Scrutiny Review – Sustainable Transport

THURSDAY, 21ST JANUARY, 2010 at 19:00 HRS - CIVIC CENTRE, HIGH ROAD, WOOD GREEN, N22 8LE.

MEMBERS: Councillors Beacham, Mallett (Chair), Santry and Weber

AGENDA

1.   APOLOGIES

2.   LATE ITEMS OF URGENT BUSINESS

The Chair will consider the admission of any late items of urgent business. Late items will be considered under the agenda items where they appear. New items will be dealt with at item 12 below.

3.   DECLARATIONS OF INTEREST

A member with a personal interest in a matter who attends a meeting of the authority at which the matter is considered must disclose to that meeting the existence and nature of that interest at the commencement of that consideration, or when the interest becomes apparent.

A member with a personal interest in a matter also has a prejudicial interest in that matter if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the member's judgment of the public interest **and** if this interest affects their financial position or the financial position of a person or body as described in paragraph 8 of the Code of Conduct **and/or** if it relates to the determining of any approval, consent, licence, permission or registration in relation to them or any person or body described in paragraph 8 of the Code of Conduct.

4.   MINUTES OF PREVIOUS MEETINGS (PAGES 1 - 32)

To receive draft minutes of previous meetings held on 15th December 2009 and 12th January 2010.

5.   NHS HARINGEY

To receive evidence from Duncan Stroud, Associate Director of Communications, Engagement & Marketing.

6.   HARINGEY SUSTAINABLE TRANSPORT SERVICE (PAGES 33 - 80)

To receive a report from Joan Hancox, Head of Sustainable Transport in Haringey.

7.   REPORT BACK FROM PANEL VISITS

To receive a verbal report on panel visits to the London Borough of Sutton and Peterborough City Council.

8.   SUSTAINABLE TRANSPORT - PARTNER AUDIT

To receive a brief presentation from the audit of sustainable transport provision undertaken with key partners.

9.   REPORTING

To provide a verbal briefing to the panel on the reporting process for the review.

10.   SUMMARY AND CONCLUSIONS

For the panel to highlight any conclusions drawn from the evidence thus far or to outline any areas where recommendations should be made.

11.   DATE OF NEXT MEETING

To agree the date of the final meeting.

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Agenda Item 4

**Scrutiny Review Sustainable Transport
Panel Meeting 15th December 2009: Draft Minutes**

Present: Cllrs Beacham, Mallett and Weber

Also in attendance: Chris Barker, Martin Bradford, Bryony Clifford, Adam Coffman, Andy Cunningham, Joan Hancox, , Michael Poteliakhoff, Oliver Schick , Sue Penny and Sophie Tyler.

1. Apologies for absence

1.1 Cllr Santry, Trevor Parsons (Hackney Cycling Campaign)

2. Declarations of interest

2.1 It was noted that Cllr Mallett was a member of the London Cycling Campaign and Cllr Beacham worked for Transport for London. Neither member felt that these declared interests would be prejudicial to the review.

3. Late items of urgent business

3.1 None received.

4. Minutes of the last meeting

4.1 A correction to item 7.10 was noted that it should read parkland Walk (not Park Walk). The minutes were approved.

Matters Arising:
4.2 Transport for London has been contacted for follow up information about how other Local Authorities have locked in the benefits of how car club schemes.

4.3 Homes Haringey have confirmed that funding for cycle stands/ storage is not provided through the Decent Homes Programme.

4.4 The sustainable transport service has met with the Sustrans and a draft agreement has been produced for the development of a DIY Streets programme in Haringey. The programme will centre on Langham Road (off West Green Road) as there have been a number of complaints about speeding in this vicinity.

5. Service report

Cycle sheds in social housing developments
5.1 The sustainable transport service provided further information about a number of cycle sheds situated in social housing developments. The panel noted that the council funded these cycle sheds as these were not Homes for Haringey developments.

5.2   Despite these being in overlooked, well lit and in the curtilage of the property it was noted that use of these three facilities was variable, in fact two cycle sheds were hardly being used at all. The panel heard that there were a number of developments which could improve usage of the bike sheds:
- Develop a strong sense of ownership among residents (possibly via the residents association)
- Good management (key regime reviewed and refreshed, shelter usage reviewed periodically)

Biking Borough status

5.3   The service also updated on the boroughs prospective application for Biking Borough status through Transport for London. It was confirmed that the Council intends to apply before the deadline late December. The panel noted that Council has set aside £25k and intends to employ a consultant to help plan and deliver cycling improvement through the Biking Borough programme.

5.4   The panel heard that whilst this initiative was unfunded (primarily logistical and data support provided by TfL), representatives from both the London Cycling Campaign and Haringey Cycling Campaign both strongly supported the Council's application for Biking Borough status. It was hoped that Biking Borough status would deliver significant uptake in cycling (estimated up to 70%) and help to integrate local cycling provision with other transport modes.

5.5   It was hoped that in considering applications for consultants to support Biking Borough application and delivery, the transport service would consider local cycling organisations which have local knowledge and expertise of cycling provision.

Agreed: The panel supported the Councils application for Biking Borough status.

Review of parking restrictions in Crouch End and Muswell Hill

5.6   The service reported on the findings of an evaluation of the 'stop and shop' scheme in these two local shopping centres. The main points from this evaluation were that the parking period needed to be extended and that improved signage would be helpful. Further still, it was felt that there was scope for further pay and display bays in the main shopping areas.

5.7   The panel heard that some amendments to the system were already being put in place, in particular, some highways with single yellow lines were being replaced with pay and display to help free up parking to improve access to local businesses.

5.8   The panel noted that further improvements could be made to transport arrangements in these busy shopping areas, which included:
- More parity in the provision of disabled parking bays (these currently only on one side of the road).
- More motor cycle stands

- Improved positioning of cycle stands – the current positioning of these at 90 degrees acts as a barrier to pedestrians. These could be changed to 45 degrees.

5.9 The degree to which local people used cars to access these local shopping centres was discussed. The panel heard that whilst the car was clearly important mode of travel to access these shopping centres, convenient parking and with it large numbers of cars did not necessarily make this a more attractive area to shop. The panel were agreed however, that encouraging people to shop local was an important process in encouraging sustainable transport use. It was also agreed that there should be further initiatives to incentivise local people to shop locally.

Agreed: The panel agreed that there should be further initiatives to incentivise local people to shop locally.

6. University of Westminster

6.1 Sophie Tyler, Research Fellow at the Department of Transport Studies at the University of Westminster gave a presentation to the panel on the use of behavioural change approaches to encourage greater use of sustainable forms of travel. The following is a highlight of the main areas of the presentation and subsequent discussion among the panel.

6.2 In developing sustainable transport, the panel heard that it was important to target those people who wanted to change and who were most likely to change. Similarly, in planning interventions to encourage people to switch modes of travel, it was also important to understand that people think about journeys to work and leisure journeys differently, and it would be necessary to tackle those journeys which people wanted to change.

6.3 A number of reasons were put forward as to why a behavioural change approach can be effective in developing sustainable travel usage. These included:
- It is more effective than blanket mail out messages
- Changing behaviour is a long and complex process
- Helps to target scarce resources
- Can help measure impact of initiatives.

6.4 The panel heard about a number of models which underpin approaches to behaviour change. These included the stages of change model, theory of planned behaviour model and 7 stages of change model. All three models conform to three processes: raising awareness, changing perception of the options and actual behaviour change. Illustrations of how these models have been applied in sustainable travel context were given including Nantes and Gavle.

6.5 It was important to establish in the locality the near market of sustainable transport: those who can use these forms of transport and are able to change behaviour to do so. Although this requires local research and evaluation, the

panel heard that this does not have to be expensive or unwieldy as there may be many creative ways of conducting such research, for example, through a local network of organisations (i.e. residents associations). This is the vital first step in developing sustainable transport.

6.6   Financial investment was also important in developing sustainable transport. Although it was recognised that public services were operating in an era of uncertainty, there would be a need to re-orientate budgets toward sustainable development. Given that behaviour change is long term process, accompanying strategies (policy and financial) will likewise be long term. The benefits of financial investment need to expressed not only in terms of modal shift, but in terms of reduced impact on the environment and improved health outcomes.

6.7   It is this latter outcome, improved health, which may provide a useful lever in developing sustainable transport in a locality i.e. in developing common objectives and local partnerships. There is at present just a few documented initiatives which forge a close alliance between improving sustainable transport and improving health and well being. The panel heard that there is greater potential to utilise links with the health and well being sector i.e. GP referrals fro walking groups/ cycle training. There is a also need to develop information available for the health sector.

6.8   The panel heard that initiatives which targeted particular groups or areas to switch to public transport had been very successful, for example, the development of a new bus service or the extension of an existing rail service. In some areas (Hertfordshire) a 9% uplift in bus usage had been achieved through targeted marketing (i.e. information and sample passes).

6.9   The panel heard that a key process in developing sustainable transport was to develop and improve the status sustainable transport over and above other forms of transport. It was important to develop the perception that sustainable transport is cool, fashionable or good for you as this would facilitate change among key target groups.

6.10 The presentation also highlighted to the panel a number of key recommendations for developing sustainable transport options in Haringey. These were:
- Initiatives underpinned by research - local knowledge is important.
- Be experimental with approaches – research and learn.
- Identify groups most likely to change – set targets with them
- Ensure that there is overall branding and coordination of the range of initiatives employed
- Link initiatives to planned changes in the infrastructure
- Invest for the medium and long term
- Actively encourage partnerships - with health and other public sector.
- Work with large employers as a priority – and for economy
- Evaluate and ensure every project has a legacy
- Invest in key staff

7.0   London Borough of Hackney

7.1   Andy Cunningham, Head of Streetscene from London Borough of Hackney, gave a presentation to the panel on how the borough has achieved considerable success in encouraging greater bike use in the borough. The following highlight key points from the presentation and subsequent panel discussion.

7.2   Hackney has achieved significant growth in cycling in the period 1991-2001: it has the highest rate of cycling in London, 8% of all trips by resident are on bike, 17% of work trips are on bike and 16% of council staff cycle to work. This success has been achieved by:
  - Proximity of the borough to central London (ideal for commuting)
  - Low car ownership
  - Flat borough
  - Easy reach of leisure facilities
  - Commitment of local partnership: Hackney Council, Hackney Cycling Campaign, staff and politicians
  - Development of cycling infrastructure to improve permeability
  - Free borough wide adult and child cycle training

7.3   The panel noted that such a significant increase in cycling has been achieved without a huge investment in cycling infrastructure either. Coordination of efforts and services has been central to such achievements. The panel also heard that the boroughs cycling strategy was key to such coordination and consistency of approach – and is recognised in all policy and development plans.

7.4   The panel noted that there were a number of perceived barriers to cycling in London, which included:
  - Incomplete cycle network
  - Funding for infrastructure improvement
  - Lack of individual area based approach to improving town centre access
  - Parking facilities
  - Safety
  - Training, information and education

7.5   From a Hackney perspective there were 4 main barriers which the council and its partners have sought to overcome, these being: 1) access and permeability 2) parking 3) safety and training 4) encouragement/ image. Perceived safety was by far the biggest barrier - and would be cyclists were clearly looking for more dedicated cycle lanes to ease them on to the road. The lack of adequate cycle parking facilities was also noted to be problematic – at home and at destination. Knowledge about how to cycle, how to maintain your bike and cycle routes was also seen to present significant barriers for people wishing to take up cycling.

7.6   Improving access/ permeability: there is little scope for providing segregated cycling given the predominant Victorian infrastructure. The approach in Hackney has been to continue to implement cycle lanes where possible and

improve permeability by reducing traffic volumes and speeds (i.e. no through roads except for cycles, 20mph speed limits, traffic calming and speed cameras). Cyclists (where possible) are exempt from one way turns, one way streets and one way systems. Key developments to improve permeability:

- Reduce speed on all roads
- Reduce traffic volume
- Open up green spaces
- Cycle priority facilities
- Segregated lanes where necessary
- Exempting cyclists from banned turns

7.7   Improving parking facilities: a programme of cycle stand installation has seen 700 created over the past few years. The panel heard that it has been working closely with TfL to create cycle stands at rail stations to improve integration between modes. There has been an effort between Hackney Homes, TfL and the Council to improve cycle stand provision in social housing as this is known to be problematic. Over 60 lockers have been developed in social housing (costs £30 p.a.) through tenants association. Key activities included:

- Cycle parking and travel plans required for new development
- Expansion of on-street parking stands
- Station cycle parking schemes
- Estate cycle parking

7.8   Improving safety and training: 5 out of 6 fatalities have been in collision with HGVs, which could have been prevented through training. The large number of new cyclists on the road has brought additional safety issues; cycling safely (i.e. not light jumping), cyclists wearing head phones or not having lights. The panel noted that Hackney has a £200k budget for cycle training (child and adult). There is a constant need for training as there are new people entering the borough. Key actions have been:

- HGV and cyclist awareness events
- Free cycle training for everyone in the borough
- Cycle pit stops
- Family cycle training

7.9   Hackney has introduced 20mph zones: 67% of all residential roads are now 20mph; this it contends will result in 40% fewer accidents. There is also a move away from barriers such as road humps. The panel heard that 24mph was the critical average speed for installation of physical road barriers to reduce speed: where the average speed is below 24mph no physical measures are needed by above this speed physical measures are required. The police have been supportive of this move though acknowledge that enforcement is not a priority. Speed cameras are used to support 20mph areas.

7.10 Improving cycling image: cycling image dominated by white male middle classes thus there must be a need to focus cycling promotion on women, people living in social housing and ethnic groups. Key actions have been:

- Promotion campaigns at specific groups i.e. Wheels and heels fashion show
- Borough cycle maps
- Cycle with confidence campaign
- Council travel plan

7.11 Hackney Council identified a number of key objectives for developing cycling further in the borough, which include:
- Links with health partners and developing well being agenda (i.e. obesity reduction)
- Ambitious targets: 15% modal share in next cycling plan.
- Target cycling promotion on under exposed groups: women, ethnic minorities
- Developing local cycle network: Olympic legacy, linking green-spaces.

8.0 London Cycling Campaign

8.1 Oliver Schick from the London Cycling Campaign gave a presentation to the panel about how Haringey can improve the uptake of cycling in the borough. The following is a summary of the presentation and subsequent panel discussion.

8.2 The panel heard that partnerships would be critical for local authorities to enable them successfully deliver the Mayors Transport Strategy. This can be seen in a number of ways. There is a clear policy overlap with NHS objectives, and partnerships should be sought with local NHS providers. Planning for sustainable transport needs consistency and cooperation between boroughs so there is a need for liaison and partnership work, especially in declining public finances.

8.3 Given cross border flows of all road traffic, cross borough working was seen to be important for planning and development of local transport schemes. It was suggested further developing sustainable transport options within plans for the Tottenham Hale Gyratory may be beneficial for other boroughs (as this will increase the permeability of this side of the borough). Conversely, by making the Stoke Newington gyratory two-way, this may improve permeability for Haringey residents. That is, to consider the broader implications of transport design and liaise with other boroughs.

8.4 The panel noted that land use planning was an effective tool in promoting sustainable transport as this controlled the need to travel in the first place. Planning functions can be effectively used to:
- Place led design - design traffic schemes according to what the place needs to be rather than how much motor traffic needs to pass through.
- Reduce the need to travel (i.e. provision of adequate facilities, accessibility of travel destinations)
- Promote localisation
- Ensure that new developments have sufficient provision for cycle parking and encourage retro fitting.
- Reduce car parking provision and encourage car free developments.

8.5 Haringey was recommended to consider the hierarchy of cycling provision in planning cycling provision:
1. Most important – reduce traffic volume
2. Traffic speed reduction – 20 mph zones
3. Junction treatment / hazard reduction – filtered permeability maximum route choice and minimum diversion for cyclists
4. Reallocation of carriageway
5. Cycle tracks away from roads
6. Conversion of footways/ footpaths to shared use for pedestrians/cycles

8.6 It was also suggested that there were a range of cycle friendly design policies which Haringey might like to consider:
▪ Filtered permeability – make gyratory 2 way, allow bikes down 1 way streets
▪ Bus lanes
▪ On carriage way cycle paths
▪ Psychological traffic calming – trees on streets
▪ Removal of guard rails
▪ Improve cycle stand provision

9.0 Greenest Borough Strategy – performance monitoring report

9.1 The panel considered the latest report from the Greenest Borough Strategy covering sustainable transport. The panel discussed some of the exceptions (red rated) of the report, including the completion of the London Cycling Network. It was noted that there were a number of issues which needed to be resolved here including the provision of adequate signage.

9.2 There was some uncertainty as to whether the £65k available for cycle training in the borough included just adults or both adults and children. This would be clarified at the next meeting.

10. Date of next meeting

10.1 The next meeting is on the 12th January 2010 where this will be held jointly with Haringey Transport Forum.

**Scrutiny Review Sustainable Transport
Panel Meeting 12th January 2010 : Draft Minutes**

Present: Cllrs Beacham, Mallett and Santry & Weber

Also in attendance: Cllr Haley, Chris Barker, Tim Bellenger, Richard Bourn, Martin Bradford, Paul Bumpstead, Adam Coffman, Andy Cunningham, Mel Davies, Quentin Given, Joan Hancox, Lauritz Hansen-Bay, Tony Hopkins, Pete McAskie, Mhairi McGhee, Pamela Moffatt, Michael Poteliakhoff, David Rennie & Sue Penny.

