

# London Councils' Transport and Environment Committee

**Wednesday 23 March 2016**

2.30pm in the Conference Suite, London Councils, 59½ Southwark Street, London, SE1 0AL

**Labour Group:** Meeting Room 4, at 1.30pm (1<sup>st</sup> Floor)

**Conservative Group:** Meeting Room 1, at 1.30pm (1st Floor)

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Agenda item	
1	Declarations of Interests*
2	Apologies for Absence & Announcement of Deputies
3	Operation Clearway Update – report introduced by Alex Williams (TfL)
4	Chair's Report
5	Flood Partnerships Update – report introduced by Councillor Alan Smith (LB Lewisham)
6	Sharing Skilled Transport Staff Initiative Update
7	Mayor's Green Infrastructure Taskforce
8	DfT and Mayor of London's Rail Prospectus
9	Taxicard Progress Report
10	Freedom Pass Progress Report
11	Dates of the TEC & TEC Executive Sub Committee for 2016/17

<b>12</b>	<b>Minutes of the TEC Executive Sub Committee held on 11 February 2016 (for noting)</b>	
<b>13</b>	<b>Minutes of the TEC Main Meeting held on 10 December 2016 (for agreeing)</b>	

### **Declarations of Interest**

\* If you are present at a meeting of London Councils' or any of its associated joint committees or their sub-committees and you have a disclosable pecuniary interest\* relating to any business that is or will be considered at the meeting you must not:

- participate in any discussion of the business at the meeting, or if you become aware of your disclosable pecuniary interest during the meeting, participate further in any discussion of the business, or
- participate in any vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

It is a matter for each member to decide whether they should leave the room while an item that they have an interest in is being discussed. In arriving at a decision as to whether to leave the room they may wish to have regard to their home authority's code of conduct and/or the Seven (Nolan) Principles of Public Life.

\*as defined by the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012

If you have any queries regarding this agenda or are unable to attend this meeting, please contact:

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## **TEC Declarations of Interest 23 March 2016**

### Freedom Pass Holders/60+ Oyster Cards

Cllr Wesley Harcourt (LB Hammersmith & Fulham), Cllr Alan Smith (LB Lewisham), Cllr Jill Whitehead (LB Sutton), Cllr Caroline Usher (LB Wandsworth) and Michael Welbank (City of London)

### North London Waste Authority

Cllr Dean Cohen (LB Barnet), Cllr Phil Jones (LB Camden), Cllr Daniel Anderson (LB Enfield), Cllr Feryal Demirci (LB Hackney), Cllr Claudia Webbe (LB Islington), and Cllr Clyde Loakes (LB Waltham Forest)

### Western Riverside Waste Authority

Cllr Wesley Harcourt (LB Hammersmith & Fulham) and Cllr Jenny Brathwaite (LB Lambeth)

### East London Waste Authority

Cllr Lynda Rice (LB Barking & Dagenham), Cllr Robert Benham (LB Havering), Cllr Ian Corbett (LB Newham) and Cllr Baldesh Nijjar (LB Redbridge)

### South London Waste Partnership

Cllr Kathy Bee (LB Croydon), Cllr Nick Draper (LB Merton) and Cllr Jill Whitehead (LB Sutton)

### London Waste & Recycling Board

Cllr Clyde Loakes (LB Waltham Forest)

### Car Club

Cllr Julian Bell (Chair – LB Ealing), Cllr Feryal Demirci (LB Hackney) and Cllr Claudia Webbe (LB Islington)

### Thames Regional Flood & Coastal Committee (RFCC)

Cllr Lynda Rice (LB Barking & Dagenham)  
Cllr Dean Cohen (LB Barnet)  
Cllr Tim Coleridge (RB Kensington & Chelsea)  
Cllr Alan Smith (LB Lewisham)  
Cllr Nick Draper (LB Merton)  
Cllr Darren Merrill (LB Southwark)  
Cllr Daniel Anderson (LB Enfield))

### London Cycling Campaign

Cllr Feryal Demirci (LB Hackney)

# London Councils' Transport & Environment Committee

## Operation Clearway

Item No: 03

**Report by:** Siwan Hayward

**Job Title:** Deputy Director, Enforcement and On-street Operations, TfL

**Date:** 23 March 2016

**Contact Officer:** John Conway

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### Summary:

This paper has been prepared for the Transport and Environment Committee (TEC) of London Councils to update the Committee on the enforcement and engagement activity being undertaken as part of 'Operation Clearway' in relation to free-standing advertising boards ('A' Boards) as well as other unlawful highway obstructions on the Transport for London Road Network (TLRN).

### Recommendations:

- Note TfL's problem-solving approach to dealing with unauthorised obstructions on the TLRN
- Note and comment on the new Operation Clearway Policy included in Appendix 1
- Endorse continued support for borough officers own activity to jointly address wilful obstructions of the highway

## Background

1. Freestanding 'A' Board signs and other unauthorised obstructions constitute an unlawful obstruction, nuisance and a potential danger to public safety. They interfere with the movement of pedestrians, particularly older people, or those with visual or mobility impairment issues.
2. TfL, as with other highway authorities, has a legal duty and various powers to deal with wilful obstructions of the highway under the Highways Act 1980 and the London Local Authorities and TfL Act 2003.
3. The engagement, education, and enforcement activity undertaken by TfL to deal with unauthorised obstructions on the TLRN is delivered as part of Operation Clearway.
4. Operation Clearway sees Revenue Protection Inspectors (RPIs) and Roads and Transport Enforcement Officers (RTEOs) in TfL's Directorate of Enforcement and On-street Operations (EOS), tasked to priority areas on the TLRN, to engage with businesses to improve compliance with the Highway legislation as well as gathering evidence for enforcement activity, whether that be formal warning, Fixed Penalty Notices (FPNs) or prosecution, where this is required.

## Update

5. Operation Clearway deployments are intelligence led and on-street resources are tasked to priority locations. A data-driven location prioritisation process has been developed and implemented which identifies areas with the greatest need for enforcement activity. This enables TfL resources to be deployed intelligently across the TLRN to achieve the most effective results. The tool assesses all roads on the TLRN by their risk of conflict based on pedestrian footfall; highway width and place function amongst other factors, as well as stakeholder feedback to prioritise locations. The list is regularly reviewed and updated, and locations for enforcement activity are identified from the most at risk locations.
6. Over the last year there has been a step change in TfL's approach to dealing with unlawful highway obstruction which is proving to be effective in improving compliance in priority areas on the TLRN. The approach now being adopted as part of Operation Clearway has evolved over the last year and is focussed on prevention and problem-solving. The enhanced approach now includes:
  - Enforcement against all highway obstructions (not just 'A' Boards)
  - An improvement and expansion of the method to determine at-risk locations across the whole TLRN
  - Greater involvement and engagement with local authorities, businesses and Business Improvement Districts (BIDs) to prevent unlawful obstruction of the highway
  - A policy statement to set out TfL's robust and firm position.
7. Results of this approach are so far very positive with compliance reaching over 80 per cent in all six locations targeted to date - Clapham High Street, Stoke Newington High Street, Shoreditch Triangle, Camden High Street, and Balham and Tooting.
8. TfL has developed a public-facing policy setting out TfL's commitment and approach to preventing and dealing with unlawful obstructions across the whole of the TLRN. It

aims to gain full compliance across the TLRN to ensure no person is put at risk from unauthorised activity that obstructs the highway. A copy of the Policy is included in Appendix 1.

9. The approach being used to tackle unlawful obstructions on the TLRN begins with engagement and education, and uses enforcement as a last resort. On-street officers engage and educate business owners about TfL's position on unlawful obstructions and the problems they cause for pedestrians, particular those that are visually or mobility impaired. Officers encourage businesses to remove the obstruction and take the correct course of action such as applying for a licence or using an alternative means of advertising.
10. Officers will then revisit the site to gather evidence. In cases where the business owner has failed to comply TfL issues them with a warning letter, followed by an FPN(s) where appropriate. Prosecution is the final stage, should the case be deemed suitable for such action.
11. The enhanced problem-solving approach has seen increased engagement with businesses and BIDs to prevent unlawful obstruction by working with them to provide alternative means of advertising, promoting and encouraging custom.
12. Engagement with Local Authorities and stakeholder groups is being strengthened as part of Operation Clearway, and is an essential part of the new approach to dealing with unlawful obstructions. The new approach has been informed by consultation with London Councils and a number of Local Authorities. TfL is liaising with boroughs to improve the flow of information on local authority licensing of tables and chairs, street trading and their procedures.
13. TfL facilitated a Practitioners Forum for Operation Clearway on 15 February for local authority representatives. The forum provided an opportunity for representatives from different boroughs across the TLRN to discuss common issues and concerns and shared learning and best practice in relation to unlawful highway obstructions. The feedback from attendees has been extremely positive. Borough officers indicated that the continued support of local politicians was a valuable aid in their own work to address issues on borough roads.

## **Recommendations**

The committee is asked to:

- Note TfL's problem-solving approach to dealing with unauthorised obstructions on the TLRN
- Note and comment on the new Operation Clearway Policy included in Appendix 1
- Endorse continued support for borough officers own activity to jointly address wilful obstructions of the highway

## **Legal implications for London Councils**

None as a direct result of this paper.

**Financial Implications for London Councils**

None as a direct result of this paper.

**Equality implications for London Councils**

None as a direct result of this paper. However failure to address wilful obstructions can have a disproportionately adverse impact upon vulnerable groups such as the blind and partially sighted.

**List of appendices to this report:**

Appendix 1 – Operation Clearway Policy

## **Appendix 1 – Policy Statement**

### **Transport for London Policy Statement**

#### **Prevention, Management and Enforcement of Wilful Obstruction of the Highway**

##### **Background**

TfL's goal is to keep London working and growing and make life in London better. Every journey matters and has a purpose for all our customers and users – be that by bus, tube, river or walking.

As the Highway Authority, TfL has a duty under Section 130 of the Highways Act 1980 to “assert and protect the rights of the public to the use and enjoyment of any highway for which they are the highway authority”. A failure to do so may result in injury and inconvenience to those using the highway.

TfL recognises that while some activities on our streets can add to the vibrancy and economic viability of a location, unauthorised and wilful obstruction of the highway caused by items such as advertising boards and un-licensed tables can cause significant issues and a potential danger for groups such as disabled people and the visually impaired. We must ensure we do all we can to protect and support those vulnerable people who rely on having the confidence to use a clear and uncongested highway.

TfL strives to create a safe, secure and accessible transport network for all who use it and will take the necessary action to ensure that risks of harm are minimised. TfL is seeking to gain full compliance across the Transport for London Road Network (TLRN) to ensure no person is put at risk from unauthorised activity that obstructs the highway.

##### **TfL Story**

The TfL story sets out our goal to keep London working, growing and to make life in London better. Prevention, management and enforcement of wilful obstruction will be delivered through the four pillars of our strategy:

##### **Customers and Users**

Customers are at the centre of everything we do, and we strive to deliver constant improvement to make life easier and safer for our customers. Highway users, and particularly those who are vulnerable, should have confidence that the highway is safe, secure and free of danger whilst being able to enjoy public amenities within their community.

##### **People**

Our staff work tirelessly to keep our roads safe and secure. Ensuring our network stays this way will be the responsibility of all our staff. We will commit to ensuring our internal processes support our aim of eliminating unlawful obstructions from our highway to achieve full compliance. We will also work collaboratively and in close partnership with those outside the organisation who play a significant part in achieving our goal.

##### **Delivery**

We will educate and inform our staff and all relevant parties to ensure they have the knowledge, information and resources to keep the highway clear. We will work with our partners in the boroughs and with businesses to make sure we have a coordinated approach to tackling wilful obstruction of the highway. We will analyse data to deliver the most effective response, prioritising the locations in greatest need.



## **Value for Money**

In delivering an organised strategy to tackle wilful obstructions, we will ensure the best value for fare and tax payers' money, by making existing procedures more efficient and increasing staff productivity. Although we are aiming to make the entire TLRN safe, we will begin by prioritising areas where our enforcement activities will have the greatest impact, focusing our resources on where we can make the biggest difference to our highway users. We will ensure we take effective actions which improve the experience of those using our highway to increase accessibility to the benefit of local businesses.

## **What We Will Do**

TfL will seek to protect the highway from wilful obstructions by:

### Seeking full compliance

- TfL will strive to achieve full compliance by eliminating illegal and dangerous obstructions from the highway
- Have a co-ordinated and well managed strategy in place
- Send a clear and consistent message to ensure highway users understand our policy and approach to address wilful obstruction of the highway
- Work with businesses of all shapes and sizes to prevent wilful obstruction and encourage good practice and knowledge sharing
- Encourage the use of public amenities and creation of community areas whilst minimising the risks to highway users and those who are most vulnerable

### Education, Engagement and Enforcement

- Use education and engagement as our primary tools for preventing and managing wilful obstruction of the highway with enforcement as a last resort
- Prioritise locations for engagement, education and enforcement based on the biggest risks to ensure we protect the most users and have the greatest positive impact
- Listening to vulnerable users to understand their needs and address their concerns, taking this through to our education and training
- Train staff to deal with such offences and provide them with the necessary tools to engage with businesses on the roadside
- Engage with businesses to encourage the use of alternative means of promotion without obstructing the highway

### Licensing

- Work with our partners in the boroughs to create open lines of communication and improve current procedures for the licensing of public amenities on the TLRN
- Be proportionate when reviewing applications for licences on the TLRN
- Providing clear guidelines to boroughs and businesses of our licensing conditions and our approach to managing risk
- Strive to create a database of highway licences across the TLRN

## **Who Does This Apply To**

TfL, the public, highway users, the boroughs and businesses must all do their part to ensure the highway is kept safe and clear. Each person, team or organisation has a responsibility to work together to eliminate wilful obstruction of the highway.

The policy, related procedures and associated guidelines are the responsibility of TfL who will work closely with its partners to ensure our response is as efficient and effective as it can be.

## **What Does This Mean In Practice?**

### **Our Aims**

Our aim is to make sure that all highway users are aware of the potential dangers and issues caused by wilful obstruction of the highway and the impact this has on the public, in particular the visually and mobility impaired. We want to achieve full compliance across the Transport for London Road Network (TLRN) to keep it safe and free from obstruction, giving more people the confidence to use the highway. This means keeping the highway clear from A-boards and unlicensed activities. In order to be fair to all highway users, we want to ensure our approach to wilful obstruction is clear and consistent across the whole of our network. To achieve these aims, a number of supporting processes and procedures are in place. These are described below and provide an overview of the relevant people and processes involved.

### **Our Staff**

At TfL we have over 350 officers who are deployed on the street to deal with a range of issues such as fare evasion, street work issues and taxi licencing compliance. Some of these officers are trained to deal with wilful obstruction of the highway. These officers are deployed to educate and engage with those causing a wilful obstruction to help increase their understanding and gain compliance.

### **Location Prioritisation**

Taking action against all instances of wilful obstruction on the TLRN at the same time would be impractical as our resources are needed to address a number of different issues across many parts of the TLRN. Therefore, in order to deploy our resources in the most effective way, we are prioritising locations based on a process which identifies areas with the highest 'risk of conflict'. This is based on an assessment of a number of factors including level of footfall, highway width and area type. For example there are likely to be more obstructions and higher foot-fall in areas where there lots of on-street activities such as a high street with cafes and shops – this would be prioritised as a higher risk location. Using this method, we are able to deploy our resources in the most effective way to ensure we have the biggest impact on the largest number of highway users.

### **Education, Engagement and Enforcement**

Once tasked with a priority location, our officers are deployed to engage, educate and gather evidence. In the first instance, when an officer identifies a wilful obstruction, they will aim to engage with the person responsible for the obstruction to explain the potential dangers and the problems it causes the public. Following this, officers will collect photographic and written evidence of an offence so that we can decide the best course of action. In most cases, a warning letter is sent to the person responsible explaining the dangers of wilful obstruction. The warning letter includes guidance on acceptable alternatives to a number of common obstructions and provides information on how to obtain a licence or consent if applicable. Our officers will then be sent out to check if the obstruction has been removed. In a case of non-compliance officers will gather more evidence and the person responsible may be issued with a Fixed Penalty Notice (FPN). If unpaid, we may issue further FPN's before making a decision on the best course of action including potential prosecution.

### **Compliance monitoring**

TfL will continue to monitor compliance in areas where education, engagement and enforcement have taken place. This will happen on a regular basis until TfL is satisfied that the highway is clear of unlawful obstructions.

