



Haringey Dockless Bikes

Engagement Report - August 2025

London Borough of Haringey

Haringey
LONDON



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1. Executive Summary

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

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



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



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



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



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



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



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

2. Background



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

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

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

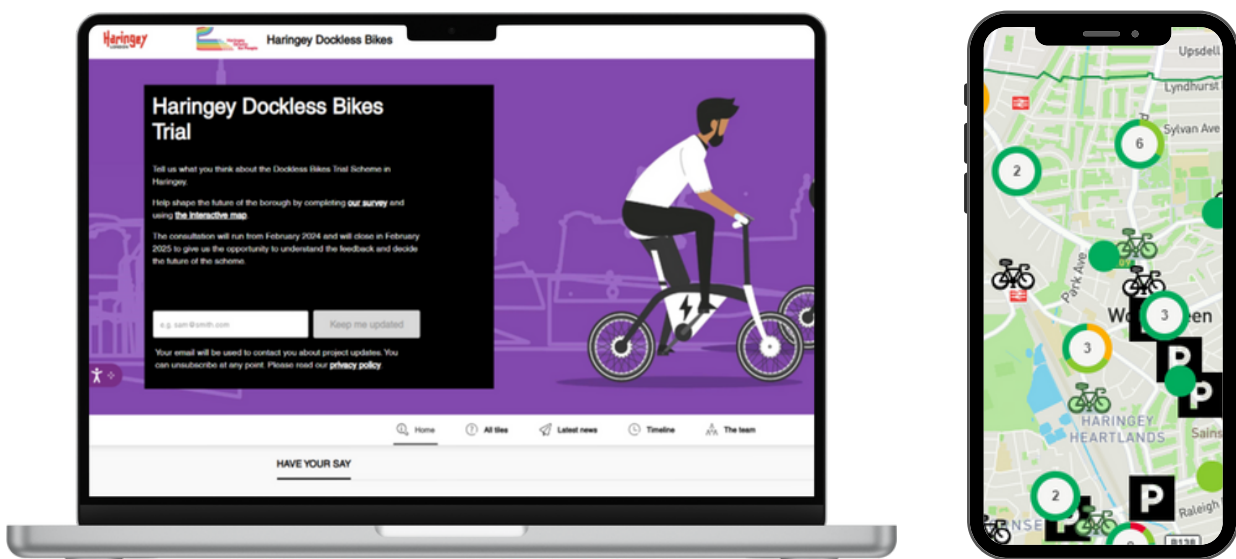
This report will contain an analysis of the feedback received from March 2024 to February 2025 from Haringeys Commonplace website. The website contained information about dockless bikes and allowed provided participants to take part in the online survey and interactive map, or alternatively respond via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

3. What we did

The consultation period ran from March 2024 until February 2025.

Consultation survey and dedicated webpage

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



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

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

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

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

3. What we did

Key stakeholder engagement

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

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

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

4. What we heard

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

Data cleansing

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

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

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

4. What we heard

What is your connection with Haringey?



94%

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



16%

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



12%

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



12%

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



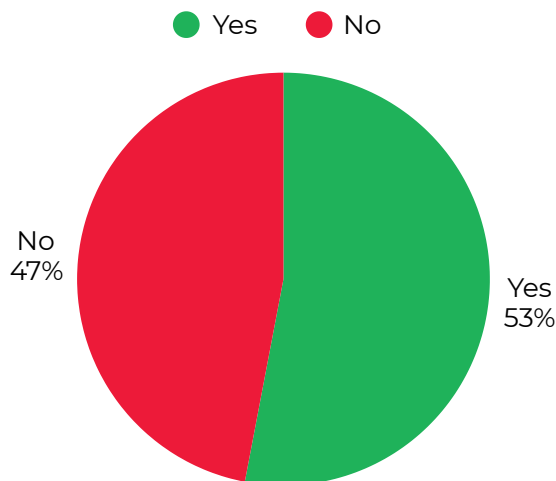
11%

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

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

4. What we heard

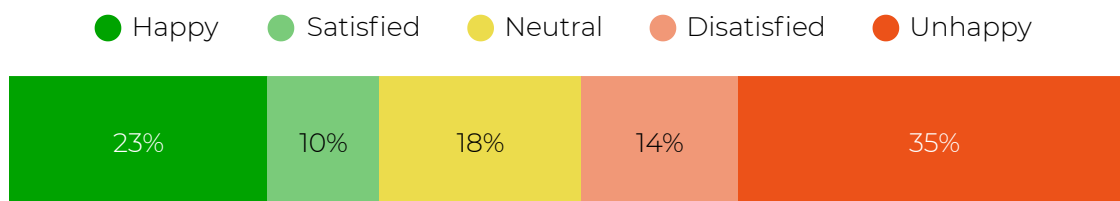
Do you consider yourself a cyclist?



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

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

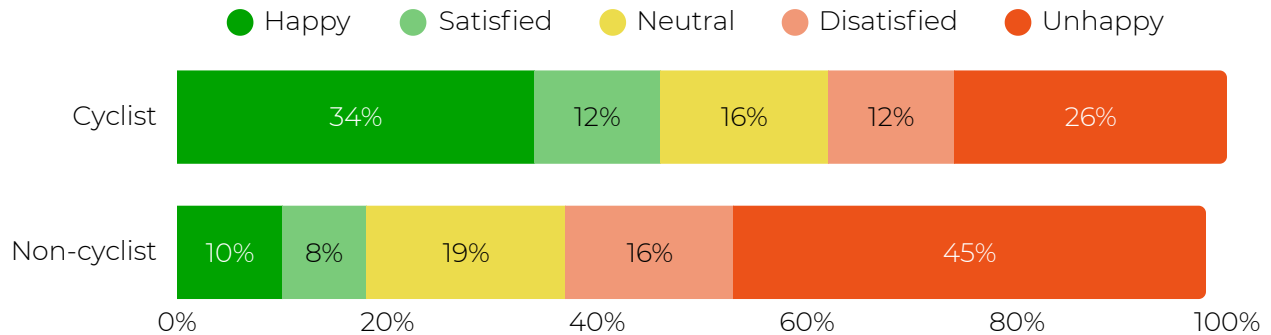
How do you feel about the introduction of a Haringey Dockless Bike trial?



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

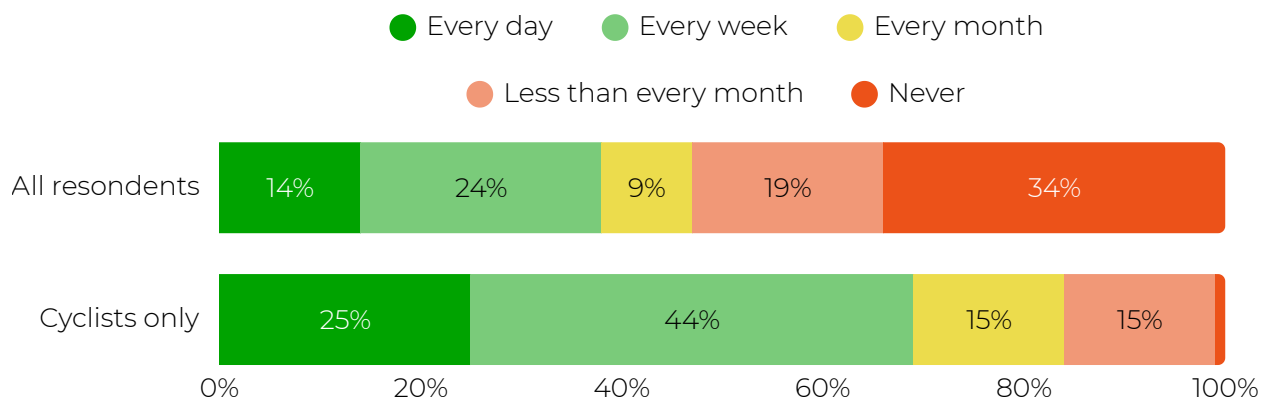
4. What we heard

Cyclist vs non-cyclist



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

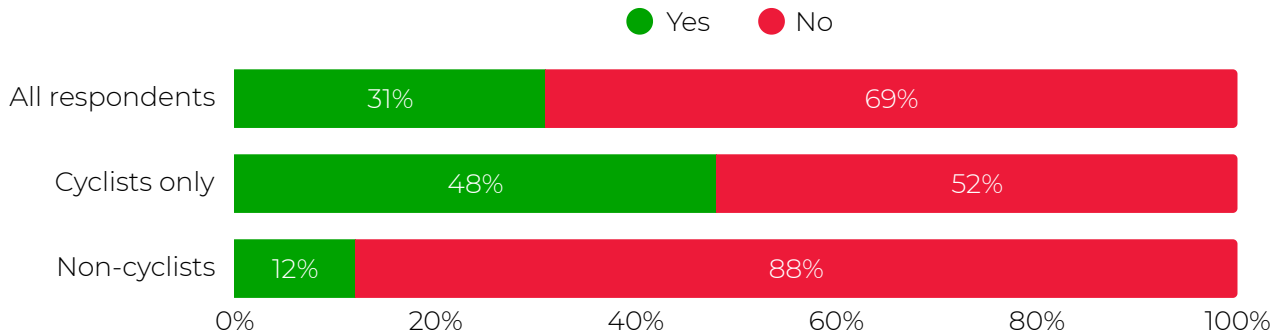
How often do you cycle?