1.   Apologies for absence

1.1   None.

2.   Declarations of interest

2.1   It was noted that Cllr Mallett was a member of the London Cycling Campaign and Cllr Beacham worked for Transport for London. Neither member felt that these declared interests would be prejudicial to the review.

3.   Late items of urgent business

3.1   None received.

4.   Haringey Disability Forum

4.1   Pamela Moffatt made a submission to the panel on the issues that older and disabled people may face in accessing transport in Haringey. The panel noted that a report has been produced by Age Concern London highlighting the issues that older people face in using transport services in the capital. This report would be circulated at the next meeting (attached).

4.2   The panel heard that older people are the largest group of bus service users in London and are dependent on the bus network to access a wide range of public and community services. It was noted however that there are a number of pressing issues which older people face in accessing the bus network:
   ▪ There are widespread personal concerns in accessing/ using bus stops (e.g. inadequate lighting)
   ▪ Timetables are too tight which means that buses are frequently rushing to maintain schedules which can cause problems for older people (i.e. getting on and off the bus, quick stops).

4.3   It was noted that there are a range of transport services available to older and disabled people in the borough, though these were not without their problems: Dial-a-Ride (unreliable), Taxicard (expensive) and Patient Transport (too restrictive). It was also noted Haringey Community Transport Service was a relatively new service and although there were good examples of its use, there was a perception that this was not being used to optimum levels.

4.4   A number of priorities were set before the panel in developing transport options for older and disabled people. These can be summarised as:
- More integration of existing transport providers (i.e. door to door, health and community services). The panel may wish to look at the integration achieved in Bexley/ Bromley.
- Freedom passes are very important to the mobility of older people and this service should continue to be fully funded.
- Taxicard needs to be improved by increasing the scope (i.e. how far you can travel) and decreasing the cost of this service.
- Car clubs should be developed which are accessible for older and disabled people.

5.   Friends of the Earth

5.1   Quentin Given provided a written submission to the panel on behalf of Tottenham & Wood Green branch of Friends of the Earth. The following is a summary of the main points from this presentation and subsequent panel discussion.

5.2   The panel heard that shorter car journeys under 25miles contributed to the bulk of emissions in the UK, and at a national level this is where action to promote more sustainable alternatives should be focused. More locally, in London, the bulk of car emissions arise from much shorter journeys and sustainable transport campaigner's efforts should be focussed reducing these trips and promoting low-carbon alternatives.

5.3   The panel heard that the Council should take the lead in developing a range of hard measures to encourage the use of more sustainable methods of transport including Controlled Parking Zones (CPZ), speed restrictions and traffic calming measures. These were all within the jurisdiction of the local authority.

Parking

5.4   It was noted that the detail of local authorities parking policies are fundamental to achieving a reduction in private car usage (and reducing emissions and associated pollution). Installing CPZ's have been shown to drastically reduce incoming traffic and encourage the use of other more sustainable forms of transport. Similarly, charging for parking at private non-residential properties (i.e. business car parking) should also be considered as part of this policy. It was important to build cross party and community support for the extension of CPZ's.

5.5   It was highlighted to the panel that there were some areas where parking controls had affected local businesses, in particular, the recent introduction of pay and display parking in an area of West Green ward was noted to have had this effect. Members of the panel indicated that they were aware of this situation and reform was under consideration. The panel also heard that there had been some parking development successes, such as through the stop and shop scheme and the introduction of business loading bays.

5.6   The panel heard evidence that as a priority, that the council should install CPZs around all mainline and tube stations in the borough to help prevent commuter traffic driving in to the borough and accessing the transport network here. It was contended that this is a major cause of traffic congestion within the borough. In response, the panel heard that a number of consultations for CPZ had been conducted on or near stations, some of which had been rejected by local residents.

Agreed: that further work be carried out to establish if the introduction of CPZ has lead to a reduction in car parking permits.

20 mph Zones

5.7   Another important consideration for local authorities was speed policy. It was suggested to the panel that there should be a 20mph default limit across the borough. This is essential to create a cultural change of road usage, to make them safer, more accessible and more attractive to other less polluting forms of transport and to pedestrians alike.

5.8.   There was some considerable discussion at the panel meeting of the merits of introducing a borough wide 20mph zone. At present the policy of the authority is to ensure that there are adequate enforcement procedures in place before implementing borough wide speed limits. It was noted however that there are already eighteen 20mph zones already in the borough and work has already begun in ensuring that enforcement officers have speed guns to help enforcement.

5.9   The panel heard that there had been some qualified success with the development of 20mph zones in Portsmouth. The establishment of a city wide 20mph zone without the use of hard enforcement measure had only achieved a 1mph reduction in average speeds throughout the city.

5.10   It was suggested to the panel that if the council was considering enforcement issues for 20mph zones, then it would make sense for the police to also consider other lower level traffic enforcements such as cars blocking pavements, or access or junction.

Freight

5.11   The panel also heard that there should be further encouragement of green alternatives to moving freight within and across the borough. It was noted that electric vehicles are ideal for local delivery services and that these should be encouraged where possible. It was suggested that the council and its partners should take a lead in ensuring that green technology was used in its fleet vehicles.

5.12   It was also noted that further use could be made of the borough's waterways to help transport local freight. The panel heard that the borough is working hard to maintain a local wharf and were removing local waste by the local water way (River Lea).

<u>Leading by example</u>

5.13 The panel heard that the council should also lead by example in developing the sustainable transport agenda by encouraging staff to use more sustainable methods of transport to get to work and in the course of their daily business. It was important for the council to set the agenda and to establish that it was possible to have a rich fulfilling life without owning and driving a car.

5.14 The panel noted that the council had a staff travel plan, had a pool of 20 bikes, 2 pool electric cars and introduced a £200 annual fee for staff car parking permit. It was also noted that there had been a reduction of 5% in the proportion of staff travelling to work by car since the introduction of the staff travel plan. It was not clear however, what proportion of council employees currently use a private care to get to work.

Agreed: (1) that the transport service provide further information on the staff travel plan, in particular what proportion of staff drive to work (2) car pool usage and bike pool usage.

<u>Essential car user</u>

5.15 The panel heard that there were parking problems for carers of elderly and disabled people in the borough. There were numerous instances of where carers were receiving parking tickets for just popping in to look after vulnerable Haringey residents. The panel heard that LB Barnet have a dedicated badge for carers which allows them to park without worry when caring for local residents. A care-worker also present, reported that it would be useful to have a generic parking badge for families that care for elderly or disabled relatives.

Agreed: that the transport service would look in to parking permit provision for carers.

5.16 It was noted that Haringey Council operates the Companion Badge, which is a type of parking permit for disabled people. It is designed to provide eligible residents with protection against people who steal Blue Badges displayed in vehicles. It was not clear if this can be used generically for carers or needs to be used for specific vehicles.

Agreed: that the transport service to clarify the eligibility and use of companion badges in Haringey.

5.17 The panel noted that there had been abuse of the essential car user's permit which had precipitated the council to examine eligibility and costs associated with granting these permits. As a result of actions taken by the borough, there had been a significant reduction in the number of people who were able to use the essential car user's permit. This was verified by a care-worker present, who indicated that there had been a significant reduction in essential car users permits, these could now only be used if transferring equipment and not for everyday appointments.

Agreed: that the transport service to provide data on the reduction of essential car user permit and conduct a review of the impact of changes to the essential car user permit.

Corridor Traffic

5.18   The panel noted that the borough experienced high levels of corridor traffic (such as the A10) which it may be difficult for Haringey to tackle as an individual borough. The panel heard that a lot of unnecessary freight and private car journeys were being undertaken unnecessarily which needed to be addressed. It was acknowledged however, that traffic reduction on key radial routes in and out of central London need to be tackled on a pan-London basis.

Localisation

5.19   The panel heard that localisation of the economy was central to developing sustainable transport in Haringey. There was too much emphasis in using private cars to access goods and services and in providing access to cars that use local shopping facilities. It was suggested that strong local sustainable shopping facilities should be a key priority for the council, which should prioritise access by sustainable transport. This would be beneficial to all stakeholders; more attractive to local shoppers, more people shopping locally is better for business and less pollution/ emissions.

Electric/ hybrid Cars

5.20   The panel heard that there was further potential to develop electric and hybrid cars in the borough, particularly in local business fleets. The panel heard that the London Plan provides further impetus to developing a network of charging points across London through the London boroughs. There were problems in rolling out charging points however, as there were considerable costs associated with the maintenance of charging points.

Car Clubs

5.21   The panel heard that car clubs has been a very successful development over the past year in Haringey where 14 bays (for 27 cars) had been installed. It was noted that additional investment was planned in the forthcoming financial year which would see 66 vehicles available from 48 locations. The focus for future development was to increase local membership, develop access and consult on further new bays (the latter having already entered the planning system).

6.0   Campaign for Better Transport

6.1   Richard Bourn, London Coordinator for the Campaign for Better Transport (CBT) made a brief presentation to the panel on the work of this organisation, its commentary on the Mayor's Transport Strategy and priorities for Haringey in developing sustainable transport. The following is a summary of this presentation and the subsequent panel discussion.

6.2   The panel noted that the Mayors transport strategy supported a polycentric model of 200 local town centres across London, to encourage more

sustainable communities. This was welcomed by the CBT, but added that these local town centres need to be accompanied by higher density residential developments to further minimise the need to travel.

6.3 CBT felt however, that there was not enough measures in the Transport strategy to curb car usage, indeed there were measures which may be interpreted as encouraging further car usage. These included: traffic smoothing policy, relaxing parking standards, relaxing environmental concerns for new roads, deleting the western extension of the congestion charge zone. Furthermore, public transport, and in particular bus usage had been made more expensive.

6.4 A number of priorities were outlined to the panel in considering improvements to sustainable transport provision in Haringey, these included:
- 60% of all trips in Haringey are less than 5km, this should be the focus of modal shift initiatives.
- Reduce the need to travel through: developing high density accommodation adjacent to town centres, home-working, tele-conferencing.
- Reassess local parking policy – ensure that sustainable transport provision figures in planning guidance and that approval of further parking is carefully considered.
- Preserve the economic vitality of local areas to ensure that they remain attractive to local people.
- Promote alternatives to the car: conduct walking audits to remove street obstacles, re-allocation of street space to cyclists and pedestrians, cycle training
- Improvement of the public realm – will benefit everyone but encourage more people to walk and cycle.
- Removal of gyratory and one way systems to help improve road permeability to bicycles and pedestrians.
- Smarter travel measures – education, travel awareness, travel information.
- Develop and extend bus priority schemes – hours of operation consistent.
- Ensure that stations have travel plans.

7.0 London Travelwatch

7.1 Tim Bellenger from London Travelwatch provided the panel with a short presentation about the work of the organisation in representing passengers issues to transport providers. The following provides a summary of the main points from this presentation and subsequent panel discussion.

7.2 Four priorities were outlined to Haringey which should guide and inform the development of sustainable transport policies in Haringey. These were described below:

1. The development and extension of the bus network: the bus network carries twice as many passengers as the tube and Haringey residents use the bus network in far greater numbers than other transport modes.

Further more, the bus network is crucial in supporting the mobility of lower incomes groups and socially disadvantaged groups.

2. Although electrification of Barking – Gospel Oak overland rail line is a priority for freight travel between Felixstowe (port), no agreement has been reached between DfT, Network Rail and TfL. The borough should campaign and lobby for the electrification of the line as this will help improve orbital passenger travel across the borough.

3. Travel plans should be developed for all main line and underground stations, in particular, CPZ should be developed around stations and access by bicycle and foot should be prioritised.

4. It was also recommended that all boroughs should have consistent parking restrictions policies (timing during the day and across the week) to ensure that there is smooth flow of buses and other transport.

7.3   The panel heard that London Travelwatch undertake outreach work in London boroughs through a mobile unit. It was noted that at a recent excursion to Croydon, staff had conducted over 2000 travel surveys with local residents (to promote public transport options). It was suggested that the mobile unit be invited to Haringey (Wood Green).

Agreed: that the sustainable transport service invite the London Travelwatch mobile unit be invited to Haringey.

7.4   The panel heard that the current configuration of bus lane operation in Haringey (and elsewhere probably) was confusing for local residents and road users. There was too much variation around the time of operation during the day and from weekdays to weekends. Greater consistency in the operation of bus lanes should be developed i.e. default of Monday through to Sunday and 24hour. The panel noted that this system works well in Brighton & Hove.

Agreed: the panel may wish to consider further recommendations in this area, particularly around processes to harmonise the operation of bus lanes.

8.0   Sustainable Haringey/ Living Streets/ Haringey Cycling Campaign

8.1   The panel heard that action to develop transport options in Haringey was guided by a number of key drivers:
- Reducing carbon emissions: transport emissions were continuing to rise.
- Increasing safety on the roads; although road accidents had improved, traffic volumes and speeds still presented genuine safety concerns to other road users and pedestrians
- Improving access to transport for all:

8.2   The panel heard that encouraging modal shift from private car use to other more sustainable forms of transport should be priority for the council. A range of methods and processes were outlined to the panel as to how the locality

can discourage private car use (e.g. traffic calming) and encourage walking, cycling and public transport use.

8.3 It was highlighted to the panel, that all journeys start and finish on foot and this is where greater attention needs to be paid: improving the walking environment, improving footways and identifying and eliminating threats or obstacles to pedestrians (i.e. poor lighting or excessive street furniture).

8.4 A short paper was also tabled at the meeting (Drive to Excess) which explained how traffic levels impacted on the social and community networks. It was noted that heavy traffic (20k vehicles per day) reduced social and community networks (paper attached). In this context, it was felt that traffic calming measures could help foster community spirit and cohesion.

8.5 It was also felt that there needed to be more places where both pedestrians and cyclist could safety cross busy roads and junctions or navigate their way through road network (i.e. alterations to the Tottenham gyratory). There was also further debate about the installation of staggered crossings at large road junctions and whether these were practical and pedestrian friendly (being boxed in the middle of the road). The alternative, of a single crossing, could cause traffic build up (according to TfL).

8.6 Haringey Councils application to become a biking borough was applauded within the deposition and it was hoped that this would bring about a cultural change in bike usage in the borough. It was noted that there had been an increase in cycling in Haringey, which has been mainly in line with London as a whole, but there was scope to do more: speed reduction, reallocation of road space, traffic calming and improving road maintenance (potholes).

8.7 It was however noted that there was often friction between cyclists and pedestrians and that in some cases pedestrians were genuinely concerned (i.e. pavement riding, red light breach). It was suggested to the panel that there is a programme of cycle signage installation, training and education which underscored the principle of always giving way to pedestrians (locally or more regionally). It was also suggested that some level of enforcement may be necessary – again, undertaken locally or regionally).

8.8 The panel heard that there were significant developments in reducing traffic congestion caused by road works in the borough. Haringey had signed up to the new road permit scheme, which became effective on the 11th January 2010, which in effect is a charging scheme for utilities to dig up the highway. It was also noted that there would be agreed standards of repair which would be assessed, and utilities would also be liable for repairs up to 2 years later.

9.0   Psychological Traffic Calming (David Rennie)

9.1 A local resident, David Rennie, gave a presentation to the panel on psychological traffic calming. This presentation outlined the how the use of strategic tree planting can be helpful to tool in reducing traffic speed. A

number of slides were shown to the panel which demonstrated how this process worked (attached).

9.2 The most important aspect of planting is that the trees must be tall and evergreen so that drivers cannot see ahead through the road. This has the psychological effect of reducing vehicle speed and calming traffic volumes. Planting on the road also leaves the pavements free of obstruction whilst still maintaining pleasant environment created by the trees. It was also noted that this was a very cheap and effective form of traffic calming.

9.3 It was noted that trees do not have to be placed directly in to the ground but can be placed in planters in the road – and this will have the same effect. It was suggested that adult trees, although more expensive, would work better as these would provide sufficient cover for the street. The panel noted that there a pilot was already underway (Crescent Road, N17) where this same system was being trialled.

9.4 The panel felt that this scheme might be ideal for use within the Making the Difference scheme (localised funding through Area Assemblies). Known speeding hot spots could be used to inform this process. It was noted that there was money available in the locality for tree planting (in general budget and through the Mayors tree planting scheme) which may be used for this purpose. The service would report back on what funds were available.

Agreed: the service to report back on what moneys might be available to support this development.

10. Date of next meeting

10.1 January 21st 2010.

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Breaking Barriers

Future of Transport for Older Londoners

Introduction

As a leading world city London aspires to social inclusion for all of its people. Part of that aspiration is a transport system which allows all Londoners to travel to take advantage of everything the city has to offer.

London has a dense public transport network, and making transport accessible is increasingly accepted as a key aim of transport planning. Initiatives have been taken to make mainstream public transport such as buses accessible, and provide accessible door to door transport for those who cannot use buses or the Underground. Many Londoners have found that the barriers of inaccessible travel which formerly restricted their lives have been broken.

Yet still many older and disabled Londoners find that the transport system does not work for them. Transport services are still not accessible to many people in practice, and many people report serious gaps between what is intended and what the system actually delivers.