### **Licencing**

TfL recognises that some activities on our streets add to the vibrancy and economic viability of a location. However, it is important that these activities are licenced to ensure they are safe, and balance the needs of all our highway users. Licences can be obtained in a number of different ways, through TfL directly or through a local authority with the consent of TfL. In order to make sure activities are suitable, TfL are engaging with the boroughs to ensure TfL are consulted on licence applications. This will safeguard against any instances where activities are unsafe or have a negative impact on our highway users. This means that applicants must satisfy both borough and TfL standards to be successful in obtaining a licence.

### **What are the implications?**

- A-Boards, no matter how big or small, will not be allowed on any part of the Transport for London Road Network (and are not allowed within the space allocated for licenced tables and chairs). There are a number of acceptable alternatives to A-boards which we would encourage businesses to consider as an alternative where applicable.
- All other activities on the TLRN must be licenced. If an activity is found to be unlicensed education, engagement and finally enforcement action will be taken which could result in a Fixed Penalty Notice or prosecution
- Any activity licenced on the TLRN will be monitored to ensure it is compliant with the conditions attached to it. If there is a breach of the licencing conditions, education, engagement and finally enforcement action will be taken which could result in a Fixed Penalty Notice or prosecution
- TfL will monitor priority locations on a regular basis as varying times of day so our officers can ensure businesses continue to comply with our policy to keep the highway clear from obstruction
- By removing wilful obstructions from the highway, more space will be created for pedestrian movement and more people will be able to access businesses where there may have been a barrier before. This will benefit businesses and London's streets in the long term as demand for space on the highway grows.

# London Councils' Transport & Environment Committee

## Flood Partnerships Update

Item no: 05

**Report by:** Cllr Alan Smith      **Title:** TEC Lead for the TRFCC  
**Date:** 23 March 2016  
**Contact Officer:** Jennifer Sibley  
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**Summary:** As part of the TEC and Thames Regional Flood and Coastal Committee (TRFCC) Joint Working Arrangements, TEC receives a 6-monthly update on the work of the seven sub-regional flood partnerships, the TRFCC and the Environment Agency.

**Recommendations:** The Committee is asked to:

- Note and comment on the report.

## Flood partnerships update

1. The Thames Regional Flood and Coastal Committee (TRFCC) is one of twelve Committees established in England that bring together the Environment Agency and Lead Local Flood Authorities (LLFAs; each borough and the City of London). Their role is to ensure plans are in place for identifying, communicating and managing flood risk across catchments; and for promoting efficient and targeted investment in flood risk management.
2. The TRFCC is based around the River Thames catchment and so extends beyond London to encompass Essex, Surrey, Oxfordshire and the unitary authorities that were previously Berkshire. London has seven sub-regional partnerships which are each represented on the TRFCC by a lead member. They are:
  - North West (covers Hillingdon, Hounslow, Ealing, Brent, Harrow and Barnet) represented by Cllr Dean Cohen.
  - South West (covers Richmond upon Thames, Kingston upon Thames, Sutton, Merton, Wandsworth and Croydon) represented by Cllr Nick Draper.
  - South East (covers Bromley, Lewisham, Greenwich and Bexley) represented by Cllr Alan Smith.
  - North East (covers Havering, Barking and Dagenham and Redbridge) represented by Cllr Lynda Rice.
  - North Central (covers Hammersmith and Fulham, Kensington and Chelsea, City of Westminster, City of London, Camden and Islington) represented by Cllr Timothy Coleridge.
  - South Central (covers Lambeth and Southwark) represented by Cllr Darren Merrill.
  - London Lee (covers Hackney, Tower Hamlets, Haringey, Enfield, Waltham Forest and Newham) represented by Cllr Daniel Anderson.
3. The Joint Working Arrangements signed by TEC and the TRFCC state that TEC will receive an update on the work of the TRFCC, the sub-regional partnerships and the Environment Agency every six months.
4. The last update was received on 15 October 2015, when TEC was asked to give a steer on the proposals for local levy (paid annually by the LLFAs).

## Update from the Thames RFCC on the six-year programme for London and the Thames catchment

5. The TRFCC is responsible for prioritising flooding investment in its catchment area, and has for many years taken a long-term approach. Since 2014, the twelve RFCCs submit proposals for six yearly investments to Defra, and the Chancellor decides where to target this investment based on the outcomes likely to be achieved.
6. In January 2015, the Thames RFCC consented a capital programme of work over the next 6 year spending period (2015/16 – 2020/21). In this programme, a commitment to £75m of Local Levy secures £302 million of Grant in Aid (GiA) capital investment from government over the spending period. The table below sets out the investment allocated to the Thames catchment for 2016/17, in comparison with the last two years.

Thames RFCC	2014/15 Indicative Capital Allocation <sup>1</sup>	2015/16 Indicative Capital Allocation <sup>1</sup>	2016/17 Indicative Capital Allocation <sup>1</sup>
Environment Agency	£21.4m	£33.0m	£31m
Local authorities	£3.4m	£3.8m	£4.4m

<sup>1</sup> subject to securing additional partnership funding

7. In the 2015 programme refresh, an additional 43 potential schemes were included in the programme, 37 of which are LLFA led. As a result 69 per cent of LLFAs in the Thames RFCC now have either a surface or groundwater scheme within the programme. The Thames RFCC is interested in hearing from and working with those LLFAs which do not yet have a scheme in the programme. In the event of timescales slipping on one particular project, having a pipeline of schemes is important to ensure that investment is not lost.
8. In 2015/16, the programme is forecast to see approximately 4,700 properties at reduced risk of flooding which, if realised, will exceed the target of 2,265 for the Thames RFCC for 2015/16.
9. The Thames RFCC also secured extra funding after the acceleration of schemes and efficiencies achieved elsewhere by other RFCCs in England, meant that at a national level, funding was reallocated to ensure the allocated amounts are spent in any given year. This year (2015/16), some examples of where this additional funding in London has been used are given below:
  - approximately £200k of work on the Thames Barrier;
  - £20k at Brockwell Park (led by London Borough of Lambeth);
  - £45k on Wickham Valley Water Course Flood Storage Scheme.
10. Looking forward to the remainder of the current spending period (2016/17 – 2020/21) the planned investment in London comprises:
  - £86m of investment at the Thames Barrier and walls and embankments along the Thames to ensure that the risk of tidal flooding in London remains at current levels;
  - £16.5m of investment in reducing the risks from surface water flooding in London;
  - £41m of investment to reduce the risk of flooding from rivers including large scale schemes in Bromley, Kingston, Ealing, Hillingdon, Redbridge, Waltham Forest, Brent and Harrow. These are areas at high risk of river flooding where there is the opportunity to reduce the risk of flooding to property, businesses and infrastructure before a serious flood happens.
11. The Thames RFCC is also looking to identifying the priorities in managing flood risk for the next 25 years and held a workshop with LLFA portfolio holders to initiate this.
12. The Thames RFCC identified a lack of capacity and skills within LLFAs as a key risk to successfully delivering the six year programme. The committee has therefore agreed to use local levy to recruit 12 officers to support and build LLFA capacity to deliver the programme and ensure a sustainable flood defence project programme over the long term. Recruitment of these officers is due to commence in April/May of this year.
13. Closer working between Thames Water and the Thames RFCC continues to be made. Thames Water has identified 7 projects in the current programme which are of interest to them and have made contact with the project teams to assess the opportunities for an integrated solution.

### **Environment Agency-led schemes update**

14. The Environment Agency leads on the delivery of schemes that reduce the risk of flooding from the sea (tidal flooding in London) and main rivers.
15. Within London the programme includes 71 Environment Agency-led schemes (across both the Thames and Southern RFCC). Of these, 36 have approximately £126 million of funding allocated within the remainder of the spending period (2016/17 – 2020/21). Nine projects were completed in 2015/16 and the others are pipeline projects which will be developed during this period.

16. The Thames Estuary 2100 Plan is a strategic flood risk plan to manage the tidal flood risk in the Thames Estuary from Teddington in the west to the mouth of the estuary at Shoeburyness (north bank) and Sheerness (south bank). It provides a plan for improving the tidal flood defence system for the period to 2100 so that current standards of flood protection are maintained or improved taking account of sea level rise. The
17. Thames Estuary Asset Management programme (part of the Thames Estuary 2100 Plan) is moving into the second year of its 10 year programme. In year 1 initial appraisals on over 400 assets across the tidal Thames and reliability studies of the major flood barriers were completed. In addition, a world class asset management system is being developed to further optimise investment across the entire flood defence system. In year 2 more detailed appraisals, design and construction work will commence across London, Kent and Essex, delivering improved protection to over 1,500 properties in Greater London. In London a number of construction works to further increase the reliability of the major barriers will be undertaken as well as to flood walls in central London to extend their asset life.
18. March 2016 saw the opening of the Salmons Brook flood alleviation schemes in Enfield. This was a major, multi-location scheme worth £15.3m, which will reduce the risk of flooding to 2,587 homes.
19. In addition, in 2016/17 the following schemes are planned to begin construction;
  - a. Brockwell Park Flood Alleviation Scheme, Lambeth
  - b. Lower Mole safety booms to be located upstream of each of the gates on the Lower Mole including Viaduct, Island Barn and Molemer, Elmbridge
  - c. Beckenham Hill trash screen, Lewisham
  - d. Lower Mole Flood Alleviation Scheme Asset Management Plan & Weir Inspections, Elmbridge
20. London also benefits from schemes taking place outside its boundaries; for example:
  - e. The River Thames Scheme will benefit Windsor & Maidenhead, Surrey and the London Boroughs of Richmond and Kingston. Specific measures to protect individual properties from flooding are being installed on properties which will remain at a high risk of flooding once the scheme is completed. This is being carried out in advance of construction on the scheme itself. 310 properties will have been fitted with a full suite of property level protection products by the end of June 2016, of which 25 are in the London Borough of Richmond and the Royal Borough of Kingston.
  - f. The Oxford Flood Alleviation Scheme aims to make the mainline rail connection between Oxford and London more resilient against flooding. The Strategic Outline Business Case has been approved by HM Treasury and work is progressing on the Outline Business Case.

#### **Lead Local Flood Authorities (LLFAs) – sub-regional flood partnership updates**

21. As referenced in paragraph 2, in London LLFAs are grouped into seven sub-regional flood partnerships based on river catchment and flooding risk. The seven partnerships were asked to provide an update of their work over the last twelve months. Six fully responded and a partial response was received from the seventh.
22. LLFAs lead on the delivery of surface and groundwater flooding projects and schemes on smaller watercourses.

23. LLFAs are responsible for producing Local Flood Risk Management Strategies which identify the risks of flooding and the measures which could be taken to reduce this risk. These strategies inform Flood Risk Management Plans which must be produced for all Flood Risk Areas. Almost all of London is designated a Flood Risk Area, and every borough and the City of London has at least some of its area within the Flood Risk Area. There is a push from government to publish Local Flood Risk Management Strategies by the end of March 2016 (at least for publication).
24. LLFAs must produce asset registers which identify significant assets and their risk of flooding.
25. They are statutory consultees as part of the planning process, where they consider the impact of a planning application on surface water flooding risk. This is a relatively new role, since April 2015.
26. They investigate flooding incidents, and where appropriate complete flood investigations. These are known as section 19 (s.19) flood investigations as this is the legislative basis for such investigations.
27. All LLFAs in London are eligible to put forward projects to the Thames RFCC to consider funding. The three boroughs that have a proportion of their area in the Southern RFCC catchment (Greenwich, Bexley and Bromley) are eligible to put forward projects in that catchment area to the Southern RFCC for funding.

#### South East London

##### *28. Progress by each LLFA towards Flood Risk Management Strategies:*

- Bexley: anticipates consultation in February, and publishing by April 2016.
- Lewisham: strategy published in June 2015.
- Bromley: strategy consulted upon and published 2015
- Greenwich: strategy has been consulted on and will be available on the website soon.

##### *29. Progress by each LLFA towards asset risk registers:*

- Bexley has produced a Drainage Asset Management Plan, and holds a basic asset register. Plans to populate this further as and when opportunities to capture asset data occur.
- Lewisham holds information on gulley assets with plans to extend the range of asset information in 2016.
- Bromley uses GIS data base to record historic and recent surface water asset data.
- Work on Greenwich's Asset register is underway; it has the Ordinary Watercourse data and will be waiting for the outputs of the London Drainage Engineers Group London Asset Framework before finalising.

##### *30. Flood investigations carried out:*

- Bexley: two S.19 investigations have taken place. Both have been published by means of letter to residents.

##### *31. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role:*

- Bexley already carried out this role prior to the introduction of the statutory consultee role in April 2015. We comment on both major applications, and critical minor applications.
- Lewisham: Comments have been provided on major applications but this is restricted by capacity in terms of the numbers it has been possible to engage with.
- Bromley had always provided drainage advice to planners.
- Greenwich: applications are commented on.

##### *32. Projects happening in the partnership – brief update:*

- Danson Dam, work is now complete on the stabilisation of the dam.
- Crayford Integrated Drainage Survey, awaiting final report from the consultants with a further feasibility assessment planned.



- Wyncham Study, surveys of both the watercourse and the sewers to commence within the next couple of weeks, this will provide the data necessary to build and run the integrated drainage model.
- Beckenham Place Park is awaiting final approvals.
- Wickham Valley Watercourse Flood Storage Area: consultants commissioned and study underway.
- Greenwich groundwater study: consultants commissioned and study underway.

#### South Central

##### *33. Progress by each LLFA towards Flood Risk Management Strategies*

- Lambeth - published in January 2015.
- Southwark - adopted and published in August 2015.

##### *34. Progress by each LLFA towards asset risk registers*

- Lambeth – asset register exists but needs reviewing.
- Southwark – a basic register exists which is regularly reviewed.

##### *35. Flood investigations carried out*

- None

##### *36. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role*

- Lambeth - The role is going well. Long term funding will be needed to ensure this continues.
- Southwark - A process has been set in place which ensures all relevant planning applications are reviewed by the drainage team.

##### *37. Projects happening in the partnership – brief update*

- Streatham Vale: currently at the initial scoping stage, moving into implementation of works in 2016/17.
- Brockwell Park: at the design stage with construction planned for 2016/17.
- Peckham Rye – seeking to work closely with Thames Water as they have sewer flood risk in the area particularly on Barry Road. Need to establish first that the joint effort will be mutually beneficial, which is ongoing.
- East Camberwell – sustainable drainage proposals previously developed did not yield the much needed benefit to merit funding application. Currently looking at property level protection.

#### London Lee

##### *38. Progress by each LLFA towards Flood Risk Management Strategies*

- Waltham Forest has already published.
- Other boroughs on track to publish before 31 March 2016.

##### *39. Progress by each LLFA towards asset risk registers*

- All boroughs have some form of Asset Register. Most use FloodStation, others use GIS software or spreadsheets.

##### *40. Flood investigations carried out*

- Enfield has carried out one investigation in the last 12 months (still ongoing).
- Other boroughs have experienced minor surface water flooding and cellar groundwater flooding incidents in the last 12 months.

##### *41. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role*

- All boroughs review SuDS/surface water for major planning applications. Some also aim to review minor applications where resources allow.

- Enfield has established a SuDS 'pre-application' service for a fee of £500. Other boroughs including Newham and Waltham Forest are looking at establishing a similar system.
- Developers' understanding of the need for SuDS is improving and most have incorporated the requirements of the London Plan within their initial planning submissions. Engaging with developers at an early stage is key in ensuring that the best SuDS outcomes are achieved.
- Defra funding for the planning consultee role underestimates the amount of time and number of meetings and design changes that are needed before SuDS schemes are satisfactory. It is also difficult for flood engineers to visit sites to carry out inspections.

#### *42. Projects happening in the partnership – brief update:*

- Projects in Enfield:
  - Firs Farm Wetlands – works to create a flood storage area that reduces risk to >100 properties are on site and due to be completed in 2016.
  - Bury Lodge Wetlands – the main aim of this scheme is to mitigate urban pollution entering Salmons Brook, it also involves the creation of offline fluvial and surface water flood storage features, works are on site and due to be completed in 2016.
  - Enfield Town Flood Alleviation Scheme – Project Appraisal Report being prepared.
  - East Enfield Flood Alleviation Scheme – Project Appraisal Report being prepared.
  - Green Lanes, Bullsmoor Lane and Hertford Road – initial assessments are underway for these surface water schemes.
  - Turkey Brook Flood Alleviation Scheme – an initial assessment is underway for this fluvial scheme.
- Projects in Waltham Forest - local levy funding for three flooding investigations to be carried out by consultants and prepare scheme proposals for the following projects:
  - Fillebrook Surface Water Investigation
  - South Chingford Surface Water Investigation
  - Chestnuts Showground Surface Water Investigation

#### North Central

#### *43. Progress by each LLFA towards Flood Risk Management Strategies*

- Kensington and Chelsea – adopted last year.
- Hammersmith & Fulham – at the preliminary stages of developing the Strategy, as focus has been on implementing SuDS. Working to make sure the Strategy aligns with Local Plan policies.
- City of London – adopted in September 2014; progress against the strategy is reviewed quarterly.
- Westminster – draft Strategy completed and awaiting adoption.
- Islington – starting to prepare Strategy.
- Camden – adopted a few years ago.

