

Report for: Cabinet – 19 September 2023

Title: Haringey Dockless Bike Hire Scheme

Report

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Ward(s) affected: All

Report for Key/

Non-Key Decision: Key

1 Describe the issue under consideration.

1.1. Dockless bike hire schemes operate without dedicated docking stations. This means that bikes can be picked up and parked anywhere on the public highway (subject to certain exclusions for safety and other reasons). This report seeks approval to implement a Haringey Dockless Bike Hire Scheme, on an initial trial basis, for a period of up to 24 months. The trial scheme would involve the Council entering into a formal agreement with two dockless bike providers to enable the rollout of dockless bikes across the entire borough. Two suppliers have been identified for the scheme (Lime and Human Forest) following a competitive procurement exercise. Excluding officer resource (which will be met within existing budgets), the trial scheme will run at nil cost to the Council and will significantly improve access to and opportunities for cycling throughout the borough.

2 Cabinet Member Introduction

2.1 As part of the Council's Streets for People initiative, which has already delivered three trial Low Traffic Neighbourhoods, 24 School Streets, and borough-wide improvements to walking and cycling infrastructure, it is proposed to launch a trial dockless bike hire scheme in the borough. This is a key proposal in the Council's adopted Walking and Cycling Action Plan (2022) and, further, the procurement of a pilot dockless bike operator in 2023 is an explicit target within the Corporate Delivery Plan 22/23 and 23/24.

2.2 This report outlines the benefits of providing residents and visitors with dockless bike hire options - increasing sustainable and active travel, supporting our net zero carbon ambitions, and improving public health and wellbeing.

- 2.3 It's the Council's goal to improve access to cycling for all, ensuring that everyone who wants to cycle for their journeys will have the opportunity to do so. Dockless bikes can become one crucial aspect of this, providing flexibility and convenience for short trips, as well as longer commutes, complementing improvements we are making to walking and cycling infrastructure. There are many challenges to cycling around the borough beyond even the need to expand the safe highways infrastructure, not least the hills in the West of the borough. E-bikes are a great antidote to hills. They are also a great incentive for people who may not have the strength, or feel they do not have the strength, to tackle longer journeys. This is all about increasing the options and choices people have about the way they get around our borough.
- 2.4 However, we appreciate that there will be different views on dockless bikes and how they might impact residents, businesses and visitors. Taking this into account the Council held an engagement earlier this year seeking views about a future dockless bike hire scheme. We listened carefully to feedback and used this to develop a "Haringey Approach" to a dockless bike hire scheme that encourages responsible parking. Where other boroughs have rolled out schemes without the parking spaces, the Haringey Approach is to mark out a large number of virtual docking stations in advance. It must be noted that the reason there are dumped bikes in the borough at present is that there is nowhere to actually park them. Without an agreement with providers thousands of riders in the borough have no choice but to leave their bikes anywhere. It is worth adding that with agreements with providers in place they will deploy their teams in the borough to ensure there is high compliance and problems are rectified speedily. Most people are responsible, but without an agreement there are no penalties for bad parking. With the mix of clear guidance to users, an ever-growing network of marked and geo-fenced bays and penalties for bad parking, we believe that we can have a scheme that overcomes challenges we've seen elsewhere. That doesn't mean that we will not face challenges, but it mitigates many in advance.
- 2.5 Following a competitive procurement exercise to find operators to deliver the Haringey approach, we are now ready to appoint two service providers to deliver the Haringey Dockless Bike Hire Scheme. This will cover the entire borough and commence from Autumn 2023. As the trial progresses, the Council will continue to listen and engage to ensure we get the scheme right. Overall I am confident that it will be a key driver for improving access to and opportunities for cycling, transforming health and wellbeing, and tackling the climate emergency.

3 Recommendations

That Cabinet:

- 3.1. Notes the responses received as part of community engagement on a future planned dockless bike trial in Haringey, as set out in Appendix A;
- 3.2. Approves the implementation of a Haringey Dockless Bike Hire Scheme, on a trial basis for a period of up to 24 months, consistent with the Haringey Approach outlined in this report;
- 3.3. Approves the Council entering into formal agreements with Lime and Human Forest to deliver the Haringey Dockless Bike Hire Scheme, on a trial basis for up to 24 months, in accordance with CSO 8.03 (Tender Process) as permitted under CSO 9.07.1(c) (Award Process);
- 3.4. Approve the principle of the making and consulting on traffic management orders to enable appropriate parking provision to be made for the Haringey Dockless Bike Hire Scheme including through the reallocation of on-street vehicular parking to on-street cycle parking consistent with reallocating road space in Policy 5 of the Walking and Cycling Action Plan (2022);
- 3.5. Delegates authority to the Head of Highways and Parking to determine locations and details of parking for the Haringey Dockless Bike Hire Scheme, to propose and make necessary traffic management orders and to consider objections and then decide whether or not to confirm these, subject to compliance with relevant statutory requirements and in written consultation with the Cabinet Member for Climate Action, Environment and Transport and the Cabinet Member for Resident Services and Tackling Inequality.