2

A joined up system

Perhaps most importantly, there is still not so much a transport system as a series of separate transport services which, from older and disabled people's point of view, do not link up properly. Different modes of transport – buses, Underground, rail, taxis, door to door transport services, community transport, health transport, walking – need to link up seamlessly so that people with mobility needs can travel from their starting point to their destination, and return, without meeting barriers. Accessible transport hubs are needed to bring together the different modes of transport. What is the use of being able to board a bus for someone who cannot get to the bus stop? What is the use of being driven to a station and having step free access to the platform if it is then impossible to board the train?

Particularly for people who cannot use buses, trains or the Underground, transport services need to be much better integrated, more reliable and of higher quality. Dial-a-Ride, taxi-based services, health transport, community transport need to work together in a way which is clear to transport users and consistent across London.

3

Impact of transport barriers

Many older people find transport problems are a real barrier to taking an active part in society and living their lives to the full. Inaccessible transport can prevent people from taking part in social activities, volunteering, accessing educational, cultural and leisure opportunities, or using health and social care services. This has a huge cost for individuals in terms of their social involvement, quality of life and for many, their physical and mental health. Transport barriers reinforce social isolation for many older people. For some people, the result can amount to incarceration in their own home. There is also a large cost to society from reducing the involvement, activity and contribution of older people.

Our vision of the future is that inaccessible transport will no longer be a barrier to older people living full lives, contributing to society and receiving support if they need it. Older people and disabled people will have their transport needs met on an equal basis to other adults. All the barriers will be broken!

Older people as transport users

Over 15 per cent of London's population - nearly 1.2 million people - are aged 60 or over. Almost a quarter of a million people in London are aged 80 or over.

An estimated 530,000 disabled people in London are aged 60 or over and prevalence of disability increases with age

About 10 per cent of Londoners report reduced access to travel. This rate rises to 30 percent for Londoners over 60. Over 4 percent of those use wheelchairs on at least some occasions.[1]

Wheelchair users make on average only a third of the number of trips of people with no impairments (combining all modes of transport), while people with hearing impairments also make far less than average.[2]

1 Travel in London Report, Transport for London
2 Travel in London Report, Transport for London

4

5

Where we are and where we want to be: **Buses**

Where we are

Buses are now accessible, with step free access, wheelchair spaces and ramps.

Drivers receive training in disability awareness and passenger safety

Various initiatives aim to increase passenger safety and improve journey experience

However:

Older and disabled people still experience safety issues such as falls and overcrowding, and unacceptable behaviour by other transport users (such as refusing to give up a seat for someone who needs it)

People still report eg "the ramp wasn't working", the bus did not pull up to the kerb or that the driver pulled away too fast when people had not yet sat down or were still climbing the stairs

Many older people still lack confidence to use buses because of safety or fear of crime and antisocial behaviour

Many older people still find the bus stop inaccessible or too far away

6

Where we want to be

All buses are both physically accessible and have a safe, accessible and welcoming environment on board.

Bus drivers are given refresher courses on disability awareness and passenger safety and show awareness of their duty of care to passengers

Bus drivers are able and willing to operate all the accessibility features like lowering or 'kneeling' the bus, turning on the audio visual next stop announcements, ensuring the wheelchair spaces are not occupied by prams and that wheelchair ramps are operational.

Timetables permit better driving practices which are safe for older and disabled people

More effective action is taken against illegal parking in bus lanes and at bus stops

All older people either have a safe, accessible bus stop within easy walking distance or can access "hail and ride" buses going through residential areas

Older people can see that issues around overcrowding, crime and antisocial behaviour on the bus network have been effectively addressed

7

Where we are and where we want to be: Door to Door

Where we are

Dial-a-Ride, TaxiCard and Capital Call have broken travel barriers for many older and disabled people a good deal of the time!

Assisted transport services are a vital lifeline for those people who cannot use public transport. The provision of assistance when boarding or alighting the vehicle is the crucial factor that ensures older people can use the service and get to where they want to be.

Dial-a-Ride, Taxicard, Capital Call and Community Transport services all play a crucial role in ensuring that older people can live independent lives. Community transport provides local, community responsive solutions to transport inequality that often complement the wider public and statutory transport network, as well as empowering those who are unable to access transport solutions.

It follows that these services should not be seen as an 'add-on' to our public transport system – but as a properly funded and resourced integral part of it.

However:

The different services do not fit together coherently or consistently and there is a postcode lottery of service provision and entitlement

There are problems with the reliability and quality of DAR, TaxiCard and Capital Call services.

"On two occasions recently my TaxiCard ride was delivered by a contracted Minicab firm. The drivers didn't know:-

- *that they were supposed to knock at my door to announce their presence*
- *how to fit wheelchair restraints so that I had a very uncomfortable journey*
- *how to fix passenger restraints*
- *the way to Covent Garden*

And they:

- *did not want to take advice from me about either of the above*
- *were rude to me and my carer.*
- *And so on !*

This hasn't normally been the case with black cab drivers" - TaxiCard user, 2009

Funding to provide a quality service for all who need it is not ensured in the medium to longer term

Where we want to be

Dial-a-Ride, taxi-based services and community transport form an integrated system, consistent across London, addressing issues of quality, quantity and reliability

There is ring fenced funding ensuring that the integrated service is sustainable and affordable to service users.

There is an accessible and transparent assessment and complaints system. Applications, appeals procedures and eligibility criteria are based on the Social Model of Disability.

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Where we are and where we want to be: Health Transport

Where we are

NHS Trusts commission Patient Transport Services from London Ambulance Service and private providers

Transport links including for older people and disabled people, are considered in planning changes to health services

However:

There are serious and well-documented problems regarding the quality and reliability of PTS services in many parts of London, and a lack of enforceable common standards for providers

These problems drive many older and disabled people to use services such as TaxiCard for health appointments although this results in users running out of trips for social and day to day activities.

Older people and disabled people are not being involved sufficiently at an early enough stage in health transport planning so that provision of bus services, parking etc. does not meet their needs

10

Where we want to be

Patient Transport Services offer a safe, reliable and high quality service across London

Service users' confidence in PTS standards frees more capacity in other Door to Door services to meet their intended purposes

Older and disabled people are consulted and listened to early enough to ensure accessible transport of all modes to NHS facilities as they develop

New services (hospitals or polyclinics for example) are sometimes developed without consultation amongst older people or disability groups at an early enough stage.

The result in Redbridge has been that:

- There is no direct bus link between The King George Hospital and the new Queen's Hospital
- From the East of the Borough, it takes 3 buses to visit patients in the Heronwood & Galleon rehabilitation units in Wanstead
- A new polyclinic has been built with minimal parking in an area already dense with traffic

Redbridge is not the only area where such problems have been experienced

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Where we are and where we want to be: Underground and Rail

Where we are

Currently 56 of 260 stations offer some type of step free access

There are plans to make 25% of the Tube network step free by 2010, with an evolving programme with targets to increase the number of accessible stations

However:

Tube accessibility is compromised by steps and obstacles from the street to the ticket hall, from the ticket hall to the platform and high steps and gaps between the platform and the train.

The accessible stations programme is threatened by funding cuts, and plans to create a 'foundation network' of accessible stations have been deferred due to funding constraints

Where we want to be

Full step free access and other accessibility aids like tactile paving and help points receive ring fenced funding

The maintenance of lifts and escalators is regularly completed to a high standard so that these crucial mobility aids are not 'out of service' for unacceptable periods of times.

As a result, in combination with other forms of accessible transport, disabled people can make the same range of journeys as other passengers.

Where we are and where we want to be: Freedom Pass
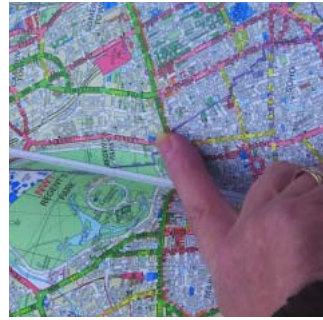
Where we are

The Older People's Freedom Pass can be used on Bus, Underground, DLR and London Overground services 24 hours per day

The Freedom Pass can be used on bus services in other parts of England with some restrictions

National older people's bus passes can be used on London buses

The Mayor and London Councils have committed themselves to the continuation of the Freedom Pass

However:

The Freedom Pass can be used only off-peak on most National Rail services within London

Clear information is not available to all older people and there is some evidence of confusion

"I recently had to replace my faulty Freedom Pass and noted that the form supplied at my local Post Office still had the 'old' time restrictions on use. Probably stock left over from the last renewal period but they claimed to have nothing else.

Furthermore, nowhere on either our local buses nor on the Tube have I seen any information about the extension to 24 hour usage. In fact, relatively few people seem to know - I found out from a friend and have now told others. Meanwhile local buses still carry information from 2008 about the extension of free bus travel country wide - useful but not as useful as the information about London. It really isn't good enough."

(as reported to Age Concern London, June 2009)

Where we want to be

The Older People's Freedom Pass can be used 24 hours a day on all public transport within London

All older people aware of this situation thanks to a high profile public information campaign by the Mayor, Transport for London and London Councils

An example of the type of positive, joined up approach we would like to see applied to all transport in London could be taken from the Olympic Delivery Authority's Accessible Transport Strategy for the London 2012 Olympic and Paralympic Games.

It aims to create a "Games network of accessible transport" bringing together accessible mainstream public transport such as buses, Underground and national rail, complementary transport such as Door to Door and community transport, provision of Blue Badge parking, accessible design of stations and facilities and encouraging walking. Best practice customer service is the aim across all transport modes.

The ODA intends to use all means of outreach so that disabled people, older people and all other passengers can access detailed information on their journey options.

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What we want above all is for the London and local levels to work together to provide a coherent system of accessible transport across all transport modes. This would help us all break the remaining transport barriers to older people living life to the full and contributing to London.

July 2009

Conclusion

We are aware that there have been many success stories in improving transport for older and disabled people in London. Over a long period many barriers have been broken. We are all the more determined to work with partners to tackle the remaining serious problems – such as poor experiences for many older people on buses, or failure by specialist services to deliver according to justified expectations. Older people's organisations and voluntary organisations can contribute to breaking barriers by acting as a link to enable involvement and consultation, and because we provide services such as community transport which can contribute to the integrated transport framework.

With the billions of pounds due to be invested in the transport network over the next ten years, it is crucial that older and disabled transport users are involved in the planning, designing and monitoring of transport services – including new services such as Crossrail, or new bus designs. Genuine consultation must occur on a local and London wide level to ensure that services are meeting the needs and aspirations of London's older and disabled citizens – "nothing about us without us".

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If you would like a copy of this document in this language, please phone the number or contact us at the address below. There will be an administration charge for this service.

আপনি যদি আপনার এই ডকুমেন্ট কপি পেতে চান, এই নম্বরে ফোন করুন বা নিচের ঠিকানায় যোগাযোগ করুন। এই সেবার জন্য প্রশাসনিক মূল্য নিতে হবে।

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Av επιθυμείτε ένα αντίγραφο του εν λόγω εγγράφου σε αυτή τη γλώσσα, παρακαλούμε καλέστε μας ή επικοινωνήστε μαζί μας στην παρακάτω διεύθυνση. Γι'αυτή την υπηρεσία θα επιβαρυνθείτε με διαχειριστικά έξοδα.

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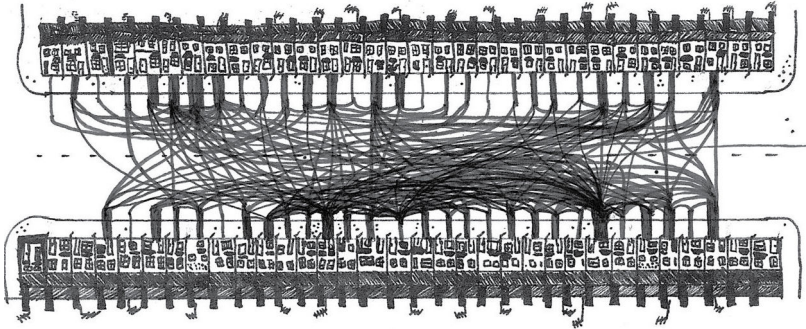**LOTTERY FUNDED**

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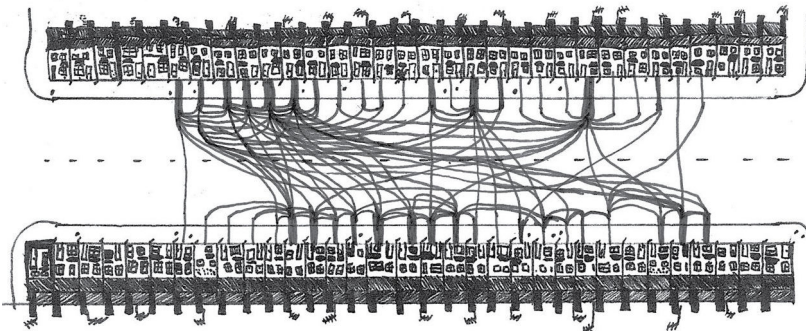This page is intentionally left blank

Driven to excess

Light Traffic 140 motor vehicles/day
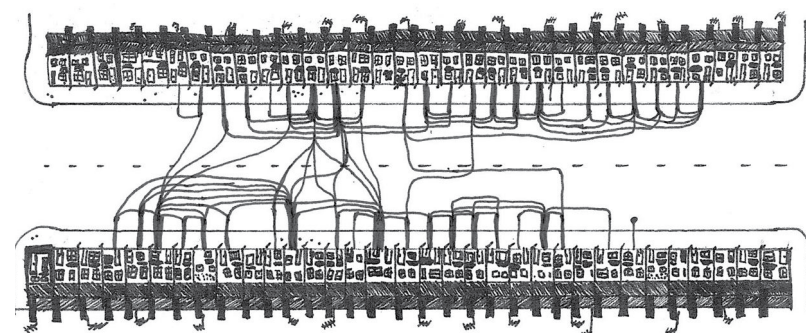
5.35 friends per person/ 6.1 acquaintances

Medium Traffic 8,420 motor vehicles/day

2.45 friends per person/ 3.65 acquaintances

Heavy Traffic 21,130 motor vehicles/day

1.15 friends per person/ 2.8 acquaintances

Lines between houses represent friendships or acquaintances among neighbours.

You can learn more, and download a pdf version of this poster as well as a copy of the full report by visiting **driventoexcess.org**

The printing of this leaflet was made possible by Living Streets. Living Streets is the national charity that stands up for pedestrians. With our supporters we work to create safe, attractive, and enjoyable streets, where people want to walk. For more information visit **livingstreets.org.uk**

How motor vehicle traffic is threatening our quality of life and our communities

Research carried out at the University of the West of England in early 2008 has found a dramatic deterioration in the community life of streets with heavy motor vehicle traffic. The average resident on a busy street was found to have less than one quarter the number of local friends compared with those living on a similar street nearby with little traffic. The research confirms for the first time in the UK the results of a 1969 San Francisco study by Professor Donald Appleyard.[2]

"There is really a sense of community on the street. We share plants and look after each other – when my next door neighbour hasn't seen me for a few days, he knocks just to see if I'm okay."
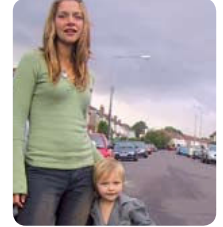
"A few cars come very quickly and threaten people in the street. My 2-year-old darts out into traffic, which is extremely stressful."

"Traffic in our street bothers us frequently when we're eating, as the dining room is at the front of the house."

"It's not so friendly. People rarely talk on the street"

"Our 4-year-old girl has a constant cough and we limit the amount of time she spends outside... we're constantly breathing in pollution."

"The street is quite anonymous, we only know our immediate neighbours."

More quotes from residents of Heavy Street:

"(The traffic is) like a mountain range, cutting you off from the other side of the road... it's hellishly busy... a nightmare. **The buses and lorries shake the house when they come by.** The air pollution can be quite bad out the front, sometimes during rush hour you feel the air getting thicker and thicker..." – male, early fifties.

"The air pollution is really very bad – **it's annoying when the dirt builds up in the kitchen.** There's just always so much dirt, grit, and grime around. I've considered moving out because of this." – male, early fifties.

"A cyclist who lives on this block got hit crossing the road, and his leg was broken. A pedestrian was killed crossing at the lights. **There have been many deaths and casualties on the road."** – male, mid fifties.

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PUTTING PEOPLE FIRST

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Scrutiny Review of Sustainable Transport Provision (and the reduction of traffic congestion) in Haringey

Sustainable Transport Service Report

January 2009

Contents

1. The Sustainable Transport Service

1.1. Why Sustainable Transport

1.1.1 The Sustainable Transport service covers most highways and transport responsibilities for a London Borough. When the transport planning function moved into the Highways Service it was decided to name the service 'Sustainable Transport'. This acknowledges the fact that highways and footways are crucial for bus journeys, cycling and walking as well as for travel by car.

1.2 Strategic goals

1.2.1 Sustainable Transport is part of Frontline Services. The Vision for Frontline Services is "Excellent Frontline Services that delight our diverse customers" The purpose of the business unit is to keep our urban environment clean, well maintained, safe and accessible.

Sustainable Transport has two key objectives

"To promote sustainable and safe travel and reduce congestion"

and

"To improve road condition and street infrastructure"

The Head of Sustainable Transport is also the theme lead for Priority Six of the Greenest Borough Strategy which is the promotion of safe and sustainable travel.