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

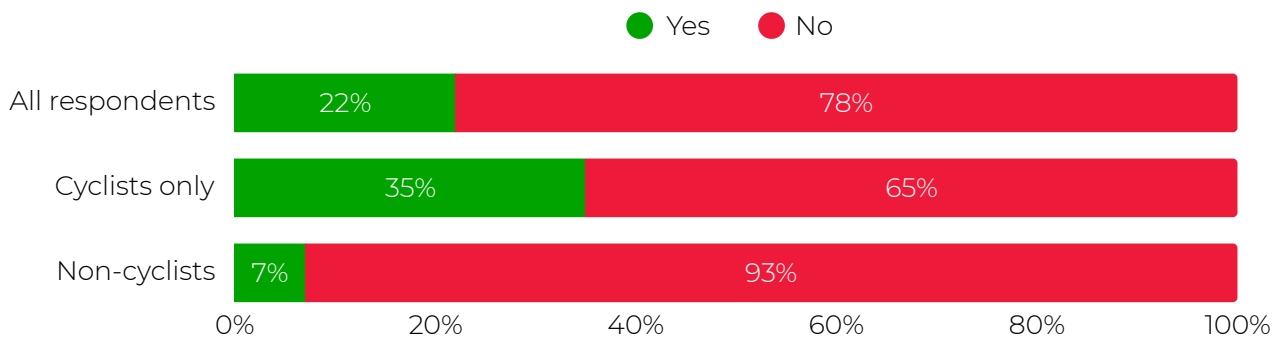
4. What we heard

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



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

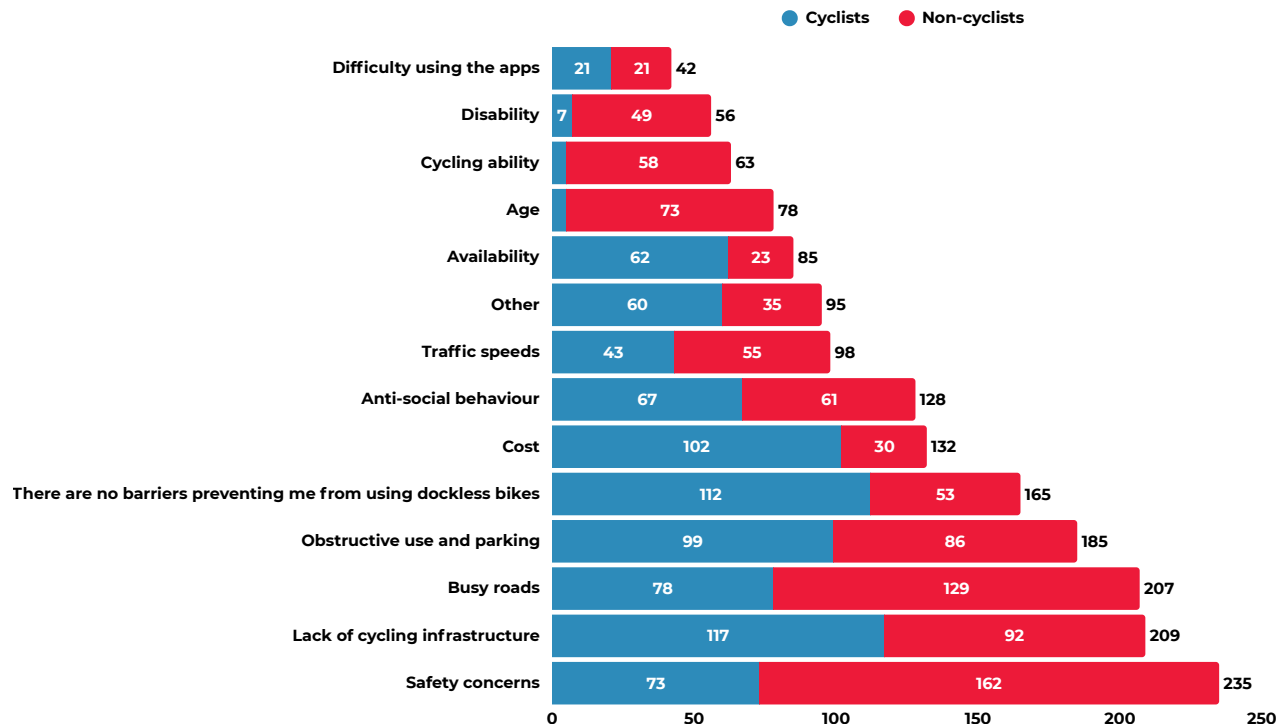
Have you used dockless bikes since their introduction in Haringey?



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

4. What we heard

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

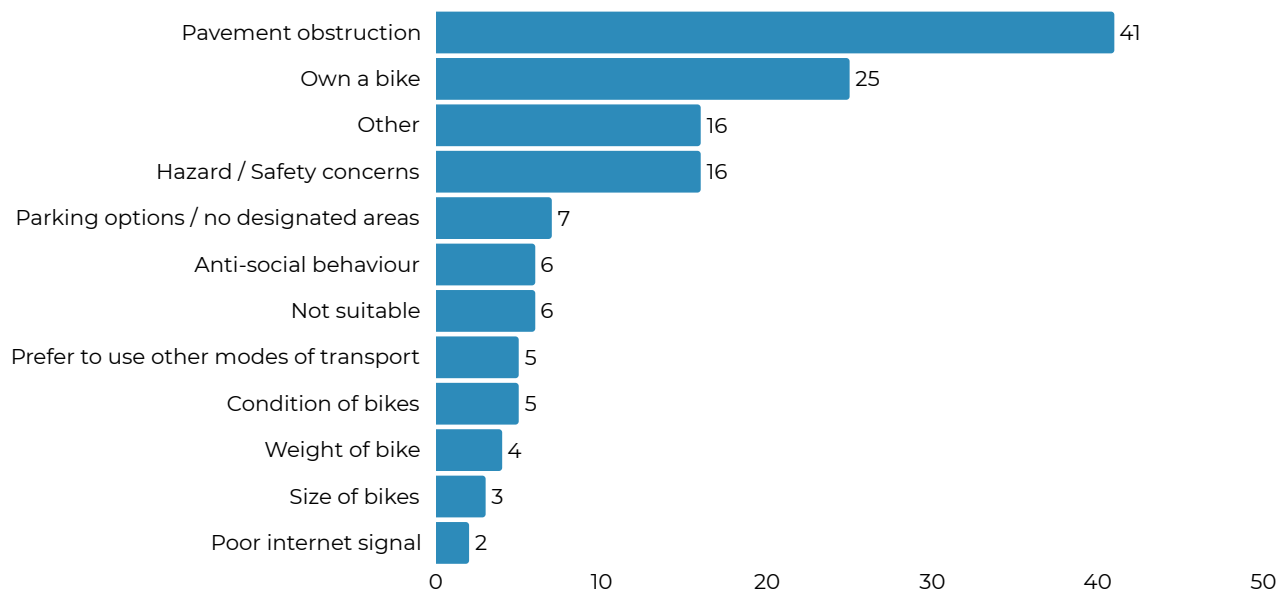


- When asked about barriers to using dockless bikes, the main concern was related to **safety**. This was often shared more by non-cyclists than cyclists. This was also the case for busy roads, which also has safety implications, and more likely to be mentioned by non-cyclists.
- **Lack of cycling infrastructure**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