4 Reasons for decision

- 4.1. The implementation of a trial dockless bike scheme is a key aim within the Greener and Climate Resilient Haringey section of the Haringey Corporate Delivery Plan 2022/23 and 2023/24 and would be in line with the Council's adopted Walking and Cycling Action Plan (2022) and Transport Strategy (2018) which both support bike hire schemes as a means of creating alternative travel options to help reduce our reliance on cars reducing congestion, pollution and injuries on the borough's roads.
- 4.2. The Council has engaged extensively regarding a trial dockless bike scheme, including with Transport for London, London Councils and other London boroughs to understand best practice and to learn lessons from other schemes (primarily through the London Micro-mobility Working Group). In addition, the Council held a dedicated community engagement in early 2023 seeking views

from residents, businesses and other stakeholders on how a future trial scheme should be tailored best to suit local needs. Having regard to feedback received, a Haringey Approach to a dockless bike trial was developed (as set out in Section 9 of this report) with a view to enabling the rollout of dockless bikes across the entire borough in a way that maximises the potential benefits of dockless bikes while minimising any potential negative impacts.

- 4.3. A competitive procurement exercise was carried out in accordance with Council procurement guidelines. The outcome of this was that two operators (Lime and Human Forest) demonstrated they are able to deliver the Haringey Approach required by the Council and the Council is therefore seeking to enter into formal agreement with them as part of a Haringey Dockless Bike Hire Scheme to be implemented on a trial basis for up to 24 months.
- 4.4. At least one dockless bike operator is already operating within parts of the borough. It does not need a dedicated licence to do this. While the Council is working proactively with that operator to maximise benefits and minimise negative impacts of its operations, there is a particular need to avoid and mitigate potential disproportionate impacts of dockless bikes on key groups such as older people, disabled people and blind and visually impaired people. Versus the alternatives, the delivery of a managed trial which is subject to a formal agreement with the Council is considered to provide the best possible opportunity to address these. A Memorandum of Understanding will provide an explicit framework for greater co-operation between the Council and operators and will provide the Council with appropriate powers of enforcement should these be necessary to respond to poor performance of operators. An Equalities Impact Assessment (EqIA) of the Haringey Dockless Bike Hire Scheme (Appendix B) has shown that versus the current situation the scheme has potential to advance equalities for many protected groups, albeit with the need for a careful strategy around mitigations and monitoring.

5 Alternative options considered

- 5.1. At least one dockless bike operator is already privately operating within parts of the borough. In this context, the alternative options available to the Council are:
- 5.2. Option 1: 'Do Nothing', which would allow dockless bike operators to operate privately within the borough with minimal interference from the Council and without being subject to a formal managed trial. This option would support sustainable travel (although not to a full extent) and would require limited Council resources to support but would not effectively minimise negative impacts of bikes which are abandoned or obstructive (with potentially greater impacts on certain protected groups such as older people and disabled people) and would risk Haringey Council being seen as unresponsive to complaints and community concerns. This option was discounted as it would not maximise the benefits of dockless while minimising negative impacts as far as possible.

- 5.3. Option 2: Request dockless bike operators to cease operating within the borough. This option would reduce obstructive and abandoned bikes and eliminate potential negative impacts on certain protected groups. However, this option is not possible to enforce as there is currently no regulation which grants local authorities power to prohibit private operators from operating without permission. Furthermore, this option risks the Council achieving its strategic objectives around sustainable travel and may discourage and disadvantage Haringey residents and visitors if provision is removed.
- 5.4. Option 3: Take a part-managed approach by working with existing operators to support and maximise benefits of their operations and minimise the impacts e.g. through ongoing liaison with them and communication with Haringey residents and visitors. This is the current approach being employed by the Council. However, it is considered that a fully managed approach in accordance with the Haringey Approach and subject to formal agreement between the Council and operators would deliver the greatest benefits whilst minimising negative impacts.

