3	North View Road	2
Montenotte Road	3	Perth Road	2
Muswell Hill Road	3	Priority Road	2
Myddleton Road	3	St Ann's Road	2
Philip Lane	3	Western Road	2
Tottenham Hale Station	3	Wightman Road	2
Turnpike Lane	3	Woodlands Park Road	2

5. Interactive mapping

Streets which had only one pin on their road can be found in Appendix A
The heatmap below shows the geographical spread of all pins, with certain hotspots highlighted where there were a cluster of pins



What improvements would you like to see at this location?

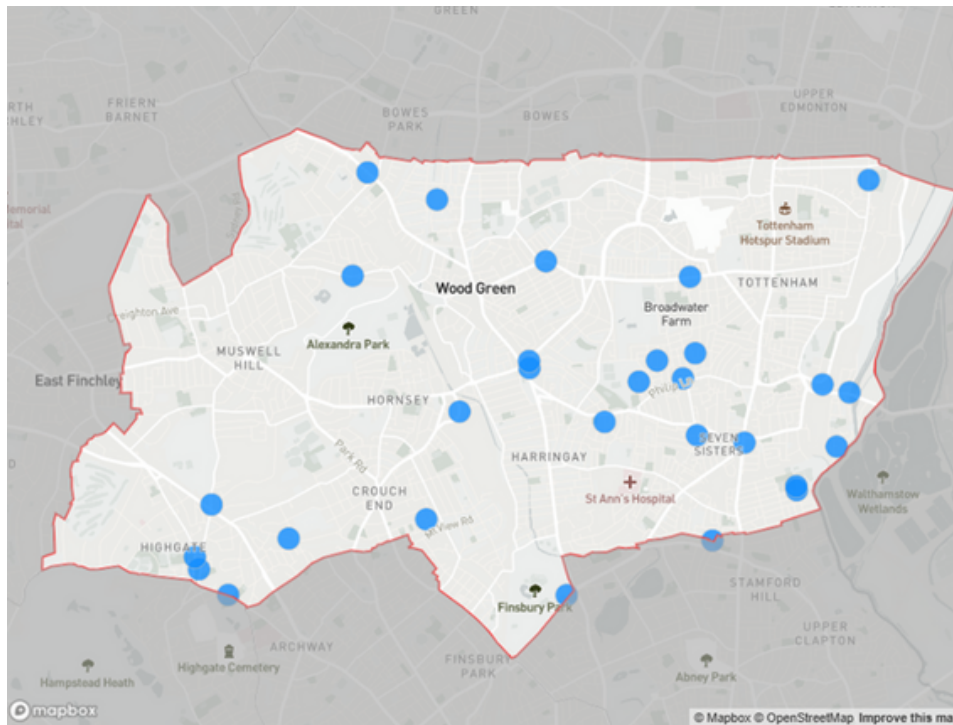


- The most frequent requests were the creation of new parking locations and the removal of existing ones, indicating dissatisfaction with the current parking locations. Additionally, there is a significant desire for improved enforcement, suggesting issues with bike misuse and obstructive parking. Beyond parking, respondents also desire better cycling infrastructure and traffic calming measures.

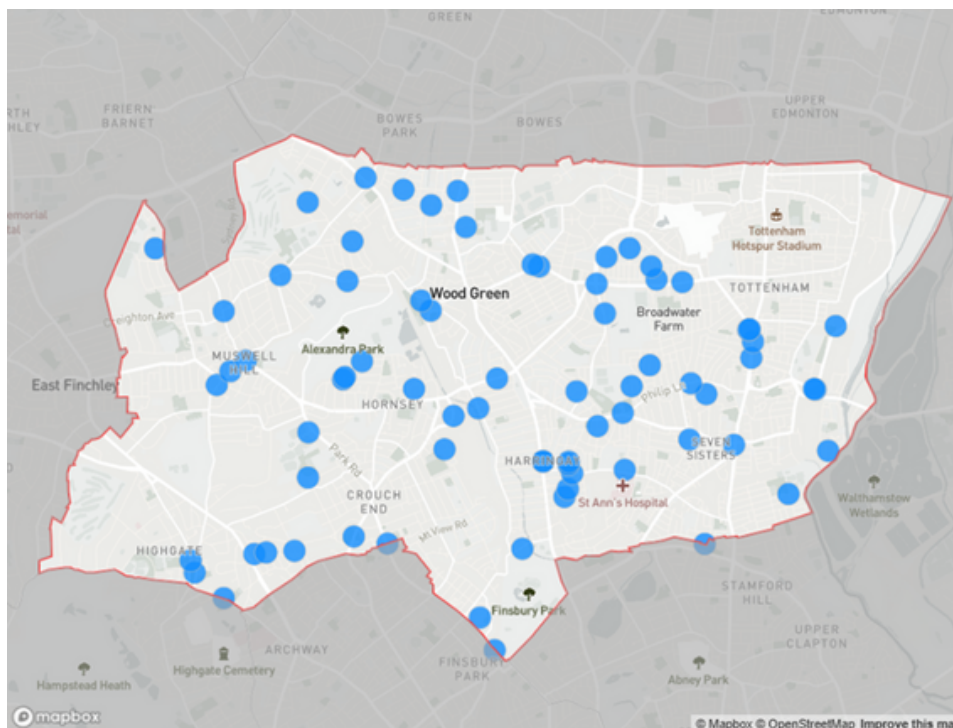
The request for increased dockless bike parking **capacity** and new dockless bike parking **locations** was mapped out to identify where pins were dropped.