#### *44. Progress by each LLFA towards asset risk registers*

- Kensington and Chelsea – register in place and a flood risk assets map also published.
- Hammersmith & Fulham – risk register completed several years ago, currently being reviewed to include surface water flooding impacts.
- City of London – asset register is published on website. Details of ownership and state of repair are currently being collated.
- Westminster – asset register is available, now developing Flood Station as an asset register and flood risk asset management tool.

#### *45. Flood investigations carried out:*

- None or no response

#### *46. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role*

- Kensington and Chelsea – 33 applications reviewed since April 2015, commented on a Neighbourhood Plan and new policy adopted meaning basements now require SuDS schemes.
- Hammersmith & Fulham – 50 major planning applications reviewed since April 2015.
- City of London – currently only major developments are required to submit a SuDS and Drainage Plan. The Local Plan Review will consider whether this should be extended to smaller developments.
- Westminster – 100 major planning applications reviewed.
- Islington – have not received many major applications since April 2015.

*47. Projects happening in the partnership – brief update*

- Kensington and Chelsea – none currently, it is hoped studies of Critical Drainage Areas may lead to a future bid.
- Hammersmith and Fulham – no projects to date funded by TRFCC as projects have been funded by TfL and GLA.
- City of London – working on flood resilience planning for Walbrook Wharf which is the City's riverside waste transfer station; not currently seeking any TRFCC funding.
- Westminster – Impact Assessments for North West Westminster, Central and South Westminster Complete. Three Project Appraisal Reports being prepared for submission in March 2016 to the EA.

South West

*48. Progress by each LLFA towards Flood Risk Management Strategies.*

- Sutton: Approved by committee in summer 2015, available on website. Work on the action plan is ongoing.
- Kingston: Approved by Residents Committee in December 2015 and published on the Council's webpages. All actions have been started and will be annually updated.
- Merton: Approved by the Cabinet Member in May 2015 following public consultation and published on the council website.
- Richmond: Adopted in Sept 2015 and is on the council's webpages.
- Wandsworth: Due to be approved in March 2016.

*49. Progress by each LLFA towards asset risk registers*

- Sutton: Asset Register has been compiled over recent years and was uploaded onto LoDEG's FloodStation in 2015. Now continuing to build on the records held and carry out the required maintenance.
- Kingston: An interactive map of flood risk and highway drainage assets has been developed over the past few years for internal use only. This data has been added to LoDEG's FloodStation. It is planned for further review as part of the 2016/17 flood risk management programme of works.
- Merton: Have produced a flood risk asset register which is updated regularly but not published.
- Richmond: risk registers have not yet been prepared.
- Wandsworth: risk register has been compiled and is available upon request.

*50. Flood investigations carried out*

- Wandsworth: two investigations and two reports have been finalised.

*51. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role*

- Sutton: Receive around 5 applications a week, and use consultants to manage the volume when needed. The role is going well with the only real issue coming from unresponsive applicants.
- Kingston: 40 applications since April 2015, with the aim of achieving 50% betterment in the drainage from what was achieved before.
- Merton: Receive on average 10 consultations a week, including major and minor (mostly basements) and the review/approval process is carried out in-house. We have seen the delivery of some good SuDS proposals, as a result of negotiation with developers and are generally getting improvements in runoff rates in accordance with local and regional policy. Discussions with developers and technical review is time consuming (resulting in several comments and submissions back and forth) and responding to planning applications is now approaching nearly 70% of an LLFA officer's time, before other duties/responsibilities are considered.
- Richmond: 8 major applications have been assessed since April 2015 with a ninth recently received. Most of the required data is available but it can come through in stages and takes 3 or 4 requests to get enough data to assess the application. Every application has been approved so far.
- Wandsworth: Consideration of approximately two major planning applications per week over the past year. Other applications, in particular basement development require input from the planning policy team on guidance regarding surface, ground and river flooding.

#### *52. Projects happening in the partnership – brief update*

- Sutton: progressing one flood alleviation scheme – currently carrying out engagement, feasibility studies and concept designs.
- Kingston: Acre Road flood alleviation scheme; awaiting final appraisal report from consultants with list of feasible options. New Malden North and Hook, Kelvin Grove flood alleviation schemes; consultants have long and short listed options and modelling benefits. Surbiton Stream Refurbishment; original works complete and now requesting additional funding to complete maintenance works on a 'poor' section of the embankment wall. Replacement of trash screen at Robinhood Way has been completed.
- Merton: Undertaking two funded surface water feasibility schemes at Cottenham Park and Seely Road.
- Richmond: consultants appointed to advise on strategic policies and devise outline proposals for schemes at eight specific problem sites. Final report is due in March 2016.
- Wandsworth: Clapham Junction flood alleviation scheme progressing and will be complete by April 2016.

#### North West

#### *53. Progress by each LLFA towards Flood Risk Management Strategies*

- Brent – strategy completed and awaiting approval by Cabinet.
- Harrow - Consultation ends 8<sup>th</sup> Feb, it will then go to Cabinet for approval.
- Ealing – strategy awaiting sign off.
- Hillingdon – strategy out for consultation.

#### *54. Progress by each LLFA towards asset risk registers*

- Brent – has been using Floodstation since 2013 and all data is recorded.
- Harrow – currently using Floodstation but will be migrating onto our asset register and a GIS layer is provided on website.
- Ealing – ongoing work with Parks team to identify maintenance and asset information for watercourses. Looking to compile a list of landowners with riparian responsibilities within the borough.

*55. Whether any flood investigations have been carried out*

- Brent – all flooding incidents are investigated and recorded on FloodStation. No s.19 investigations.
- Harrow – three s.19 flood investigations completed since 2013 and one from August 2015 is in progress.
- Ealing – two s.19 reports in progress – awaiting Thames Water response for Trumpers Way.
- Hillingdon – several s.19 reports required for August 2015 floods and two more for January 2016 flooding events.

*56. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role:*

- Brent – managing but struggling with resources.
- Harrow – provide a consultancy on all planning applications that have an impact on drainage.
- Ealing – approximately 40-50 major applications received since April 2015, but no success with attendance of pre-application meetings.
- Hillingdon – 74 major applications and 110 minor applications reviewed since April 2015 (minor applications are those in areas with predicted/known surface water drainage issues).
- Hounslow – 79 major applications, 15 minor and 7 pre-applications reviewed since April 2015

*57. Projects happening in the partnership – brief update:*

- No projects in progress in Brent.
- Harrow – working with Thames Water, Environment Agency and LB Brent on an Integrated Catchment Model for flooding along the Wealdstone Brook. Part-GLA & section 106 funded project at Stanmore Marsh (Edgware Brook-River Brent Catchment), which is river and marsh restoration. Two projects funded by the Thames RFCC; a river restoration scheme on Roxbourne Stream at Newton Park, a sedimentation and reed bed scheme on Yeading Brook, both of which will be delivered during 2016/17.
- Ealing – Greenford project led by the Environment Agency delayed by consultants using an unsuitable model. Feasibility assessments drafted for three areas; Perivale and Northfields Critical Drainage Areas will have detailed modelling undertaken following validation of flood risks with historic records. Acton High Street Critical Drainage Area will have a public consultation exercise first.
- Hillingdon – Ruislip Road: Further delays with additional data collection being recommended. Also Canons Brook which is Environment Agency led.

North East

*58. Progress by each LLFA towards Flood Risk Management Strategies*

- Havering – Flood Risk Management Strategy was completed in spring 2015 and updated for 2016.
- Barking & Dagenham – consultants appointed and strategy expected to be complete in April 2016.

*59. Progress by each LLFA towards asset risk registers*

- Havering – has a full risk register along which takes into account all risks including flooding and the identification of flood risk management.
- Barking & Dagenham – this work is progressing as part of the Strategy as current records are inadequate. It is expected that additional resources will be needed to complete the asset risk register.

*60. Feedback on the sustainable drainage schemes (SuDS) statutory consultee role*

- Havering – SuDS guide introduced for planners and developers which is available on the website.

*61. Flood investigations carried out*

- Havering – flood investigations are carried out by the flood risk engineer and any remedial works required are dealt with to lessen or reduce future risk.
- Barking & Dagenham – none completed to date.

*62. Projects happening in the partnership – brief update:*

- Barking & Dagenham – five studies have been submitted for initial exploratory works to identify the sources of the flooding and potential solutions.
  - Renwick Road: Localised flooding of the carriage way and nearby properties; cause is thought to be an in-filled or collapsed drainage ditch.
  - Thames View Dyke: Localised flooding and insect infestations due to poor water flow; looking to increase the capacity of the dyke and maximise its flood management potential.
  - Parsloes Park and Gores Brook: Sections of the park and residential streets flood annually; cause is thought to be poor condition of the culvert. De-culverting Gores Brook may be a solution as part of an overall master plan for the site.
  - Heath Way Industrial Estate: Large area of the industrial estate is at high risk of surface water flooding; improving condition and increasing capacity of rivers and culverts in the area may help reduce the flood risk.
  - Park Avenue: Periodic localised flooding affects residential properties and gardens.

**Challenges facing the sub-regional partnerships going forward**

63. The responses received from borough officers referenced reducing financial resources in their own authorities but also within the Environment Agency. There continues to be concern about the funding for the sustainable drainage consultee role as it is not ring-fenced (it is part of the revenue support grant).

64. Officers are keen to see effective sustainable drainage schemes in their area, but comment that enforcement of agreed schemes and designs is difficult due to a lack of resources. Some boroughs were looking at alternative ways to achieve this (for example, requiring the developer to provide visual evidence). It was also felt that retrofitting existing buildings to achieve the reduction in surface water run-off proposed by the Drain London Sustainable Drainage Action Plan would be challenging.

65. Officers referenced increased joining-up between boroughs, the Environment Agency and Thames Water to achieve collaboration in managing flood risk; with one partnership suggesting a Thames-region wide approach to sustainable drainage schemes. Mention was also made of the importance of planning policies to managing flood risk.

**Recommendations**

66. The Committee is asked to:

- Note and comment on the report.

**Financial Implications**

67. There are no financial implications to London Councils arising from this report.

**Legal Implications**

68. There are no legal implications to London Councils arising from this report.

**Equalities Implications**

69. There are no equalities implications to London Councils arising from this report.

# London Councils' Transport and Environment Committee

## Sharing Skilled Transport Staff Initiative – Update

Item No: 06

**Report by:** Jennifer Sibley      **Job title:** Principal Policy Officer  
**Date:** 23 March 2016  
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**Summary:** This report provides an update on the work and plans of the Sharing Skilled Transport Staff Initiative, including recommendations for the extension of TfL's Graduate programme to include borough work placements.

**Recommendations:** The Committee is recommended to:

- Note the update on progress set out in the report;
- Agree the proposed extension of the TfL graduate scheme to include optional borough placements, subject to TfL approval;
- Note the opportunity for boroughs to offer graduate placements as part of identified relevant TfL graduate schemes.

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### Background

1. At its meeting on 24 October 2013 London Councils Transport and Environment Committee (TEC) agreed that London Councils should lead the proposed development of an initiative to enable and encourage the development and sharing of skilled staff between boroughs and TfL. A working group was subsequently established and has met regularly since. The group is facilitated by London Councils and chaired by Rob Leak, Chief Executive of Enfield and the CELC lead for transport. Other group members include representatives from TfL, London Councils and the London boroughs.
2. The group has considered a range of options for sharing and developing staff, including secondments, job swaps, graduate schemes, apprenticeships, shadowing, mentoring and spending time on the "front line".



## **Progress and Programme Update**

3. The group has agreed a series of actions, the main two priorities being;
  - i. Working with TfL to secure the inclusion of borough graduate-level placements as part of TfL's existing graduate programme.
  - ii. Consideration of developing a London-wide apprenticeship scheme, jointly between TfL and boroughs, to contribute towards government targets of 30,000 apprenticeships in the road and rail sector by 2030.
4. Other actions relate to better promotion of secondment opportunities and promoting the Chartered Institute of Highways and Transport mentoring scheme to both potential mentors and mentees.
5. The group will discuss the potential to work more closely on apprenticeships at its next meeting. The remainder of this report focuses on borough placements as part of the TfL graduate scheme.

### **Borough placements as part of the TfL graduate scheme**

6. TfL already runs a highly successful graduate scheme, recruiting approximately 150 graduates each year, based on TfL's assessment of its future job need. These graduates are recruited onto one of approximately 20 graduate schemes (for example civil engineering or transport planning) and undertake a series of 4-6 months placements across relevant TfL functions, over a two year period (three years in the case of civil engineering, management and finance schemes).
7. The group considers there is scope for placements within boroughs, as important external partners for TfL, to be offered as part of the existing graduate scheme.
8. The group believes the benefits would be as follows:
  - i. The opportunity for the graduate to gain a better understanding of how boroughs work and their transport responsibilities; which in turn drives better policy, delivery and stronger working relationships between TfL and the boroughs.
  - ii. The opportunity for the borough to showcase the transport careers that London boroughs can offer to the transport professionals of the future (see caveat at paragraph 12).
  - iii. The opportunity for the graduate to have a better understanding of some of TfL's key partners in the delivery of schemes and therefore improve their skills and experience.
  - iv. The opportunity for TfL to benefit from 'well-rounded' graduates who have a good understanding of the boroughs.
  - v. The opportunity for the borough to gain a bright and enthusiastic graduate to provide a valuable additional short-term resource to work on something specific and meaningful for the borough and the graduate.
9. In the past borough placements have been provided to a few TfL graduates but this has been done in an ad hoc way and there have not been very many placements in the past few years. In the regular meetings between the TEC Chair and Vice-Chairs and the TfL Commissioner Mike Brown, the group's work has been regularly discussed and there is support for increasing the number of borough placements offered.

10. There are two other options for increasing the number of borough placements in the TfL graduate scheme. One would be to create an entirely joint TfL/borough graduate scheme that would be administered by TfL and where graduates would be offered a job at the end of the scheme in either TfL or a borough. The group felt this option would be costly as it would be creating a wholly distinct graduate programme and would risk confusion amongst graduates as to which scheme to apply for, or which would be seen as 'better'. It would also need an up-front commitment from boroughs to fund and provide not only placements but full time roles at the end of the scheme. The second option would be for boroughs to recruit the graduates and wholly fund the scheme, with TfL staff offering an advisory service to secure TfL placements for these graduates. This would require boroughs (probably collectively) to identify their skills needs two years from the start of the programme and offer a series of placements and other training to meet these needs. This would be costly for boroughs and whilst a potential future step, the group does not think this is the most appropriate option at the present time.
11. The group feels the third option, of boroughs offering placements to graduates on TfL's scheme but where TfL continues to employ the graduates and provide the wrap-around training and support, is the recommended option. This option has the least risk to boroughs in terms of costs but will still provide the benefits for the graduates, as TfL staff, gaining a better understanding of the boroughs and forging better relationships with them.
12. It is important to note that all of TfL's graduates in its graduate programme are employed on a permanent basis from the start of their time on the graduate programme and are recruited for an identified future requirement. They are placed in a role with TfL at the end of their two years on the scheme. Increased collaboration with boroughs through the offering of placements does not change this aspect of the programme, and boroughs should not expect to be able to recruit a graduate placed with them at the end of that person's time on TfL's graduate programme.
13. If TEC is supportive of the proposed approach, TfL will advance it internally for approval.

### **Promoting borough placements**

14. Offering a placement as part of TfL's graduate programme is entirely voluntary for boroughs. Placements last between 4-6 months, with the longer the graduate spends on the placement, the more time they have to understand the service function and provide value to the borough. Graduates apply to the placements they want to do and there is no guarantee of a minimum number of applications or placements taken up.
15. Placements can be offered on a 'one-off' or 'recurring' basis. For example, Team A in Borough B could offer a placement for a TfL graduate but the person would change every 4-6 months, depending on the length of time the borough offered the placement for. Alternatively, a placement may only be available for a specific 4-6 month period perhaps to carry out a piece of research or to support a major project. However, TfL could not guarantee a graduate would always be able to fill any placement because graduates apply for their next placement based on their interests and fulfilling necessary performance objectives and there are already more placements on offer than graduates on the scheme.
16. Critical to the future success of the borough placement proposal is that the graduate finds their placement useful, fulfilling and learns something. The graduates share their experiences of each placement amongst their cohort and so positive reviews of doing a borough placement will encourage others to apply, thereby achieving the aims of this collaboration. Negative reviews will achieve the opposite.