4. What we heard

Other - theme

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



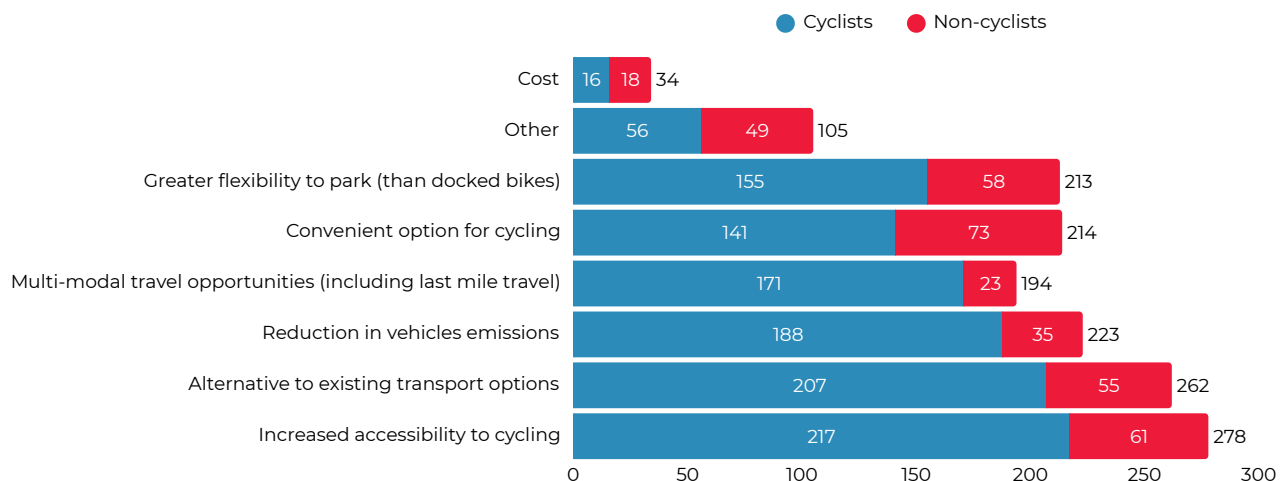
- **Pavement obstructions** was the most frequently mentioned barrier, with 42 respondents concerned about dockless bikes being left in a way that blocks pavements or pedestrian walkways. This reinforces the "Obstructive use and parking" barrier from the previous question, with respondents providing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



4. What we heard

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

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



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



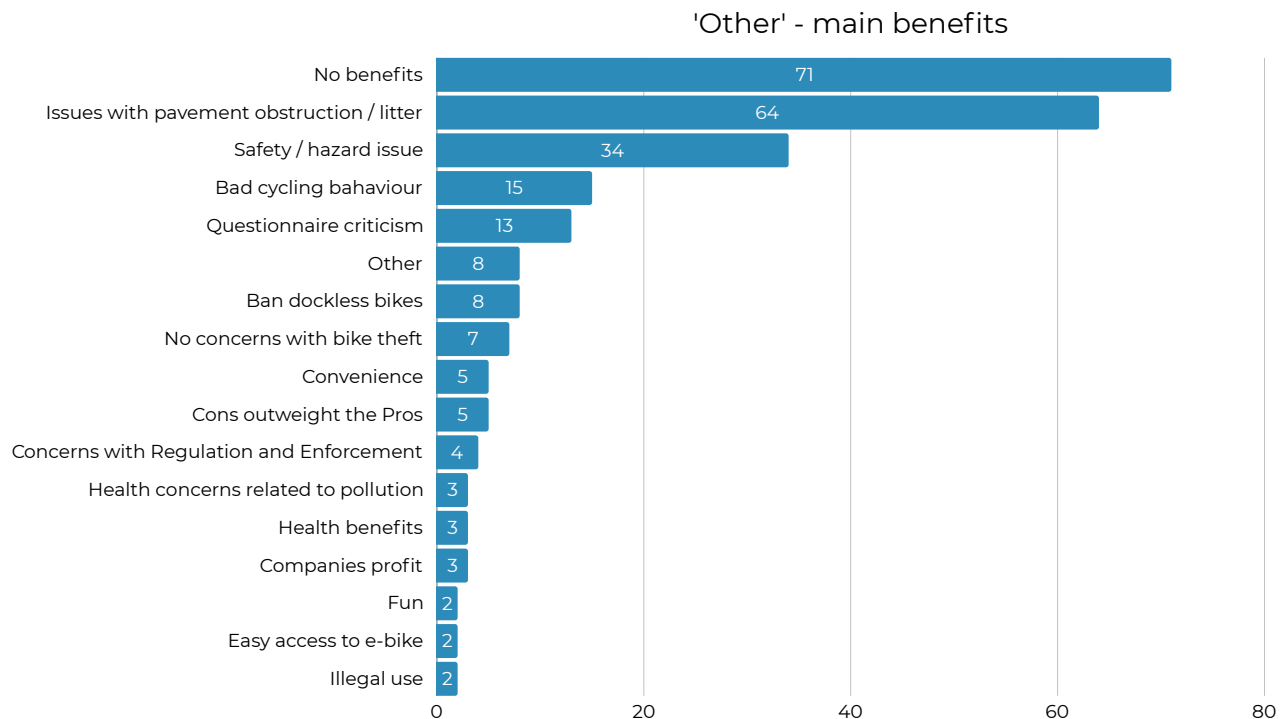
Cyclists also value the **parking flexibility** dockless bikes offer, alongside being **integrated with existing transport options**.



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

4. What we heard

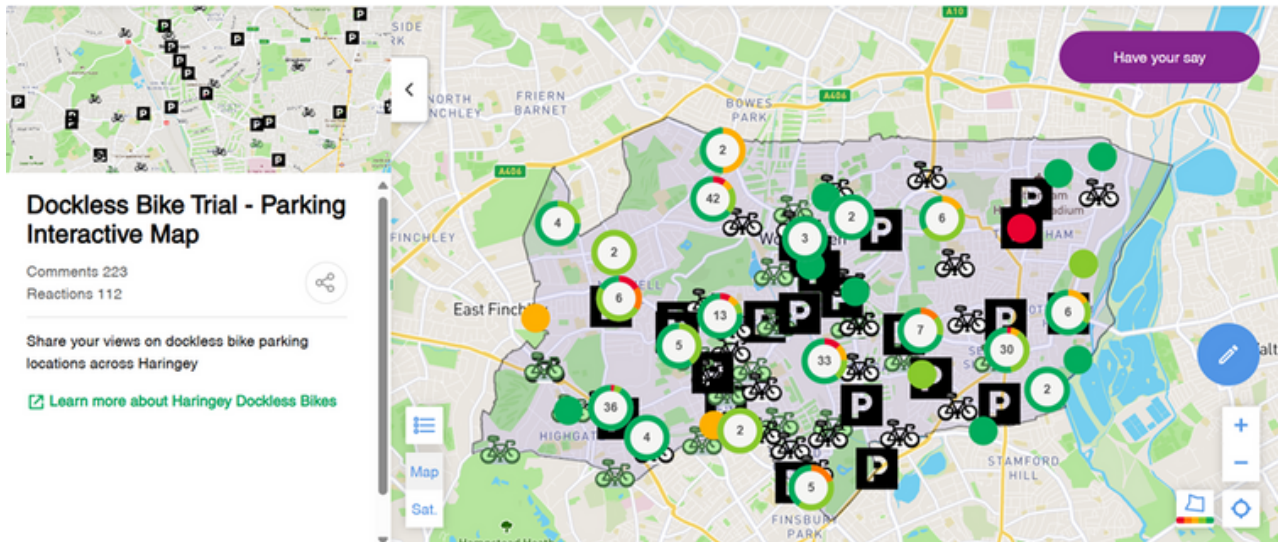
Other - theme



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

5. Interactive mapping

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



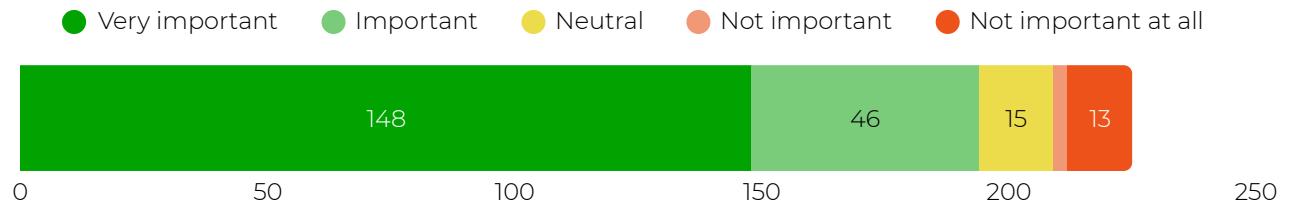
Participants of the interactive mapping exercise were prompted to drop a pin and answer the following question:

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

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

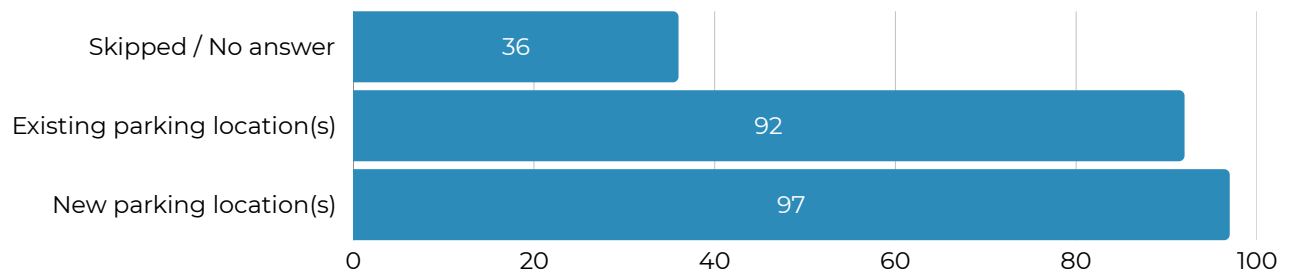
5. Interactive mapping

How important do you feel this suggested improvement is?

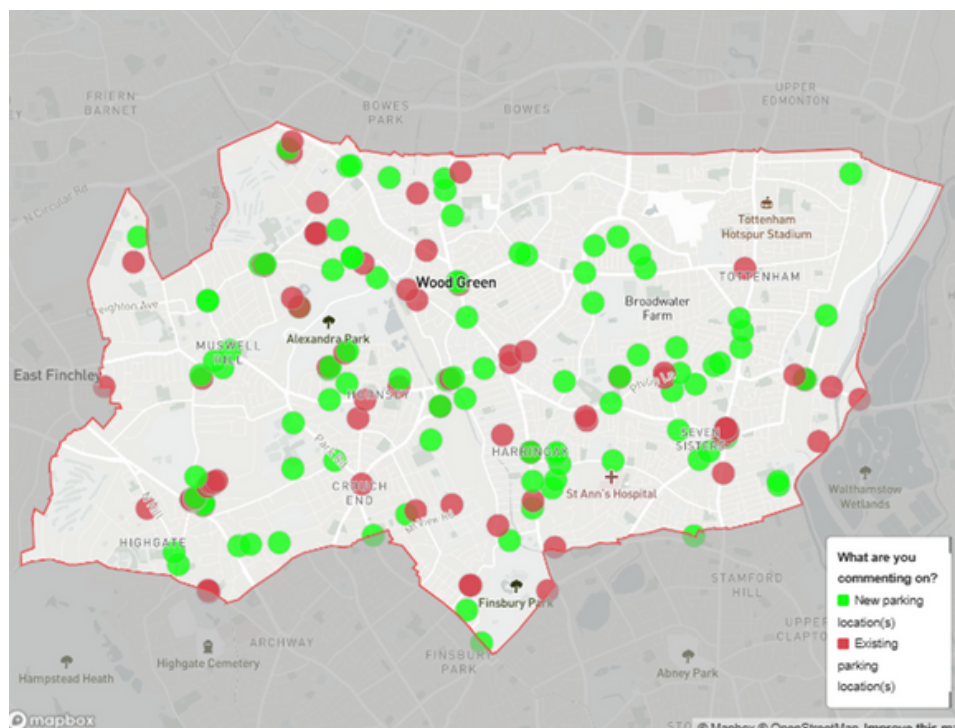


- Over 85% said the pin they placed was either important or very important. Less than 15% were neutral, felt it was not important or not important at all.

What are you commenting on?



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

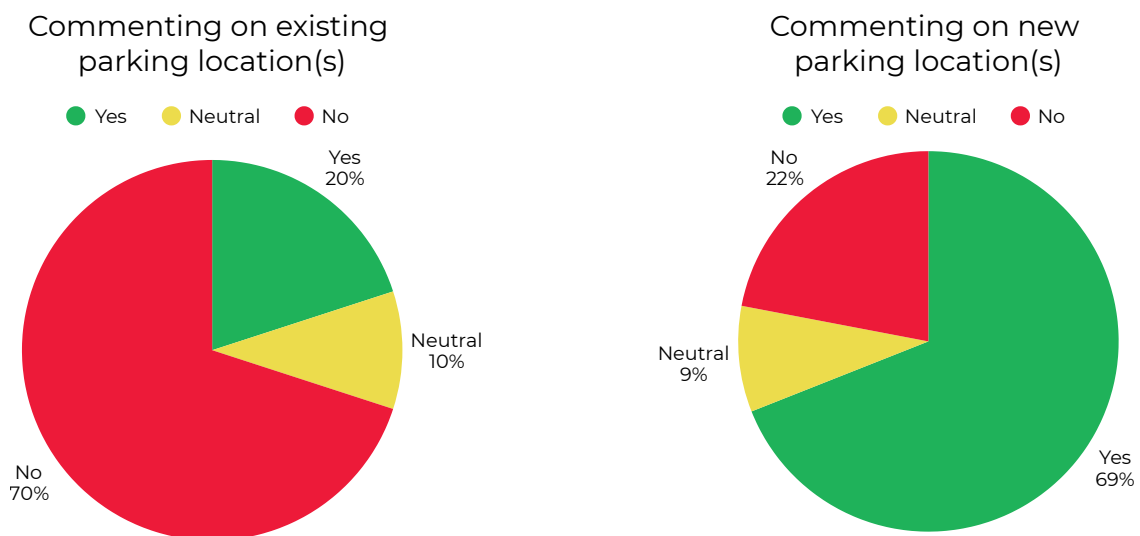


5. Interactive mapping

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

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

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



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

5. Interactive mapping

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

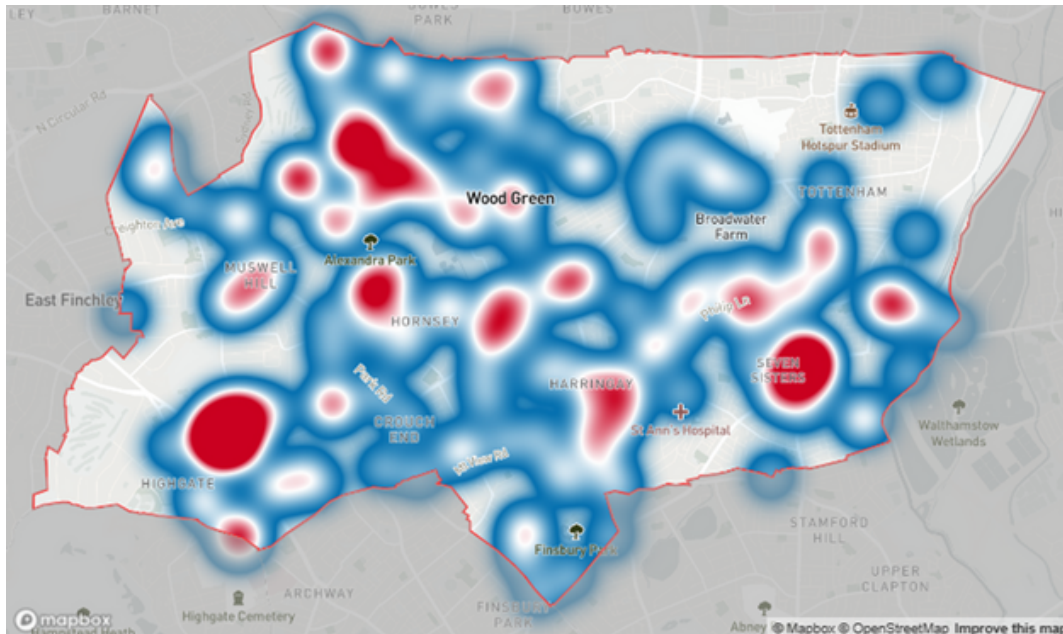
Comments were reverse-geolocated to identify which street respondents placed a pin on.