5. Interactive mapping

Pins dropped on map with ‘increased dockless bike parking capacity’



Pins dropped on map requesting ‘new dockless bike parking’



As the map shows there is request for additional bikes in the eastern section of Haringey around Seven Sisters. While requests for new dockless bikes were geographically dispersed across the borough.

5. Interactive mapping

Street level analysis of pins

This section looks at some of the most popular streets which had pins dropped and participants specified their comments as removal / addition of dockless bikes.

Wood Lane – 17 respondents said they would like to see **dockless bikes removed** here. None said they would like to see additional new infrastructure.

Albert Road – six respondents said they would like to see **dockless bikes removed** here. Only one respondent said they would like to see additional dockless bikes.

High Road – three respondents said they would like to see **additional dockless bikes**, while two said they would like to see them removed.

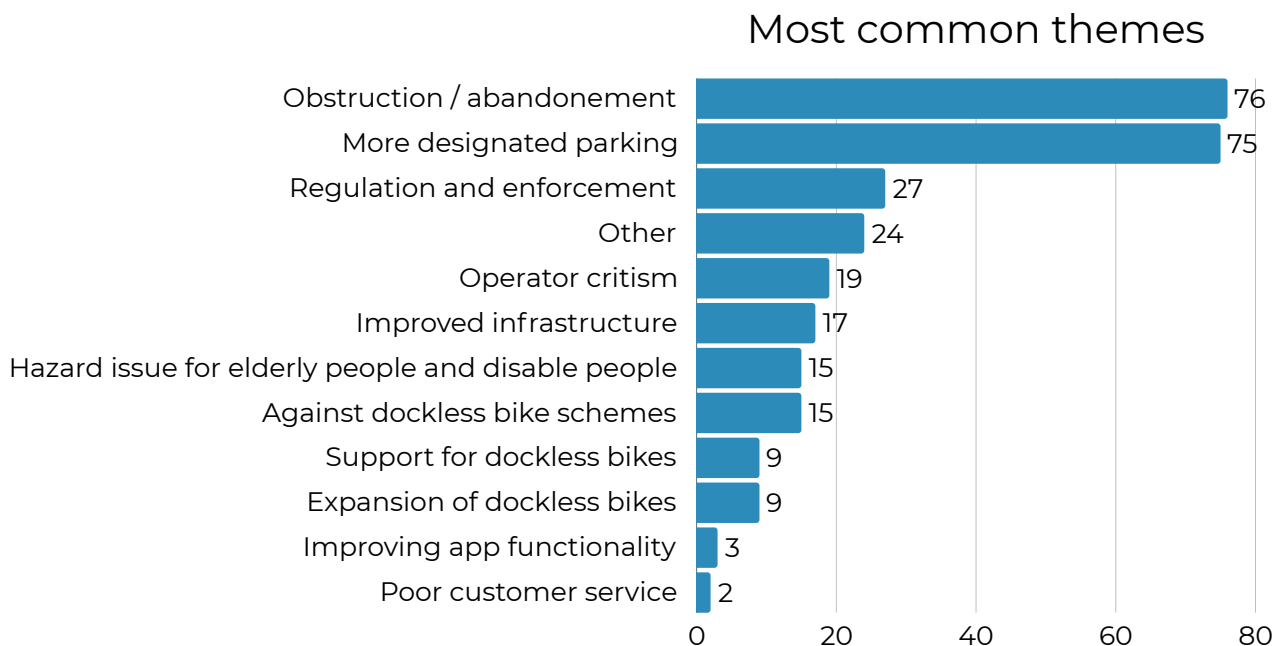
Lordship Lane – three respondents said they would like to see **additional dockless bikes**.

Is there anything we can do to improve the dockless bike scheme in general?

This section offered respondents to share any further comments. Many comments were general and not location-specific; however some comments did mention problems experienced at the pin location.

A thematic framework was developed and all comments analysed and grouped into relevant themes.

5. Interactive mapping



- **Obstruction/abandonment of bikes** was the most prevalent concern, with 76 respondents suggesting that dockless bikes might be left in inconvenient or obstructive places. Seventy-five respondents said the need for more designated parking is required, implying a lack of designated spots and inadequate parking could be contributing to the obstruction issue.
- Other significant themes include **regulation and enforcement**, and operator criticism was also recorded, relating to various aspects of the bike-sharing service ranging from **costs, lack of care, customer support** and **reporting functions** and **app functionality**.

When it came to problems with obstructions and abandoned bikes, pins were placed on Wood Lane 13 times, followed by High Road (8), Albert Road (4), Park Ave North (3) and Tottenham Hale Station (3).