17. TfL has had initial conversations with London Councils' officers about ways to promote borough placement both to boroughs and to graduates on the scheme. If TEC supports this report's recommendations, a communications plan will be developed.
18. The lead-in time for placements is between 6-12 months, and so a borough wishing to offer a placement in, for example, March 2017, would start identifying this now. Appendix 1 includes more information about what is required of boroughs to offer a placement, and how the process works.

### **Financial Implications for London Councils**

19. There are no financial implications for London Councils. Although there will be no direct costs for boroughs wishing to offer placements to TfL graduates, there will be a resource implication for borough management of graduates and the placement application process. Whilst this should be outweighed by the valuable contribution the graduates should make during their time with the authority, the time required to properly manage and develop a graduate should not be under-estimated.

### **Legal Implications for London Councils**

20. There are no legal implications for London Councils at this stage. When a placement is agreed a pro-forma contract between TfL and the borough will need to be signed.

### **Equalities Implications for London Councils**

21. There are no equalities implications arising from this report.

### **Appendices**

Appendix 1: Offering a borough placement – the process

**Recommendations:** The Committee is recommended to:

- Note the update on progress set out in the report;
- Agree the proposed extension of the TfL graduate programme to include borough work placements, subject to TfL approval;
- Note the opportunity for boroughs to offer graduate placements as part of identified relevant TfL graduate schemes.

## Appendix 1: Offering a borough placement – the process

Role of borough	Role of TfL
Borough identifies they can offer a placement and the Manager within the borough who will host the placement (the “Borough Placement Manager”) secures initial support/approval as appropriate internally in boroughs. This should be approximately 12-18 months before the placement will commence.	
Borough reviews the graduate schemes they think a placement could be offered as part of, on the <a href="#">TfL website</a> .	<p>TfL identifies promotional and marketing opportunities for boroughs to the relevant graduate scheme Sponsors and graduates themselves.</p> <p>TfL provides relevant Graduate Scheme Specification, Placement Brief form and legal contract pro-forma, so that the Borough Placement Manager can begin the necessary conversations with their borough HR and legal teams.</p>
Borough Placement Manager approaches TfL to discuss the placement and complete necessary paperwork. A promotional plan will also be discussed.	<p>TfL Graduate Scheme Advisor will meet face-to-face with the Borough Placement Manager to assist in the completion of:</p> <ul style="list-style-type: none"> <li>• Graduate Development Placement Brief</li> <li>• Creation of placement advertisement</li> <li>• Role and responsibilities of Placement Manager</li> </ul> <p>and provide necessary information about the graduate scheme to achieve this.</p>
	TfL advances the placement proposal to the relevant graduate scheme Sponsors. Sponsors will either approve or reject placement proposal.
Borough Placement Manager secures full support of their authority for the placement, if not already secured, and completes any necessary internal processes, including approval of the contract by HR and legal teams.	
Opportunities for the Borough Placement Manager to take part in TfL promotional work as appropriate, for example giving a presentation as part of the graduate induction process about the benefits of doing a borough placement.	TfL advertises placement to graduates. Graduates express an interest.
Borough Placement Manager meets interested graduate(s) to confirm both parties are happy with the proposed placement.	
Placement commences. Borough Placement Manager provides induction and support to graduate and cooperates with necessary TfL processes; for example setting placement objectives, undertaking placement appraisal, providing feedback on the graduate’s performance, and releasing the graduate as appropriate for attendance at cohort meetings, development events or for required ‘frontline’ customer experience.	<p>TfL provides:</p> <ul style="list-style-type: none"> <li>• A buddy/mentor for the graduate (it is the same mentor throughout the graduate’s time on the programme).</li> <li>• HR support in the form of providing guidance on placement performance objective setting and reviews.</li> <li>• Further support for the Borough Placement Manager if necessary (for example if poor performance by graduate).</li> </ul>

# London Councils' Transport & Environment Committee

## Mayor's Green Infrastructure Taskforce

Item no: 07

**Report by:** Jennifer Sibley      **Title:** Principal Policy Officer  
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**Summary:** The Green Infrastructure Taskforce, established by the Mayor, has produced its report. Two of its recommendations are for boroughs and one is for TEC. This report outlines the background to the Taskforce, the recommendations it has made, and options for discussion at TEC.

**Recommendations:** The Committee is asked to:

- Note and discuss the report, in particular paragraphs 12-17, 'considering the recommendations'

## The Green Infrastructure Taskforce

1. The Green Infrastructure Taskforce was established by the Mayor of London in December 2014 to identify how a longer-term and strategic approach could be taken to investing in green infrastructure in London.
2. Green infrastructure is the network of green spaces, as well as features such as street trees and green roofs, that are planned, designed and managed to deliver a range of benefits. Benefits include healthy living, mitigating flooding, improved air and water quality, cooling the urban environment, encouraging walking and cycling, and enhancing biodiversity and ecological resilience.
3. The taskforce's vision is that, by 2050:
  - Existing parks and green spaces will become part of an integrated green infrastructure network that is planned, designed and managed to deliver strategic functions as well as local needs. It will link seamlessly with a green infrastructure beyond the London boundary.
  - All regeneration areas and major new developments will include green infrastructure (such as green roofs and walls) that is designed, among other things, to keep the city cool, to manage stormwater and to promote health.
  - Many streets, including high streets, will be transformed into greener areas of public realm where walking and cycling will have priority.
  - More of London's hidden rivers will have been removed from pipes or concrete channels to manage flooding, improve water quality and enhance river ecology.
  - All Londoners will have accessible, good quality green infrastructure nearby that they can take pride in.
  - London will be making green infrastructure decisions based on natural capital valuation.
4. The success of this vision will be determined by a series of goals the Taskforce has agreed should be achieved by 2050:
  - London should maintain its status as one of the world's greenest capital cities – 50 per cent of the administrative area should be green infrastructure. This would require an increase in green cover of approximately 9,000ha – three times the area of the London Borough of Haringey.
  - London should maintain its "urban forest" by increasing tree cover from 20 per cent to 30 per cent of London's area – continuing to have one tree for every Londoner as the population grows.
  - 80 per cent of Londoners (nine million people) will be walking, jogging or cycling at least two miles per day.
  - Surface water flows into the sewer network will be reduced by at least 25 per cent.
  - EU standards on water quality will be met for all of London's rivers.
  - At least 20 per cent of London's area will be designated of high wildlife value.
5. The Green Infrastructure Taskforce's report *Natural Capital: Investing in a Green Infrastructure for a Future City* has four sections.
6. The first, "Rethink Purpose: Redefining Green Infrastructure" focused on expanding an understanding of green infrastructure. The current understanding that it contributes to greening or flood mitigation is inadequate and green infrastructure also contributes to improved mental and physical health; helps cities like London adapt to climate change; improve and support biodiversity; and increases access to green space by residents.

7. The second, “Reframe Value: The Benefits of Green Infrastructure” focuses on assigning green infrastructure an economic value to make a compelling business case for investment. It uses the concept of natural capital accounting, which, at its simplest, involves measuring the value that the natural asset provides to the organisation that manages/owns it and to society in general; as well as measuring the costs of maintaining it. In this way, an assessment of London’s ‘urban forest’ shows that the cost to replace it would equate to £6.12 billion due to the scale of benefits it provides.
8. The third chapter, “Restructure Governance: Managing Green Infrastructure”, looks at the complexity of management of green infrastructure at present, noting the multiplicity of public, private and voluntary owners. The report explores four possible governance models; neighbourhood level, borough level, sub-regional partnerships, and London-wide level.
9. The fourth chapter, “Release Funding: New Sources of Finance”, acknowledges that reconfiguring green infrastructure will require funding. It considers a series of funding options, including Mayoral initiatives, levies on environmentally detrimental behaviour, and philanthropic fundraising, for example as the National Park City campaign champions.

### **Specific recommendations for boroughs and London Councils**

10. Two of the Taskforce’s 25 recommendations are for the boroughs.

#15 London boroughs should ensure that the concept of green infrastructure is central to a placemaking agenda and properly represented within their placemaking teams.

#17 Boroughs should support sub-regional green infrastructure partnerships. These partnerships should be funded by the Greater London Authority matched by an allocation from the boroughs, for example, from savings generated through the reduction in the levy achieved by the Lee Valley Regional Park Authority over the past five years.

11. There are also two recommendations for London Councils.

#16 The Greater London Authority, London Councils and the Environment Agency should review existing relevant partnerships to identify opportunities for better collaboration and co-ordination of green infrastructure.

#19 London Councils’ Transport and Environment Committee should take a stronger role in promoting, co-ordinating and supporting green infrastructure.

### **Considering the recommendations**

12. Recommendation 15 is one we welcome and we note that some boroughs are making great strides in ‘greening’ developments in their borough, and ensuring that adequate green space and drainage provision is considered. With pressures on savings to be made, it will remain challenging for planning teams to be adequately resourced to negotiate with developers, and for flooding teams to respond to the development proposals and insist on changes where appropriate.
13. Recommendations 17 links to Recommendation 16 as flooding sub-regional partnerships already exist and we would assume that strengthening these partnerships would be a better focus rather than creating brand-new green infrastructure partnerships.

14. London Councils officers could undertake a review of the flooding sub-regional partnerships together with the Environment Agency, and bring the results to TEC. This would be a voluntary review, as TEC does not have any statutory powers in the area of flooding in boroughs.
15. London Councils officers, using existing networks, could survey borough officers about whether green infrastructure is integrated in placemaking teams and bring the results to TEC, but again, TEC has no statutory powers in the area of planning and placemaking in boroughs.
16. TEC could request an annual report from the GLA about the uptake of green infrastructure in planning applications and the creation of new green space, for example if an equivalent scheme to the current Mayor's Pocket Parks initiative continues. However, this is not likely to give a particularly strategic overview of green infrastructure as it will be limited to interventions that the Mayor is involved in, and will miss initiatives created or supported by Business Improvement Districts, boroughs themselves and voluntary or community organisations.
17. London Councils officers could organise annual events for Members and/or officers on green infrastructure to help share knowledge, expertise and get latest updates on the issues.

### **Recommendations**

9. The Committee is asked to:

- Note and discuss the report, in particular paragraphs 12-17 'considering the recommendations'.

### **Financial Implications**

10. There are no financial implications to London Councils arising from this report.

### **Legal Implications**

11. There are no legal implications to London Councils arising from this report.

### **Equalities Implications**

12. There are no equalities implications to London Councils arising from this report.



# London Councils' Transport & Environment Committee Executive

## DfT & Mayor of London's Rail Prospectus

Item no: 08

**Report by:** Steve Craddock      **Job title:** Principal Policy Officer, Transport for London

**Date:** 17 March 2016

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**Summary:** The DfT and Mayor of London's Rail Prospectus sets out plans to put TfL in control of more of London's suburban train services. It proposes a partnership between TfL and the DfT that will agree new franchise specifications for train services. The Prospectus invites comments from stakeholders and TEC is asked to agree London Councils response. The draft response suggests that the proposals in the Prospectus should be broadly welcomed. However, London Councils again makes the point that these should not lead to significant increases in Freedom Pass costs and should ensure that local authorities have the opportunity to have a greater say over the train services operating their area.

**Recommendations:** The Committee is asked to:

- Note and discuss the report
- Agree the proposed response (appendix 1) to the consultation on the draft Rail Prospectus.

## **Background**

1. The London Overground service has operated in London since 2007 and has been shown to achieve high levels of passenger satisfaction and higher levels of ridership. Unlike most other train services, the London Overground operator is contracted to run services by TfL rather than awarded a franchise by the DfT.
2. There has been a move in recent years to bring more lines under TfL's control to expand what is seen as a successful model for train services in the Capital. Services from Liverpool Street to Chingford, Enfield and Cheshunt, as well as between Romford and Uxminster have recently been integrated into the London Overground network. The DfT and Mayor of London's Rail Prospectus sets out plans to continue to expand the London Overground Network, whilst providing safeguards to communities outside of London that rely on fast services on the same lines.
3. London Councils has supported control over suburban services being devolved to the Mayor of London, subject to there not being a significant increase in Freedom Pass costs and subject to local authorities having a greater opportunity to influence the train services that operate in their areas.

## **Overview of the DfT and TfL Rail Prospectus**

### Partnership Approach

4. The Prospectus proposes a partnership between TfL and the DfT that will agree new rail franchise specifications and give local authorities, Local Enterprise Partnerships (LEPs) and other local bodies a direct input into how passenger services will be improved. Under the proposals, responsibility for inner suburban services that operate mostly or wholly within Greater London would transfer from the DfT to TfL, as current franchises are due for renewal. The DfT will continue to be responsible for outer suburban services. The precise boundaries are still to be agreed. Extra capacity on peak inner suburban services would only be added if there is no negative impact on longer distance services.
5. It is envisaged that the partnership will be established in time to provide input into the procurement process for the South West franchise in 2017, with the potential for inner London services from that franchise being transferred to TfL in 2020. The partnership will input into the South Eastern franchise, to be let in 2018, and the Thameslink, Southern and Great Northern franchise, to be let from 2021.

### Key Principles for Success

6. Three key principles for success are set out in the Prospectus:
  1. More frequent services, better interchanges and increased capacity – to support growth, carry more people and help address crowding.
  2. Greater reliability for all passengers – putting excellent performance at the heart of train operator contracts.
  3. High standards of customer service – including more integrated information, fares and ticketing, as well as weekend and night services and a more accessible network.

### Rail Infrastructure

7. The Prospectus sets out proposals for a London Suburban Metro to achieve frequencies of at least four trains per hour (and ideally six). It recognises that this will require

significant investment and take some years to achieve. However, the Prospectus doesn't commit to specific infrastructure proposals or changes to accountability for infrastructure because the funding and structure of Network Rail is currently being reviewed and major investments throughout the region are being reviewed by the National Infrastructure Commission.

### **London Councils' Proposed Response**

8. It is proposed that London Councils responds to the consultation on the Rail Prospectus and a draft response is provided in appendix 1. It focuses on the following issues:

#### Freedom Pass Costs

9. The GLA Act 1999 requires the Freedom Pass to operate on services provided by, or on behalf of, TfL that are within Greater London or within the "vicinity" of Greater London. The consequence is that the boroughs are funding London's Freedom Pass holders travel to and from destinations outside of London, as a result of devolution of suburban rail to places like Watford Junction, Shenfield and Cheshunt.
10. London Councils has held productive discussions with TfL to try to significantly reduce the impact of further rail devolution and Crossrail services (to be known as the "Elizabeth Line") on Freedom Pass costs. It is hoped to agree which stations outside the Greater London boundary can legitimately be considered as being within the scope of the intention of the legislation. It is important that these lead to a satisfactory agreement as soon as possible and certainly before Crossrail is fully operational and the London Overground is expanded any further.

#### Nature of the Rail Partnership

11. The Rail Partnership's governance structure could usefully include representatives of London's local government. London Councils could play a role in nominating these representatives on a sub-regional basis. In addition, when significant changes to services are being considered, such as through a new contract, all local authorities whose areas are affected should be offered the opportunity to influence this through the partnership. A further consultation on these arrangements is required.
12. Greater local influence over rail infrastructure planning through the proposed Rail Partnership would help to ensure that investment is coordinated with plans to improve service standards and should be considered once the review is completed. Greater involvement of London's local authorities would help to ensure that rail infrastructure plans take better account of plans for how the borough, and its transport network, will develop. The DfT and TfL should return to how the Rail Partnership can exert greater influence or control over rail infrastructure investment. Greater oversight over infrastructure could also allow the partnership to have a role in reviewing freight train paths through London to assess whether there are opportunities to reallocate any of these to provide additional passenger capacity during peak periods.
13. The safeguards offered to communities outside of London that their service frequencies, journey times and stopping patterns will be protected should work both ways. Londoners relying on local stopping services should not experience poorer services due to improvements to fast/direct services agreed by the DfT. It also needs to be recognised that the protection of fast services does not only concern commuters from outside of London. Some communities in London are reliant on more direct services that connect London's economic centres with the Central Activities Zone.

### Key Principles for Success

14. London Councils believes that value for money for passengers should be added to the three main outcomes driving the work of the partnership. Competitively priced peak services are important to avoid significant numbers of passengers shifting to other modes, which is likely to result in congestion.
15. Safety and security are not identified as ambitions within the outcomes. Station operators should work with London's local authorities to ensure that the safety and security of stations are considered alongside the surrounding environment.

### **Recommendations**

16. The Committee is asked to:
  - Note and discuss the report
  - Agree the proposed response (appendix 1) to the consultation on the draft Rail Prospectus.