6 Background information

Dockless Bikes

- 6.1 Dockless bike hire schemes operate without dedicated docking stations. This distinguishes them from conventional bike hire which normally involves hiring from a fixed location and returning the hired bike to that or another fixed location at the end of the hire period. This means that bikes can be picked up and parked anywhere on the public highway (subject to certain exclusions for safety and other reasons). As a bare minimum, dockless bikes do not require any physical or fixed infrastructure on streets or roads.
- 6.2 Dockless bikes have been operating within London since 2017 with various private service providers operating within the market. The current fleet of dockless bikes have GPS tracking systems that allow users to locate available bikes and operators to monitor their fleet. The bikes also include electric drive to assist users on their journeys and to help navigate hills.
- 6.3 Users must register online with an operator before rental. Each operator has their own pricing system which usually corresponds to the time duration of the rental, with some operators offering different pricing incentives to support their users.
- 6.4 As the bikes do not have dedicated docking stations, operators need to regularly manage their fleet out on the street. This includes collecting bikes to carry out maintenance and redistributing bikes to different locations where needed.

6.5 The CoMoUK Annual Bike Share Report 2022¹ found in a national survey of bike share users that bike share:

- motivates people to pick up cycling with 53% of bike share users starting cycling again after at least one year of not cycling and that 7% used bike share to cycle for the first time ever;
- incentivises more frequent cycling with 66% of users cycling more frequently since joining a bike share scheme;
- reduces car use with 37% of bike share users surveyed saying that had bike share not been available they would have made their most common bike share trip by car (as driver, passenger, or by taxi or hire vehicle);
- reduces carbon emissions with an estimated 71kg of carbon dioxide emissions savings per bike user each year as a result of their mode shift;

6.6 Dockless bikes schemes have potential to deliver a range of positive environmental, economic and social effects including but not limited to:

- improved health and wellbeing from improved access to cycling and increased levels of physical activity
- e-bikes making cycling accessible to more individuals and groups when compared with ordinary pedal bikes
- providing a cost-efficient way of travelling which does not require an expensive one-off purchase of a bike or e-bike
- reduction in carbon emissions as a result of reduced car miles
- improved air quality as a result of reduced car miles

Issues

6.7 Since being brought to market, a number of issues have been identified with dockless bikes and their operations.

Parking

6.8 As the bikes do not require docking stations or any type of physical infrastructure for parking, the bikes can theoretically be picked up and parked anywhere. The benefit of this 'free-floating' model is that, subject to bike availability, it is easy to locate a bike to start a ride and it is easy to end a ride close to the intended destination. The downside of the model is that at the end of rides bikes may be parked and left in unsuitable locations such as those which cause obstruction. This is a particular issue on narrow footways, junctions and at crossings. Unsuitable or irresponsible parking has the potential to inconvenience and endanger all highway users but with potentially disproportionate impacts on

¹ https://uploads-ssl.webflow.com/6102564995f71c83fba14d54/644679f0f1a12cebdca2390_CoMoUK%20Annual%20bike%20share%20report%20UK%202022.pdf

disabled people, people who use wheelchairs and blind and visually impaired people.

- 6.9 There are, however, several tools which help mitigate against parking impacts. The major tool used by operators is to virtually delineate geographic areas where bikes can be parked and where they cannot be parked (this approach is referred to as geo-fencing and uses location-enabled technology). To support compliance, users who park irresponsibly or otherwise not in accordance with agreed policies can be penalised by the operators. A secondary approach is for operators and local authorities to support responsible parking through communications and by agreeing locations on the public highway for physically marked bays where bikes are allowed to be parked.
- 6.10 In some cases, the operator may make it a condition of hire that parking may only be permitted on the carriageway (rather than on footways and pedestrian areas) but this requires parking bays to be allocated or reallocated from existing vehicle parking to avoid what can be a serious obstruction to the highway, and any reallocation of bays needs to be considered against current on-street parking levels and demand for parking in a particular area.

Safety

- 6.11 Safety of bike users is another issue with dockless bikes. Dockless bike operators do not provide users with safety equipment, such as helmets or hi-visibility clothing, to use while hiring their bikes and nor do they require this. However, they do request users to use safety equipment when renting their bikes, with reminders and incentives within the user apps.
- 6.12 There is also the matter of the extent to which operators can ensure safe riding. To help address this, several operators offer bespoke cycle training, with specific tuition on how to use their fleet safely and confidently. Irresponsible riding of dockless bikes has potential to harm both the user and other members of the public, with a particular risk to disabled people and other vulnerable people. However, it is noted that this risk applies to all types of irresponsible cycling and not just to dockless bikes.