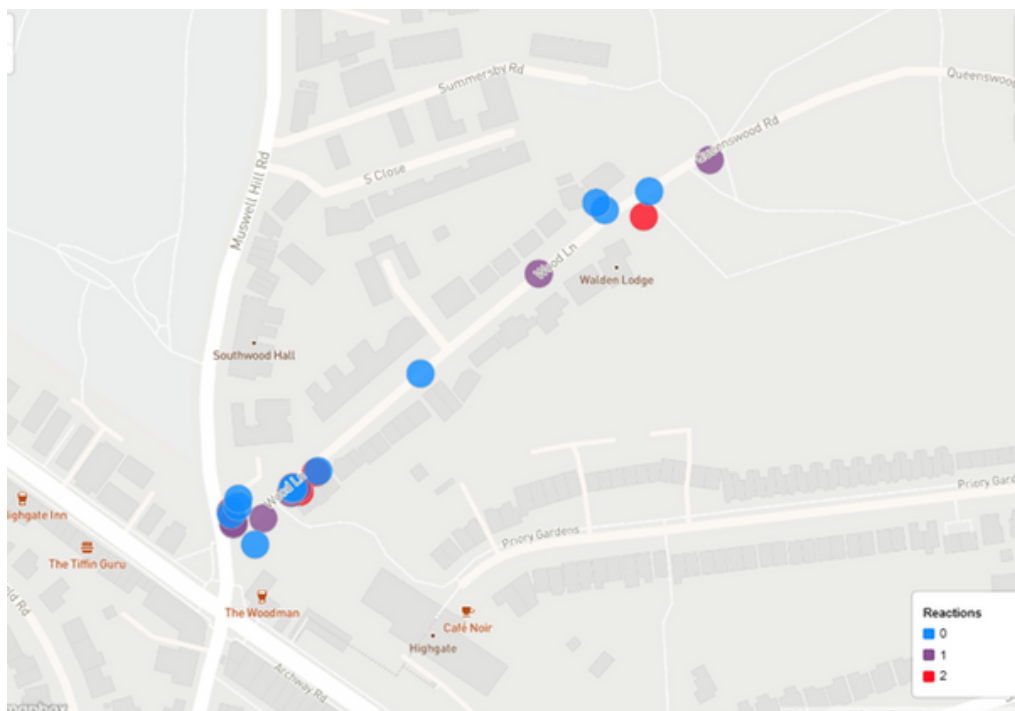
More designated parking was most requested on Albert Road (6), High Road (4) and Lordship Lane (3) the most.

5. Interactive mapping

Street level analysis of free text comments

Below are some of the comments left for pins placed at some of the popular destinations with location-specific feedback. Each circle has also been coloured in by whether someone reacted and agreed with their comment.

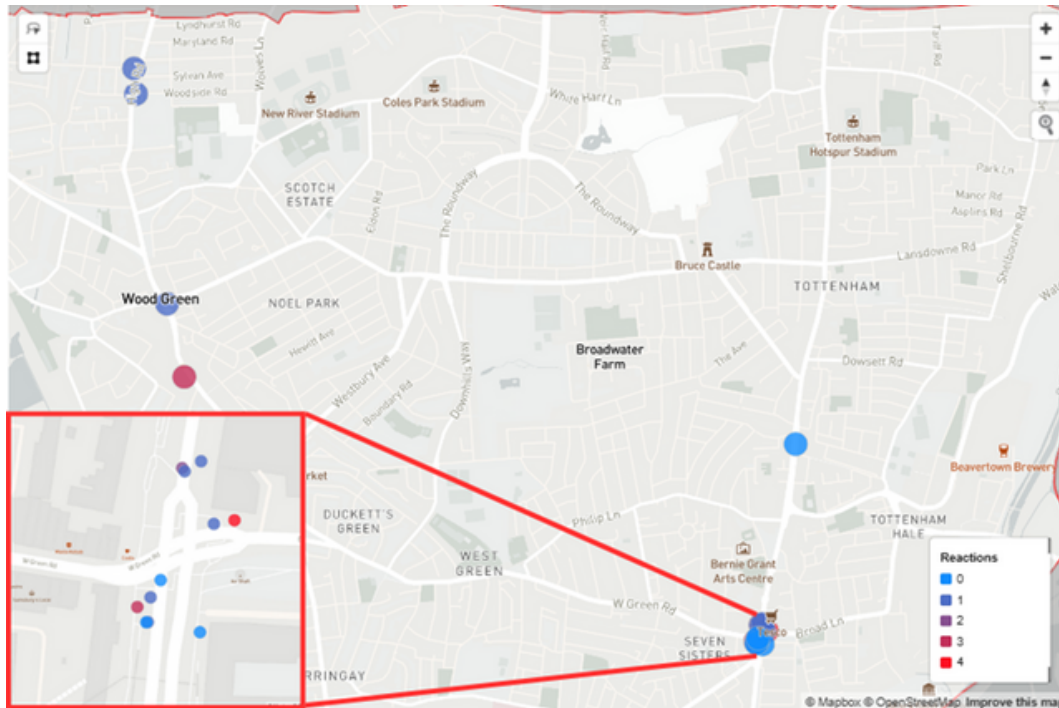
Wood Lane



“Do not allow dockless bikes to be parked on private property - such as my driveway - or blocking narrow pavements, such as those on Wood Lane, as they create a hazard especially for those with mobility aids or prams”

5. Interactive mapping

High Road (east and west)