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

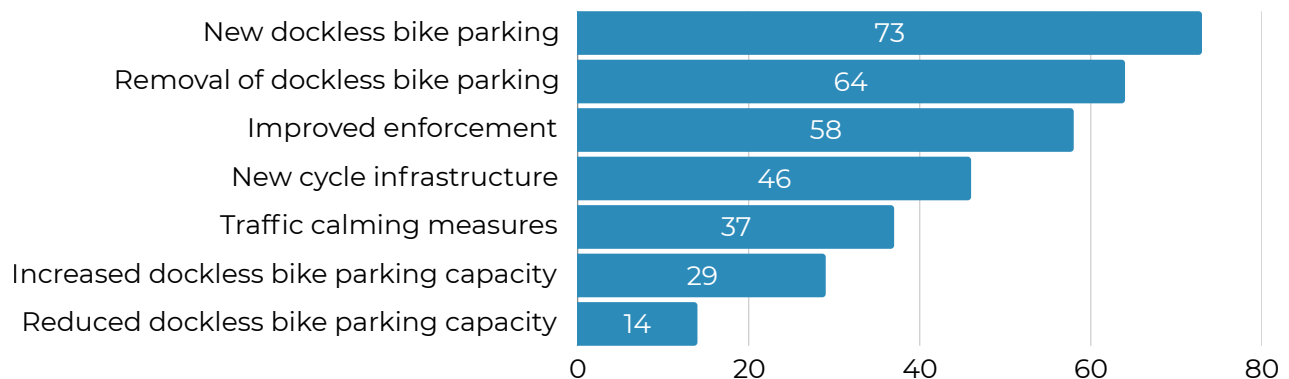
Road	Number of pins dropped	Road	Number of pins dropped
Wood Lane	23	Alexandra Park Road	2
High Road	17	Caroline Close	2
Albert Road	8	Dukes Avenue	2
Seven Sisters Road	6	Etherley Road	2
Lordship Lane	4	Florence Road	2
Park Ave North	4	Fortis Green Road	2
The Avenue	4	Gladesmore Road	2
Archway Road	3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

5. Interactive mapping

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



What improvements would you like to see at this location?

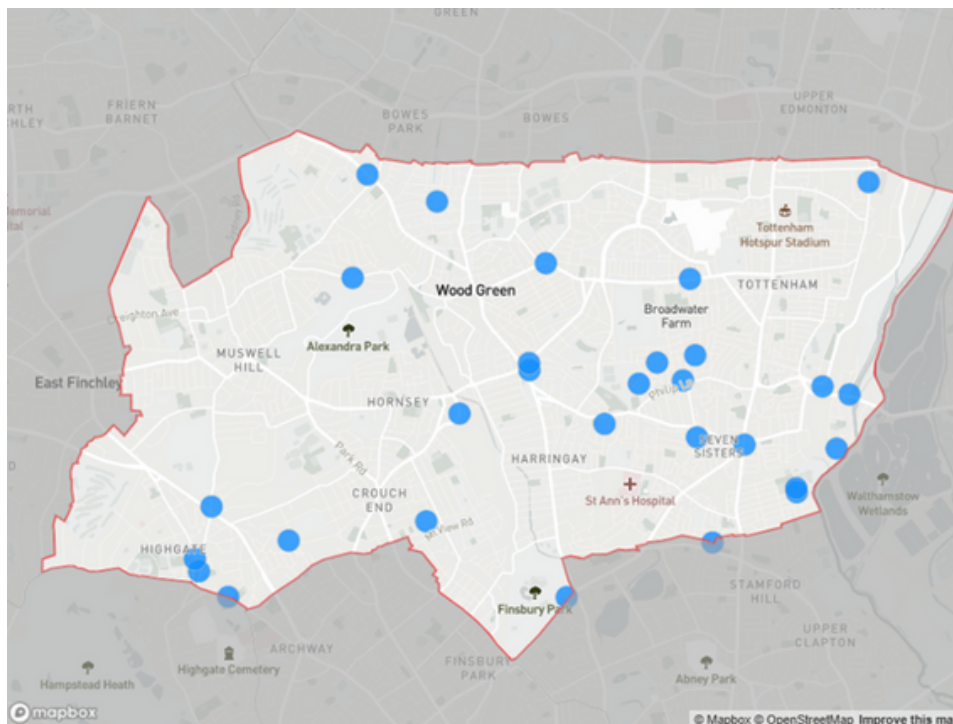


- The most frequent requests were the creation of new parking locations and the removal of existing ones, indicating dissatisfaction with the current parking locations. Additionally, there is a significant desire for improved enforcement, suggesting issues with bike misuse and obstructive parking. Beyond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

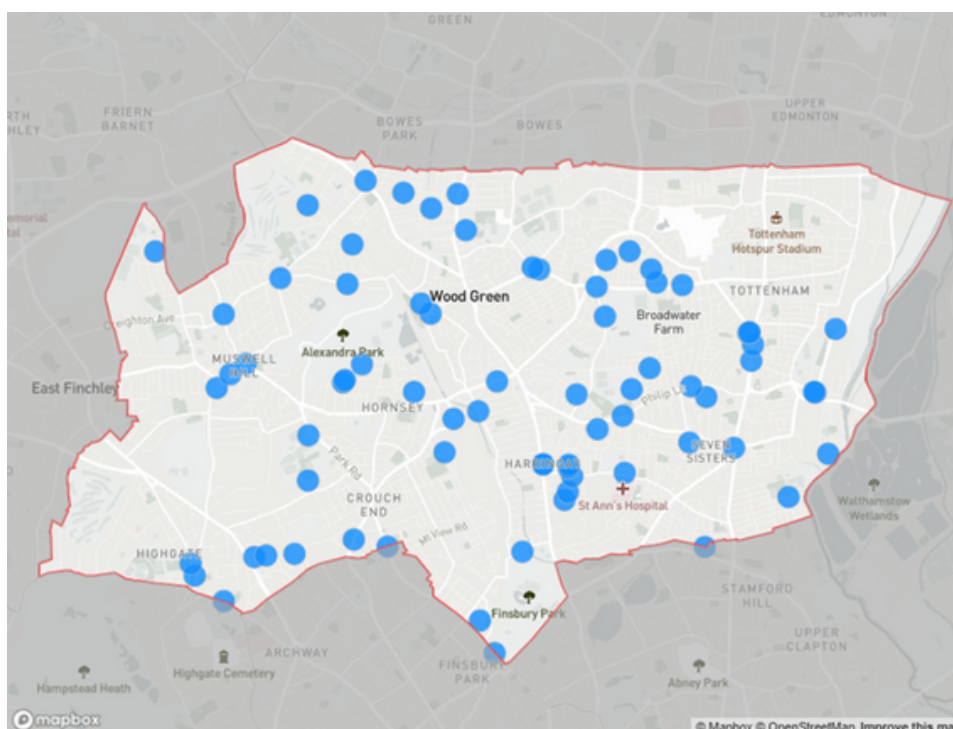
The request for increased dockless bike parking **capacity** and new dockless bike parking **locations** was mapped out to identify where pins were dropped.

5. Interactive mapping

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



Pins dropped on map requesting ‘new dockless bike parking’