### **Financial Implications**

17. There are no financial implications to London Councils arising from this report.

### **Legal Implications**

18. There are no legal implications to London Councils arising from this report.

### **Equalities Implications**

19. There are no equalities implications to London Councils arising from this report.

## **APPENDIX 1**

### **A new approach to rail passenger services in London and the South East (DfT and Mayor of London's Rail Prospectus)**

#### **Draft London Councils Response**

##### **The Nature of the Partnership (Questions 1-2)**

The proposed London and South East Rail Partnership is welcomed. London Councils broadly supports greater devolution of rail franchising and investment. Given the proposed partnership will increase the number of TfL-provided services extending outside of the Greater London Authority, a partnership arrangement that reflects the different governance arrangements within and outside of London is appropriate. This must maintain democratic accountability across all rail services, including those already provided or committed (such as Crossrail). We consider the proposals for the Strategic Board outlined at the recent local authority forum, which would see this partnership simply established between DfT and TfL, fall short of what is required.

We are keen to see London's local authorities given the opportunity to have a greater say in the franchise specifications developed and let in their areas and a role in performance oversight. The establishment of this partnership provides the opportunity to do this. We believe that such an arrangement would have the benefit of better integrating strategies for housing and economic growth along rail lines with plans for service patterns and infrastructure investment. It would also help to provide greater local democratic oversight of the decisions that are made. Furthermore, it would provide London's local authorities with a stronger voice when decisions are being taken that affect costs that they meet for concessionary travel. We suggest options for how this could be achieved in the following section and we consider that a supplementary consultation is required on this point.

London Councils has raised concerns about the impact of rail devolution on Freedom Pass (London's statutory concessionary travel scheme for older and disabled people) costs for boroughs. The GLA Act 1999 requires the travel concessions scheme to operate on services provided by, or on behalf of, TfL that are within Greater London or within the "vicinity" of Greater London. The consequence is that the boroughs are already funding travel outside of London, as a result of devolution of suburban rail to places like Watford Junction, Shenfield and Cheshunt. New TfL-run services such as Crossrail to Reading and further devolution to TfL could mean significant cost increases for boroughs. This issue needs to be addressed as soon as possible and certainly before Crossrail becomes fully operational.

London Councils has held productive discussions with TfL to try to limit the impact of further rail devolution and Crossrail services on Freedom Pass costs. It is hoped to agree which stations outside the Greater London boundary can legitimately be considered as being within the scope of the intention of the legislation. It is important that these lead to a satisfactory agreement with London's local authorities in order to secure their support for greater rail devolution.

It is noted that the Prospectus does not contain proposals for new rail infrastructure or changes to rail infrastructure governance, because the funding and structure of Network Rail

## APPENDIX 1

is currently being reviewed. Greater regional control over rail infrastructure planning and ownership (such as transferring London Overground stations into TfL's ownership) through the partnership would help to ensure that investment is coordinated with plans to improve service standards and should be considered once the review is completed. Greater involvement of London's local authorities would help to ensure that the views of local residents are taken into account when decisions are made. It could also help to ensure that rail infrastructure plans take better account of plans for how the borough, and its transport network, will develop.

The partnership should have a role in reviewing freight train paths through London to assess whether there are opportunities to reallocate any of these to provide additional passenger capacity during peak periods.

### **Governance Arrangements (Questions 3-5)**

The prospectus states:

*The partnership will have a responsibility to take into account the views of local authorities, LEPs and other local organisations as part of its work to recommend the specification and management arrangements to the Secretary of State for Transport or the Mayor of London depending on the rail service in question.*

It is important that the proposed Rail Partnership provides a deeper level of engagement with London's local authorities than currently exists in the DfT franchising process. A survey of boroughs carried out by London Councils in 2014 suggested that they experience very little involvement in rail franchising decision making, despite the important knowledge they have about plans for the development of areas along the lines.

The regional partnership's governance structure can usefully include representatives of London's local government. This could be achieved by appointing representatives on a sub-regional basis within London. London Councils nominates representatives to similar partnerships, such as the Thames Regional Flood and Coastal Committee, and would be well placed to fulfil this role for the London and South East Rail Partnership. We would suggest that this governance structure is appropriate for oversight of performance once a franchise has been let.

In addition, we consider that, from the start of the process of preparing a new franchise specification to the point at which it is let, all local authorities whose areas are served by the prospective operator should be offered the opportunity to engage through the partnership through, for example, a sub-committee. Further consultation should be carried out to determine the best way to achieve this.

The Prospectus anticipates that the first opportunity to transfer control of services to TfL will be in 2018 when the South Eastern franchise is up for renewal. It is suggested that this could be followed by services from the new South West franchise in 2020 and the Thameslink, Southern and Great Northern franchise in 2021. Further consideration should be given to whether the inner suburban services within the South West and Thameslink, Southern and Great Northern franchises can be devolved to TfL earlier.

## APPENDIX 1

London Councils recognises the need to provide safeguards to communities to ensure that their fast services are maintained following devolution of inner suburban services. However, any safeguard should work both ways, with Londoners relying on local stopping services offered a guarantee that these will not experience adverse impacts as a result of any improvements to fast/direct services agreed by the DfT. The protection of fast services does not only concern commuters from outside of London. Some communities in London are reliant on more direct services that connect London's economic centres with the Central Activities Zone. However, it is not clear how long the safeguard that there will be "no adverse impacts on the frequency, journey times or stopping patterns" is intended to apply. As new infrastructure, such as Thameslink, Crossrail, Crossrail 2 and Tube extensions, are delivered there may be changes to service patterns that are warranted. Changes in local population or employment, for example those associated with major new developments, will also warrant a reconsideration of services over time.

### Outcomes (Question 6)

The Prospectus proposes three main outcomes that will drive the work of the partnership:

- More frequent services, better interchanges and increased capacity.
- Greater reliability for all passengers.
- Higher standards of customer service, which includes better information, more weekend and night services, accessibility, simpler fares and ticketing, a better travel environment.

The objectives need to be delivered over the lifetime of a franchise and there should be mechanisms that allow changes to be made to the contracted service if they are not being met. This could occur because of a reduction in the performance standards of the operator but may also occur where local population or economic growth result in the operator no longer being able to cope with the demand that the service is under. The review mechanism should certainly be factored into the new Southern franchise, given that the current proposal is that inner suburban routes from it would not transfer to TfL when the franchise begins. Any opportunities to make changes that deliver these outcomes through timetable changes or infrastructure investment within the existing franchises should also be taken.

The partnership should aim to secure common minimum standards that operate across the whole area or defined parts of it. This may include, for example, all-day station staffing within London or minimum periods between train refurbishment or deep-cleaning.

London Councils suggest the inclusion of the following outcomes (more detail below):

- Value for money for passengers, including affordability of fares.
- Safety and security.

London Councils suggests that **value for money** for passengers should be included within these outcomes. Delivering those identified in the Prospectus will help to achieve value for money but it will also be important to ensure that fares are competitive to avoid significant numbers of passengers shifting to other modes, which is likely to result in congestion. It is essential that users in London should not have to pay more than the appropriate zonal fare if services become part of the London Overground network. By aiming to achieve value for

## APPENDIX 1

money for passengers generally the partnership can also help to achieve value for money for London's local authorities that meet the costs of the Freedom Pass.

London Councils, London TravelWatch and Trust for London recently commissioned research into transport affordability in London. This found that there are significant numbers of Londoners that are not using the fastest modes of transport available to them because of costs. Participants in the research identified a number of ways that concerns over the costs of travel could be addressed. These included:

- Part-time season tickets.
- Loans for season tickets.
- Off-peak travelcards.
- Better awareness of existing discounts, such as the daily cap for Oyster and contactless payment, and the Jobcentre Plus Travel Discount.
- Concessionary fares for those on low incomes.

The London and South East Rail Partnership should consider options that it believes can help to ensure that rail travel in London is affordable to those that live and work in the capital.

**Safety and security** are not identified as ambitions within the proposed outcomes. Whilst this could be said to fall within the ambition for a better travel environment, London Councils believes that it warrants greater consideration. Station operators should work with London's local authorities to ensure that the safety and security of stations are considered alongside the surrounding environment.



# London Councils' Transport and Environment Committee

## Taxicard Scheme Progress Report      Item No    09

**Report by:** Tony O'Connor      **Job title:** Mobility Services Manager  
**Date:** 23 March 2016  
**Contact Officer:** Tony O'Connor  
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**Summary**      This report informs the Committee of the Taxicard trip budget projected outturn for 2015/16; provides the outcome of the research into the reasons for the reduction in Taxicard journeys in recent years and provides an update on the introduction of charging for replacement Taxicards.

**Recommendations**      Members are asked to:

1. Note the Taxicard trip budget projected outturn for 2015/16 based on data to January 2016
2. Note the outcome of the research into the reasons for the reduction in Taxicard journeys in recent years, and endorse the officer responses to the report's recommendations
3. Note the update on the introduction of a £10 charge for lost and damaged Taxicards

### Background

1. A report went to this Committee in October 2015 covering a Taxicard budget update, research into the decline in taxicard trips and a proposal to charge for replacement Taxicards. This report provides an update on these items.

### Taxicard Budget Projected Outturn 2015/16

2. The Taxicard trip budget is £12.285 million, with £9.63 million funded by Transport for London (TfL) and £2.66 million from the boroughs.
3. In the ten months from April 2015 to January 2016, 4% fewer trips were taken than in the same period in 2014/15. This has resulted in a projected underspend in the

budget in all but three authorities; the City of London, Kingston upon Thames and Merton.

4. The current estimated spend is £10.90 million. The main projections are:
  - Combined borough underspends of £1.15 million. Any underspends will be refunded to boroughs at the end of the financial year.
  - Three authorities have projected overspends of £20,316
  - A TfL underspend of £0.25 million, which will be refunded to TfL at the end of the financial year
5. These figures are subject to monthly fluctuations in the number of trips taken throughout the year and the actual spend could be higher or lower, but they are indicative of the likely outturn.
6. TfL has agreed to provide funding for Taxicard for 2016/17 and discussions are underway with them regarding funding beyond next year, which is likely to be linked to the outcome of their Social Needs Transport review.

### **Taxicard Usage Review**

7. It was reported to this Committee in October 2015 that a consultant, eo consulting, had been employed to examine why Taxicard usage has declined in recent years. Its brief was as follows:
  - Identify the reasons for the continuing year on year decrease in the number Taxicard trips taken and assess whether there are any appropriate measures that need to be taken based on the results.
  - Examine customer expectations: What do members expect from the scheme and what is most important to them?
  - Examine members' overall Door to Door (D2D) transport needs.
8. Eo consulting has now produced a comprehensive report covering its main findings and has made a series of recommendations.
9. 389 Taxicard holders who had been identified as using fewer trips than in previous years were interviewed as part of the study. Eo consulting also consulted borough officers in nine boroughs, TfL, CityFleet (the main Taxicard contractor), Transport for All and they attended three borough mobility forums.
10. A summary of the main findings can be found below:

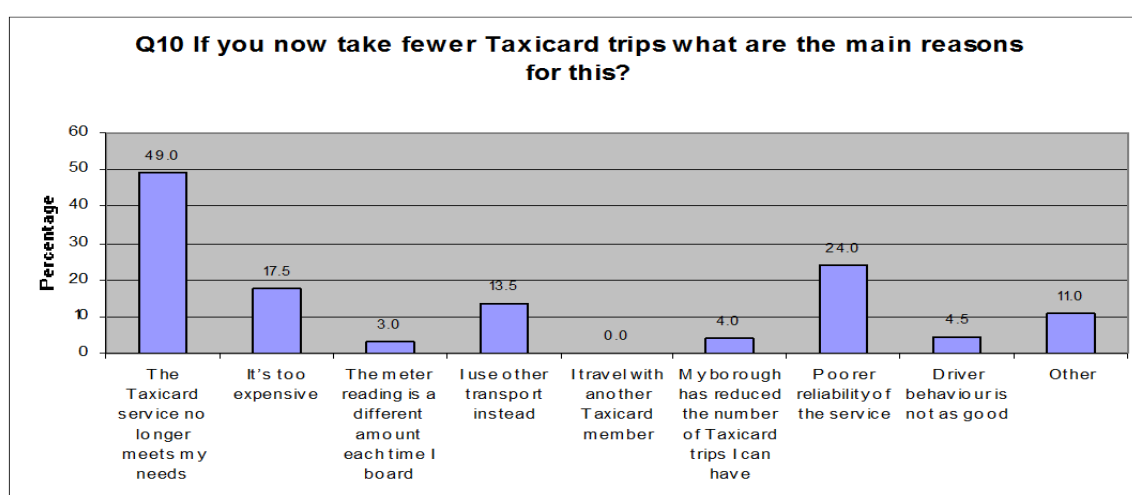
### **Reasons for Decline**

- There are a range of reasons for the decline in trips (see Chart 1 below), but no one overriding reason was given. Many of those surveyed stated that they had not consciously reduced their trip making; it had just been a gradual reduction year-on-year, linked to reducing mobility. The main reasons are:
  - 49% said Taxicard no longer met their needs. However, this group did not use the scheme less due to concern about the service; 75% of this category said there was a deterioration in their mobility

impairment or physical well-being, making it more difficult for them to travel generally and they went out less and 25% because of a change in personal circumstances

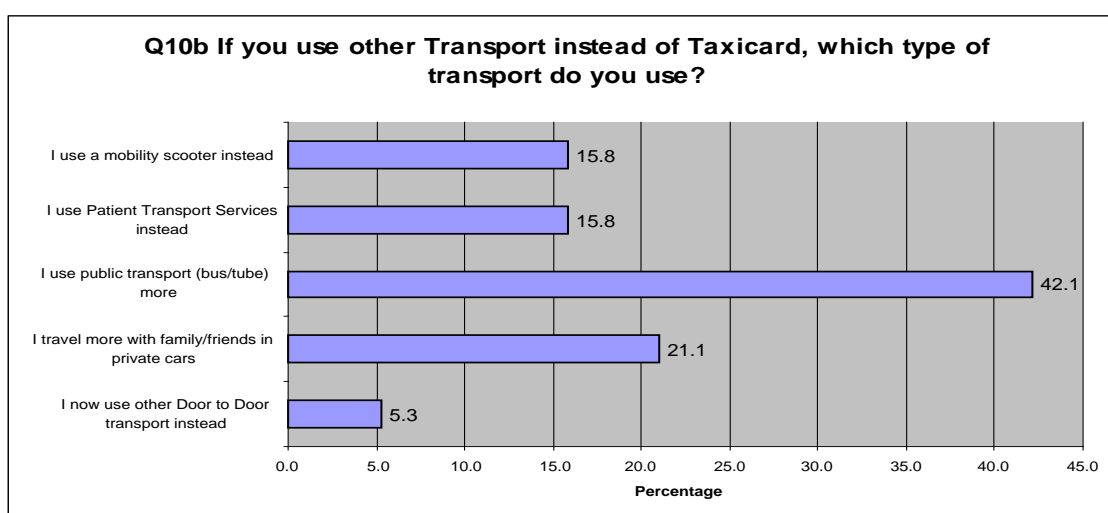
- 53% of members who were using their Taxicard less stated that they were not going out as much.
- 20% was because of concerns over the cost of journeys. 34% responded that the subsidised fare did not enable them to travel where they needed to get to. 52% of the 34% (i.e. 18% of the total) stated this deterred them from making the trip again
- 28% was because of a perception that performance in terms of reliability of service had worsened
- 14% said they used other transport instead
- 11% said for other reasons (not specified)

Chart 1



11. Nearly half of the 14% who now use other transport instead use public transport more, 21% travel more with family or friends, 16% use a mobility scooter, 16% use Non-Emergency Patient Transport Services (NEPTS) and 5% use 'other' door-to-door services. See Chart 2 below.