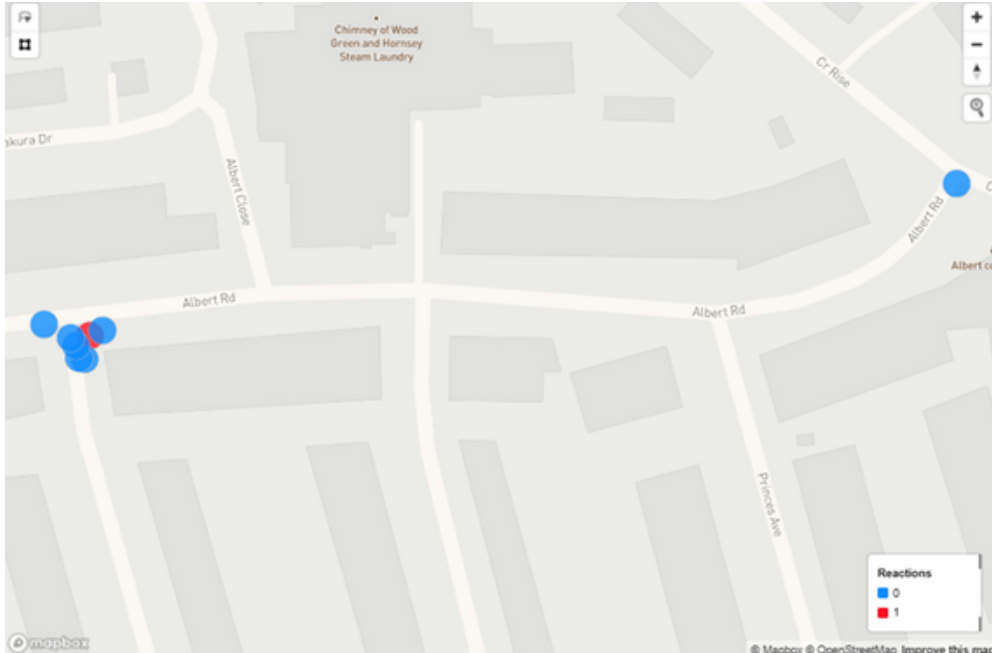


“At this particular place dockless bikes crowd the pavement – it’s already quite a tricky place to walk and cycle as the cycle path takes you right alongside the tube exit and there is a high risk of collision between pedestrians and cyclists, sickles bikes left outside costa coffee add obstacles.”

“Enforce proper management by Lime. More than 50 bikes on the pavement this afternoon, several on their sides. Pavement almost blocked by the cashpoints. “

5. Interactive mapping

Albert Road

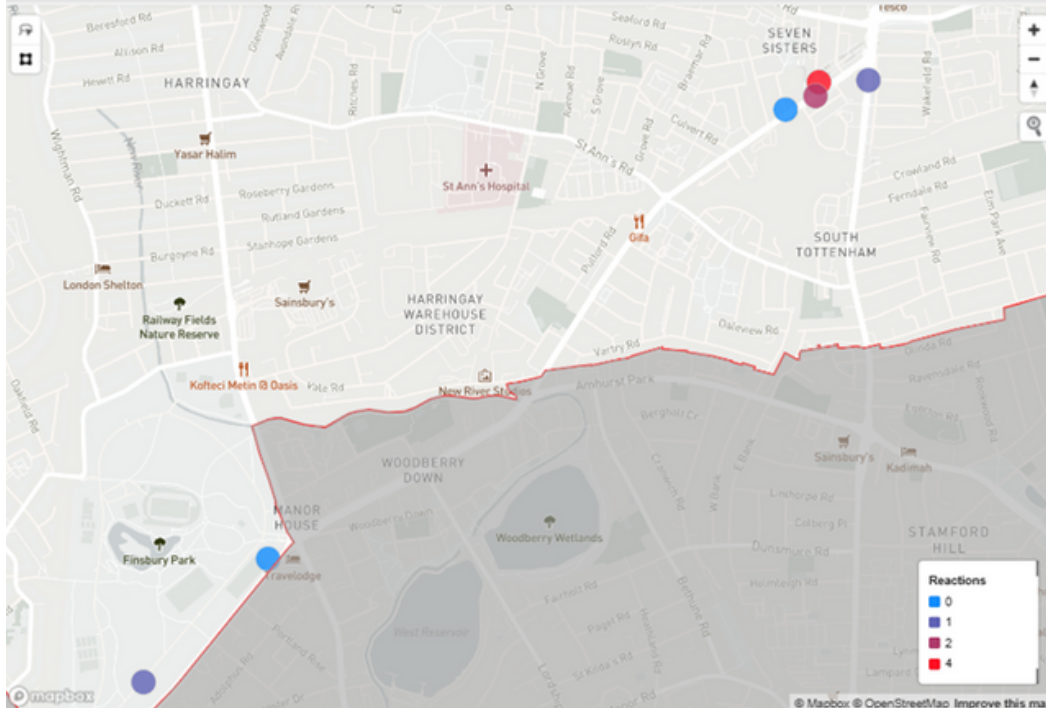


“Scrap the scheme - bikes are still being just left blocking pavements and although that has improved slightly the bikes are now overspilling from the marked boxes”

“Management of bike areas as they clutter the public path for young & old, push chairs and those with mobility challenges.”