Community safety

- 6.13 A further issue around dockless bikes is their association with anti-social behaviour, including vandalism of bikes, hacking of bikes (to use the bikes without paying) and theft of the bikes. Where bikes are hacked, users may not have had safety training and are not subject to the operators' parking exclusions. To combat hacking, operators are working to make their fleet as secure as possible. There is also a focus on coordination between operators, local authorities and the public to ensure that such issues are reported, monitored and incidents are appropriately responded to.

Operations

- 6.14 Dockless bike services are run by private service providers and, in the absence of formal agreements with the operators, local authorities have limited abilities to manage issues such as collection and redistribution of bikes. Nevertheless, positive working relations between operators and local authorities can help ensure issues are minimised.

Regulation

- 6.15 To date, there is no regulation of the dockless bike rental market and therefore no requirement for service providers to obtain a licence, from local authorities or transport bodies, to operate. In the absence of regulation, various efforts have been made to help manage dockless bikes. In 2018, Transport for London published a Dockless Bike Code of Practice setting out best practice for both local authorities and operators. In addition, CoMo UK (a charitable organisation which supports the development of shared transport in the UK) has established its own form of accreditation which operators can apply for.
- 6.16 In 2019, London Councils agreed to take on the promotion and creation of a pan-London byelaw to help manage dockless bikes (which would have made it an offence to operate without a licence). The Council agreed to this, as did most other London Boroughs. However, due to 2 boroughs not backing the proposed byelaw, it was unable to proceed.
- 6.17 London Boroughs have been taking different approaches to the dockless bike market (and indeed micro-mobility as a whole), with some entering into contractual agreements with operators (typically, through a Memorandum of Understanding), others opting for a more informal 'tolerated' approach, and others taking a more prohibitive position on bike retrieval. This has led to an uneven patchwork of services and differing policies.

7 Current situation in Haringey

- 7.1 To date, Haringey has not entered into a formal arrangement with any of the providers within the dockless market. Despite this, there has been an increasing presence of dockless e-bikes within the borough. This is a result of users riding the bikes into the borough from adjacent boroughs and the bikes being re-used before they are relocated to the originating borough.
- 7.2 Lime is the major operator in the borough at present with Haringey users taking over 20,000 trips per month on Lime bikes. The Council is regularly communicating and working with Lime to minimise any issues which arise, such as abandoned or obstructive bikes, which is known can be a particular issue for

individuals and groups within our communities. Lime has committed to removing obstructive or abandoned bikes within 1 hour of being made aware of them.

8 Engagement and Consultation

8.1 The Council is part of the London Micro-mobility Working Group, which is comprised of representatives from each London borough, along with bodies such as TfL and London Councils. This has allowed the Council to benefit from knowledge sharing between boroughs who have piloted dockless schemes or otherwise been required to address increased levels of dockless ridership.

8.2 Consistent with the Haringey Deal, the Council held a dedicated engagement in early 2023, seeking views of residents, businesses and other stakeholders about a future dockless bike hire scheme in the borough. Engagement ran from Monday 23 January 2023 to Sunday 19 February 2023 (4 weeks). It was hosted on the online Commonplace platform and provided an opportunity for those living, working and visiting the borough to provide the Council their feedback on a potential future scheme through completing a survey and using an interactive map to provide comments (such as suggesting suitable parking locations). Paper copies of the consultation were made available in the Council's main offices and local libraries.

8.3 In total, 651 people responded to the consultation – 610 individuals completed the survey and 257 contributed to the interactive map. There were also 57 emails received providing feedback on the scheme. A consultation report is provided at Appendix A.