1.3 Statutory duties

1.3.1 Sustainable Transport has to deliver a range of statutory services, covering maintenance, congestion, road safety, transport policies and the promotion of sustainable transport and travel.

1.3.2 Maintenance duty: Section 41(1) of the Highways Act 1980 provides that a highway authority is under a duty to maintain those highways in the area for which it is responsible, which are highways "maintainable at the public's expense" (public highways). This duty extends not only to the surface of the

highway, meaning that part used by traffic or pedestrians, but also to drains beneath or beyond the surface.

1.3.3   Network management duty: Under the Traffic Management Act 2004, local highway authorities have a statutory duty to manage their road network to secure expeditious movement of traffic, including pedestrians, on their network and to facilitate the same on the networks of other authorities.

1.3.4   In order to assist with the fulfilment of this duty, Haringey Council is introducing a permit scheme for highways works from January 11th 2010. This coincides with the commencement of the scheme in 17 other London Boroughs and on TfL roads. The scheme will give the Council greater control over works, helping to minimise congestion in the borough.

1.3.5   The Road Traffic Act 1988 places a duty on local highway authorities to prepare and carry out a programme of measures designed to promote road safety. This normally includes a combination of engineering, education and enforcement activities. Enforcement activities are carried out by the Police and Parking Services.

1.3.6   Although Transport for London is the lead transport authority, London boroughs have wide transport-related responsibilities. The borough's policies, plans and programmes and other activities are crucial for the delivery of the revised Mayor's Transport Strategy (MTS), alongside those of other agencies such as TfL, Network Rail and the Highways Agency. The Sustainable Transport service delivers many of the statutory highways, traffic and streets powers, as well as transport schemes and projects funded by TfL.

1.3.7   A general duty is placed on authorities to promote the use of sustainable travel and transport by the Education and Inspections Act 2006. There are four main elements to the duty

- An assessment of the travel and transport needs of children and young people within the authority's area
- An audit of the sustainable travel and transport infrastructure within the authority that may be used when travelling to and from, or between schools/institutions
- A strategy to develop the sustainable travel and transport infrastructure within the authority so that the travel and transport needs of children and young people are better catered for
- The promotion of sustainable travel and transport modes on the journey to, from, and between schools and other institutions

1.3.8   Last year the Council completed its Sustainable Modes of Travel to Schools Strategy (SMoTS) which aims to show how Haringey will meet these duties and covers the five year period from March 2009 to March 2014.

1.4   Discretionary services

1.4.1   The Sustainable Transport service also delivers the following discretionary services, although these are mainly externally funded or by capital funding from the Council:
* Improving highways, footways and street furniture
* Traffic management schemes, including 20mph zones
* Bus priority measures
* Walking and cycling schemes
* Implementation of Controlled Parking Zones and other parking restrictions
* Transport input to planning and regeneration proposals
* Travel awareness and promotion

It can be seen from this that Smarter Choices services are mainly discretionary.

1.5   Structure

1.5.1   An organisational chart for the Sustainable Transport service may be found in Appendix 1. It may be seen in the chart that the service is divided into three groups:

* Highways Assets – responsible for the planned and reactive maintenance of highways, footways, highway structures, streetlighting and drainage. This group also ensures the effective delivery of all aspects of Corridor schemes including walking, cycling and bus measures.

* Traffic Management – responsible for co-ordinating and inspecting all works on the highways, managing major utility projects, making and management of Traffic Orders and providing GIS (Geographic Information Systems) services for Sustainable Transport.

* Transport Policy & Projects - responsible for Neighbourhood schemes, parking projects, transport policy development, transport assessment of development proposals, School Travel Plans and other smarter choices, school crossing patrols and road safety education.

1.5.2   Our highways and transport planned and reactive works are delivered through two contracts. One is for highways and transport planned and reactive works and the other is for street lighting planned and reactive works. Both contracts went through an extensive procurement process in 2008/9 and the contracts were both awarded to VolkerHighways.   The contracts started in July 2008 and are for an initial period of 4 years and can be extended up to 8 years through yearly extensions.

1.5.3   For the past few years, Haringey has shared a sub-regional workplace planning co-ordinator and a second member of staff with four other boroughs. These staff have been responsible for undertaking travel planning activities with small and medium sized businesses (SMEs) of 20-250 employees.

1.5.4   We use consultants for specialist policy, project development, feasibility and strategy work.   This includes CRISP studies for cycling routes, some bus priority designs and road safety area assessments.

2.   Transport context

2.1   Transport infrastructure

2.1.1   Haringey has good radial transport networks for road, rail and tube, though transport networks are less developed running across the borough (east to west). The borough is served by 6 tube stations on three tube lines (Northern, Piccadilly and Victoria). 43 bus routes serve the Borough of which all but 10 are high frequency routes. The routes are mainly radial in nature. The main issue for these radial routes is provision of capacity to meet growing demand. A number of routes form a high frequency orbital network. However, further development of the orbital bus routes is needed to provide an effective and sustainable alternative to the car for journeys to the east and west of Haringey. In addition the development of the orbital bus network is constrained by the nature of the road network and low rail bridges. One overland rail line runs across the borough (Barking-Gospel Oak line) which has three stations.

2.1.2   Data from TfL indicates that there has been considerable investment in local transport through the LIP since 2003/4 to a total of £29.3m including: £4.4m for road renewal, £3.1m for bridge works; £2.8m for local safety schemes. In addition, there has been increased frequency on 20 of the boroughs bus routes and 7 of the boroughs night bus routes; there is planned capacity increases on the Northern line (20% by 2012), Piccadilly line (25% by 2014) and Victoria line (19% by 2013).[1]

2.1.3   According to the 2001 census, 46% of households do not have access to a car, though there are wide variations across and within the borough: in the west of borough household access to car/van is above 80% whereas in the east this falls to below 40%. More recent data (2008) suggests that there are wide variations to car accessibility within the borough: households in Noel Park ward are twice as likely to not have access to a car as those in Alexander ward; and in three wards over 20% of households have access to two to four cars.

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[1] Key investment in Haringey 2009/10 Transport for London 2009

2.1   Sustainable Transport

2.2.1   Data on the share of modes of transport used for journeys starting in Haringey reflect the spatial patterns established earlier: the further journeys originate outside of the city centre the greater reliance on private car usage.   Further detail finds that car usage for journeys originating in Haringey accounts for 31% of trips which is significantly lower than the outer London average (51%) but slightly higher than the inner London average (27%). Both bus (20%) and underground (12%) usage is higher for journeys originating in Haringey than either the inner or outer London average for these different modes.   The full modal share of trips made in Haringey in comparison to inner and outer London boroughs is contained in Figure 1.

Figure 1 - Modal share of transport options: Haringey, inner London & outer London

Modal share by borough (main mode of trip) 2005-8
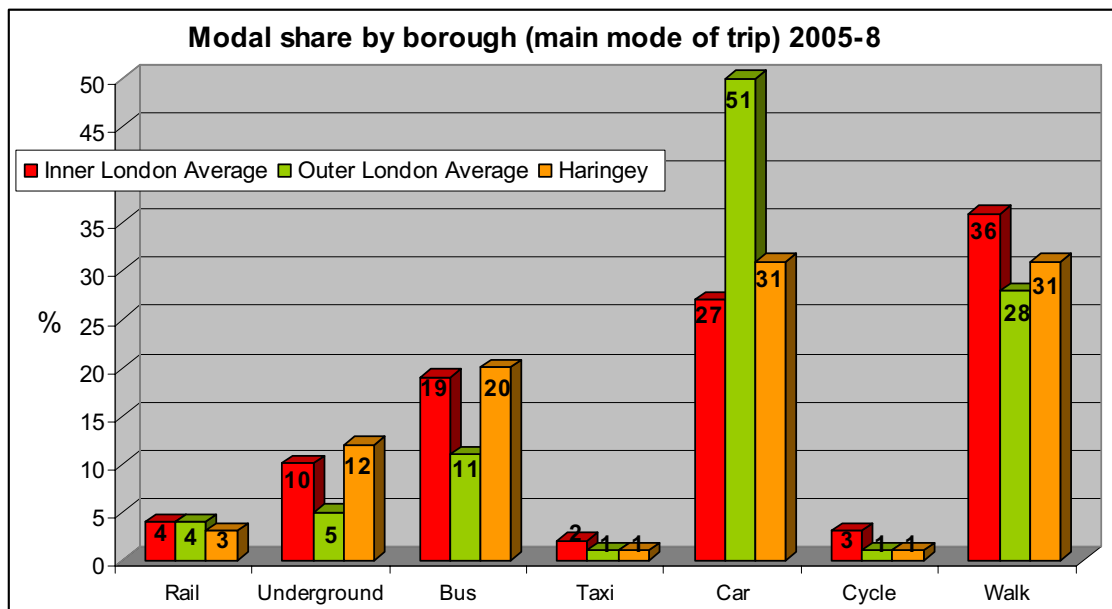
2.2.2   Haringey has the third lowest number of people that walk to work and the third highest number of people that travel to work by public transport. Furthermore, just under 1/3 (31%) of all trips in Haringey are on foot, which is equal to those trips made by car.   In Haringey, 97% of walking trips are less than 3km, though 48% of journeys made by car are also less than 3km: this highlights the potential to switch to more sustainable modes in Haringey.

2.2.3   Haringey has lower cycling rates than its statistical neighbours: the proportion of people who have cycled for more than 30 minutes within a 4 week period was 10.2% in Haringey, lower than Southwark 13.4%, Hackney 14.8% and Lambeth 16.2%.

3   Policy Context

3.1   <u>Highways Asset Management Plan</u>

3.1.1   Haringey's Highways Asset Management Plan was produced, in 2007, to develop a strategic approach to managing these vital assets. It seeks to develop knowledge and understanding of the network in terms of what is owned (inventory), condition and treatment options. This enables longer term programming of work and a better understanding of funding needs over time.

3.1.2   The highways network in Haringey comprises 314km of roads and 108km of pavements. In 2005, these assets were valued at approximately £224 million. On top of this are assets including street lighting, bridges, drainage, signs, street furniture, car parks, trees and amenity areas, the combined value of which extends into many millions of pounds.

3.2   <u>Local Implementation Plan</u>

3.2.1   The Mayor's Transport Strategy provides the transport policy context for the development and application of the Council's own transport policies. Every London Borough is required to produce a Local Implementation Plan (LIP) to demonstrate how their local transport plans and programmes contribute to the implementation of key priorities set by the Mayor.   A LIP is a statutory document, prepared under section 145 of the Greater London Authority Act 1999, which sets out how a London borough proposes to implement the revised MTS in its area.

3.2.2   The current LIPs, covering the period 2006-2011, were the first to be produced. Due to the level of detail required, these tended to be weighty documents which took a lengthy time to prepare.

3.2.3   Haringey's 2006-2011 LIP consists of a main document containing the Haringey Transport Strategy and detailed sections addressing each of the eight priorities of the existing Mayor's Transport Strategy. It also contains the draft Final Environmental Statement, an assessment of how proposals met the equality and inclusion objectives of the Mayor's Transport Strategy and chapters regarding funding and the Borough's Core Capacity to implement the proposed programme. The main LIP is accompanied by three separate documents: the School Travel Plan Strategy, the Road Safety Plan and the Parking and Enforcement Plan.

3.2.4   We are now beginning the process of preparing the second LIP, for the period 2011 to 2014. Transport for London guidance has now changed and the new requirement is for a less detailed document which more able to reflect local circumstances. For the 2011 to 2014 LIP we are required to provide:

▪ An evidence-based and objective-led identification of **Borough Transport Objectives**, covering the period 2011 to 2014 and beyond.

▪ a costed and funded **Delivery Plan** of interventions, covering the period 2011 to 2014. This should be consistent with our three year funding allocations to be announced in 2010.

▪ a **Performance Monitoring Plan**, identifying a set of performance indicators and locally specific targets which can be used to assess whether the Plan is delivering its objectives and to determine the effectiveness of the Delivery Plan.

4 Funding

4.1. The funding for Sustainable Transport in Haringey is split between revenue and capital budgets. The currently approved capital highways investment programme for 2009/10 is £10.15m and is funded as follows:

Funding Source	£m
TfL Grant	4.093
Council Investment	5.740
Section 106	0.337
Total	10.150

4.2 The main elements of the programme are:

Works	Amount (£ 000s)	Funding source
Footways	2,000	Council
Non-principal road resurfacing	800	Council
Principal road resurfacing	435	TfL
Street Lighting	2,000	Council
Road safety improvements	100	Council
Parking schemes	600	Council
Bridges and Highways structure	240	Council
Local Safety Schemes	935	TfL
Cycling schemes	495	TfL
Cycle training and parking	113	TfL
Bus stop accessibility	119	TfL and s106
Bus Priority	605	TfL and s106
Wood Green Town Centre	680	TfL and s106
School Travel Plans	346	TfL
Education, Training and Publicity	25	TfL
Travel Awareness	24	TfL
Environment	70	TfL
Workplace Travel Plans	10	TfL
TOTAL	**9,597**	

N.B. There is a slight difference due to only major amounts being included

4.3   It can be seen from this that the Smarter Travel elements of school travel plans, travel awareness, education and workplace travel plans only total £495,000 which represents about 5% of the total projects budget in 2009/10.

4.4   Sustainable Transport has a revenue budget of £7,026,800 (excluding overhead charges). However, once fixed costs such as insurance and electricity for lamp columns is removed this amounts to £5,144,700. The main items of expenditure are staff costs (£2,245,300) and private contractor costs (£1,882,650). The bulk of the private contractor costs are for the reactive highways (£650,000) and street lighting maintenance (£496,500). Savings of £600,000 have been made from the Sustainable Transport service over the last two financial years, representing over 10% of the budget. Apart from some staff costs, all Smarter Travel initiatives are currently funded by TfL.

Revenue	Amount (Budget) £	Comment
Employee costs	2,245,300	
Premises costs	1,478,700	Virtually all accounted for by £416,400 for grounds maintenance and trees And £1,060,700 for energy costs (street lighting)
Transport Costs	85,100	Works vehicles for inspectors
Supplies and Services	1,335,050	Only £115,750 available once insurance (£821,400) and payments for London Lorry Ban (£397,900) taken into account
Private Sector Contractor	1,882,650	Reactive maintenance for highways and street lighting
Overhead Charges	4,997,000	Charges made by other departments and depreciation of highways assets (£4,034,200)
Income	2,300,150	This level of income has to be achieved to be able to use the budget above.

4.5   Although it looks as though the Sustainable Transport service is well funded with an overall revenue budget of £9,748,950, once fixed costs are taken into account, this really only leaves a salaries budget and £115,750 from supplies and services with any flexibility. If the recent budget reductions of £600,000 are taken into account against these figures then this represents a reduction of 25% of the budget. The service is now funded at a minimal level. There is also limited capacity to bring about improvements or changes.

4.6   The service also supports its revenue budget through income through fees and charges.   Fees are charged against all the capital works which the Council undertakes and this varies between 10% for most Council capital projects and 33% for parking schemes due to the high staff costs to undertake consultation.   The projected income for 2009/10 is £2.3 million which is already taken account of in the revenue budget outlined above. The service struggles to meet this income target and this is likely to become increasingly difficult in future years, if there are reductions in capital or LIP funding.

4.7   Smarter Choices – funding details

4.7.1   Out of 65 posts in Sustainable Transport, four deal directly with behaviour change (one of which is vacant). This covers two school travel plan advisors (both of which are employed on an agency basis), a Principal Transport Planner who leads on the Council's own Staff Travel Plan, travel awareness and travel plans. There is also a Sustainable Transport Policy Officer post (which is currently vacant). There are also two Road Safety Officers, whose role includes promotion of "safe" travel, which is an important aspect of giving people the confidence to walk, cycle and use public transport. One of these officers is also responsible for the supervision and management of the School Crossing Patrol staff.

4.7.2   These posts are all managed by the Transportation Team Manager, within the Transport Policy and Projects Group.   The current cost of these staff (2x Travel Plan Advisors, 2x Road Safety Officers, 1x Sustainable Transport Policy Officer, 1xPrincipal Transport Planner) is £257,127. This represents 11.45% of the staffing budget.

4.7.3   The Council funds some of these costs through contributions from Area Based Grant for work on School Travel Plans, Sustainable Modes of Travel Strategy and TfL LIP funding which covers £85,000 of the revenue costs, which is counted as part of the income needed to sustain the set budget for the service.

4.7.4   In terms of TfL funding – for 2009/10 the amount of funding for behaviour change was as follows:
   - School Travel Plans - £346,000
   - Education, Training and Publicity - £25,000
   - Travel Awareness - £ 24,000

5   Specific aspects of Sustainable Transport

5.1   School Travel Plan funding

5.1.1   The two school travel plan advisors also help schools with updating their travel plans as well as deliver the projects overleaf.