5. Interactive mapping

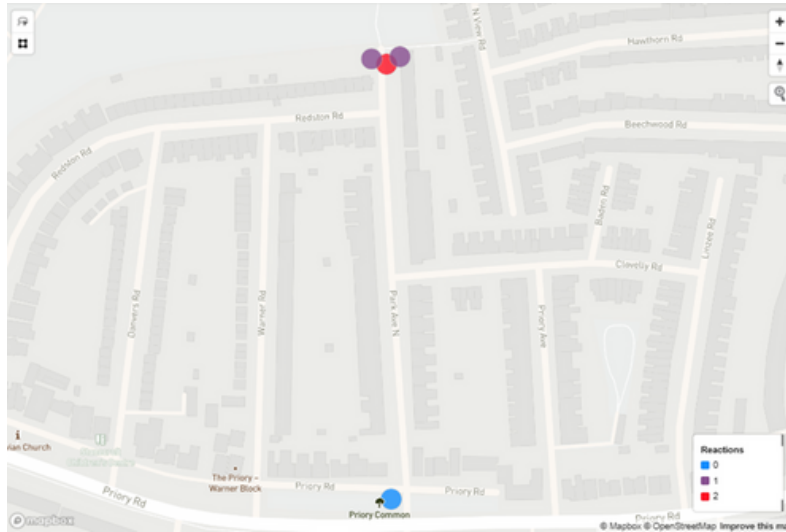
Seven Sisters Road



“Strongly support the introduction of dockless hire bikes, they are extremely effective at getting people to switch from using taxi's and cars to active travel and public transport. However certain junctions in Haringey are extremely dangerous, such as Seven Sisters Rd at Manor House.”

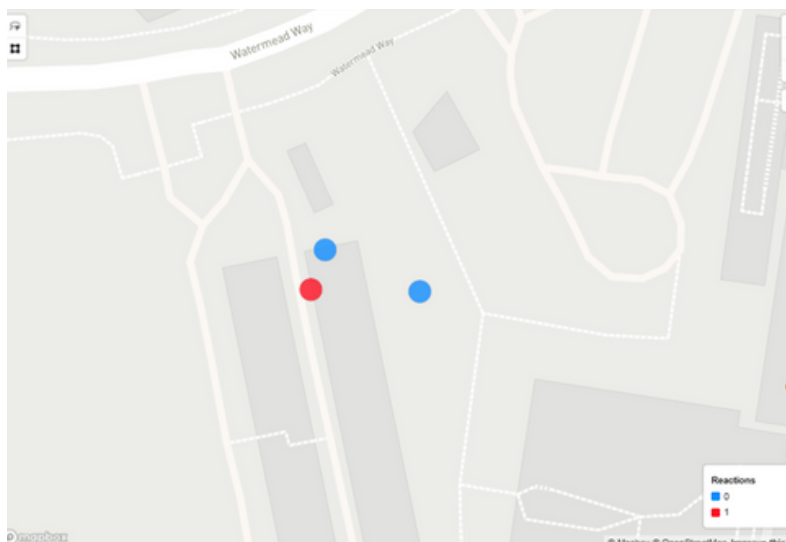
5. Interactive mapping

Park Ave North



“The scheme has not been well thought through. There is not enough space for the number of bikes that peoples want to leave in this location, and this problem will only get worse in the summer when people use the Lime bikes to get to Alexandra Park.”

Tottenham Hale Station



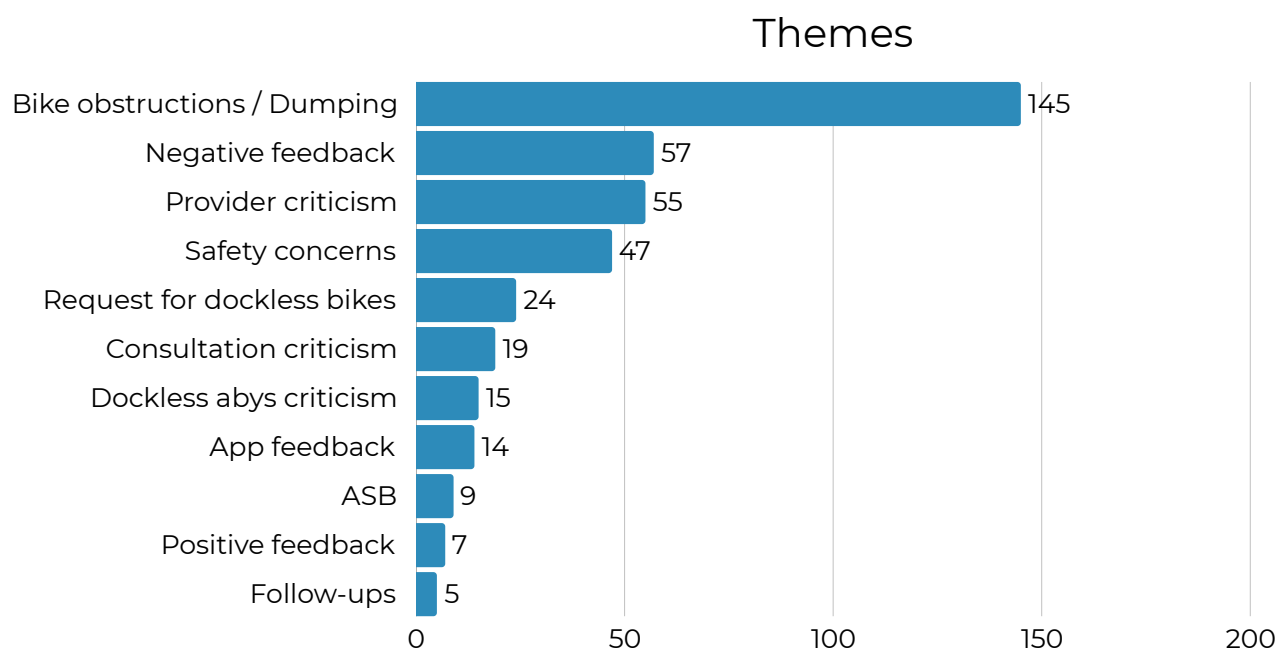
“Parking in front of Tottenham Hale is a mess, bikes just lying around. No human forest bikes available which are cheaper.”