8.4 Key engagement themes identified were as follows:

- Broad support for the rolling out of a dockless bike scheme in the borough (although noting strong opposition from some individuals and groups)
- General desire to see a properly coordinated and managed dockless bike scheme
- Importance of preventing obstruction of pavements, especially to protect vulnerable individuals and groups, including those with protected characteristics
- Need to ensure safety of users as well as wider community
- Preference for marked parking bays rather than virtual bays
- Benefits of intermodal transport opportunities

8.5 In addition to the open engagement exercise, the following external groups were directly engaged with, including subsequent follow-up meetings where appropriate, to obtain their input and feedback:

- London Metropolitan Police
- Alexandra Park and Palace Charitable Trust

- Tottenham Hotspur Football Club
- Lee Valley Regional Park Authority
- Walking and Cycling Stakeholder Group
- Adult Social Care Joint Partnership Board

8.6 Meetings were held in January and June 2023 with the Council's Adult Social Care Joint Partnership Board which provides representation for a range of key stakeholder groups who would potentially be impacted by a dockless bike trial such as disabled people, people with autism and people with learning difficulties. Key points raised in the meetings and taken away by officers included:

- Ensuring parking locations do not infringe upon tactile paving or Blue Badge parking bays
- Preventing the loss of Blue Badge parking bays
- Working with operators on punitive measures for non-compliant and obstructive parking as an ongoing deterrent.

9 Haringey Approach

9.1 Having regard to the totality of feedback received, and to enable the rollout of dockless bikes across the entire borough in a way that maximises the benefits of dockless while minimising any negative impacts, it was considered necessary to develop a specific "Haringey Approach" for a future dockless bike scheme. Accordingly, a detailed procurement specification was prepared setting out the Council's essential requirements (comprising the "Haringey Approach") and requesting bidders to demonstrate these could be delivered.

9.2 The essential requirements listed in the specification included, but were not limited to, the following:

1. The scheme must serve the entire borough
2. The scheme must include electric or electric-assist bikes as part of the overall bike fleet.
3. The service provider(s) will be required to operate the trial in accordance with the TfL Dockless Code of Practice, including any updates, guidance or new regulations which supersede this
4. The service provider must remove any bikes which are parked outside of agreed virtual or physical parking locations within 24 hours
5. Where damage or obstruction represents a risk to the public, removal or redistribution should take place within 1 hour of the service provider being made aware of the issue
6. Safe and adequate parking must be provided for bikes, having regard to expected patterns of use, including at major destinations and attractors (including on event days at the Tottenham Hotspur Stadium)

7. The service provider must pay a financial bond to the Council, to be held for the duration of the agreement. This will be secured via contract and will act as an insurance policy for the Council to protect against any situations such as operator bankruptcy where the Council might be required to cover any remediation costs
8. The service provider must provide performance data to the Council on a monthly basis
9. The service provider must commit to work with the Council on additional initiatives as part of wider transport strategies, focussing on active travel and cycling.

9.3 In addition to the above, potential operators were required to provide details on:

- i. Parking and enforcement
- ii. Maintenance and operations
- iii. Pricing structure for users
- iv. Safety
- v. Sustainability (including policies on disposal of batteries)
- vi. Inclusivity
- vii. Market experience
- viii. Company structure
- ix. User Agreement
- x. Insurance cover

9.4. As part of the procurement documentation, the Council published a draft Memorandum of Understanding setting out that successful bidders would be expected to agree to this. This detailed a series of Service Management Principles and the enforcement actions the Council would take if an operator did not adhere to these including forcibly removing bikes with operators liable for the cost of removal and storage (with the Council's financial interests protected by a bond payable at the start of the scheme trial).

10 Procurement

10.1 In order to ensure compliance with EU procurement legislation and to ensure value for money, Strategic Procurement led a Request for Quote (RFQ) exercise in accordance with CSO 8.03. The tender was advertised on the Council's Procurement Portal. The competition was based on a weighting of 75% Quality to 25% Price. The dockless bike hire scheme will be delivered at nil cost to the Council therefore price was measured as cost to the dockless bike user. Scoring was based upon the combined cost of a) a bike being released for a journey and b) the per minute cost of riding. It is noted, however, that different operators have different pricing structures which include parking fees rather than release fees

and selling customers bundles of minutes or daily or weekly subscription services which reduce cost of rides versus the one-off ride figures.

- 10.2 Four service providers were invited to submit proposals, all of whom are current operators with extensive experience in the market. Two bids were received with Human Forest ranking first and Lime ranking second.
- 10.3 Both bids scored highly meeting the Council's essential requirements and it is recommended that the Council enters into formal agreement with both operators to enable the rollout of dockless bikes across the entire borough. Each of the bids includes a significant amount of social value. Within the bids are proposals such as:
- Discounted user prices in areas of lower-income and higher deprivation
 - Concessions providing key workers, students, apprentices and other eligible riders with discounted rides
 - Free ride codes for community groups
 - Work placement to local residents
- 10.4 The above will be secured via a Memorandum of Understanding with the operators.

