

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

Item number: 6

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

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Ward(s) affected: All

Report for Key/ Non-Key Decision: Key Decision

1. Describe the issue under consideration

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

2. Recommendations

It is recommended that Cabinet Member:

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

3. Reasons for decision

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

3.7. Procurement Process.

- 3.8. Procurement conducted an Open Tender process to secure two dockless bike providers; a pre-market engagement notice was published on 'Find A Tender' to ascertain opinion from prospective suppliers regarding the specification of requirements. This was published 7th May 2025.
- 3.9. A Planned Procurement Notice UK3 was placed on Central Digital Platform (CDP) on the 24th September 2025 to alert the market to the opportunity. The

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

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

Table 1: Tender scoring

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

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

4 Alternative options considered

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

5 Background information – regulatory context

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

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

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

6 Haringey approach

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

The Trial

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

Parking bays

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

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

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

Engagement

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

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

Table 2: Consultation Feedback

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

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

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

Current trial and proposed contract

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

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

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

Parking

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

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

Safety

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

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

Social Value

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

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

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

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

Environmental Impacts

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

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

Operation Model & Expansion

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

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

Key Data

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

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

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

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

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

8. Carbon and Climate Change

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

9. Finance

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

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

10. Strategic Procurement

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

11. Director of Legal & Governance

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

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

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

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

12. Equality

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

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

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

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

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

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

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

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

13 Use of Appendices

[Appendix A: Consultation Report](#)

Background papers

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

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