Implementation - Small Grants for Schools	60,000
Implementation - signage and lines	20,000
Implementation – Moselle School	5,000
Borough wide development :promotion & marketing	10,000
STP Co-ordinator Post	25,000
Monitoring & evaluation	30,000
STP development - Engineering resource	20,000
STP newsletter once a term	10,000
WOW (Walk on Wednesdays)	60,000
National Bike Week in Schools	10,000
Schools Transition Packs	70,000
Poetry Competition (NSP)	1,000
Walk to School Week (NSP)	5,000
Theatre in education	15,000
Music project in secondary	3,500
School Travel Plans - Tfl	**344,500**

5.1.2   The London Borough of Haringey has successfully promoted sustainable travel in schools since 2004. 100% of schools in Haringey have an approved Travel Plan one year ahead of the London target (2009) and two years ahead of the Mayoral Target (2010). The borough was proud to be one of five boroughs in London to have achieved this.

5.1.3   The School Travel Team has taken a direct approach working with schools focussing on developing effective Travel Plans unique to individual schools.

5.1.4   The team uses a variety of initiatives to encourage sustainable transport:

- **WoW (Walk Once a Week) –** Under the scheme Badges are given to pupils as an incentive to walk to school. Figures from 2008 to 2009 indicated that 21,000 walking journeys were made under the scheme. Over 50 primary schools are currently taking part in the scheme. (please see Appendix 1). Schools that participated in WoW showed an overall increase of 1.32% in walking journeys between 2008 and 2009.

- **Upgrade -** A scheme from Transport for London aimed at year 6 pupils designed their transition between primary and secondary school. Pupils receive a pack containing a magazine, maps with local secondary schools and tips on safe independent travel. Parents also receive and additional booklet with information on independent travel.

- **Go Bike -** Pupils are encouraged to cycle to school and are rewarded by completing a set of levels. Rewards range from a pen and pencil to entry into a prize draw for a free bike.

- **The Wheely Great Treasure Trail -** A cycling event held during National Bike Week in various public parks in the borough. Schools are divided in to teams of 8 and follow a trail leading to an ultimate prize of a £500 voucher to purchase Pool bikes for the school. The event has run for two years consecutively and with over 100 pupils taking part (Appendix 2)

- **Busology –** A music project to encourage secondary pupils to promote good behaviour on buses. Haringey has 15 secondary schools and behaviour on buses has been identified by the Safer Transport Team (Met Police) as a problem in certain areas of the borough. 60% of pupils from Park View Academy highlighted feeling unsafe travelling to school by bus. These issues were combined to produce a music video with pupils at the same school. Over 54% of pupils currently use the bus to get to secondary school in Haringey.

- **Pool Bikes –** To encourage the use of sustainable transport we have allocated over 1060 spaces of cycle parking and over 1000 pool bikes with allocated funding from Transport for London.

5.2 School travel plan performance

5.2.1 We are one of several boroughs which have over 90% of the schools with a school travel plan. The table overleaf compares Haringey with its nearest neighbours.

Borough	No.of schools per borough	% rate to achieving the 100% target of schools with an STP
Camden	94	78%
Haringey	98	98%
Islington	72	96%
Waltham Forest	83	100%
Enfield	99	87%
Barnet	153	90%

5.2.2   Haringey achieved 100% of schools in the last two years. The only outstanding school is now the Sixth Form College.

5.2.3   Our work on school travel plans has been externally recognised. We have won awards for the work that we have done with schools. This includes
- School Travel Plan Borough – TfL Smarter Travel Awards 2007/8
- The Guardian Public Service Award for Transport and Mobility – 2008
- Modeshift Travel Professional of the Year – TfL – 2008

Our work on school travel plans has also been commended by the Metropolitan Police.

5.2.4   Since 2004, a 20% reduction in car use for school trips has been achieved. This is a remarkable achievement and demonstrates what can be achieved. This compares with the average of 9% reduction in car use across the three sustainable travel towns with £10million of revenue funding over a five year period.

5.3   Education, Training and Publicity and Travel Awareness

5.3.1   With the amount of funding available for the above two categories (about £35,000 per annum) It has not been possible to carry out initiatives such as Personalised Travel Planning or an a comprehensive travel awareness campaign with the amount of funding available for the above two categories (about £35,000 per annum).

5.3.2   This funding has been used to support Dr Bike sessions, Walk on Wednesdays at schools, travel awareness promotion at the Green Fair and car free events at Wood Green and Green Lanes.

5.3.3   The Greenest Borough Awareness project also includes green travel messages in its promotional campaign, which can currently be seen on advertising sites throughout the borough.

5.4   Workplace Travel Plans

5.4.1   Eleven work place travel plans have been required through the planning process. This year two voluntary travel plans have been introduced through the Enterprise initiative and discussions are taking place to develop travel plans for a further four businesses in the borough.

5.4.2   Haringey businesses can take advantage of free advice and assistance for developing a workplace travel plan from both the Council and through Transport for London's 'New way to Work Programme'. In addition there are various funding opportunities and resources designed to assist with the implementation of the travel plan, including:

Travel plan funding opportunities:

5.4.3 Haringey Council will consider matching funding or contributing to the cost of implementing a measure identified within your workplace travel plan up to the value of £2000. For example, the Council will consider providing a financial contribution towards the installation of secure cycle parking facilities, lockers or shower facilities. This source of funding has been secured from Transport for London (TfL), and is available until March 2011.

5.4.4 Haringey businesses also have the opportunity to work direct with TfL. Haringey Teaching PCT is the only major employer in the borough who has directly worked with TfL to develop a workplace travel plan. However, both the Whittington and North Middlesex University Hospital NHS Trusts have both developed their plans with TfL.

5.4.5 The Council's own travel plan is considered to be in the upper quartile in terms of performance amongst the London Boroughs. Our staff travel plan was introduced in April 2008, as part of our commitment to tackling climate change at a local level. The travel plan supports the council's priority to become one of London's greenest boroughs to lead by example when it comes to protecting and improving the environment. The travel plan consists of a package of measures designed to reduce staff car usage and the necessity to travel for commuting and work related journeys.

5.4.6 Staff travel habitats were resurveyed in July 2009 and the following results were achieved.
- Reduction in single occupancy car trips to work by 5%
- Reduction in business travel private car trips by 26%
- Increase in cycling to work by 2.5%
- Increase walking to work by 1%
- Increase public transport usage by 1%
- Increase car sharing by 0.6%

5.4.7 The 4 main elements to the travel plan include:

1. Essential Service Permits (ESP's)

Introduction of stringent criteria for allocating ESP's, with charges graded according to vehicles' carbon emissions. This has resulted in the number of ESP's in use falling from 2,400 to 800, a reduction of a third and is reflected in the survey results showing a 26% reduction in the use of Council employees' private vehicles for council related journeys.

2. Staff Car Parking
A staff parking priority and charging schemes has been introduced for parking at all the Council's office car parks. Staff requiring a parking space has been reduced by 43% from 525 to 300.

3. Essential User Car Allowance

More stringent criteria have been introduced for allocating an Essential User Car Allowance to a post resulting in a 7% reduction in the allowance.

4. Alternative travel options

a) Three SMART electric pool vehicles

- Use of three SMART Electric vehicles for site visits, meetings etc, reducing the need for staff to bring their own vehicles to work.

b) Pool Bicycles

- 12 pool bicycles are now regularly used by staff for site visits around the borough.

c) Cycle Training for staff

- On road cycle training with access to pool bicycles for training.

d) Cycling Incentives

- Haringey Cycle to work scheme available to Haringey employees. (55 staff have already obtained a bicycle through this scheme for cycling to work and for work)
- Interest Free Loan for purchasing bicycle & cycling equipment
- Discount offered to Council staff at 2 local cycle shops

e) Car sharing scheme

f) Public Transport incentives such as:

- Interest free travel season ticket loans are available for staff.
- Pilot introduction of departmental oyster cards

g) Walking incentives

- Promotional events (eg. walk to work week)

h) New employee induction packs including sustainable travel info.

5.5   **Personalised Travel Planning**

5.5.1   A pilot was undertaken by TfL in 2006 covering just over 29,000 households. This included a travel awareness campaign "Worth the Walk", events and households being visited by a Travel Planner.

5.5.2   The main conclusions were that:
- Reaction to the travel advisor visit itself was incredibly positive and effusive
- The majority requested follow ups and of those who requested them, two thirds received the follow up materials (relating to cycling, buses and walking)
- Around one fifth claim to be considering or to have actually changed their travel behaviour as a result of the intervention

5.5.3   There has not been any further work on personalised travel planning since that time and TfL are concentrating on school travel and workplace travel plans as providing better value for money than PTP.

5.5.4   However, we will be experimenting with a different approach as part of the Muswell Hill Low Carbon Zone – see below.

5.6   **Car club**

5.6.1   The Council, in partnership with Streetcar, introduced 27 car club vehicles at 14 on street locations around the borough in July 2009. There are now nearly 2000 streetcar members in Haringey which is a doubling of membership since the start of the year. The daily usage figures for the car club vehicles in Haringey are also encouraging, with vehicles being used on average 15.3 hours each day. This clearly shows the demand and potential for expansion of the scheme and the Council are planning to increase the number of car club vehicle locations in the borough with a target of having at least 80 operational car clubs bays by the end of 2010-2011. This will create a borough wide service where every resident and business would be within a 5 minute walk of a car club vehicle.

5.6.2   Funding is from TfL, with £35,000 having been spent so far. This year we are planning to install a further 39 bays in 34 locations. By the end of 2010/11 we are planning to have up to 80 car club vehicles operating in Haringey at a total cost of £135,000.

5.7   **Walking**

5.7.1   In Haringey, 34% of all trips are on foot. This compares to the London-wide figure of 30%, demonstrating that walking in Haringey is of particular importance. Haringey residents make more than 184,000 walking trips per

day, which is considerably more than car driver trips [at 118,000]. In terms of journey length, 97% of walking journeys are less than 3km. However, about 48% of car driver journeys are less than 3km with 19% are less than 1km, indicating the potential for a switch for short journeys from the car to walking.

5.7.2   There are 2 strategic walking routes in Haringey, these are the Capital Ring and Lea Valley Walk These strategic walking routes have a role in encouraging more walking and improving the local environment such as improved air quality and reduced noise emissions to the extent that there is a modal shift.

5.7.3   Local walking routes can complement the strategic walking routes by encouraging access to local amenities, shops and leisure facilities and other destinations.   The Council is seeking TfL funding to implement a variety of schemes to improve local accessibility for walking to key attractor destinations along popular commuter and local amenity walking corridor. This will include a series of walking audits to identify deficiencies along popular walking routes to town centres, the public transport network, schools and local amenities. The audits results will be developed into a series of works programmes for each key route to be implemented from 20010/11.

5.7.4   The Council is also undertaking a programme of schemes to enhance the attractiveness of the walking environment, to reduce the perceived fear of crime along key walking routes, such as under bridges and within pedestrian alleys. Measures will include improvements for natural surveillance, lighting and removal of blind spots. Priority will be for key destination attractors such as public transport links, town centres, and amenities.

5.7.5   Haringey Greenway cycle and walking routes are being implemented to link the borough green and open spaces for recreational walking and cycling. Three routes are proposed, one from Finsbury Park to the Lea Valley, one from Finsbury Park to Highgate via Parkland walk local nature reserve, and the third from Muswell Hill Road to Alexandra Palace Station.

5.7.6   The Council is developing a programme of dropped kerbs and tactile paving targeted at key attractor destinations   such as hospitals, health centres, schools with special needs and shopping areas as well as town centres and interchanges. The proposal is to audit the key routes to these destinations and develop a programme of implementing dropped kerbs and tactile paving on these pedestrian routes. The project will complement the Town Centre, Station Access and Bus Stop Accessibility programmes.

5.7.7   The Council has developed a Walking Plan to support the Mayor's TfL Walking Plan for London targets for increasing walking and improving the environment for walking in general.

5.7.8   In addition, TfL funding is used for schemes which provide or improve facilities for walking, cycling or seek to improve access to bus services, or bus reliability.

5.7.9   This includes cycle training and parking (£113,000), cycling schemes (£495,000), bus stop accessibility and bus priority works and pedestrian improvements and walking routes. This year we are investing £2million to improvements pavements throughout the borough.

5.7.10 This year the Council is implementing the following infrastructure projects:
- Footway improvements - £2million
- Local accessibility improvements (e.g. dropped kerbs) - £40,000
- Walking routes (signage)   - £145,000
- Greenways (for walking and cycling)   - £175,000

5.8   Cycling

5.8.1   We are one of the leading boroughs in London in delivering cycle facilities and assistance such as cycle routes, cycle training and cycle parking.

5.8.2   We have implemented cycle routes in the borough over many years and have actively supported the London Cycle Network and its successor London Cycle Network Plus.

5.8.3   The table below compares the lengths of the LCN at various stages for Haringey and the surrounding boroughs to the end of 2007/8.

Highway Authority	Length (km)		
	CRISP/Feasibility Completed	Design completed	Implementation Completed
Camden	1.97	1.56	0.43
Islington	2.48	1.39	1.18
Haringey	3.16	4.58	3.63
Waltham Forest	0	2.74	2.13
Enfield	1.94	1.06	0
Barnet	0	0	0

5.8.4   This shows the amount of work that Haringey has undertaken on London cycle Network, with more studies, design and lengths completed than adjoining boroughs.

5.8.5   The Council is supporting the development and implementation of Greenways cycle and pedestrian routes. Four links are being developed:

- Link 1 Parkland Walk south [between Highgate and Finsbury Park]
- Link 2 Parkland Walk north [between Muswell Hill and Muswell Hill Road]
- Link 3 Finsbury Park to Lee Valley
- Link 4 Highgate to Alexandra Palace Park

5.8.6   CRISP studies have been completed for these links and we have almost completed links 1 and 2. TfL have allocated £175,000 for 2009/10. A further £100,000 has been set aside for links 3 and 4 for 2010/11 and 2011/12.

5.8.7   Sustrans are leading on the management of the programme on behalf of TfL. We are working closely with Sustrans to develop a medium/long term programme. The current network and potential extensions are shown on a map attached to this submission.

5.8.8   Between 2003/4 and 2008/9 we installed 302 cycle parking stands. A further 125 are to be installed in 2009/10 including 39 within parks. We have allocated £20,000 funding for 2010/11 within our Corridors LIP allocation. In addition we piloted secure estate parking at four locations in Tottenham and Muswell Hill as it is recognised that secure cycle parking at the home end is also key to greater cycle usage.

5.8.9   We have supported cycle training for schools and individuals who live or work in Haringey. We contract out the training to Cycle Training UK. In 2008/9 we trained 112 individuals and 630 school pupils. Surveys of individuals has shown more cycle usage following training and more confidence in cycling in busy traffic. We will be amending our approach to training in 2010/11 with the focus shifting to training school staff to lead on training pupils within the school.

5.8.10 Data from the London Travel Demand Survey, covering 2005 – 2008, shows 1% of all trips in the Borough were by cycle. More recent data for households [LTDS 2007/9] shows 2% of trips were by cycle. The same dataset shows that the total number of cycle trips per annum increased from 2.7 million in 2008 to 3.8 million in 2009, an increase of 41%. Similarly, the rate of cycle trips per person per annum increased from 12.1 to 18 between 2008 and 2009, an increase of 49%. Between 5 and 7.5% of Haringey residents cycled at least 2 days per week in 2007/8.

5.8.11 The growth in cycling over the last two years puts us well on the way to meeting our targets for 2010 and 2020.

5.8.12 Almost half of Haringey households do not have access to a car [Census 2001]. Around one third of local trips are under a mile long and 85% of trips are less than 5 miles. The potential for cycling to meet travel demand at the local level is therefore clearly significant and can build on the substantial growth in cycling over the last year or so.

6   Performance

6.1   Achievements and Awards

6.1.1   In November 2008, we won the Guardian Transport and Mobility Award for our partnership with Moselle School, which helps children with learning

difficulties travel to school independently. Although the School staff have done a lot of work, this would not have been achieved without the support of the borough's school travel plan team. The Moselle School is one of only a handful of schools across London which has an "outstanding" school travel plan.

6.1.2 Our Road Safety Education team have won several awards for their work, particularly for their work with deprived communities. This included most recently a joint London Region Compact award with Enfield for the Haringey and Enfield Communities Road Safety Project. They have also picked up a Transport Times Highly Commended 2009 – for their work with TfL on Injury Inequality Reduction, and in 2006 an award from the London Accident Prevention Council. Their work has also been commended by the Metropolitan Police.

6.1.3 We also won the Most Improved Transport Borough at the London Transport Awards in 2007.

6.2 How performance is measured

6.2.1 There are a range of LAA, national, local and TfL indicators which are used to measure performance of the Sustainable Transport service. There are performance monitoring meetings on a monthly basis for Frontline Services which look at the corporate PIs. Many of the transport PIs are only reported annually and so these are assessed on a yearly basis.

6.2.2 None of the usual methods for assessing comparative performance between authorities used by the Audit Commission (see Appendix 2 for more information on Audit Commission assessments) are particularly useful for assessing Haringey's performance with other boroughs on smarter choices, as they only use national indicators:
- killed and seriously injured
- proportion of children travelling to school by car
- principal roads in need of maintenance
- non-principal roads in need of maintenance

6.2.3 Extracts from an Audit Commission report using their value for money website, are attached as Appendix 3. The transport element of the assessment includes parking and concessionary travel and this means that this information is not directly relevant to sustainable transport. The report does show that our spending on all transport aspects, including policy and strategy, highways and public transport is low compared to the adjoining boroughs with highways spending being the lowest.