11. Conclusion

- 11.1 It is recommended that Cabinet approves the implementation of a Haringey Dockless Bike Hire Scheme, on a trial basis for a period of up to 24 months, consistent with the Haringey Approach outlined above. This will involve the Council entering into formal agreements with Lime and Human Forest to deliver the scheme.
- 11.2 Engagement on the Haringey Dockless Bike Hire Scheme showed broad support existed for a dockless bike trial in the borough and it is expected that the scheme will be a pivotal part of the Council's Streets for People initiative helping increase rates of active travel in the borough and in doing so reduce short journeys by motor vehicles, improve air quality, respond to the climate emergency, help address health inequalities and making the borough a healthier place to live, work and rest.
- 11.3 It is the Council's goal to improve access to cycling for all, ensuring that everyone who wants to cycle for their journeys will have the opportunity to do so. However, it is recognised and appreciated that there are differing views on dockless bikes and legitimate concerns about how they might impact residents. It is considered that impacts depend greatly on the design of a trial scheme and in this context a specific Haringey Approach has been developed which takes account of engagement feedback from stakeholders and evidence and learnings from

schemes delivered elsewhere in London to enable the rollout of dockless bikes across Haringey in a way that maximises the benefits of dockless while minimising any negative impacts. Key to this will be the delivery of a suitable bike parking.

- 11.4 Particular regard has been had to the need to avoid or mitigate potential disproportionate impacts of dockless bikes on key groups such as older people, disabled people and blind and visually impaired people. Versus the alternatives, the delivery of a managed trial is considered to provide the best possible opportunity to address these. The trial scheme is supported by a comprehensive Equalities Impact Assessment (EqIA), which assesses in detail potential impacts on those with protected characteristics. The recommendation is for a trial scheme which, if necessary, the Council can make changes to while it is in force to address or mitigate any significant issues which may arise.

12 Implementation of Haringey Dockless Bike Hire Scheme

- 12.1 Aside from the essential requirements listed in the specification the Council has not sought to prescribe the exact particulars of the Haringey Dockless Bike Hire Scheme. This will be arrived at as a result of engagement between the Council and Lime/Human Forest and having regard to the findings of the Council's prior engagement.
- 12.2 The trial will be implemented on a phased basis from Autumn 2023 with additional fleet and parking locations added over time, subject to need and demand. Initial work has been already undertaken regarding potential future parking arrangements and in time for the start of the trial the Council will designate parking areas in key locations across the borough such as transport hubs, town centres and close to major attractors such as Tottenham Hotspur Stadium.
- 12.3 Some parking will be on the footway and in pedestrian areas, only where space, safety and other considerations allow. Some parking will be on the carriageway. This will require parking bays to be reallocated from existing vehicle parking to bike parking and will be implemented via traffic management orders. These are legal documents which enable the Council, as the local traffic authority, to impose traffic and parking restrictions on a trial basis to manage traffic in the borough.
- 12.4 The results of the engagement indicated a preference for on-street parking and respondents were clear that this type of parking is necessary to limit the inconveniencing and endangering of other highways users, particularly older people and disabled people. Experience from schemes across other London boroughs has also shown that on-street parking is the most suitable overall. While the reallocation of on-street parking from vehicles to bikes is consistent with the Council's adopted Walking and Cycling Action Plan (2022), it nonetheless has to

be balanced against other key considerations such as need for parking in a given area versus supply. When taking forward future traffic management orders to re-allocate on-street parking careful thought will be given to the financial implications of this.

12.5 The next steps for the Haringey Dockless Bike Hire Scheme are as follows:

September 2023: Complete procurement/update community

- The Council will enter into formal agreement with Lime and Human Forest through the signing of a Memorandum of Understanding
- The Council will notify all previously engaged individuals and groups on the outcome of the consultation and next steps

Autumn 2023: Mobilisation and implementation

- The Council will work with Lime and Human Forest to design and implement the trial scheme. This will include installation of initial marked parking bays and there will be further engagement with residents, ward councillors and other stakeholders on parking locations

2023- 2025: Further engagement, monitoring, reviewing and refining scheme

- Throughout the duration of the trial scheme, the Council will keep channels of communication open for residents and the wider community to feedback their experience. This will include via a dedicated webpage² and email inbox (docklessbikes@haringey.gov.uk) and through additional engagement via a dedicated interactive webpage). Other steps will be taken as appropriate to ensure full outreach e.g. street notices.
- The Council will meet monthly with the operators to discuss how the scheme is performing and share relevant data
- The Council will work with the operators to develop and improve the trial scheme, having regard to community feedback, feedback of ward councillors, monitoring and any other considerations, and take any actions necessary to respond to poor performance.