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

5. Interactive mapping

Street level analysis of pins

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

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

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

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

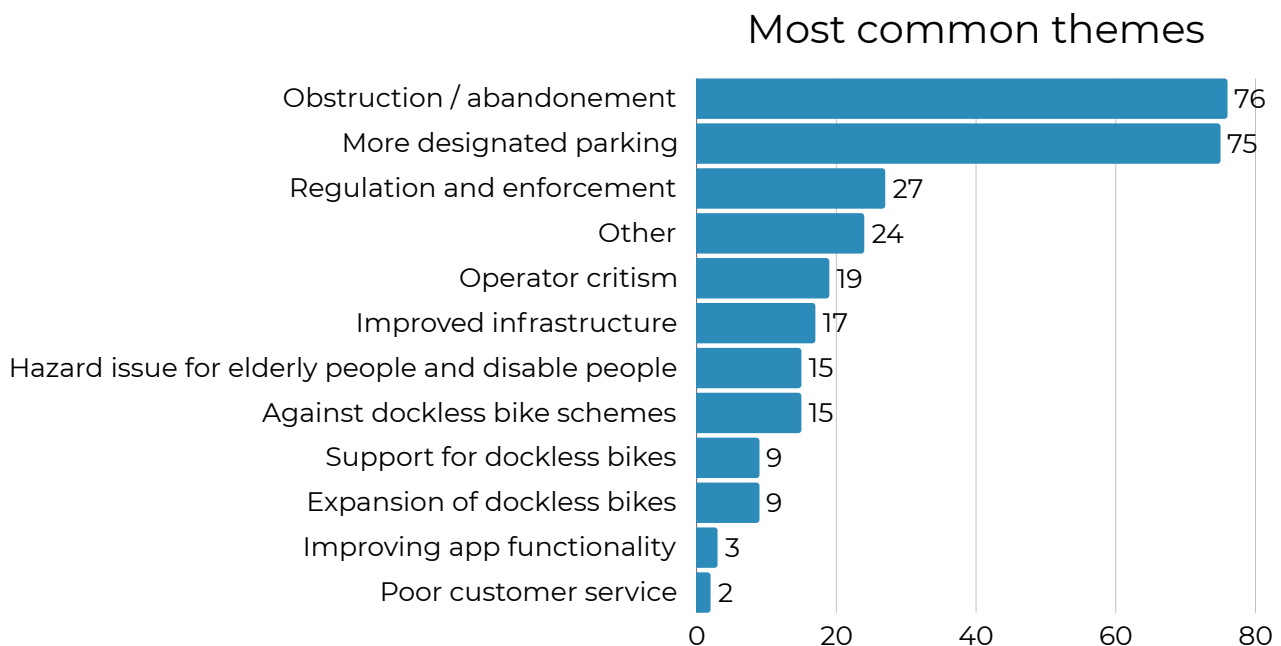
Lordship Lane – three respondents said they would like to see **additional dockless bikes**.

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

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

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

5. Interactive mapping



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

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

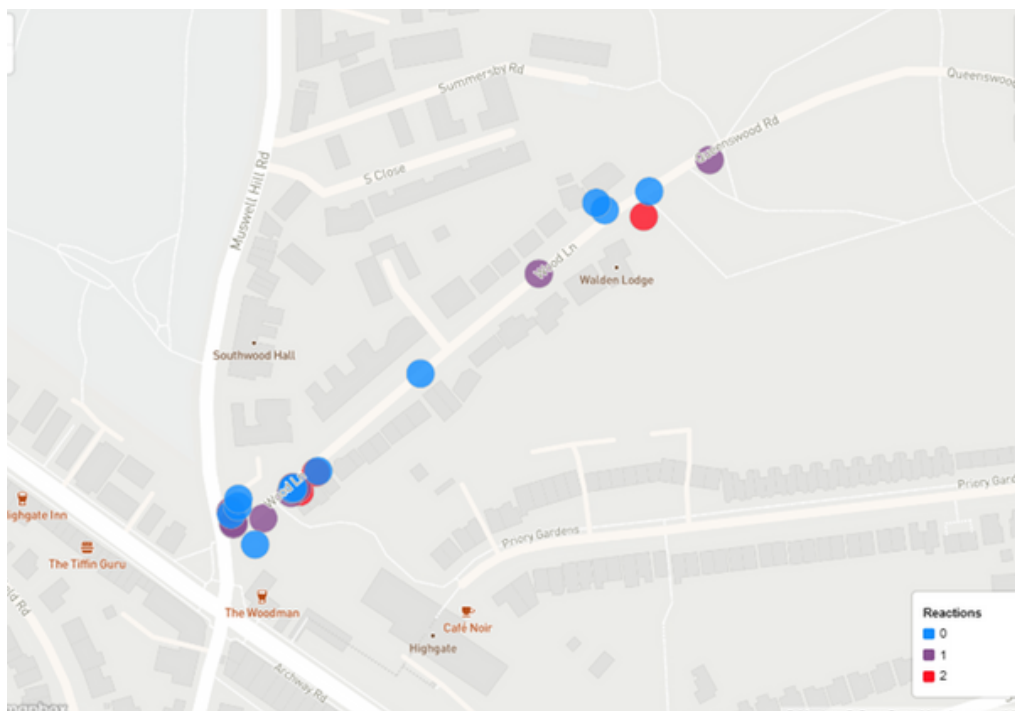
More designated parking was most requested on Albert Road (6), High Road (4) and Lordship Lane (3) the most.

5. Interactive mapping

Street level analysis of free text comments

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

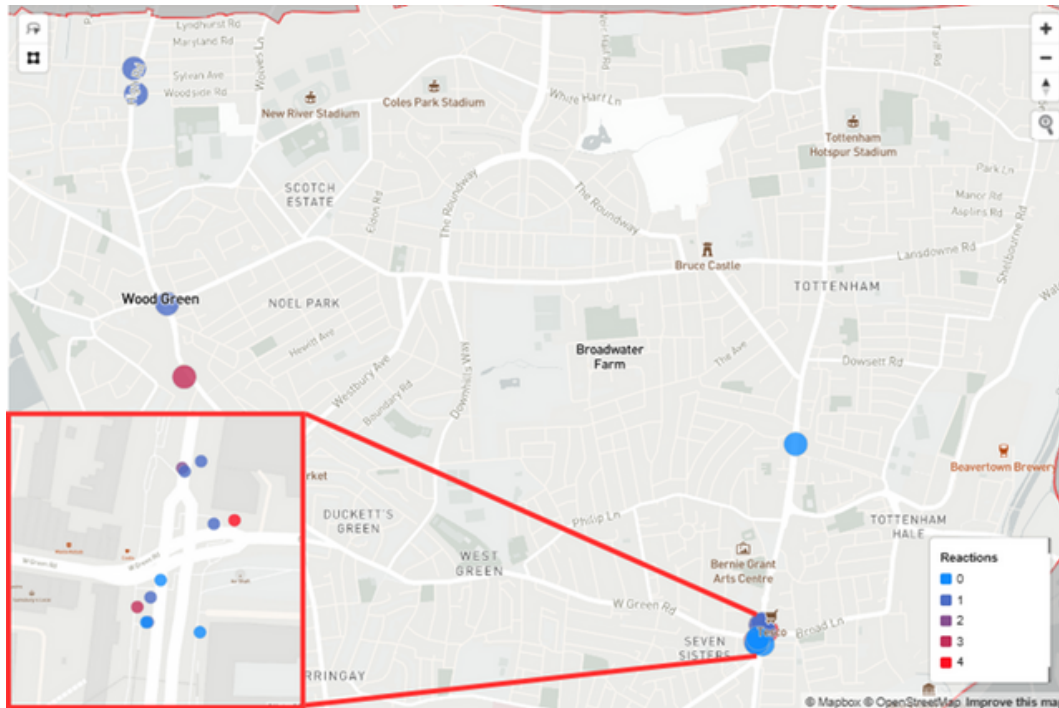
Wood Lane



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

5. Interactive mapping

High Road (east and west)

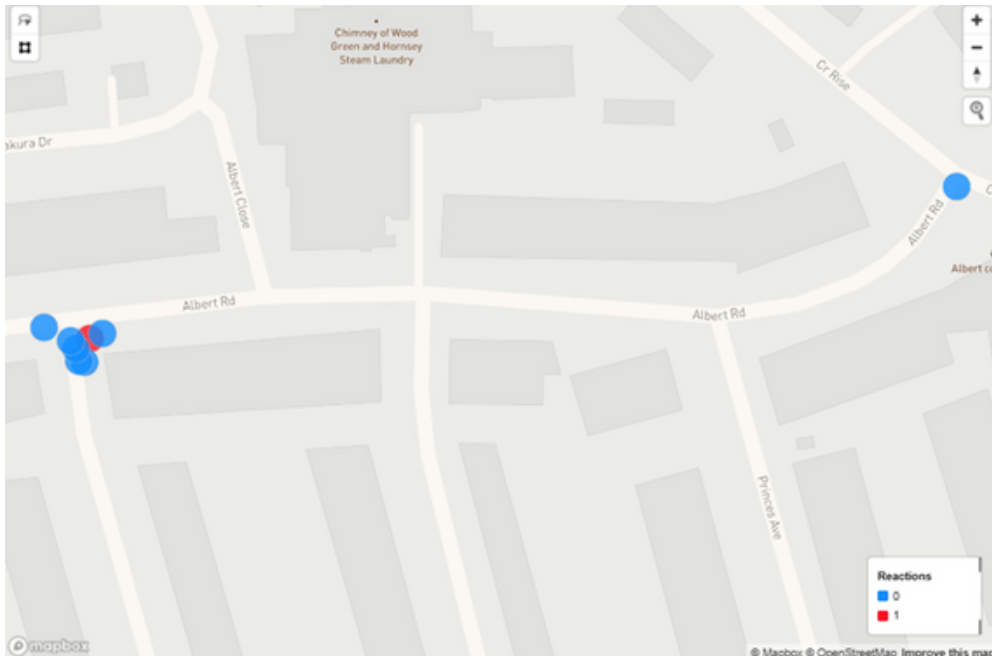


“At this particular place dockless bikes crowd the pavement – it’s already quite a tricky place to walk and cycle as the cycle path takes you right alongside the tube exit and there is a high risk of collision between pedestrians and cyclists, sickles bikes left outside costa coffee add obstacles.”