6. Email correspondence

This section will analyse all emails sent to Haringeys correspondence email address: **docklessbikes@haringey.gov.uk**

After cleansing all emails to identify those which solely focused on providing feedback and queries about the consultation or dockless bikes, a total of **213 emails** were analysed.

Below are some of the main themes that were expressed in the emails.



- **Bike obstructions / dumping** was the most frequent theme, indicating a significant number of emails raised concerns about dockless bikes being **left in inconvenient or obstructive locations** (mainly pavements, but also outside properties and undesignated areas). In relation to this, concerns were also raised about safety hazards, particularly near schools and narrow pavements.
- There was negative feedback directed towards dockless bikes in general. While some were supportive of them with a minority sending positive feedback for actioning the **collection or tidying up of abandoned bikes**.

6. Email correspondence

- Operator criticism - Complaints about Lime and Forest not responding to reports made via apps or emails. The same criticism about enforcement was also made towards the council.
- There were some requests for additional bikes, usually with conditions that if better enforcement guaranteed or reporting features via operators / council was improved. Most emails did not mention a location that was repeatedly mentioned.
- Some emails also singled out the consultation, describing it as misleading or biased. Several complained that the online map service skewing the perceived public response. Others felt the survey offered only pro-scheme options, limiting genuine feedback.
- Additionally, there were concerns that anti-social behaviour linked to dockless bike users including ignoring rules and lack of accountability.

Stress level - abandoned bikes

Similar roads as in the survey and interactive also complained about in the messages regarding abandoned bikes, alongside some other roads.

- High Road (named in nine emails about abandoned bikes)
- Cline Road and Wood Lane (eight emails)
- Osier Crescent, Passmore Gardens and Willoughby Road (6 emails)

7. Equity & Inclusion

Widening Participation in Cycling

As part of our evaluation of the trial, we have reviewed pre- and post-trial demographic data to understand how cycling usage has changed—not just in terms of volume, but in terms of *who* is cycling. This analysis reflects a significant shift in the profile of cyclists in the borough, moving beyond the traditional image of cycling as a mode of transport dominated by white, middle-class men. The trial has helped make cycling more accessible and appealing to a broader cross-section of the community. In particular, we've seen notable increases in participation among women and residents from a wider range of ethnic and socio-economic backgrounds.

The analysis below presents the number of Lime and Forest bike user profiles recorded during the pre-trial period (prior to May 2024) and after the trial concluded (post-May 2025).

Gender



41%

increase in the number of
female cyclists compared
to over a year ago.

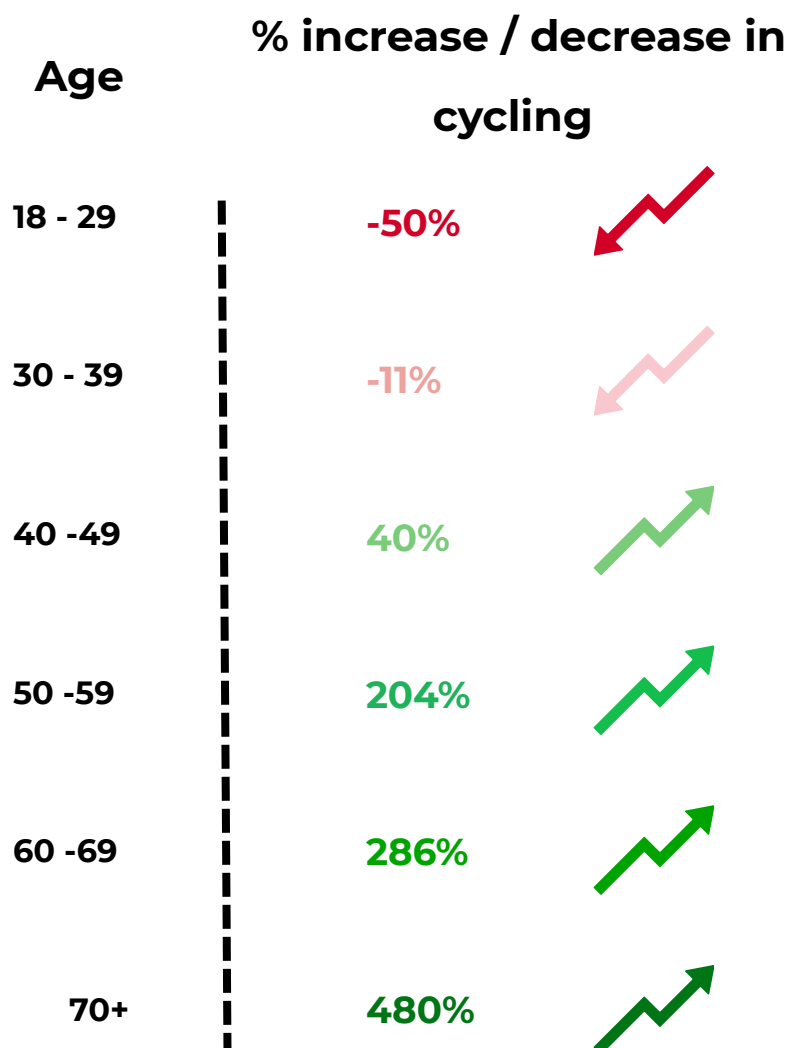


7. Equity & Inclusion

Age

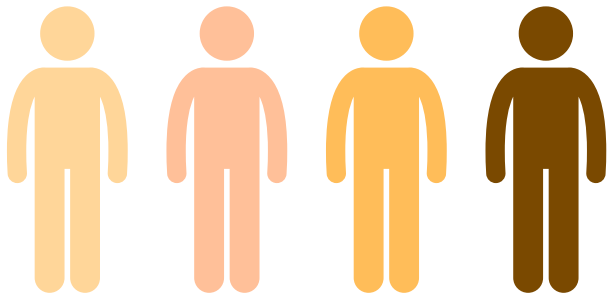


Cycling uptake increased across all age groups **aged 40 and over** compared to over a year ago.