2025: Decision on future approach to dockless bikes in Haringey

- The Council will decide on its future approach to dockless bikes in Haringey having regard to feedback on the trial and the legal/regulatory/regional framework at the time. It is expected that Government legislation will be put in place at some

² <https://www.haringey.gov.uk/parking-roads-and-travel/roads-and-streets/haringey-streets-people/dockless-bikes>

point to enable city authorities to regulate dockless rental services via licences. In the meantime, Transport for London is currently exploring the benefits/borough support for a single London-wide contract from 2025 which would standardise policies on parking, safety and cross-boundary usage.

13 Cost of Haringey Dockless Bike Hire Scheme

- 13.1 It is intended that the Haringey Dockless Bike Hire Scheme is delivered at nil cost to the Council. To help ensure this, the following will be secured via contract:
- The operators will be responsible for installation and maintenance of any infrastructure associated with the operation of the scheme (including removal where required during the duration of the contract);
 - The operators will fund any costs associated with amendments to traffic management orders, reallocation of existing on-street parking bays and additional road markings and signage (all activities to be carried out by the Council);
 - The operators will fund any costs associated with the setting up and monitoring of the scheme for the life of the contract;
 - The operators will provide a financial bond to the Council, to be held for the duration of the agreement. This will act as an insurance policy for the Council to protect against any situations such as operator bankruptcy where the Council might be required to cover any remediation costs.
- 13.2 The Memorandum of Understanding will include that the operators make a financial contribution towards officer resource required in relation to the scheme. Any officer resource not covered by this contribution will be met from within existing staff budgets.
- 13.3 The scheme will be solely run by the operators and they will be responsible for its operation, maintenance and safety checks. The Council will simply be in formal agreement with the operators that they may operate with the borough and to support the trial will be making suitable provision for bike parking on the public highway. Any incidents in relation to the operators' bikes will be their responsibility and should be referred to their Public Liability insurers. As part of the procurement process the operators have provided evidence they have suitable insurance in place. The Council's contract with the operators will be appropriately worded to pass the responsibility and liability of any future claims in relation to this scheme to their insurers.
- 13.4 At the current time the Council is not aware of any other boroughs which receive payments from dockless operators to host their operations. The Council will continue to monitor the financial context of dockless bike operations in London and should there be a commercial opportunity in future to raise income from dockless bike operators then this will be explored once the Haringey Dockless

Bike Hire Scheme draws to a close and the Council is considering its future options regarding dockless bikes.

14 Contribution to the Corporate Delivery Plan 2022-2024 High level Strategic outcomes

- 14.1 The proposal to introduce the Haringey Dockless Bike Hire Scheme will deliver a key outcome in the “A Greener and Climate resilient Haringey” section of the Corporate Delivery Plan 2022/23 and 2023/24 which is to procure a pilot dockless e-bike operator to operate within Haringey starting in 2023. Further it will support the delivery of the aims of the Council’s adopted Walking and Cycling Action Plan (2022) and Transport Strategy (2018) which both identify bike hire schemes as a key means of reducing the use of private car and increasing access to bikes.
- 14.2 In addition, the scheme will support the delivery of key Council strategies such as the Climate Change Action Plan, Air Quality Action Plan, and emerging Health and Wellbeing Strategy.

15 Carbon and Climate Change

- 15.1 The implementation of a trial dockless bike scheme is a key aim within the Haringey Climate Change Action Plan (2021) and the Greener and Climate Resilient Haringey section of the Haringey Corporate Delivery Plan. It will be an important means of increasing access to bikes and in doing so will help reduce the use of private car. Transport is the third highest source of carbon emissions in Haringey and therefore the scheme will make an important contribution towards delivering a reduction in carbon emissions.

16 Statutory Officers comments

Finance

- 16.1 This report is for Cabinet to approve the recommendations as set out in Section 3 of this report. There are no financial implications for the Council as all costs relating to the implementation and monitoring of this scheme will be met by the operators and any Council officer resource will be met from existing budgets.
- 16.2 The operators will also provide a financial bond to the Council, to be held for the duration of the agreement which should protect the Council from any financial risk.