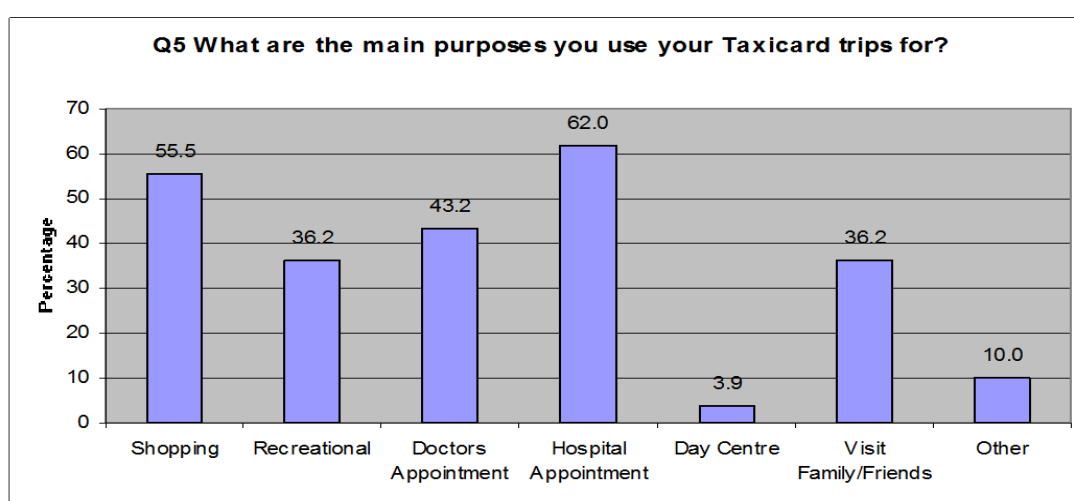
Chart 2



## Customer Expectations

12. The survey showed that customer satisfaction with the scheme is high, with 83% stating that Taxicard met their expectations and 75% were either extremely satisfied, or very satisfied. The consultant did think, however, that some answers were influenced by concerns expressed that Taxicard might not continue or that their survey responses might impact on their personal use of the scheme. Either way this suggests that the majority of users value access to the scheme.
13. The most common journey purpose is for hospital appointments, at 62%, for which the scheme was not originally designed. A further 56% used their trips for shopping, 43% to attend doctor appointments with 36% for recreational and 36% for visiting family and friends. See Chart 3 below.

Chart 3



14. The door-to-door nature of the scheme was the most important element, with 81% answering '*It picks me up from where I live*' and 77% stating '*It takes me straight to where I want to go*'. 77% use Taxicard instead of other transport due to mobility problems, with 50% due to ease of use and flexibility. Many members reinforced the point that the service allowed them to get out and was therefore a lifeline. Approximately 20% had either no alternative or inadequate alternatives means of travel.
15. When members were asked what changes would encourage them to make more trips, 36% stated that there were no changes; their reduction in usage was not related to any aspects of the scheme per se. 22% wanted more trips, 19% a more reliable service. 15% would like to travel further without paying more and 12% stated a lower minimum charge.

## Members' Overall Door to Door (D2D) Transport Needs

16. 91% of those surveyed stated that the mix of door-to-door transport available met their needs. Chart 2 above shows the other forms of transport used. However, the report stresses that this response will have been influenced by the fact that a

significant number stated that they are now simply less mobile and do not travel as much on any transport.

### **Stakeholder Views**

17. A number of borough officers were interviewed as scheme and they expressed their concerns as scheme commissioners. These are listed below:
  - Most Boroughs are keeping the scheme sustainable within existing budget
  - Boroughs where usage has been maintained are where the scheme is actively promoted and/or the user charge/subsidy have been retained at the pre-2011 level
  - Many Boroughs do not promote the service and there is a lack of awareness amongst residents
  - There has been a noted shift by users to mainstream public transport
  - Concerns over the purpose of the service for health-related trips
  - Double swiping having a significant impact on costs. This is because members may take longer trips when they can use two subsidies during a journey that they may not take otherwise.
18. A number of Mobility Forums were attended and members' main concerns were reliability, punctuality, cost and having enough trips available each year. The main improvements they would like to see are a more assured booking process, efficient journeys with consideration of the impacts on the charge due to congestion, a range of Private Hire Vehicle (PHV) improvements, the need for availability/waiting time solutions and cheaper journey options.
19. Transport for All expressed concern about a lack of affordability, chargeable waiting time, variability in trip entitlement and eligibility criteria between boroughs and the requirement to secure electric wheelchairs as a condition of using Taxicard. Their suggested solutions include
  - Protection of the scheme and its funding in the face of increasing taxi fares
  - Reinstatement of the historic subsidy and removal of double swiping restrictions
  - Active promotion of the scheme
  - New approaches to enable the scheme to evolve but be made affordable
20. Transport for London (TfL) highlighted its '*Roadmap for Future Provision*' document, which proposes greater consistency, aligned to the recommendations of the London Assembly. With regards to Taxicard, this includes working towards a single consistent set of eligibility criteria, a single application, booking, customer complaints and feedback processes, a wider integration with other social needs transport and development of a driver training qualification for private hire providers. These objectives were also reflected in TfL's Social Needs Transport

Review document, which was presented in a report to this Committee in October 2015.

21. CityFleet believes that the decrease in trips could potentially be attributed to funding cuts, rising costs, usage inflexibility, service issues and changes in personal circumstances.

## Conclusions and Recommendations

22. Most members are highly satisfied with the Taxicard scheme; find most drivers excellent and the Call Centre always helpful. For many, the scheme is their only means of getting out and about. The combination of a significant number of disabled and older Londoners continuing to have difficulty using public transport and the high level of member satisfaction with Taxicard makes it an appropriate and desirable scheme to fund, maintain and develop. The predicted demographic growth in older and disabled Londoners is likely to lead to increased demand in itself. However, many disabled Londoners are not aware of Taxicard and few Boroughs actively promote the scheme.
23. As no single issue has led to the decline in Taxicard trips, a package of recommendations is included in the report. The consultant considers that the introduction of these measures will deliver significant user benefits and improve service quality and reliability, but acknowledges that there would be a range of impacts on boroughs, and that an impact assessment would be needed, particularly from a financial perspective, before some elements are introduced.
24. The recommended package of measures is summarised below. A response is included below each one. In many cases it is felt that significant changes to Taxicard cannot be considered in isolation from TfL's Social Needs Transport Review and more certainty on the future of how Taxicard may be integrated with Dial a Ride and other door to door Transport. Work is continuing with TfL to develop their proposals and a report will be presented to this Committee in June.

Strategic		
1	Core strategy	<ul style="list-style-type: none"> <li>Develop Taxicard's role within the wider door-to-door transport strategy, including clarity and consistency over use for health-related trips.</li> </ul>
	London Councils' response	This will be considered as part of the work with TfL on the Social Needs Transport Review.
2	Scheme funding	<ul style="list-style-type: none"> <li>Review the funding structure and methodology so that the scheme is sustainable over the longer term.</li> </ul>
	London Councils' response	This will be considered as part of the work with TfL on the Social Needs Transport Review.
3	Scheme users	<ul style="list-style-type: none"> <li>Research new member use/non-use of the scheme.</li> </ul>

	London Councils' response	It is not felt that further research on this particular group is necessary at present pending more certainty on the future nature of the scheme and its potential integration with other services.
<b>Service consistency</b>		
4	User interface	<ul style="list-style-type: none"> <li>Develop common Taxicard eligibility criteria, application process, booking and complaints process, as set out in the TfL Social Needs Transport Roadmap, with complainants advised of the outcome.</li> </ul>
	London Councils' response	This will be considered as part of the work with TfL on the Social Needs Transport Review, as common criteria and processes may be extended to other schemes.
5	Consistency of service	<ul style="list-style-type: none"> <li>Subject to an impact assessment and available funding, develop a common standard for Taxicard trip entitlement, (and a consistency in the banding model if that is preferred) member charge, Borough subsidy and double swiping across London.</li> <li>This should look to offer greater flexibility to the user in the use of their allocation.</li> </ul>
	London Councils' response	This will be considered as part of the work with TfL on the Social Needs Transport Review. Any standardisation may lead to additional costs to boroughs and will need to be developed as part of any potential future integration with other door to door schemes.
<b>Operational</b>		
6	Publicity/promotion	<ul style="list-style-type: none"> <li>Introduce a campaign to promote greater knowledge of Taxicard.</li> </ul>
	London Councils' response	All boroughs should have information about Taxicard on their websites, but pending the work with TfL on the Social Needs Transport Review, it is not anticipated that an active campaign will be carried out.
7	Reliability	<ul style="list-style-type: none"> <li>Develop improved journey allocation system for black cabs to better guarantee vehicle availability for each booking.</li> <li>Improve vehicle availability for wheelchair users.</li> </ul>
	London Councils' response	<p>London Councils has been working with CityFleet to introduce scheme improvements.</p> <p>They are introducing 'Future Bookings' to their allocation system, which will allow taxi drivers to see bookings further in advance of the journey, which should lead to fewer being sent out just before the journey.</p> <p>More private hire companies are being recruited</p> <p>More information will be gathered on members'</p>

		wheelchair needs and more specialised vehicles are being sought that can accommodate larger wheelchairs, although these must continue to be legally secured.
8	User affordability	<ul style="list-style-type: none"> <li>• Subject to a financial impact assessment, review member charge, Borough subsidy and double swiping so as to develop a more affordable scheme for the user.</li> <li>• Deliver a significant expansion of the taxi fixed price scheme and/or consider other measures to mitigate impact of waiting/boarding time and traffic congestion on trip cost.</li> </ul>
	London Councils' response	<p>Borough charges have been set for 2016/17, but future changes will be linked to the work with TfL on the Social Needs Transport Review and a review of affordability.</p> <p>CityFleet is introducing new taxi fixed price fares on a monthly basis and is exploring the potential for extending these to longer journeys. Any other changes to taxi costs will be linked to the Social Needs Transport Review, and a review of charges to a possible future integrated door to door scheme.</p>
9	PHV service quality	<ul style="list-style-type: none"> <li>• An improved driver training programme as a condition of contract, as set out in the TfL Social Needs Transport Roadmap, to include better disability training and knowledge of the geographic area/s covered.</li> <li>• Provide greater consistency of PHV provider to user.</li> <li>• Improve PHV provider/driver to user communication for individual journeys.</li> </ul>
	London Councils' response	<p>London Councils supports any measures by TfL to improve PHV driver training and will work with them to improve training programmes.</p> <p>Discussions will be held with CityFleet to consider any other measures that can be introduced to improve the customer's experience when using PHVs.</p>

25. The full eo consulting report can be found on the Taxicard website via this link – <http://www.londoncouncils.gov.uk/node/28818>

### **Charging for Lost and Damaged Taxicards**

26. Following agreement by this Committee in October 2015 to introduce a £10 charge for lost and damaged Taxicards; the charge was introduced on 30 November 2015. The implementation has gone smoothly with very few complaints from members about the charge.
27. From 30 November 2015 to 29 February 2016 a total of 565 Taxicards replacements were charged for. These are broken down as follows:



<b>Payment Type</b>	<b>Number</b>	<b>%</b>
Credit / debit card	510	90.27%
Cheque	28	4.96%
Postal order	25	4.42%
Cash	2	0.35%
<b>Total</b>	<b>565</b>	<b>100.00%</b>

28. An estimate of £36,000 in annual income was anticipated in advance of charging. Income to date is £5,650, but two of the three months have been non-typical months (December and February). However, it is probable that there will be about 200 chargeable replacements per month, suggesting that £24,000 is a more likely annual figure.
29. The most likely reason for the lower than expected income from replacement charging is because some members are having another look for their lost Taxicard once they become aware of the charge, and in some cases are finding them.

### **Financial Implications for London Councils**

30. The Taxicard budget is forecast to underspend by £1.4 million in 2015/16, based on trips to January 2016, with refunds forecast to be made to 18 contributing boroughs and TfL. The three boroughs projected to overspend have confirmed they will cover any actual overspends.
31. TEC members approved an income budget target in December 2014 of £36,000 for replacement Taxicards in the approved budget for 2015/16. The delay in implementing this proposal has resulted in a projected reduced income of £8,000 in 2015/16, leaving a projected shortfall of £28,000. This was reflected in the Month 9 budget monitoring report presented to the Executive Sub-Committee in February; which reported a forecast surplus position for the year of £562,000.

### **Legal Implications for London Councils**

There are no legal implications.

### **Equalities Implications for London Councils**

The Taxicard scheme provides subsidised trips in licensed taxis and private hire vehicles to London residents whose severe mobility or visual impairments make it very difficult for them to use mainstream public transport. The scheme plays an important role in reducing their social exclusion.

Any discussions with TfL on the future integration of door to door schemes must ensure Taxicard members are not disadvantaged as a result of any scheme changes.

### **Recommendations**

Members are asked to:

1. Note the Taxicard trip budget projected outturn for 2015/16 based on data to January 2016
2. Note the outcome of the research into the reasons for the reduction in Taxicard journeys in recent years, and endorse the officer responses to the report's recommendations
3. Note the update on the introduction of a £10 charge for lost and damaged Taxicards

## **Background papers**

Taxicard Scheme Update (15 October 2015, Item 8)

# London Councils' Transport and Environment Committee

## Freedom Pass Progress Report      Item No: 10

**Report by:** Stephen Boon      **Job titles:** Chief Contracts Officer  
**Date:** 23 March 2016  
**Contact Officer:** Stephen Boon  
**Telephone:** 020 7934 9951      **Email:** [stephen.boon@londoncouncils.gov.uk](mailto:stephen.boon@londoncouncils.gov.uk)

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**Summary:** This report provides Members with a general progress update on the Freedom Pass scheme and seeks approval to retender the provision of externally managed support services..

**Recommendations:** Members are asked to:

1. Approve the proposed approach, costs and timescales for the Freedom Pass managed service tender.
2. Note the progress of the 2016 Freedom Pass re-issue.

### Introduction

3. This report provides members with an update on re-tendering arrangements for the Freedom Pass managed service (electronic data capture, application data validation, card management, card production and customer support) and the 2016 Freedom Pass re-issue.

### Freedom Pass Managed Service

4. On 1 July 2017, the current contract for the above services with London Councils' contractors, ESP Systex, will expire. Therefore, London Councils must seek to retender these services. Given the complexity and scale of the operations in question, officers would like to allow sufficient time for potential providers to develop tender proposals, and should a new provider be selected, set up their operations (see timetable below).

5. The activities to be purchased include:
  - Electronic data capture of member details
  - Application data validation
  - Card management
  - Card production;
  - Customer support
6. The opportunity will be advertised on the Official Journal of the European Union and officers intend to use the 'restricted' procedure i.e. pre-qualification followed by invitation to tender for up to five pre-qualifying bidders.
7. London Councils' preference is to award a contract for five years with the possibility of annual extensions of no more than three years in aggregate i.e. maximum contract duration of eight years.
8. In addition to the core Freedom Pass services, London Councils would like to include an option within the tender documents to test the market for case management and card production services for the Taxicard scheme. The rationale for taking this approach is to bring together data management of these two services as a means to derive economies of scale.
9. Using current levels of expenditure in these areas as the starting point, and factoring in the following:
  - an assumption that the way in which the service is delivered (and cost) does not increase in real terms
  - the requirement to do up to two bulk re-issues (2020 and 2025)
  - the requirement to do up to six smaller re-issues (2018, 2019, 2021, 2022, 2023, and 2024)
  - an assumption of inflation at 2.5% per annum

officers recommend that an appropriate eight year value for the tender is £16.71 million allowing for inflation (£14.85 million using current prices). Bidders will be encouraged to price competitively and London Councils would expect the successful tenderer to offer a significant reduction on these figures.

10. This approach would seek largely to replicate the current services provided to users, which include:
  - On line enquiries, applications and accounts for Freedom Pass holders
  - Telephone call-centre
  - Paper based applications
  - Card preparation and despatch
11. One option that could reduce costs is to move away from providing a call centre and move to on-line only provision. Officers estimate that this could reduce the value of the tender to £13.57 million (£11.98 million using current prices). While officers do not recommend this approach, members are asked to consider it and to note the following:
  - The call centre currently receives more than 250,000 business as usual calls per year, covering in order of volume:
    - assistance with replacing passes and receiving payments;
    - change of personal details;

- how to apply;
  - information about transferring from the TfL 60+ scheme.
- Approximately 25% of those renewing their passes make a telephone call to the contact centre seeking advice on how to renew their pass.
  - Removing the call centre would have an adverse impact on those pass holders that do not have internet access and could raise issues under the equalities legislation;
  - Removing the call centre could also negatively impact the level of customer service experienced by pass holders and require London Councils to take on additional staff to deal with increased levels of enquiries.

12. An indicative timetable for the procurement is set out below:

**Table 1. Freedom Pass Tender Timetable**

<b>Activity</b>	<b>Indicative date</b>
Launch pre-qualification questionnaire (PQQ)	April 2016
PQQ deadline	May 2016
Assessment of PQQs	May 2016
Invitations to tender (ITT) sent	June 2016
ITTs assessed	July – August 2016
Preferred bidder identified	Sep 2016
TEC decision	October 2016
Bidders notified	October 2016
Standstill period	October 2016
Contract award	November 2016
Contract set-up	November 2016 – June 2017
Contract delivery begins	July 2017

13. Members are asked to approve the proposed approach, value and timescales for the Freedom Pass managed service tender.