7. Equity & Inclusion

Ethnicity



Notable growth in cycling participation among **Arab and Asian** communities.

+31% increase in those identifying as Asian / Asian British

+27% increase in those identifying as Arab

+3% increase in those identifying as White / White British

-13% decrease in those identifying as Black/African/Caribbean/Black British

-29% decrease in those identifying as Mixed/Multiple ethnic groups

-59% decrease in those identifying as another ethnic group



7. Equity & Inclusion

Income



Although there has been an increase in ridership, this has been the **most beneficial for those on higher incomes.**

Income bracket	Pre-trial	Post-trial	Change in percentage
Less than £10,000	12.5%	3.9%	-69.0%
£10,001 to £20,000	7.1%	3.4%	-52.6%
£20,001 to £30,000	12.8%	7.2%	-43.4%
£30,001 to £50,000	18.1%	18.2%	0.1%
£50,001 to £80,000	15.8%	19.5%	23.6%
£80,001 to £120,000	11.8%	13.9%	17.9%
More than £120,000	21.9%	33.9%	54.8%



8. Key findings and insights

This section will detail the key findings and insights identified from across the survey, interactive mapping and email correspondence.

Overall sentiment

Approximately half were disappointed with the scheme, while the remaining were neutral or positive. Those who mentioned positives of the scheme appreciated the convenience, low cost, and environmental benefits of dockless bikes.



Concerns about obstruction and clutter

Abandoned bikes were the most significant concern shared across all feedback channels, with reports dockless bikes are left inconsiderately and block pedestrian footpaths. Suggested feedback for how to deal with this issue included better reporting systems and enforcement.



Availability of dockless bikes

There were calls to remove bikes from existing parking areas where they were causing a nuisance. There were also calls to implement dockless bikes in other areas providing greater equity in distribution.



Removing barriers to cycling

Approximately half of all survey respondents were not cyclists. Those who were not cyclists were more likely to mention lack of safety, age and disability as the main barriers preventing them from using dockless bikes. Improved cycle infrastructure was mentioned as a key barrier by cyclists and non-cyclists alike, however cyclists were significantly more concerned by the cost of dockless bikes as a barrier to participation.

9. Recommendations

With consideration of the insights and key findings gathered through the survey, interactive map and email correspondence, the following recommendations should be considered.

Increase parking availability

- Ensure wider coverage of dockless bikes so all areas of Haringey are served equally. There were individual roads where bikes were requested multiple times, such as Lordship Lane. Increasing parking availability could also serve as an enabler for those cyclists who do not currently own a bike to consider dockless bikes as a suitable alternative.
- Increase the number and visibility of designated dockless bike parking bays, particularly in high-demand and high-footfall areas, to reduce street clutter and improper parking. Ensure bays are clearly marked and accessible for all users, including those with disabilities.

Management of parking and reporting process

- Deliver a review of behaviour and parking management in locations where there is currently a high overflow of abandoned bikes that clutter the street environment. This is currently evident on streets such as Wood Lane, High Road, Cline Road and Albert Road, where numerous residents repeatedly reported the issue of abandoned bikes.
- Monitor operator compliance by setting targets and benchmarks for removal of abandoned bikes once reported. Establish regular performance reviews and require data sharing from operators to ensure compliance with council standards on parking.
- Consider additional communications or signposting for members of the public to report abandoned or obstructive bikes, improving reporting functionality both in-app and offline.

9. Recommendations

Operator services

- Provide clear in-app instructions and reminders about responsible parking.
- Provide responsive round-the-clock customer service in-app for all queries related to dockless bikes.
- Enforce and publicise clear penalties for improper parking or consider awarding loyalty points and user credits to those who consistently park correctly and those who report on verified abandoned bikes.