Strategic Procurement

- 16.3 This procurement was led by Strategic Procurement (SP) and therefore SP endorses the recommendations in this report.

Legal

- 16.4 The Head of Legal and Governance (Monitoring Officer) notes the contents of the report.

Procurement/Contract Standing Orders

- 16.5 The report confirms that the contract is to be procured by way of a Request for Tender in line with Procurement guidelines and Contract Standing Order ('CSO') 8.01 and 8.03.
- 16.6 In accordance with the provisions of CSO 9.07.1 (c), a Director may approve the award of a contract if the value of the contract is less than £500,000. Therefore should Cabinet approve recommendation 3.3 in this report the Assistant Director of Planning, Building Standards & Sustainability has power to award contracts to Lime and Human Forest.

Regulation

- 16.7 Whilst the report indicates at paragraph 12.2 that initial work has been undertaken regarding potential future parking arrangements and that parking areas will be designated in key locations in time for the start of the trial, there are no specific bike parking proposals provided as part of the report.
- 16.8 If parking areas on road are to be established, the Council has the power to do so under Section 32 and generally under Part VII of the Road Traffic Regulation Act 1984. Section 63 gives express power to create stands and other security devices for cycles.
- 16.9 It may also be necessary or desirable to use Part VIIA of the Highways Act 1980 to provide associated amenities on the highway.
- 16.10 As these facilities are still under development, Members are not in a position to approve any proposals, but the Council does have the power to delegate decisions regarding the same to an officer. The recommendation is to grant a wide authorisation to determine what facilities should be provided and to carry out any necessary consultation process and subsequently to make decisions in the light of that process. To what degree officers should have free rein to pursue this project, or to what extent Members wish to be involved in this process, is one for Cabinet to decide, but there are no legal constraints on officer delegation as far as can be envisaged.

Equalities

- 16.11 The Council has a Public Sector Equality Duty under the Equality Act 2010 to have due regard to the need to:

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

16.12 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

16.13 The proposed scheme has been assessed via a comprehensive Equalities Impact Assessment (Appendix B). A summary of the assessment is provided below.

16.14 Formal introduction of dockless bikes in the Borough aligns with the Walking and Cycling Action Plan (2022), Haringey Transport Strategy (2018) and the Mayor of London's Transport Strategy. The Council is committed to encouraging mode shift from private car into the active travel modes and provision of an adequate infrastructure aids in achieving this goal. Reduction of traffic on Haringey roads through a mode shift will lead to improvement of air quality, highway safety and aims to tackle climate change which will also benefit residents with protected characteristics.

16.15 Currently the Council has no formal agreement with any dockless bikes operator, however as the Borough is not geofenced some bikes are used across the Borough which subsequently leads to existing negative effects on groups with protected characteristics, particularly older people and disabled people. Entering a formal legal agreement with dockless bike operators will give the Council direct control of the scheme operation and allow enforcement which is currently not possible. This will help the Council to minimise potential negative impacts as far as possible.

16.16 Whilst there are several implications resulting from dockless bikes that can potentially have negative impacts on those with protected characteristics, the Council has developed a series of measures to help avoid and mitigate them as part of a "Haringey Approach" to dockless bikes. These include that:

- The providers will be obligated to remove any poorly parked bicycle within an agreed timeframe, once reported (currently, as providers are operating in the borough without agreement, they have no obligation or mandate to collect and redistribute bikes, nor is there a definition of what constitutes obstructive parking). The providers will be contractually bound by the Council to abide these rules and, should they repeatedly fail to remove abandoned bikes, will receive a fine and can be prohibited from operating in Haringey.

- The Council will work with the providers to develop the best locations for bikes parking. Any agreed parking locations will be monitored throughout the trial period and, if required, the locations can be adjusted.
- Providers must have a set of clear rules for parking their bicycles set out with the app, as agreed with the Council, and every user must be made aware of those rules ahead of first hire. Only parking in areas designated and agreed with the Council will be allowed.
- The providers will provide social value through measures such as discounted user prices in areas of lower-income and higher deprivation, concessions providing key workers, students, apprentices and other eligible riders with discounted rides
- The Council will work with providers to make the process of community providing feedback on the trial as accessible and easy as possible, especially for groups most impacted.

17 Use of Appendices

Appendix A: Consultation Report

Appendix B: Equalities Impact Assessment

18 Local Government (Access to Information) Act 1985

None