6.2.4 On road safety, these indicators show an overall continuing reduction in the numbers of people killed or seriously injured in accidents. It would seem that the proportion of children travelling to school by car is unlikely to reduce much further and last year showed a small increase for primary schools. The Audit Commission value for money tool shows that we spend a comparatively high

amount compared to other boroughs on this element and this is probably a reflection that other boroughs have reduced their staffing on road safety, particularly road safety education, whilst Haringey have retained their staff.

6.2.6   Our performance has improved in the last few years on reducing the proportion of roads needing maintenance. Other borough's have reduced the percentage of roads needing maintenance at a faster rate and this has reduced the upper quartile threshold from 10% to 4%.   Our current performance for the condition of principal roads is in the bottom quartile for performance when assessed against other London authorities and in England as a whole as it has stayed at the same level (9%) over the last two years. TfL provides the funding for principal road maintenance in London.   For non-principal roads, the amount requiring maintenance has increased from 8% to 9% and this places us below average with the danger of moving into the bottom quartile as other local authorities improve their performance. If existing levels of investment are kept at previous levels or reduced, then performance is likely to deteriorate and we will remain in the bottom quartile for this performance indicator.

6.2.7   The quality of roads is important, particularly for cycling and bus passengers, as well as motorists.

6.2.8   The following section looks at our performance using TfL data and comparing Haringey's performance against the London average.

6.3   Transport for London performance data

6.3.1   The Council adopted its Local Implementation Plan in 2007 which included a number of transport related performance indicators and targets. Any of the performance indicators were set by TfL, although boroughs were allowed to set their own targets.

6.3.2   TfL produces a yearly data report which provides information on the borough's performance and whether or not the borough is on track to meet its performance targets.

6.3.3   In the past this performance data has been included in the Cabinet Report on the proposals for the Highways Works Plan. However, the service is currently reviewing its local performance indicators which it uses and will be incorporating some of the TfL indicators within its local indicators.

6.3.4   TfL also produces a performance data report which covers the consolidated data for all the London boroughs. This means that we can assess our performance against what is being achieved across London, although not directly with individual boroughs. Appendix 4 sets out a Table showing each of the TfL performance indicators, the TfL target, our current performance, the London average and a comment on our relative performance. A traffic light system is used to indicate whether our performance is on track, not on track and whether of concern.

6.3.5   For most of the indictors, our performance is in line with the London average.

6.3.6   We are doing particularly well in relation to:

Reducing the number of cyclists killed or seriously injured	- 31%
improving bus journey times	7 out of 9 routes showing improvements
increasing the proportion of walking and cycling work trips	+2%
increasing the number of walking trips	+4%
increasing the number of cycling trips	+41%
the completion of School Travel Plans	98 out of 99 plans completed

6.3.7   Despite this, of most concern is the increase in the proportion of personal travel made by car which has increased by 3% since 2005.   In terms of traffic volumes it would appear that the amount of traffic peaked in 2006 and overall in London the reduction in traffic volumes has been -1.4% with the reduction in Haringey being -2%. Given that most of the traffic growth is expected to take place in Outer London, the reduction in traffic volumes is a good result.

6.3.8   Like most other boroughs we have made good progress on reducing the number of people killed and seriously injured overall, with 22 boroughs (including Haringey) achieving an overall reduction of between 40% and 50%.

6.3.9   It is likely that the transport indicators that need to be reported to TfL will change with the adoption of a new Local Implementation Plan in 2010. TfL are likely to set a more limited range of mandatory indicators and then the boroughs can choose others to include. In the draft LIP guidance TfL were suggesting that there would be 5 formal indicators

- Mode share at borough level for all residents for all trip purposes
- A public transport reliability indicator (yet to be developed)
- Principal roads in need of maintenance (this is an existing national indicator)
- Killed and Seriously Injured (this is also an existing national indicator)
- CO2 emissions – tonnes/year or per capita but there is a potential method conflict with LAA target

7   Customer Satisfaction

7.1   We use the results of resident's surveys to assess priorities for service delivery and improvements.

7.2   Residents' survey

7.2.1   The Haringey Residents' Survey is undertaken each year to measure residents satisfaction with and perception of the council's services. The survey is part of a London-wide polling exercise that has been running since 1991 in partnership with London Councils. The questions in the survey are in two groups: London-wide questions which are asked across London followed by a series of local questions which are asked only in Haringey. The core London-wide questions cover the following topics:
- Issues of concern to residents
- Image of the borough
- Service delivery and use of services.

7.2.2   The 2009 Haringey Residents' Survey was conducted in February 2009. Over 1053 people were interviewed in-street and in-home at 88 sampling points across the Borough. Quotas are set on gender, age, working status of women, housing tenure and ethnic origin.

7.2.3   Traffic was mentioned as an area of personal concern by 20% of the sample. This was the fourth highest area of concern, exceeded only by crime, level of council tax and litter. It was of greater personal concern than issues such as jobs, education and health. Despite this, there was a 6% drop in the number of people concerned about traffic between the 2008 and 2009 survey.

7.2.4   In contrast, only 7% of respondents mentioned public transport as an area of personal concern. There was no change in this percentage between the 2008 and 2009 surveys. The survey also showed that people in Haringey are a little less concerned about public transport than Londoners as a whole.

7.2.5   Three topics of relevance to the Sustainable Transport service were included in the service delivery section of the survey: public transport, street lighting and repair of roads and pavements.

7.2.6   In the 2009 survey, 72% of Haringey residents considered the delivery of public transport services to be good or excellent. This figure has increased from 69% in 2008 and 62% in 2007. The 2009 figure is significantly better (7% higher) than the London-wide average.

7.2.7   In the 2009 survey, 64% of Haringey residents considered the delivery of street lighting services to be good or excellent. This is a slight fall from the 2008 figure of 66%. However, it is still higher than the 2007 figure of 62%.

7.2.8   In the 2009 survey, 34% of Haringey residents considered the delivery of repairs to roads and pavements to be good or excellent. This is a significant

fall from the 2008 figure of 43%. The 2009 figure is similar to the 2007 figure of 33%. Haringey currently performs significantly less well (8% lower) than the London-wide average for this service.

7.3   Place survey

7.3.1   The Place Survey was developed by the Department for Communities and Local Government (CLG) in order to minimize the number of surveys undertaken by local authorities to measure 18 of the 25 National Indicators (NIs) set by the government in April 2008. The first survey was conducted in 2008/09 and was completed by approximately 1,900 people resident in Haringey.

7.3.2   The survey sought to ascertain what issues are of most concern to local people and those issues which need most improvement locally. In a list of twenty issues, public transport was found to be that of third greatest importance to local people, equal to health services. Level of crime and clean streets were the only areas considered to be of the greatest importance. Although considered important, public transport appeared low in the list of issues which residents felt most in need of improving locally.

7.3.3   In contrast, road and pavement maintenance appeared fifth from the bottom in the list of issues of greatest importance to local people. However it was fourth in the list of issues which residents felt most in need of improving locally.

7.3.4   The level of traffic congestion was also identified by many residents as in need of improvement; it came third in the list with only level of crime and clean streets having a higher priority. The level of congestion appeared half-way down the list of issues of greatest importance to local residents.

7.3.5   The relative priorities of all twenty issues in the list are shown in Figure 2 (overleaf) which maps those issues of most concern against those considered most in need of improvement. It may be seen that clean streets and the level of crime are significant priorities over and above other issues. It is noted that traffic congestion and public transport also figure prominently in this same assessment.

Figure 2 – Resident priorities for action from the Place Survey (2008)

Relative Priorities of traffic congestion & public transport (Place Survey)

Ipsos MORI Base: All valid responses
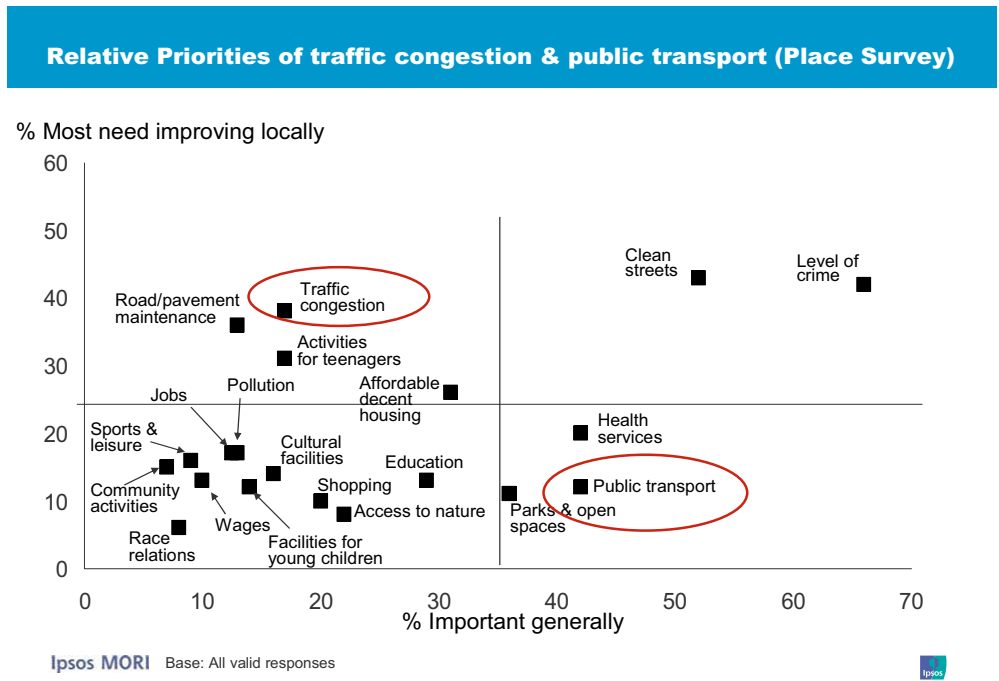
7.4 Road to Improvement (2007)

7.4.1 In 2007 the Council carried out a consultation exercise to ask for views on the way the Highways Improvement fund is spent called "On the road to improvement". The intention of the project was to give information on the type of projects which are eligible for funding and to find out what residents considered would be the top priority.

7.4.2 There were over 3500 responses received.   The priorities were

Topic	Count	%
Pothole repair	1493	43%
Pavement replacement	1441	41%
Measures to ease bus congestion	992	27%
Cycling pathways	900	26%
Improved street lighting	858	24%
Measures to ease traffic congestion pinch points	828	24%
Road resurfacing	807	23%
More pedestrian crossings with traffic signals	758	22%
Road safety improvements	675	19%
Road safety education in schools	591	17%
Traffic calming	526	15%

Traffic islands (pedestrian refuges)	339	10%
Cycle stands/ cycle parking	273	8%
Cycle sanctuary (refuge)	177	5%
TOTAL	**3505**	**100%**

7.4.3   The information was used to support funding bids and as a result of this the pothole Blitz fund was set up for 2008/9. It has also influenced the split between investment in pavements and roads and the continued investment in street lighting.

7.5   NHT Benchmarking

7.5.1   In 2009 Haringey participated in a national highways and transport customer satisfaction benchmarking exercise with 75 other local authorities. Eight London boroughs participated, including Haringey. This allows each local authority to compare the levels of satisfaction with its service against other local authorities.   A table setting out the key benchmarking indicators from this survey are set out in Appendix 5.

7.5.2   In terms of methodology, 4500 postal questionnaires were distributed with 12% being returned. The survey took place in June 2009.

7.5.3   The areas of most interest to this scrutiny review would be

- Accessibility
- Public transport
- Walking/cycling
- Traffic congestion

 Accessibility
7.5.4   The satisfaction with accessibility to key services is high for all the London boroughs ranging from 75.98% to 82.54%. Haringey's score is 78.56% overall, which is to be expected with its position between inner and outer London.   The scores for accessibility indicators are set out in Appendix 6.

7.5.5   The satisfaction with accessibility was also separately measured for people with disabilities and for those without a car. Ease of access (disabilities) scores ranged from 70.26% to 79.92%, with Haringey's score at 73.69%. When households without a car responded on accessibility, scores ranged from 72.61% to 84.49% and Haringey's score was 80.68%.

7.5.6.   Overall, there was high satisfaction with accessibility for all the London boroughs.

7.5.7   The survey also asked about the scope for improvement. In terms of accessibility, it was accessibility for people with disabilities which was seen to need the most improvement at +6.23%.

Public Transport

7.5.8   This category includes bus services, information, taxi and mini cab services as well as community and demand responsive transport. The scores for public transport are set out in Appendix 7.

7.5.9   All London boroughs scored highly for satisfaction with local bus services, with scores ranging from 65.34% to 74.29%. Haringey's score of 72.9% is the second highest and the national average was 60.1%.

7.5.10   Satisfaction with public transport information was more mixed with scores ranging from 55.82% to 64.11% and Haringey's at 58.09%. The national average was 48.54%. Although these scores are all within a 10% window, the NHT identifies scores at over 60% to be "good".

7.5.11   These scores reflect the advantages that London has when it comes to bus services over the rest of the country and demonstrates the gap between London where there are good, frequent services, and integrated ticketing and information, compared with the de-regulated situation in the rest of England.

7.5.12   Overall, there is good satisfaction with taxi and min-cab services.

7.5.13   On community transport, the scores for the London boroughs only differ by 5%, between 58.81% and 63.01%. Haringey, just makes it into good satisfaction at 60.89%, which is virtually the same score as Hackney, which has had community transport for a lot longer and is much more established.

7.5.14   The areas identified as being most in need of improvement were local taxi/mini-cab services (+10.52%) and local public transport information (+6.02%).

Walking and Cycling

7.5.15   On pavements and footpaths, the scores range from 54.51% to 69.75%, although this high score is from Kensington and Chelsea, which is 7.25% the borough in second place. Haringey comes in at 56.36%, which is a reflection of the 25% of pavements which are in need of maintenance. The customer satisfaction scores are set out in Appendix 8.

7.5.16   Only Kensington and Chelsea achieve good satisfaction on certain aspects of pavements and footpaths, with the remaining boroughs all scoring between 55.27% and 59.95%. Haringey's score is 56.5%.

7.5.17   There seems to be the most dissatisfaction with cycling routes and facilities across all the London boroughs. Scores ranged from 44.14% to 55.32%.

Scores below 50% rate as poor satisfaction. Haringey's score was 46.77% compared to Hackney's at 53.26% and the national average at 52.46%. However, when certain aspects of cycle routes and facilities were measured, all London boroughs recorded poor satisfaction, including Hackney. This seems to be a national picture, with the average satisfaction being 48.26%.

7.5.18 Conversely, all London boroughs scored in the mid-high 50s for satisfaction on rights of way. However, this was not seen as an area which could be improved much, Haringey came out first on the Rights of way network for all London boroughs.

7.5.19 This was one of the areas where significant need for improvement was identified. For pavements and footpaths an scope to improve score of +13.39 score was recorded. On cycle routes and facilities there was a +21.20 score for scope to improve.

Conclusion

7.5.20 All the performance and customer satisfaction data indicates that Haringey is performing similarly to its nearest neighbours and other London boroughs in the transport services that it provides. The external recognition that we have received through awards, demonstrates that we provide good transport services, that we are effectively delivering infrastructure and behaviour change work associated with school travel plans.

7.5.21 We are particularly proud of our road safety achievements, both in terms of reducing accidents and in the innovative projects which have been delivered by our road safety education team to tackle accidents in the most vulnerable communities.

7.5.22 However, it is the condition of the infrastructure which comes out as a recurrent area of concern, from both the performance indicators and the customer surveys, despite consistent investment in recent years and an effective inspection programme. This affects walkers, cyclists and bus passengers as well as motorists, and so could have potentially damaging impact on the Council's efforts to encourage further sustainable travel.

8 Service challenges

8.1 The biggest driver for change within Haringey is the need to develop its own Transport Strategy by the end of 2010. This is due to a new Mayor's Transport Strategy being developed and the requirement for all London Borough's to develop a Local Implementation Plan to reflect this new strategy. Our own Transport Strategy will need to demonstrate how we will meet the Mayor's transport objectives. It will also need to reflect our position in North London with characteristics of both inner and outer London boroughs and our diverse population.

8.2   To some extent, the main drivers for change in sustainable transport, are the same as for most urban areas:

- climate change
- tackling overcrowding on public transport
- tackling highway congestion
- health inequalities
- poor air quality
- economic viability
  -

8.3   London Borough's are expected to follow the main principles of the MTS, although they can provide reasoned justification for a different approach.   As well the common drivers for changes to transport, it is also necessary to consider what might be the unique factors for Haringey and Haringey's own priorities.

8.4   Haringey's priorities

8.4.1   The social-economic situation in Haringey, means that accessibility to jobs, learning and health facilities may be a key priority.

8.4.2   Tackling crime came out top in the Place Survey of issues of concern to local residents. Therefore, a transport strategy for Haringey would need to focus on the contribution it can make, to helping people feel safe on Haringey streets, in particular, safe to walk, safe to cycle and safe to use public transport. This can also mean continuing to reduce the number of accidents and improving road safety.

8.4.3   The second most important issue for residents was clean streets. We need to consider how our scheme works can contribute towards helping to keep Haringey's streets clean and attractive.

8.4.4   The Greenest Borough Strategy, sets out a series of objectives and proposals to reduce carbon emissions in Haringey over the next ten years.