## **2016 Re-issue Progress Update**

### **Introduction**

14. The following section provides a progress update on the 2016 Freedom Pass to 29 February 2016. On 31 March 2016 139,517 Older Person, 29,049 Disabled Person and 1,102 Discretionary Disabled Person Freedom Passes will expire. These groups' passes are renewed in different ways. Older people received a letter asking them to renew either on line or by post. Disabled persons and discretionary disabled persons pass holders were reassessed by boroughs and if eligible will receive passes without having to renew.
15. The project is overseen by a board that has met monthly since September 2015. The board is made up of representatives from:
- the London boroughs;
  - London Councils' transport and mobility and communications teams;
  - Transport for London (TfL);
  - Association of Train Operating Companies (ATOC);
  - Association of Chief Librarians;
  - Transport for All;

- Age UK London; and
  - ESP Systex and Journeycall.
16. The approach taken to the 2016 re-issue has been largely similar to 2015. However, due to the relatively low proportion of total members renewing, less emphasis has been given to publicity. The board considered that large scale publicity might drive up costs, not only on publicity itself, but also by encouraging people who weren't due to renew to call the contact centre.

### **Older Persons Freedom Pass Renewal**

17. The older person's renewal is generally proceeding very well, with the exception of some small technical issues on launching the new renewal portal that affected a limited number of pass holders at the start of the renewal process and resulted in two written complaints.
18. All 135,257 renewal letters were dispatched over a three day period from 13-15 January. By 29 February 95,507 (71%) of those written to had renewed their passes. Of these, 78% have renewed on line and 22% using paper application forms. Therefore, on-line take up is currently higher than in 2015 (74%). Anecdotally, officers believe this is a result of the 2016 cohort being, on average, younger than the 2015 cohort as it is made up entirely of those who applied for the first time in 2011.
19. Appendix 1 sets out progress to date in graphical format and Appendix 2 sets out progress in each of the boroughs. Members are asked to note two matters highlighted by these documents.
20. First, the current renewal rate suggests that by the end of March, 78% of pass holders will have renewed. This is four per cent lower than at the same time in 2015. Officers believe that this may be a result of the lower levels of publicity undertaken this year and the fact that more time has elapsed since the last mid-term review and a higher proportion will have moved away. If correct, and assuming that 85% of pass holders eventually renew, this would mean that c 10,000 pass holders will not have renewed by the deadline.
21. Second, and connected to the issue above, renewal rates vary significantly between boroughs. Of the non-own application boroughs, Havering has the highest renewal rate (80%) and the City of Westminster, the lowest (61%). This mirrors patterns seen in 2015, where inner London boroughs, that tend to have higher levels of population churn, had lower renewal rates.
22. Officers are taking a number of measures to increase the renewal rate and ensure that those who do not renew, but are still eligible, are not unduly affected. First, London Councils' communications team has been co-ordinating activity with heads of communication in boroughs where renewal rates are more than five per cent lower than the average. Resulting actions include articles in borough newspapers and other publicity.
23. Second London Councils has instructed Journeycall, the call centre provider, to update the recorded message played at the start of calls to remind those that should, but haven't, to renew.
24. Third, London Councils has agreed with TfL and ATOC to provide a grace period until mid-May during which time, 2016 pass holders can continue to travel if they present their card for visual inspection on buses and at station gates.

### **Own application boroughs update**

25. As with the previous renewal, the London Borough of Sutton has offered an on-line only option to pass holders. This does not seem to have adversely affected renewal rates: Sutton's figure is currently 72%.
26. The London Borough of Camden undertook internal verification of residency details and automatically reissued passes to people that passed verification (76% of the total). Those whose residence could not be verified have been required to submit evidence of that they still live in the borough. The renewal rate in Camden currently stands at 86%.

### **Disabled Persons Freedom Pass renewal**

27. The renewal of Disabled Person Freedom Pass holders is the responsibility of the local authority. By 26 February all except one borough had confirmed continued eligibility of their pass holders against the Transport Act 2000 criteria and checked residency, updating the database of any changes. Passes were issued to all disabled pass-holders between 1-4 March.

### **Costs of the 2016 re-issue**

28. The costs of the 2016 re-issue will be met from within the approved £1.518 million Freedom Pass budget for 2015/16. At the beginning of the financial year, costs for the re-issue were estimated at £500,000. The current forecast is £498,000. Officers do not anticipate significant variation against this forecast, which would only be affected by a significant increase in the number of telephone calls to the contact centre.

### **Financial Implications for London Councils**

### **Equalities Implications for London Councils**

None

### **Recommendations**

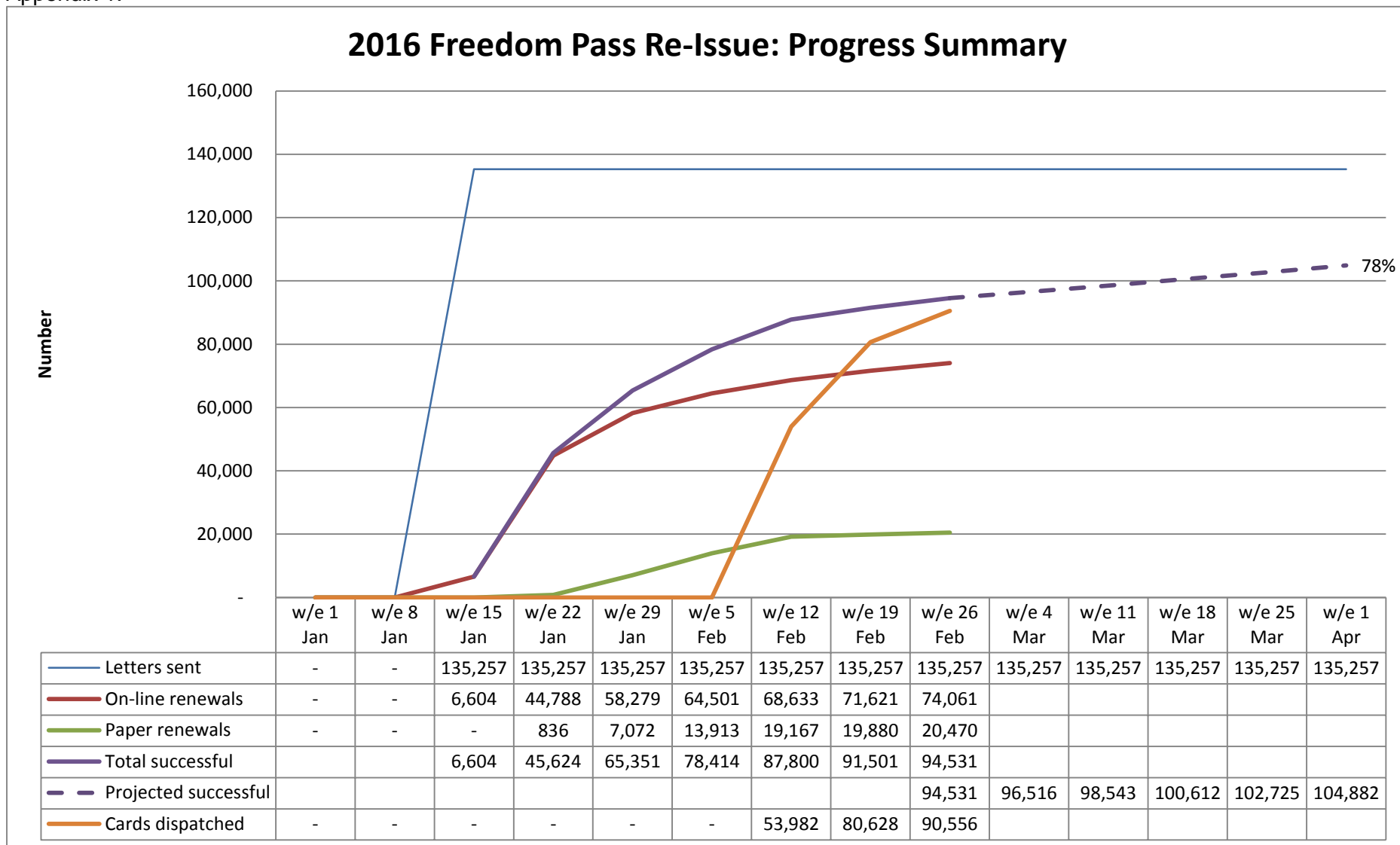
Members are asked to:

- Approve the proposed approach, costs and timescales for the Freedom Pass managed service tender.
- Members are asked to note progress regarding the 2016 Freedom Pass re-issue.

### **Background Papers**

TEC – Freedom Pass Progress Report - 15 October 2015 (Item 7)

Appendix 1.





## Appendix 2. Renewal Borough Renewal Rates

<b>Borough</b>	<b>Total % Passes Renewed</b>	<b>Number of Passes Expiring 2015</b>
Barking & Dagenham	72.08%	2371
Barnet	73.24%	7301
Bexley	78.56%	4463
Brent	64.73%	5455
Bromley	77.44%	6484
Camden	85.94%	4260
City of London	70.37%	216
City of Westminster	61.43%	4511
Croydon	72.04%	6648
Ealing	68.47%	6090
Enfield	72.28%	5306
Greenwich	70.53%	4048
Hackney	65.21%	3061
Hammersmith and Fulham	68.00%	2825
Haringey	65.98%	3980
Harrow	72.87%	5739
Havering	80.31%	4703
Hillingdon	75.56%	4763
Hounslow	69.60%	4481
Islington	70.21%	3115
Kensington and Chelsea	64.51%	3708
Kingston upon Thames	74.20%	3054
Lambeth	66.36%	4046
Lewisham	69.01%	3901
Merton	71.59%	3516
Newham	63.00%	3800
Redbridge	72.70%	4982
Richmond upon Thames	75.66%	4212
Southwark	66.89%	3806
Sutton	71.85%	3577
Tower Hamlets	62.95%	2710
Waltham Forest	68.79%	4053
Wandsworth	68.86%	4332
<b>Total</b>	<b>71.03%</b>	<b>139,517</b>

# London Councils' Transport & Environment Committee

## TEC Committee Dates 2016/17

Item No: 11

**Report by:** Alan Edwards **Job title:** Governance Manager

**Date:** 23 March 2016

**Contact Officer:** Alan Edwards

**Telephone:** 0207 934 9911 **Email:** Alan.e@londoncouncils.gov.uk

**Summary:** This report notifies members of the proposed TEC and TEC Executive Sub Committee dates for the year 2016/17.

**Recommendations:** It is recommended that Members:

- Note and agree the dates for TEC and TEC Executive Sub Committee meetings for the year 2016/17 (subject to confirmation at the Annual General Meeting), and
- Consider/agree a start time of 10:00am for the TEC Executive Sub Committee meetings, in order for the City of London to attend.

### TEC (Main) Committee Proposed Dates

- Thursday 16 June 2016 (AGM)
- Thursday 13 October 2016
- Thursday 8 December 2016
- Thursday 16 March 2017

All the above meetings start at 2.30pm, with a pre-meeting for political groups at 1.30pm. All TEC (Main) Committee meetings will be held at 59½ Southwark Street, London, SE1 0AL.

### **TEC Executive Sub Committee Proposed Dates**

- Thursday 21 July 2016
- Thursday 15 September 2016
- Thursday 17 November 2016
- Thursday 9 February 2017

The new proposed start time is 10:00am (if agreed by Committee) and will be held at the offices of the London Councils, 59½ Southwark Street, London, SE1 0AL

### **Recommendations**

It is recommended that Members:

- Note and agree the dates for the TEC and TEC Executive Sub Committee meetings for the year 2016/17 (subject to confirmation at the Annual General Meeting), and
- Consider/agree a start time of 10:00am for the TEC Executive Sub Committee meetings, in order for the City of London to attend.

### **Financial Implications**

There are no financial implications to London Councils arising from this report.

### **Legal Implications**

There are no legal implications to London Councils arising from this report.

### **Equalities Implications**

There are no equalities implications to London Councils arising from this report.

## **LONDON COUNCILS' TRANSPORT AND ENVIRONMENT EXECUTIVE SUB COMMITTEE**

Minutes of a meeting of the London Councils' Transport and Environment Executive Sub Committee held on **11 February 2016** at 09:30am, at London Councils, Meeting Room 4, 1<sup>st</sup> Floor, 59½ Southwark Street, London, SE1 0AL

### **Present:**

Councillor Julian Bell	LB Ealing (Chair)
Councillor Feryal Demirci	LB Hackney
Councillor Tim Coleridge	RB Kensington & Chelsea
Councillor Alan Smith	LB Lewisham
Councillor Jill Whitehead	LB Sutton
Councillor Darren Merrill	LB Southwark
Councillor Heather Acton	City of Westminster
Michael Welbank	City of London
Marianne Fredericks	City of London

### **1. Declarations of Interests**

There were no additional declarations of interest, other than the declarations previously supplied.

### **2. Apologies for Absence & Deputies**

Apologies for absence were received from Councillor Alex Sawyer (LB Bexley), Councillor Daniel Anderson (LB Enfield), Councillor Claudia Webbe (LB Islington) and Councillor Caroline Usher (LB Wandsworth).

### **3. Transport and Mobility Performance Data**

The TEC Executive Sub Committee received a report that detailed the London Councils' Transport and Mobility Services performance information for Q2 and Q3 of 2015/16.

Spencer Palmer (Director, Transport and Mobility, London Councils) introduced the report and distributed to members an amended set of Q2 figures. The amendments to the Q2 figures, that should have been presented to the TEC Executive Sub Committee on 24 November 2015, were as follows:

Environment and Traffic Adjudicators (ETA) - Average number of days (from receipt) to decide appeals (postal) should have read 32 days and not 40 days

ETA - Average number of days (from receipt) to decide appeals (combined) should have read 38 days and not 44 days

Road User Charging Adjudicators (RUCA) - Average number of days (from receipt) to decide appeals (postal) should have read 39 days and not 27 days

RUCA - Average number of appeals (from receipt) to decide appeals (combined) Should have read 50 days and not 32 days

Spencer Palmer informed members that the “red” rating for the “% personal hearings started within 15 minutes of scheduled time” was because the new system allowed Adjudicators to start viewing evidence before recording the start of the hearing. He explained that changes were being made to address this and the reported performance would improve significantly in the future. The “red” rating (89%) for “hearing dates to be issued to appellants within 5 working days of receipt” was due to additional checking still being carried out before they went out. This would also improve in due course.

Councillor Coleridge asked if there was a code of practice for when adjudicators were obliged to start a hearing. Spencer Palmer said that Adjudicators had been given advice on how to operate the new system while they were trying to amend the system so that the appeals were recorded from start to finish. Councillor Smith clarified that this was a failure of the system to record, rather than anything else. Spencer Palmer said that the new contractors were still working on the reporting and management information and therefore figures may still be subject to change.

**Decision:** The TEC Executive Sub Committee noted the report and the amendments to the Q2 figures, as tabled at the meeting

#### **4. OLEV Go Ultra Low City Scheme**

The TEC Executive Sub Committee considered a report that informed members of the announcement that London was one of the four winning cities in the Office for Low Emission Vehicles “Go Ultra Low City Scheme”. London had been awarded the sum of £13,000,000 in capital funding and £240,000 in revenue funding over the period of 2016-2020. It was suggested that a Programme Board and a Working Group be established to drive the implementation of the bid proposals.

Steve Craddock (Principal Policy Officer, London Councils) introduced the report and informed members that TfL would be receiving the funding from OLEV and would be considering what would constitute capital expenditure and what would constitute revenue under the terms of the grant.

Steve Craddock said that there were four elements to the bid, as outlined in paragraph 2 of the report. The main recommendation was to put in place the governance arrangements to provide an initial decision on which elements should receive which funding. TEC representation on the new Programme Board would be the TEC Chair and the Labour and Conservative vice chairs. The Programme Board would steer the implementation of the bid.

Councillor Coleridge congratulated TEC on the £13,000,000 OLEV award to London. He said that one of the issues would be on how this money would be divided out among the boroughs. Councillor Coleridge said that the revenue funding of £240,000 over 4 years did not amount to very much. Katharina Winbeck (Head of Transport, Environment and Infrastructure) said that London Councils was looking into the possibility of match funding with TfL and other partners. Steve Craddock informed members that the working group would comprise of London Councils and a number of boroughs. A wider level of consultation would also take place with all London boroughs on key decisions. Nick Lester-Davis said that it had been agreed with TfL that it would be an officer working group sitting below a steering group that included members..