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

5. Interactive mapping

Albert Road

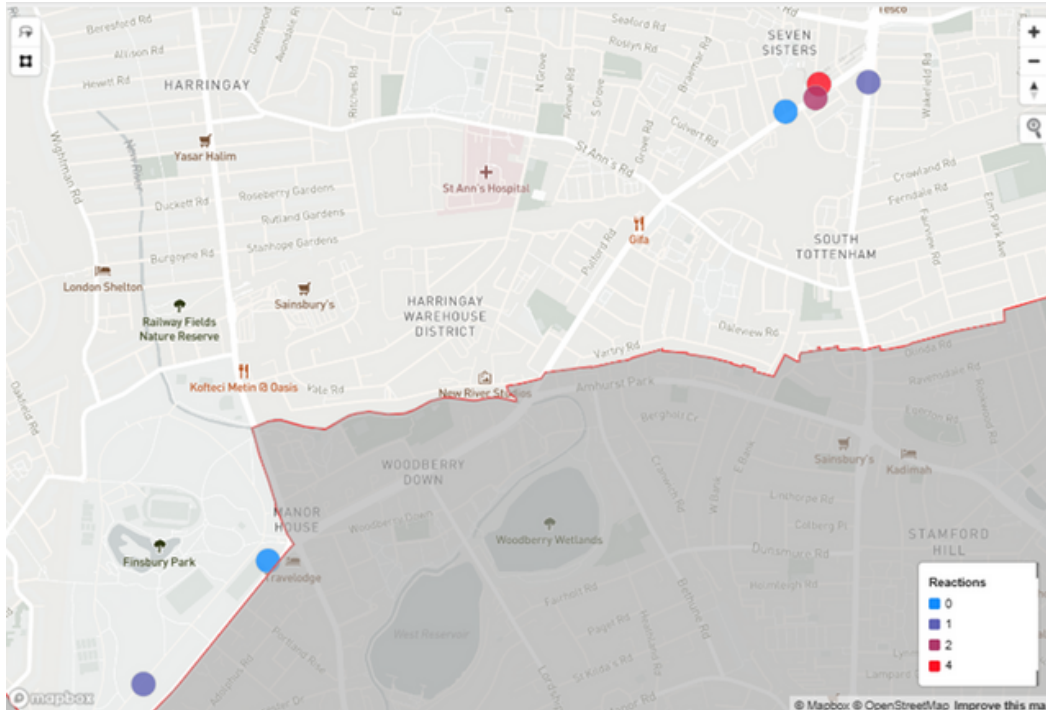


“Scrap the scheme - bikes are still being just left blocking pavements and although that has improved slightly the bikes are now overspilling from the marked boxes”

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

5. Interactive mapping

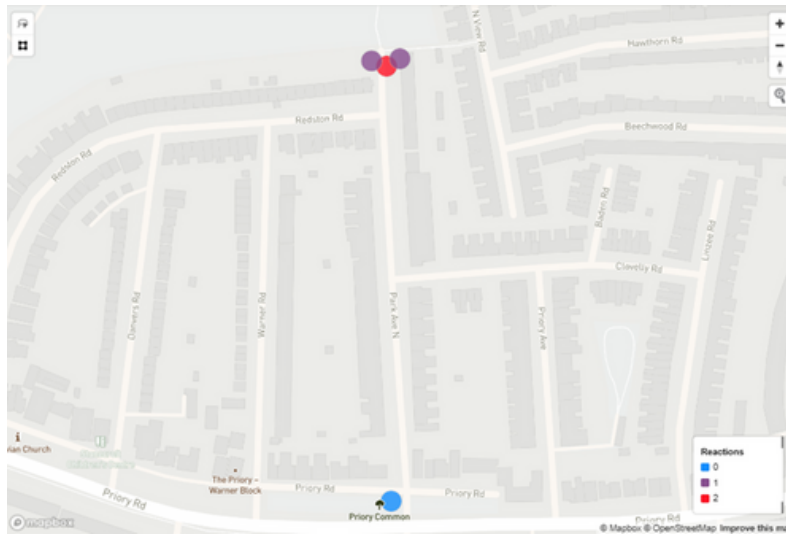
Seven Sisters Road



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

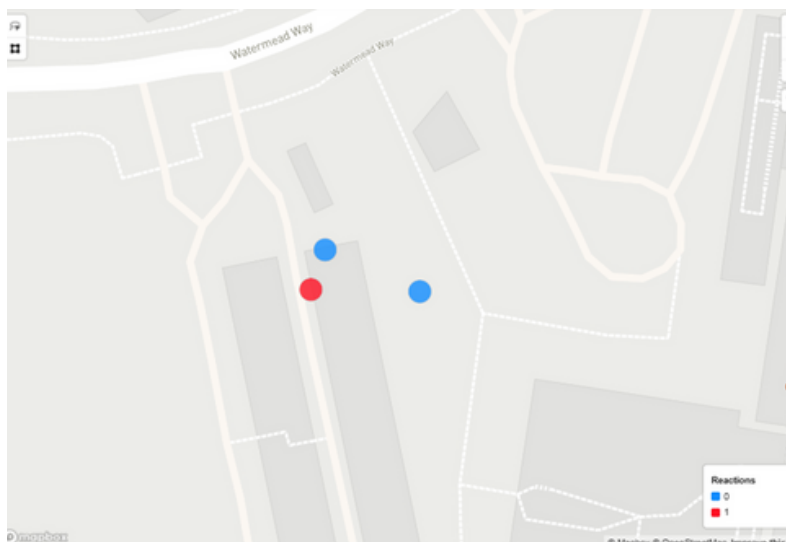
5. Interactive mapping

Park Ave North



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

Tottenham Hale Station



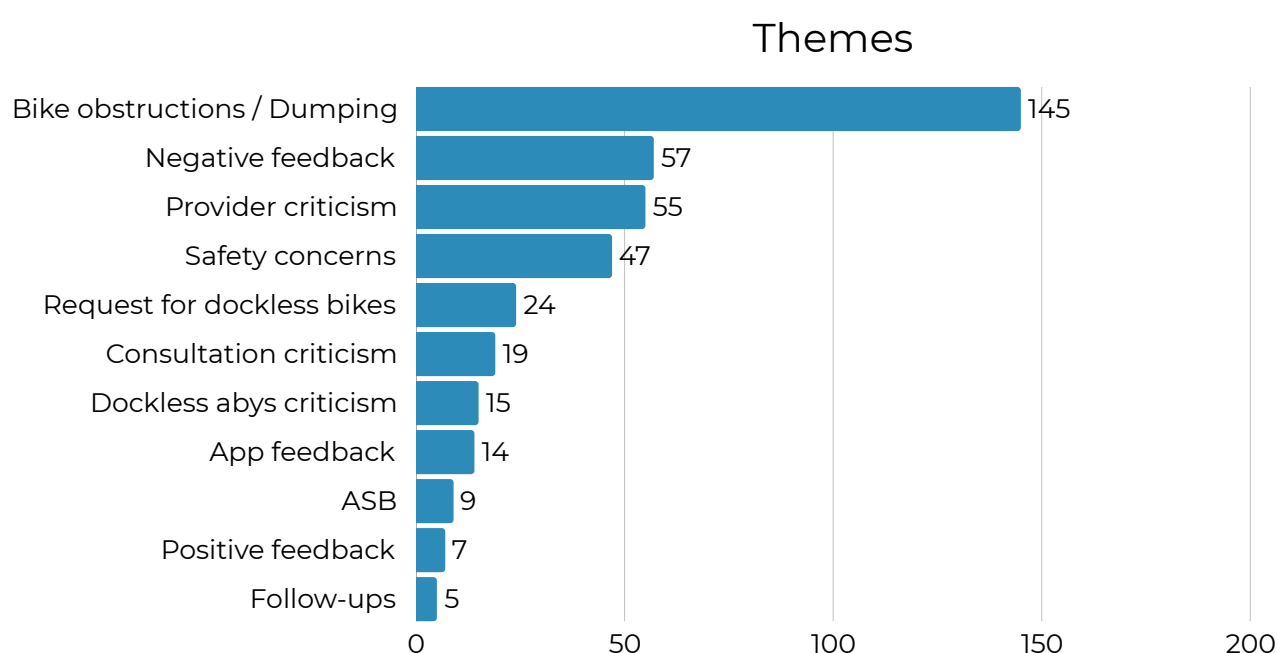
“Parking in front of Tottenham Hale is a mess, bikes just lying around. No human forest bikes available which are cheaper.”