8.4.5   Overall in London, the growth in population and employment is expected to bring about an increase in demand for an additional 3 million trips. In Haringey it is likely that there will be increased demand for travel through increased housing growth, particularly in the regeneration areas of Tottenham Hale and Haringey Heartlands. In addition, the creation of significant employment opportunities outside of Haringey will re-enforce the current trend of out-commuting.   When considering policy options for the Council's Transport Strategy it is important to consider the role of smarter choices in meeting or reducing this demand for travel.

8.10   **Opportunities**

8.10.1 However, a significant opportunity does exist with the need to develop the Council's own transport strategy and the emphasis that this could give to behaviour change.   The Scrutiny Review will be concluding at a key time in the development of the strategy, when challenges and issues are being investigated and consultation on travel needs will have started.   The introduction of a Transport Forum provides a place for residents and organisations to debate policy issues and to act as a consultative forum on the emerging strategy.

8.10.2 The changes to LIP funding also provide an opportunity for better integration of physical schemes to address a number of sustainable transport issues, including promotion and travel awareness. The approach agreed by Cabinet in September 2009, was to look at developing neighbourhood schemes taking School Travel Plans as a starting point to develop a range of initiatives.

8.10.3 There is still a need for public acceptance on the need for individuals to modify their behaviour to deliver public benefits such as increases in road safety or reductions in carbon emissions through travelling by other modes or at slower speeds for example. There is also the public perception that the introduction of traffic calming measures or the introduction of controlled parking zones are an infringement on private freedoms rather than for collective benefit.

8.10.4 There are already existing competing demands for resources to address the wide range of services which Sustainable Transport provides and this will become more intense in future years as funding is likely to decrease.

8.11   **New/planned initiatives**

        The following initiatives demonstrate the efforts which the service is taking to develop sustainable transport and smarter choices.

8.11.1 DIY Streets: We are working with Sustrans as one of their partner authorities to develop the DIY Streets approach to a group of streets rather than an individual street.   This will be a two year project to develop innovative traffic calming measures. It incorporates working with the community on travel behaviour as well as developing physical measures.

8.11.2 Biking Borough – we have been selected by TfL to be one of 12 outer London biking boroughs.   We will receive up to £25,000 for consultancy work to recommend projects to significantly increase cycling in Haringey. This consultancy work needs to be completed by end of March 2010. Funding for these projects would need to come from the Council's LIP funding.

8.11.3 <u>Muswell Hill Low Carbon Zone</u>: We will be using the Muswell Hill Low Carbon Zone to pilot a different approach to personalised travel planning. For this project, the work with households, schools and businesses will cover behaviour change across a range of carbon reduction issues including, waste, energy and travel. Much of the funding for this project will come from the GLA.

8.11.4 <u>Workplace and Residential Travel Plans</u> – the creation of a new post funded through s106 to work on the development and monitoring of travel plans agreed through the planning process.

9 Equalities and Consultation

9.1 A full equalities impact assessment was carried out as part of the development of the existing LIP and a further equalities impact assessment will be needed for the new transport strategy. Particular attention was paid to transport disadvantaged groups such as disabled and elderly persons through proposals for community and accessible transport.

9.2 The Council has had a Mobility Forum for several years which met to consider mobility issues for people with limited mobility and this included disabled and elderly people. Although the intention was that this group would also cover parents with young children and young people, it never managed to attract representation from these groups. This group has now been amalgamated into the Transport Forum which was established earlier this year. Part of the Transport Forum's role is to act as a consultative forum on transport issues. However, representation at the Transport Forum so far has not been representative of Haringey's diverse population.

9.3 Different consultation arrangements exist for different types of transport and highways projects. The most intensive consultation is used for traffic calming and parking schemes, where officers work with a Focus Group of residents and stakeholders to develop proposals for consultation and implementation. For straightforward highway works, such as road resurfacing, only notification of the works going ahead is provided to local Councillors, residents and traders.

9.4 The service is conscious of the importance of the walking environment and public transport particularly to Haringey's most deprived residents, who are reliant on these methods of transport.

Accessibility

9.5 Accessibility is a key issue which sustainable transport addresses, particularly physical accessibility. This is achieved through carrying out works to improve accessibility such as dropped kerbs, raised tables across side roads and bus stop works to make it easier for people to get on and off buses.

9.6   Our footway works are also important in improving the quality of pavement surfaces and reducing the need for small scale remedial treatments to remove trip hazards.

Mobility

9.7   The Council has introduced a number of new initiatives in recent years to improve mobility in the borough. This includes the introduction of a community transport scheme and Leisure Mobility, which takes mobility scooters to different locations in the borough.

Road Safety

9.8   Black people were found to disproportionately represented in traffic accident statistics and this has led to the work that we have done in the last few years with different ethnic groups.

Appendices

Appendix 1 – Sustainable Transport Service – Structure chart

Appendix 2 - Audit Commission comparative assessment of performance

Appendix 3- Extracts from Audit Commission value for money report 2009

Appendix 4 - Comparison of Haringey TfL Performance data with London wide data

Appendix 5 – NHT Benchmarking – key benchmarking indicators

Appendix 6 – NHT Benchmarking – accessibility indicators
Appendix 7 – NHT Benchmarking – public transport indicators

Appendix 7 – NHT Benchmarking – walking and cycling indicators

Background papers

www.dft.gov.uk/pgr/regional/ltap - How is an authority's transport performance assessed for CPA?

http://vfm.audit-commission.gov.uk/reports - Use of resources assessment: Value for Money Profile report: Environment, planning and transport 2008/9: Haringey London Borough Council

Guidance on Developing the second Local Implementation Plans: Draft for Consultation. TfL/London Councils. October 2009.

2009 London-wide Performance Report. TfL

MTS Implementation Targets – Data Reports 2008 (2008/09): Haringey: North London. TfL

SUSTAINABLE TRANSPORT

HIGHWAYS ASSETS GROUP
Demos Kettenis

ENGINEERING PROJECTS TEAM
Danny Gayle

* To ensure the effective delivery of all aspects of Corridor schemes, walking, cycling and bus measures including schemes funded by new developments

STREETLIGHTING TEAM
Steve Lain

* Streetlighting planned & reactive maintenance
* Management of Streetlighting assets

PLANNED & REACTIVE TEAM
Laurence Pratt

* Maintenance of the existing public highway infrastructure

* Pavement and road repairs (planned and responsive); repairs to signs, bollards, road markings, guardrails and street furniture & installation of footway vehicular crossings

* Managing cleaning out of gullies and surface water courses

* Structures planned and reactive maintenance

TRAFFIC MANAGEMENT GROUP
Oladejo Olatunji

NETWORK MANAGEMENT TEAM
Mahmood Ramjan

* Co-ordinate all works on the highways
* Inspect utility company works
* Inspect works on the highway
* Licensing of scaffolding, hoardings, crane operations & containers
* Management of major utility projects (VMR, NGRID, Gas)

TRAFFIC MANAGEMENT ORDERS

* Permanent traffic orders
* Temporary traffic orders

(Road closures - e.g. fireworks displays, demonstrations, celebrations, street parties, road works)

IT SUPPORT GIS TEAM
(Geographical information Systems)
Michelle Alipio

* Provide support to the business software needs e.g. Confirm; Autocad; GIS

* Are the custodians of the local street gazeteer

* Support management of highways assets incl. gullies, carriageways & footways

* Maintain, update and improve all electronic mapping systems

TRANSPORT POLICY & PROJECTS GROUP
Tony Kennedy

NEIGHBOURHOODS TEAM
Derek Smith

* 20MPH zones
* Traffic calming measures
* Traffic management measures
* A406 traffic management complementary measures

PARKING PROJECTS TEAM
Chris Roberts-Wray

* Pay & Display, Stop & Shop Schemes
* Waiting & loading restrictions
* CPZ new schemes & reviews
* Yellow Box markings

TRANSPORTATION TEAM
Malcolm Smith

* Transport policy development
* Travel Awareness and events

* Transport assessment of Development proposals including Spurs application

*Streetcar, electric charging points

* School Travel Plans

* School Crossing Patrols

* Road Safety Education

Appendix 2 – Audit Commission comparative assessments of performance

Comprehensive Performance Assessment 2008

Our performance is assessed in a number of ways. Firstly, transport services are assessed as part of the Comprehensive Performance Assessment. In London, this is fairly limited as the transport role is split between Transport for London and the London Boroughs. The "Transport" definition includes parking services and concessionary fares which are not within the Sustainable Transport service and therefore this indicator is not directly relevant.

Under CPA transport is located within the "Environment" block together with waste management and spatial planning. The latest service assessment for Environment is a 3 (performing well – consistently above minimum standards).

Two different sources are brought together to provide the transport component of the Environment service scores. These are Best Value Inspections and Best Value (now National) Performance Indicators. In Haringey there are no relevant Best Value Inspections. This means that the only comparative data used for the CPA assessment is our performance indicators.

The last inspection in 2008 found that the following indicators were:

Above the upper threshold (this means comparatively high performance)
- Reducing killed and seriously injured (KSI) road casualties
- Reducing slightly injured road casualties

Between the thresholds
- Condition of non-principal unclassified roads
- Percentage of pedestrian crossings with facilities for disabled people
- Condition of surface footway
- Intervention of the Secretary of State under traffic Management Act powers

No highways or transport indicators were below the lower threshold which would indicate comparatively low performance.

Comprehensive Area Assessment 2009

The 2009 CAA mentions that the Council is making good progress in improving road safety by reducing both serious injuries and slight injuries.

Appendix 3 Audit Commission – extracts from value for money report – 2009

Use of resources assessment

Value for Money Profile report

Environment, planning and transport

2008/09

Haringey London Borough Council

(Revised February/March 2009)

Report generated on 27 Nov 2009 at 16:09:35

Environment, Planning and Transport

Environment, planning & transport
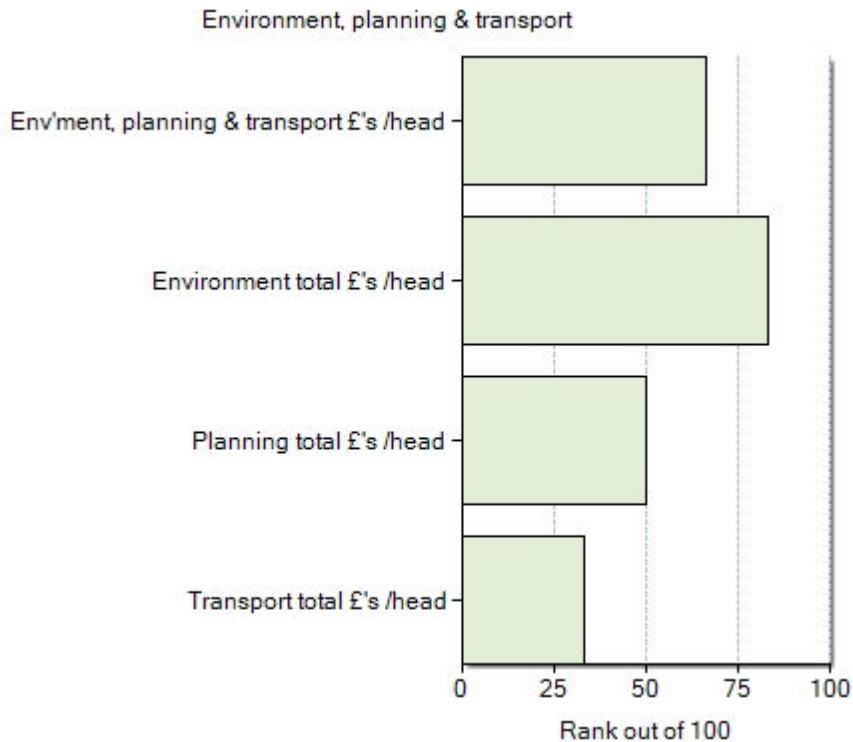
Each bar of the chart shows how the council's spending for these services ranks when compared to other councils. For example, if a council spends more on planning than all the councils in the comparison group it has a rank of 100 and if it spends less on planning than all the councils in the comparison group it has a rank of 0.

Each year the Audit Commission makes an assessment of the council's performance in providing environmental services. The assessment is made by combining environment inspection reports with a range of performance indicators. In 2007 the council's environmental services were scored as level 3 (performing well - consistently above minimum requirements) out of a possible 4.

In [single tier] councils, the environmental services account for around 8 per cent of expenditure.

For more information about the data used in this report please refer to Annex One.

Transport
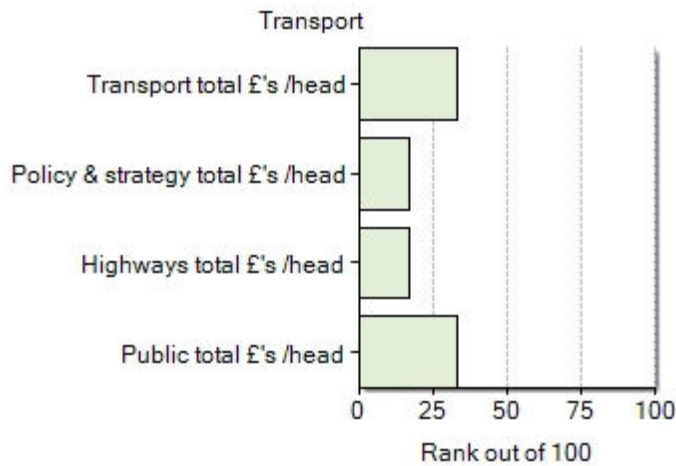
Each bar of the chart shows how the council's spending for transport services ranks when compared to other councils. For example, if a council spends more on highways than all the councils in the comparison group it has a rank of 100 and if it spends less on highways than all the councils in the comparison group it has a rank of 0.

Spending on transport is made up principally of spending on highways (with the exception of London boroughs) and spend on public transport including concessionary fares, parking spend and income.

Transport: Highways

Overview
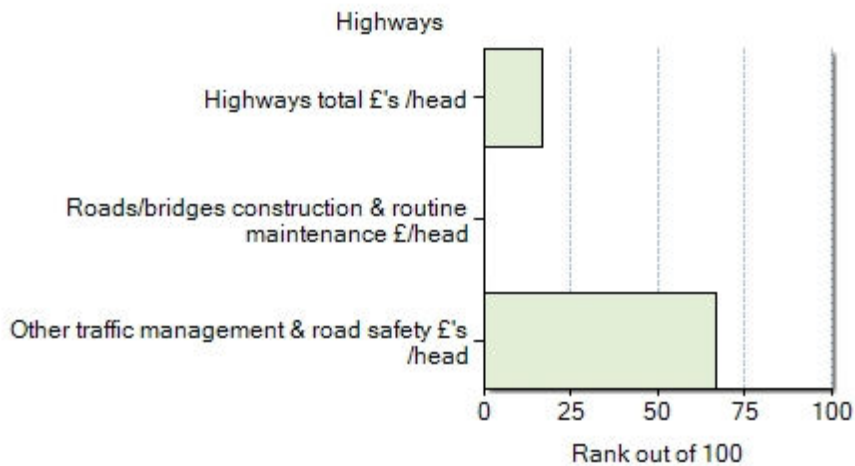
Spending on construction and maintenance typically account for 80-90 per cent of planned spending on highways.

There is a significant time lag between historic measures of road condition and plans for spending to maintain and improve infrastructure.

The Gershon review suggested that substantial efficiency gains are available through roads maintenance procurement.

Transport: Highways

Highways performance indicators
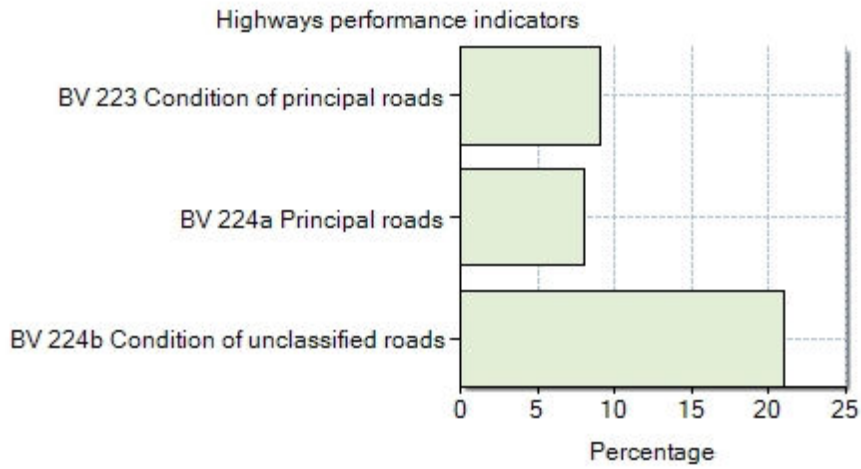
The chart compares the council's performance on highways indicators - BVPI 223 principal road condition, BVPI 224a non-principal road condition, and BVPI 224b unclassified road condition.

In comparing spending with the performance indicators highlighted above, it is important to bear in mind the time lag between historic measures of road condition and plans for spending to maintain and improve infrastructure.