Increased participation through investment in infrastructure and incentives

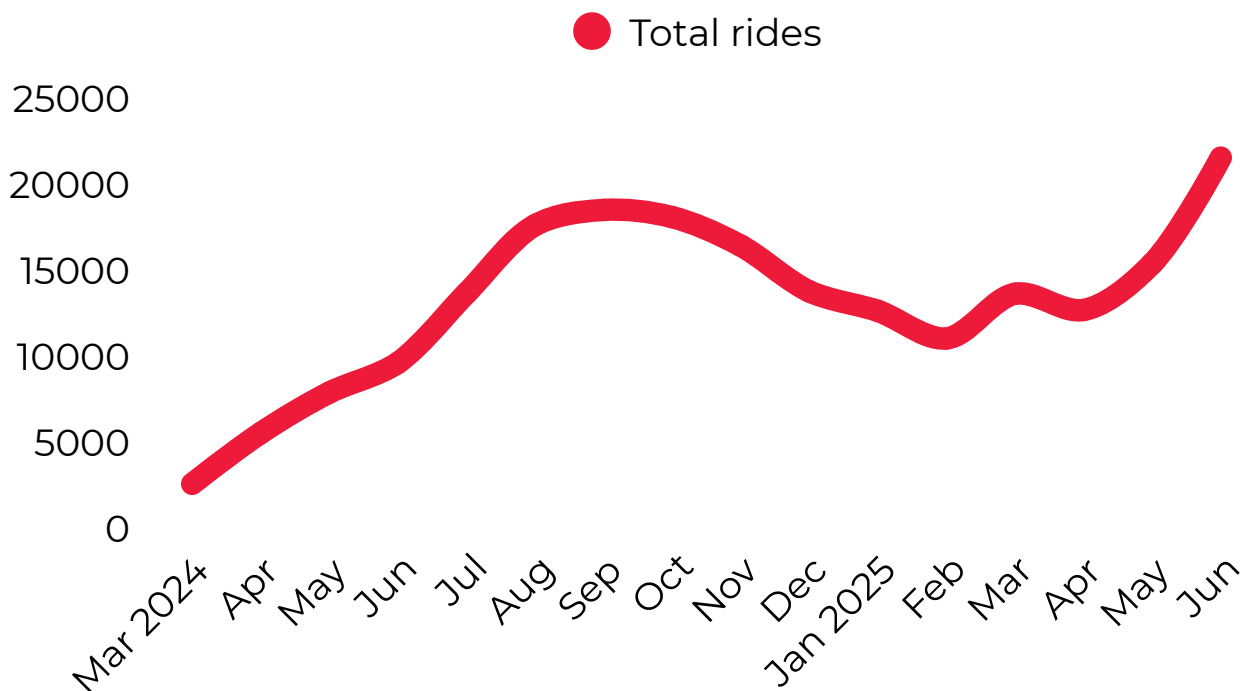
- Enhance cycling routes to make them safer; segregated lanes, traffic-calming measures, especially on busy roads, to address safety concerns identified as a barrier by both cyclists and non-cyclists.
- Offer pricing options that encourage regular use, such as passes or discounts for frequent riders, and concessions for low-income users, older and disabled users. This was often a concern expressed by cyclists who would otherwise be incentivised to use dockless bikes more often.
- Increase accessibility amongst non-cyclists for disabled people by ensuring dockless bikes are designed inclusively with adaptive features.
- Strategically place dockless bike near train stations, town centres, and key amenities to support first/last-mile journeys and multimodal travel.

10. Ridership & Compliance

Ridership over the last year



There has been a clear **increase in dockless bike ridership throughout the borough** over the past year. An expected decline during the winter months has been followed by a strong start in 2025.



Since March 2025 there has been **over a 100% increase in cyclists** using dockless bikes on the streets of Haringey compared to over a year ago.

10. Ridership & Compliance

Parking compliance

1 in 12

was recorded as non-compliant with parking regulations during the start of the trial period in **March 2024**.

1 in 50

is now found to to be non-compliant based on the latest available data in **June 2025**.

Non-compliance has **decreased over 75%** from the beginning of the trial period



11. Appendix A

List of streets with only one pin dropped

Alexandra Avenue	Arcadian Gardens	Arnold Road	Ashford Avenue
Ashley Road	Ave Mews	Barenger Road	Bedford Road
Beresford Road	Bounds Green Road	Bounds Green Station	Buckingham Road
Burgoyne Road	Castle Yard	Claremont Road	Cleveland Gardens
Clovelly Road	Cornwall Road	Crouch End Hill	Crouch Hill
Cyprus Close	Dashwood Road	Downhills Way	Dukes Avenue
Dunlop Avenue	Durnsford Road	Eade Road	Earlham Grove
Elenor Close	Endymion Road	Graham Road	Grand Parade
Hale Road	Hampstead Lane	Hermitage Road	Highgate
Hillfield Park	Holcombe Road	Holmdale Terrace	Kirkton Road
Kitchener Road	Langham Road	Lawrence Road	Leeside Road
Loobert Road	Mill Mead Road	Milton Park	Milton Road
Mount Pleasant Road	Muswell Hill Broadway	Nelson Mandela Close	Northwood Road
Osier Crescent	Palace Gates Road	Palmerston Road	Park Road
Park View Road	Pembury Road	Queen's Wood Road	Rathcoole Gardens
Redston Road	Ridge Road	Risley Avenue	Roseberry Gardens
Rutland Gardens	Sackville House	Selborne Road	Southern Road
Southwood Lane	Stanhope Road	Stanmore Road	Stapleton Hall Road
Station Place	Station Road	Steeds Road	Topham Square
Torrington Gardens	Tottenham Lane	Tower Gardens Road	Trinity Road
Trulock Road	Tunnel Gardens	Turnpike Lane Bus Station	Umfreville Road
View Road	Walthamstow Wetlands / Ferry Boat Inn	Waltheof Gardens	Weston Park
Weston Park Primary School	Wolseley Road	Wolves Lane	Womersley Road
Wood Green Station	Yarmouth Crescent		41

11. Quality

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- Ensure a clear understanding of customer requirements;
- Ensure projects are completed to programme and within budget;
- Improve productivity by having consistent procedures;
- Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training;
- Continually improve the standard of service we provide internally and externally;
- Achieve continuous and appropriate improvement in all aspects of the company;

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



Award Winning



Certifications



Accreditations



Memberships



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