6. Email correspondence

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

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

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



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

6. Email correspondence

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

Stress level - abandoned bikes

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

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

7. Equity & Inclusion

Widening Participation in Cycling

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

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

Gender



41%

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

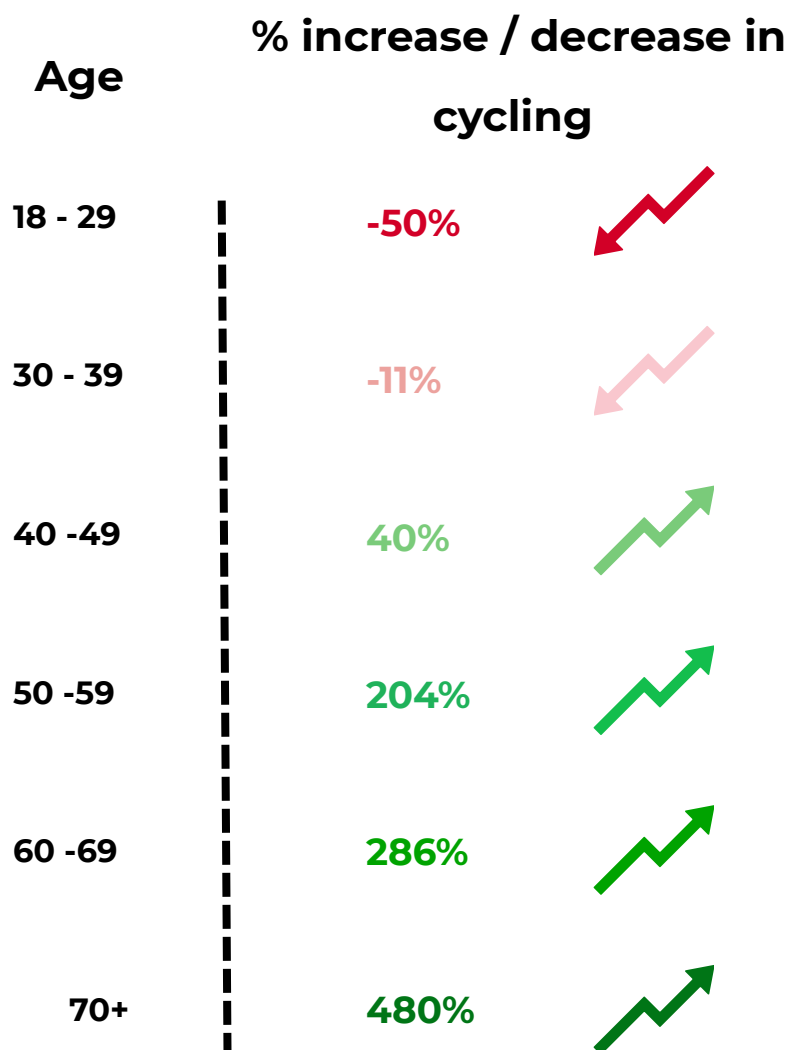


7. Equity & Inclusion

Age

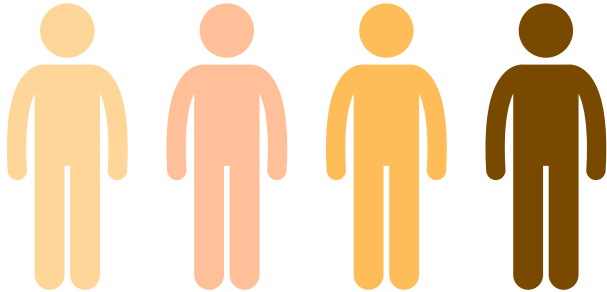


Cycling uptake increased across all age groups **aged 40 and over** compared to over a year ago.



7. Equity & Inclusion

Ethnicity



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

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

+27% increase in those identifying as Arab

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

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

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

-59% decrease in those identifying as another ethnic group



7. Equity & Inclusion

Income



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

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



8. Key findings and insights

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

Overall sentiment

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



Concerns about obstruction and clutter

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



Availability of dockless bikes

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



Removing barriers to cycling

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

9. Recommendations

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

Increase parking availability

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

Management of parking and reporting process

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

9. Recommendations

Operator services

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

Increased participation through investment in infrastructure and incentives

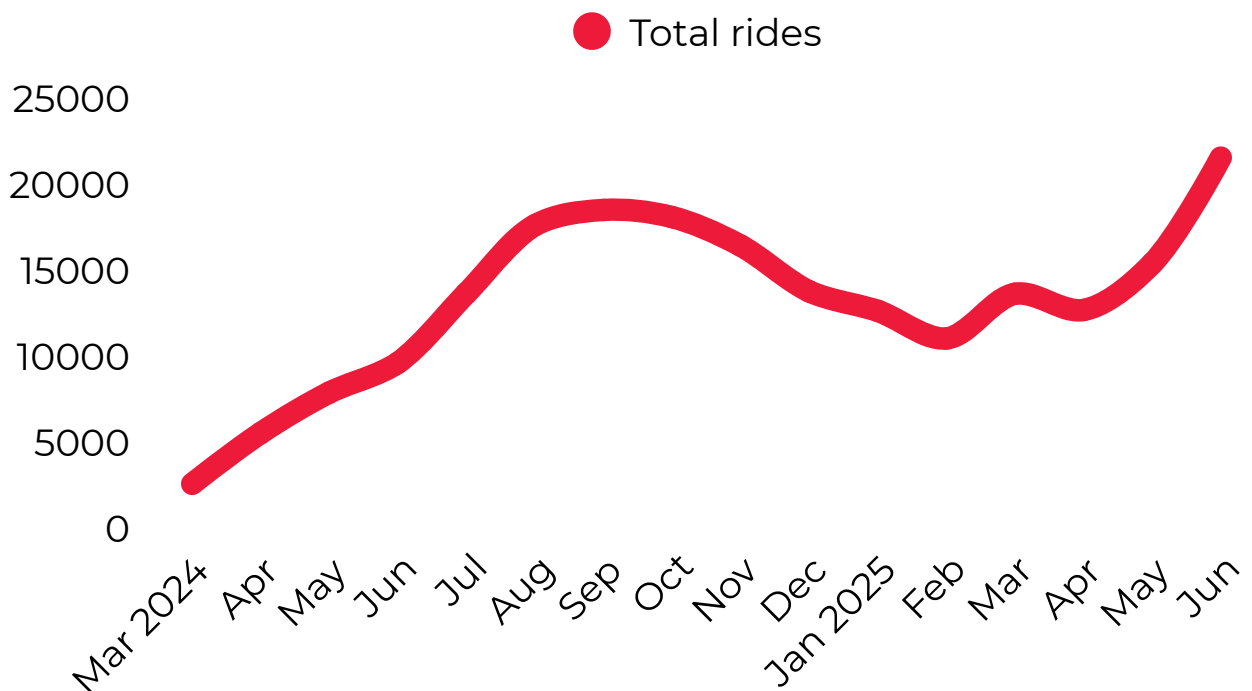
- Enhance cycling routes to make them safer; segregated lanes, traffic-calming measures, especially on busy roads, to address safety concerns identified as a barrier by both cyclists and non-cyclists.
- Offer pricing options that encourage regular use, such as passes or discounts for frequent riders,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

10. Ridership & Compliance

Ridership over the last year



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



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

10. Ridership & Compliance

Parking compliance

1 in 12

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

1 in 50

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

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



11. Appendix A

List of streets with only one pin dropped

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

11. Quality

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

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

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

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

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



Award Winning



Certifications



Accreditations



Memberships



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