Transport: Public

Public
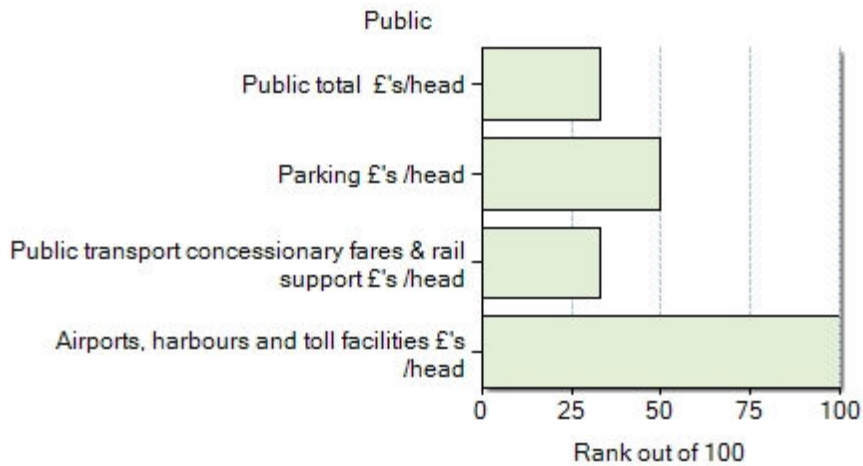
Outside London, councils may procure socially necessary bus services to complement the service provided by the commercial network.

N.B There seems to be an anomaly with the report in that we are identified as being the highest spending authority with respect to airports, harbours and toll facilities, although there are no records of such facilities in Haringey and our recent returns have shown no spend for this item

Authorities used for the Comparison group Geographical Neighbours within this report:

- Barnet London Borough Council
- Islington London Borough Council
- London Borough of Camden Council
- London Borough of Enfield
- London Borough of Hackney

- London Borough of Waltham Forest

Appendix Comparison of Haringey Transport Performance with TfL targets and London wide performance

Performance Indicator	TfL Target	Haringey 2008/9	London Average 2008/9	Comparative position in London
Improving road safety				
No of people killed and seriously injured overall	-50% by 2010	-43%	-44%	Haringey are on track to meet this target. 22 boroughs have achieved overall KSI reductions of between 40% and 60%
No of pedestrians killed and seriously injured	-50 by 2010	-44%	-41%	Low numbers prevent meaningful comparisons
No of cyclists killed and seriously injured	-50% by 2010	-31%	-24%	Haringey is not on track to meet this target and only 12 London boroughs are on track to meet this. Increases in the numbers of cyclists have also led to increasing numbers of cyclists being involved in accidents
No of motorcyclists killed and seriously injured	-40% by 2010	-16%	-14%	Haringey is not on track to meet this target. Performance varies substantially between boroughs as casualty numbers are often low.
No of children killed and seriously injured overall	-60% by 2010	-52%	-63%	More than two-thirds of boroughs have achieved a reduction of more than 60%. Haringey is one of 7 boroughs to have achieved a reduction of between 50% and 60%.
No of slight casualties overall	-25% by 2010	-29%	-36%	Haringey was one of 5 boroughs which achieved a reduction of between 20% and 30%. However 25 boroughs achieved reductions of greater than 30%.
Improving bus journey time and reliability				
Improved speeds in the am peak	Increase or maintain speeds at 2005 levels	77.78%	39%	This is based on 9 routes in the borough.
Improved speeds in the inter peak	Increase or maintain speeds at 2005 levels	55.56%	36%	This is based on 9 routes in the borough.

Appendix Comparison of Haringey Transport Performance with TfL targets and London wide performance

Improved speeds in the pm peak	Increase or maintain speeds at 2005 levels	33.33%	33%	This is based on 9 routes in the borough.
Relieve traffic congestion and improve journey times				
Traffic volume	No TfL target	-2%	-1.4%	The data suggests that traffic volumes peaked in 2006 and have since reduced by 2.2% since.
Mode share of trips by car	To maintain or increase the proportion of personal travel made by means other than the car	+3%	Increased by average of 2.8% in 23 boroughs and decreased by average 2.1% in 10 boroughs	
Mode share of trips by foot		+2%	Increased by average of 2.9% in 22 boroughs and decreased by average 1.9% in 11 boroughs	

Appendix Comparison of Haringey Transport Performance with TfL targets and London wide performance

Indicator			Comment
Mode share trips by bicycle		No change from 2%	
Mode share trips by bus/coach	-3%	Increased by average of 0.4% in 20 boroughs and decreased by average 0.5% in 12 boroughs	Haringey experienced a higher than average reduction in bus/coach travel
Proportion of walking and cycling school trips	47%	No data available	A reduction of 3% between 2008 and 2009 based on a three year average
Proportion of walking and cycling work trips	13%	No data available	An increase of 2% between 2008 and 2009 based on a three year average
Walking trips made in the borough	280 million	278 million	Increased by average of 11% in 10 boroughs and decreased by average of 7.1% in 23 boroughs	Haringey had an increase of 4.12% in walking trips between 2008 and 2009
Cycling trips in the borough	3.8 million	3.8 million	5.7%	Haringey had an increase of 41% in cycling trips between 2008 and 2009
No of schools where a school travel plan has been submitted	100%	98 out of 99	85% of schools have a STP	14 boroughs achieved between 90% and 100% of schools with STPs.

Appendix 5: NHT Benchmarking 2009 - Key Benchmarking Indicators

Authority	KBI 01- Overall (local)	KBI 02 - Overall (national)	KBI 03 - Ease of Access (all)	KBI 04 - Ease of Access (Disabilities)	KBI 05 - Ease of Access (no car)	KBI 06 - Local bus services	KBI 07 - Local Bus Services (BVPI 104)	KBI 08 - Public transport info (BVPI103)	KBI 09 - Taxi/mini cab services	KBI 10 - Community Transport	KBI 11 - Pavements & footpaths	KBI 12 - Pavements & Footpaths (aspects)	KBI 13 - Cycle routes and facilities	KBI 14 - Cycle routes and facilities (aspects)	KBI 15 - Rights of Way	KBI 16 - Satisfaction - Rights of Way (aspects)
LB Hackney	59.03	58.85	77.9	71.01	78.46	72.82	74.05	58.35	66.86	60.88	62.5	58.76	53.26	47.68	55.82	53.7
LB Haringey	57.15	56.96	78.56	73.69	80.68	72.9	76.68	58.09	66.63	60.89	56.36	56.5	46.77	40.6	59.77	55.38
LB Islington	59.28	59.1	82.54	79.92	84.49	70.86	76.46	64.11	67.38	58.81	61.31	59.95	52.65	47.5	58.16	49.64
LB Lambeth	56.54	56.37	78.78	77.8	79.01	70.63	74.6	55.82	64.69	59.51	55.19	57	46.84	44.38	54.25	50.18
LB Redbridge	58.74	58.68	75.98	70.26	72.61	67.53	67.55	56.34	67.79	61.49	57.51	58.11	53.7	45.51	59.55	52.77
LB Tower Hamlets	57.57	57.54	78.25	71.3	79.32	66.05	68.51	57.42	67.1	63.01	58.58	55.27	49.24	42.41	59.34	49.13
LB Waltham Forest	56.15	56.03	77.16	72.52	77.16	65.34	71.65	59.36	67.47	58.07	54.51	55.38	55.32	49.51	56.51	53.91
RB Kensington & Chelsea	61.84	61.62	81.71	76.32	81.88	74.29	73.94	60.97	72.02	59.78	69.75	66.11	44.14	40.05	58.69	49.96
Average	56.18	56.16	77.98	72.77	75.13	60.1	59.07	48.54	67.15	58.2	55.48	56.34	52.46	48.26	58.43	53.09

Accessibility Indicators

Appendix 6: NHT Benchmarking 2009 - Accessibility indicators

Authority	ABI 01 Where you work	ABI 02 Post Office/banks	ABI 03 Local shops/supermarkets	ABI 04 Hospital	ABI 05 Doctors and health facilities	ABI 06 School/college	ABI 07 Leisure Facilities	ABI 08 To visit friends/family	ABI 09 Walking	ABI 10 Cycle	ABI 11 Bus	ABI 12 Car (or Van)	ABI 13 Passenger in a car	ABI 14 Motorcycle or moped	ABI 15 Taxi or mini-cab	ABI 16 Train	ABI 17 Wheelchair or mobility scooter	ABI 18 Community Transport	ABI 19 Demand Responsive Transport	ABI 20 Tram	Average
LB Hackney	77.79	81.87	85.44	69.09	83.37	76.96	77.73	70.97	75.63	68.86	76.34	71.18	73	67.06	71.08	65.44	51.37	62.11	65.11		72.13
LB Haringey	75.35	81.77	86.02	67.09	84.95	80.96	80.44	71.9	72.39	56.53	71.21	73.56	72.61	64.41	69.15	69.51	44.89	53.26	59.51		70.29
LB Islington	84.89	88.16	89.37	73.88	87.63	82.71	80.9	72.81	77.36	68.75	76.5	68.8	70.53	66.28	75.39	70.57	52.25	60.66	61.71		74.17
LB Lambeth	77.86	83.32	85.37	71.65	86.29	78.79	76.87	70.08	75.88	64.71	74.5	73.69	73.14	71.59	74.47	71.56	45.09	57.15	61.68		72.3
LB Redbridge	73.95	79.46	82.63	67.76	81.76	77.47	71.65	73.13	62.3	51.65	60.55	81.4	78.87	62.59	71.32	67.38	47.88	55.54	57.53		68.67
LB Tower Hamlets	78.42	81.38	82.82	70.41	85.04	82.06	75.53	70.35	74.35	61.35	70.79	73.02	73.89	66.45	73	68.5	53.41	58.22	57.8		71.41
LB Waltham Forest	77.5	81.42	83.83	69.2	81.47	77.97	73.69	72.21	68	54.12	64.69	77.53	74.89	66.61	73.41	67.26	46.83	51.39	48.67		68.98
RB Kensington & Chelsea	80.28	84.73	89.97	79.14	86.76	76.53	80.56	75.68	80.25	60.82	72.64	75.65	75.75	63.08	78.8	71.77	53.99	62.32	54.07		73.83
Average	77.53	79.76	83.62	68.15	82.06	79.64	76.55	76.56	57.69	51.29	54.41	86.1	80.16	66.55	70.6	47.13	39.48	45.71	47.87	57.41	

Appendix 7: NHT Benchmarking 2009 : Public Transport Indicators

Authority	PTBI 01 Frequency of bus services	PTBI 02 Number of bus stops	PTBI 03 The state of bus stops	PTBI 04 Whether buses arrive on time	PTBI 05 How easy buses are to get on/off	PTBI 06 The local bus service overall	PTBI 07 Bus fares	PTBI 08 Quality and cleanliness of buses	PTBI 09 Helpfulness of drivers	PTBI 10 Personal safety on the bus	PTBI 11 Personal safety at bus stops	PTBI 12 Raised kerbs at bus stops	PTBI 13 The amount of public transport information	PTBI 14 The clarity of public transport information	PTBI 15 The accuracy of public transport information	PTBI 16 Provision of public transport information	PTBI 17 Ease of finding the right information	PTBI 18 Information about journeys accessible in advance	PTBI 19 Plan journeys in advance	PTBI 20 Availability of taxis or minicabs	PTBI 21 Reliability of taxis or minicabs	PTBI 22 Cost (fares) of taxis or minicabs	PTBI 23 Suitability of taxis or mini cabs	PTBI 24 Helpfulness of taxi/mini cab drivers	PTBI 25 Availability of Community Transport	PTBI 26 Reliability of Community Transport	PTBI 27 Community of Community Transport fares	PTBI 28 Suitability of Community Transport	PTBI 29 Helpfulness of Community Transport drivers	Average
LB Hackney	71.43	78.35	67.61	57.61	73.46	71.49	48.07	50.01	46.53	53.81	53.52	56.45	64.24	63.67	60.24	62.61	60.67	51.64	69.26	73.97	69.18	39.64	48.14	56.85	56.07	51.25	48.98	57.04	55.39	59.21
LB Haringey	72.52	79.61	63.91	60.51	70.77	70.38	47	51.22	50.09	50.35	50.14	55.71	65.4	64.12	59.64	62.31	60.09	53.66	68.28	70.8	66.16	41.41	48.73	57.91	59.13	59.11	50.33	54.25	57.95	59.36
LB Islington	72.74	78.77	69.27	59.58	73.92	69.86	53.9	56.55	47.67	54.7	55.66	56.79	66.6	67.36	62.79	64.3	63.4	54.13	70.63	73.47	71.39	39.55	49.28	58.93	57.49	58.08	55.16	54.36	59.81	61.25
LB Lambeth	72.68	81.41	66.96	56.56	72.2	69.36	51.24	50.22	47.61	54.36	53.48	55.8	62.45	62.97	59.64	60.73	59.34	51.67	70.38	68.4	66.92	39.9	52.04	59.43	48.29	52.99	49.18	55.93	55.23	58.87
LB Redbridge	63.84	73.94	61.75	53.69	71.21	65.51	43.86	57.5	55.53	54.48	51.94	56.58	62.28	62.28	60.96	61.11	57.86	50.62	66.21	73.68	69.24	45.5	50.48	61.21	56.66	54.87	51.6	52.55	60.22	58.87
LB Tower Hamlets	65.33	75.42	64.56	50.96	69.85	63.72	50.03	54.63	50.4	53.12	51.37	54.35	64.33	62.31	60.36	61	58.87	51.02	70.73	73.17	68.02	40.56	51.12	62.17	58.82	58.52	56.2	62.63	67.78	59.7
LB Waltham Forest	66.09	75.45	59.19	50.69	70.83	65.68	41.96	51.38	52.68	50.96	47.53	55.51	65.56	64.19	61.32	61.95	60	57.52	69.55	75.51	71.36	48.69	52.5	59.56	59.67	57.62	52.19	55.75	59.23	59.31
RB Kensington & Chelsea	72.36	79.08	72.67	57.4	73.88	71.62	55.74	60.95	53.86	61.03	60.33	61.33	67.11	67.41	64.37	64.13	62.14	52.97	69.9	76.16	77.31	35.66	60.09	66.87	58.7	56.24	55.27	60.21	62.84	63.37
Average	61.28	71.03	59.81	56.28	72.11	60.3	41.05	58.41	59.61	61.64	59.11	62	58.56	58.36	59.04	56.39	54.07	49.51	58.49	74.93	72.43	45.85	57.86	65.14	56.75	57.57	53.19	56.88	62.59	

Appendix 8 NHT Benchmarking 2009: Walking and Cycling Indicator:

Authority	WCBI 01 Provision of pavements	WCBI 02 Condition of pavements	WCBI 03 Cleanliness of pavements	WCBI 04 Direction signposts for pedestrians	WCBI 05 Provision of safe crossing points	WCBI 06 Drop kerb crossing points	WCBI 07 Pavements kept clear of obstructions	WCBI 08 Provision of cycle routes	WCBI 09 Condition of cycle routes	WCBI 10 Cycle crossing facilities	WCBI 11 Cycle parking	WCBI 12 Direction signing for cycle routes	WCBI 13 Cycle route information e.g. maps	WCBI 14 Cycle training (e.g. at schools)	WCBI 15 Cycle facilities at place of work	WCBI 16 Provision of Rights of Way footpaths	WCBI 17 Provision of bridleways	WCBI 18 Signposting of Rights of Way	WCBI 19 Condition of Rights of Way	WCBI 20 Ease of use by those with disabilities	WCBI 21 Information about Rights of Way routes	Average
LB Hackney	72.48	59.58	50	56.7	60.13	60.21	52.19	48.82	48.8	44.93	41.88	48.59	49.73	50.71	47.97	62.79	55.21	55.07	56.66	49.52	42.98	53.09
LB Haringey	67.27	50.25	44.76	57.79	60.97	61.67	52.8	39.03	42.22	39.36	33.66	41.56	44.3	38.91	45.77	63.15	52.32	57.39	58.65	52.85	47.92	50.12
LB Islington	71.34	56.08	49.12	58.07	61.62	63.95	59.49	46.32	48.65	44.65	43.88	46.95	51.13	48.89	49.55	59.25	47.24	48.35	54.36	48.39	40.24	52.26
LB Lambeth	69.07	50.38	48.41	55.14	59.71	59.83	56.46	45.25	44.83	42.12	37.95	43.99	45.66	44.46	50.8	59.08	49.87	48.78	52.72	51.44	39.21	50.25
LB Redbridge	70.38	54.82	49.96	58.71	62.32	64.8	45.79	46.95	50.64	46.94	39.54	46.41	42.98	44.06	46.57	61.88	52.65	53.96	56.92	48.49	42.7	51.78
LB Tower Hamlets	68.71	54.33	46.26	55.54	56.71	55.36	50	45.63	45.09	41.11	37.93	41.54	40.42	40.32	47.21	57.04	49.13	52.21	53.74	45.14	37.52	48.62
LB Waltham Forest	67.91	49.73	40.15	56.37	62.65	60.68	50.18	54.82	52.23	49.62	44.41	52.63	45.74	46.52	50.1	62.09	58.83	53.22	54.97	51.23	43.14	52.72
RB Kensington & Chelsea	76.99	65.65	60.17	62.92	65.2	67.21	64.65	38.2	43.32	39.1	35.5	36.91	39.29	42.35	45.75	57.85	48.46	48.54	55.06	49.62	40.2	51.57
Average	67.37	52.25	50.4	59.01	59.36	62.28	43.73	50.76	54.43	49.35	42.32	48.95	44.33	47.56	48.39	63.54	56.99	55.7	54.91	44.23	43.19	