Michael Welbank said that efforts to tackle the ongoing revenue needed to be maintained. Steve Craddock informed members that there was more work that needed to be carried out on this, especially with regards to the revenue/capital split. Frank Smith said that London Councils/TEC could not receive capital allocation, and were therefore not accountable. TfL, on the other hand, could receive this funding. Councillor Smith felt that staffing needed to be kept to a minimum in order to keep costs down. He said that some of the funding should be spent on buying EVs for people to try first, as this would be the best way of selling EVs. Councillor Smith said that Source London was already putting in charging points. The Chair said that the proposal in the bid to support the electrification of the Car Club network could help to get people accustomed to EVs. Councillor Demirci said that this was a great achievement for London. She said that work needed to be targeted in areas where there was poor air quality. Councillor Acton said that the City of Westminster had already been carrying out trials for residents sharing EV charging points. She said that Westminster had been fully involved in the bid, and she hoped that it would be included on the steering group. Councillor Acton voiced concern at the number of vehicles on the roads in London. She said that 1 in 30 were private vehicles, with the majority being trade.

Councillor Whitehead said that the price of EV was an issue, with one of the cheapest being a Nissan "Note" at £16,000. She said that the issue of buying second hand EVs needed to be investigated further. Councillor Smith said that the battery packs on the cheaper EVs did not last as long as the more expensive versions. He said that only the luxury end of EVs appeared to be promoted first.

**Decision:** The TEC Executive Sub Committee:

- Noted the establishment of a Programme Board to determine priorities, set milestones, and drive progress of the delivery of the London Go Ultra Low Scheme;
- Agreed TEC representation on that board to take the form of TEC Chair and Labour and Conservative vice chairs;
- Authorised officers from London Councils, in partnership with TfL and GLA, to agree the Terms of Reference for the Programme Board and Working Group; and
- Authorised officers from London Councils, in partnership with TfL and the GLA, to agree a Memorandum of Understanding

## **5. Month 9 Revenue Forecast 2015/16**

The TEC Executive Sub Committee received a report that outlined actual income and expenditure against the approved budget as at 31 December 2015 for TEC, and provided a forecast of the outturn position for 2015/16. At this stage, a surplus of £562,000 was forecast over the budget figure.

Frank Smith (Director of Corporate Resources, London Councils) introduced the report. He informed members that this would be the last financial report for the year, with a forecasted surplus at the year-end of £562,000 currently being forecasted. The variances from budget, highlighted in paragraphs 3 and 4 of the report were for reasons reported to this Committee earlier in the year and some were a result of the change of parking managed services provider from Capita to Northgate. Processes were being established to rectify these issues, which primarily concerned data accuracy.

Frank Smith said that the Table 2 (paragraph 5) showed the projected level of uncommitted reserves through to 31 March 2017. The general reserves were forecast to be £2.158million, which equated to 18.5% of budgeted operating and trading expenditure of £11.673million for the current year. This figure exceeded the higher end of the agreed benchmark of reserves, which was between 10-15%.

Councillor Coleridge asked whether the “total income” figure of 2,712 in the bottom of the “Variance” column in Table 1 should be in brackets, and apologised for the error. Frank Smith confirmed that this figure should not be in brackets. Councillor Coleridge asked whether the additional surplus in TEC reserves (3.5%) should be returned to boroughs. The Chair said that the next Freedom Pass renewal was due to take place in 2020 and it would be beneficial to keep any extra funds in the reserves. He also said that TEC trading income was volatile and open to fluctuations. Frank Smith confirmed that a one-off payment of £340,000 was being returned to the boroughs (Table 2) in 2016/17. He said that a great deal of the volatility was due to the change in contractors, which in turn had presented some data recording issues. Also, adjudicators’ throughput to hear appeals differed, as some appeals took longer than others. Frank Smith said that consistency throughout the adjudicators was needed when it came to the time taken to hear appeals. Nick Lester-Davis said that there was also the issue regarding the number of appeals that boroughs did not contest. The non-contested rate had been 30%, but this had now been reduced to a more respectable 18%.

Councillor Smith felt that the 3.5% additional surplus should remain in TEC reserves. The Chair said that there would be further opportunities to decide what to do with the TEC reserves, especially when the outturn for the year is known. Councillor Coleridge said that the budget/surplus was a good position for TEC to be in. Frank Smith said that TEC finances were in a fairly stable position, which would be clearer once the teething issues with the new contractors, Northgate, were ironed out.

**Decision:** The TEC Executive Sub Committee:

- Agreed that the “Total Income” figure of 2712, at the bottom of the “Variance” column (Table 1 in the report), should not be in brackets;
- Noted the projected surplus of £562,000 for the year, plus the forecast underspend of £1.395 million for overall Taxicard trips, as detailed in the report; and
- Noted the projected level of Committee reserves, as detailed in paragraph 5 of the report, and the commentary on the financial position of the Committee in paragraphs 6-7

**6. Minutes of the TEC Main meeting held on 10 December 2015 (for noting)**

*Item 4: TfL and Borough Bus Service Engagement, Q and As (page 4, 1<sup>st</sup> paragraph):*

It was noted that LB Sutton had only received one new bus from TfL, which had consequently broken down, and the minutes needed to be amended to reflect this.

Subject to this amendment, the minutes of the TEC main meeting on 10 December 2015 were noted.

**7. Minutes of the TEC Executive Sub Committee meeting held on 24 November 2015 (for agreeing)**

Item 3: "London Sustainable Drainage Action Plan", Q and As, page 3 (paragraph 3):  
It was agreed to remove "the high streets" in the sentence "She (Cllr Whitehead) said that rain gardens in the high streets had made a big difference" and replace with "district centres".

Subject to the above amendment, the minutes of the TEC Executive Sub Committee held on 24 November 2015 were agreed as an accurate record.

**The meeting finished at 10:05am**



## London Councils' Transport and Environment Committee

### 10 December 2015

Minutes of a meeting of London Councils' Transport and Environment Committee held on Thursday 10 December 2015 at 2:30pm in the Conference Suite, London Councils, 59½ Southwark Street, London SE1 0AL

#### Present:

Council	Councillor
Barking and Dagenham	Cllr Lynda Rice
Barnet	Cllr John Hart (Deputy)
Bexley	<b>Apologies</b>
Brent	Cllr Ellie Southwood
Bromley	<b>Apologies</b>
Camden	Cllr Phil Jones
Croydon	Cllr Kathy Bee
Ealing	Cllr Julian Bell (Chair)
Enfield	Cllr Daniel Anderson
Greenwich	
Hackney	Cllr Feryal Demirci
Hammersmith and Fulham	Cllr Wesley Harcourt
Haringey	Cllr Joanna Christophides
Harrow	Cllr Graham Henson
Havering	<b>Apologies</b>
Hillingdon	<b>Apologies</b>
Hounslow	<b>Apologies</b>
Islington	Cllr Claudia Webbe
Kensington and Chelsea	Cllr Tim Coleridge
Kingston Upon Thames	Cllr Terry Paton
Lambeth	
Lewisham	Cllr Alan Smith
Merton	Cllr Nick Draper
Newham	<b>Apologies</b>
Redbridge	
Richmond Upon Thames	Cllr Stephen Speak
Southwark	
Sutton	Cllr Jill Whitehead
Tower Hamlets	
Waltham Forest	Cllr Clyde Loakes
Wandsworth	<b>Apologies</b>
City of Westminster	Cllr Heather Acton
City of London	<b>Apologies</b>
Transport for London	Alex Williams

## **1. Apologies for Absence & Announcement of Deputies**

### Apologies:

Cllr Dean Cohen (LB Barnet)  
Cllr Alex Sawyer (LB Bexley)  
Cllr Colin Smith (LB Bromley)  
Cllr Robert Benham (LB Havering)  
Cllr Keith Burrows (LB Hillingdon)  
Cllr Amrit Mann (LB Hounslow)  
Cllr Ian Corbett (LB Newham)  
Cllr Caroline Usher (LB Wandsworth)  
Michael Welbank (City of London)

### Deputies:

Cllr John Hart (LB Barnet)

## **2. Declaration of Interests**

### Freedom Pass Holders/60+ Oyster Cards

Cllr John Hart (LB Barnet), Cllr Ellie Southwood (LB Brent), Cllr Wesley Harcourt (LB Hammersmith & Fulham), Cllr Nick Draper (LB Merton), and Cllr Jill Whitehead (LB Sutton)

### North London Waste Authority

Cllr Daniel Anderson (LB Enfield), Cllr Feryal Demirci (LB Hackney), Cllr Phil Jones (LB Camden), and Claudia Webbe (LB Islington)

### Western Riverside Waste Authority

Cllr Wesley Harcourt (LB Hammersmith & Fulham)

### West London Waste Authority

Cllr Ellie Southwood (LB Brent)

### South London Waste Partnership

Cllr Kathy Bee (LB Croydon)  
Cllr Nick Draper (LB Merton)  
Cllr Jill Whitehead (LB Sutton)

### London Waste & Recycling Board

Cllr Clyde Loakes (LB Waltham Forest)

### Car Club

Councillor Julian Bell (LB Ealing – Chair), Cllr Feryal Demirci (LB Hackney) and Cllr Claudia Webbe (LB Islington)

## Thames Regional Flood & Coastal Committee (RFCC)

Cllr Nick Draper (LB Merton)  
Cllr Lynda Rice (LB Barking & Dagenham)  
Cllr Daniel Anderson (LB Enfield)

## London Cycling Campaign

Cllr Feryal Demirci (LB Hackney)

### **3. Overview of Vehicle Electrification**

The Committee received a report that advised Members of the current situation with regards to the electric vehicle (EV) charging infrastructure in London, the options available and any potential future developments in the sector.

Councillor Coleridge said that he supported having more electric vehicles, but felt that the variety of schemes was making the issue too complex. Councillor Webbe said that more clarity was needed from TfL. Nick Lester informed members that funding had now been confirmed for the Office for Low Emission Vehicles (OLEV) City Scheme bid. He emphasised the importance of interoperability for the networks (paragraph 65, page 8). All of the networks should offer a payment option for charging via a credit or debit card, rather than a user having to commit to a particular network. The Chair said that the issue of interoperability should be made a strong recommendation in the report.

**Decision:** The Committee noted the contents of the report and agreed that the issue of interoperability would be made more explicit in the report.

### **4. Transport for London and Borough Bus Service Engagement**

The Committee received a report that had been prepared by TfL for the Transport and Environment Committee (TEC) of London Councils, to provide a high level update on TfL's series of meetings with boroughs regarding bus network and bus priority development. The paper also set out the background to TfL's new approach to strategic bus engagement with boroughs, and the impact of the first round of meetings.

John Barry, Head of Network Development – Buses, TfL, introduced the report. He informed members that his role was to take care of the network of services and to ensure that the right resources were in place. John Barry made the following comments:

- Meetings were being convened to help develop a strategic overview to ensure that TfL was in line with the boroughs, with regards the bus network
- Borough Heads of Transport and Planning attended the meetings and a review would be carried out at the end
- It was hoped that a second round of meetings would take place in autumn 2016
- Annual Bus Network seminars took place, and a number of "themes" had been introduced. Additional funds had been allocated to fund Bus Priority work.

- A seminar on 11 November 2015 took place and looked at ways to improve customer service on the network and how to improve air quality (ie ways to help prevent pollution caused by buses)
- It was too early to tell how productive the new meetings were, but a full review would be carried out in due course.

### Q and As

Councillor Whitehead said that she welcomed the meetings. She said that the borough of Sutton had received one new bus from TfL. However, the brakes failed on the bus, causing it to crash into the front of a resident's house. She said that no deaths had been caused, but checks needed to be carried out to ensure that the new buses were road worthy. Councillor Whitehead said that the residents of Sutton had also requested live traffic information. She said that bad bus driving and pollution hotspots also needed to be looked at in more detail.

Councillor Coleridge said that he also welcomed the bus engagement meetings and hoped that they would make a difference. He said that cleaner buses were required, especially in areas where pollution was high. Councillor Demirci said that engagement regarding London buses was welcomed, although communication with regards to major changes to bus routes was not adequate. She felt that the relationship between TfL and the boroughs was one-sided and this needed to be improved. Councillor Webbe said that no communication had taken place between the borough of Islington and TfL regarding the bus network yet. She said that Islington had one of the largest bus depots in Europe and less than 20% of the buses were environmentally friendly.

Councillor Rice said that seminars were taking place between TfL and the borough of Barking and Dagenham. She said that £2.5 million in funding had already been secured. John Barry said that safety, the environment and network development were all key. He said that changes would take place in these areas over time and work was currently ongoing. John Barry said that the aim was to have the cleanest buses as possible. Diesel buses were being upgraded to trap NOx and good progress was already being made in this area. There were also plans to have 1700 hybrid buses in service by 2016. John Barry informed members that it was not possible to electrify all vehicles as the current battery technology was not good enough. A partial electrification of the bus fleet was taking place in the borough of Croydon.

John Barry said that less polluting buses needed to be placed in areas where there was air quality stress (eg around Heathrow and Putney High Street). He said that safety was a top priority, and buses operated by the contractors needed to comply with statutory safety requirements. John Barry confirmed that TfL ran an intensive monitoring scheme with regards to safety and accident investigation. TfL had also recently brought in its own project manager. John Barry said that the bus accident that took place in Sutton was a very rare occurrence.

John Barry informed TEC that TfL carried out an assessment with regards to bus driver training and extra money was available for additional training for drivers. Improving customer service was also a very important issue (drivers were given a "red book"). Live travel data was now widely used and traffic delay information was also provided for free and displayed in various foyers. The Chair thanked John Barry for his talk on bus service engagement.

**Decision:** The Committee noted the update from TfL.

## **5. Future of Ultra Low Emission Zone (ULEZ) and Low Emission Zone (LEZ)**

The Committee considered a report that outlined the progress and work to date, looking at the feasibility of options for expanding Ultra Low Emission Zone (ULEZ) and/or tightening the Londonwide Low Emission Zone (LEZ). The ULEZ would come into effect from September 2020

Sam Longman, Principal Policy Advisor, TfL, introduced the report and made the following comments:

- The report summarised the current work regarding the Ultra Low Emission Zone (ULEZ) consultation. There was a great deal more work to do on this as boroughs wanted the ULEZ to cover a much wider area
- An engagement group that had been established encompassed a smaller number of boroughs. The membership and Terms of Reference of the engagement group could be found at Appendix A of the report
- There were very few new boundaries that would work
- A high level “sifting” had been carried regarding boundaries for future schemes and a shortlist had been produced. This would be looked at in more detail and surveys would be carried out
- Work was unlikely to conclude very quickly owing to the mayoral elections in 2016. TEC would be updated on progress with ULEZ/LEZ as and when more details were known.

### Q and As

Councillor Demirci said that she welcomed the report and asked when more detailed modelling of the options would be made available. She said that borough officers had raised the issue of boundaries and displacement of traffic when plans for the current ULEZ were drawn up, which were dismissed by TfL. She was therefore surprised to see that TfL was now concerned about displaced traffic, when considering widening the boundaries. Councillor Demirci also voiced her concern that more traffic would be forced into areas that already suffered from poor air quality. Sam Longman confirmed that building more detailed traffic models was the next stage and more details on this would be forthcoming. He said that air quality would improve in boroughs around the ULEZ because of the increase in cleaner vehicles driving through these areas to get into central London.

Councillor Coleridge said that care needed to be taken to ensure that the engagement group did not consult with all the boroughs and residents too late. He also advised that there needed to be a manageable number of options. Sam Longman said that the engagement group was made up of borough officers, who would feed information back to the boroughs through sub-regional partnerships. He took on board that it was very important to ensure that the public were engaged at an early stage and he would ensure that this happened.

Councillor Rice voiced concern that the borough of Barking and Dagenham was not included in any of the options. She said that a cost benefit analysis of the options needed to be undertaken. Councillor Webbe said that the engagement group could

only provide advice and would therefore find it difficult to spread the message to all Londoners. She said that residents would have to make changes to incorporate the restrictions of the ULEZ and therefore needed plenty of notice. Councillor Webbe asked whether the engagement group would be looking at the infrastructure costs involved in expanding the ULEZ. She asked whether TfL would be meeting these costs. Sam Longman responded that a detailed cost benefit analysis would be carried out. The issue of who would pay could not be decided at present, but would be part of an early feasibility study. Sam Longman said that any costs to Londoners needed to be fair and affordable.

Sam Longman also highlighted that London Councils was represented on the engagement group - it was not practical for all boroughs to be involved. He said that the issue of boundaries would be looked at in more detail. Councillor Webbe said that there appeared to be no evidence that EU6 diesel vehicles were cleaner vehicles and they were still causing significant pollution as a consequence. Sam Longman said that TfL had carried out its own diesel testing, which showed that EU6 diesel vehicles were much cleaner than current models, although not meeting all of the emission tests. He said that the ultimate goal was to have completely zero emission vehicles within all of London, but that was not practical at present.

**Decision:** The Committee noted and commented on the report.

## **6. Chair's Report**

The Committee received a report that updated members on transport and policy since the last meeting on 15 October 2015 and provided a forward look until the next meeting on 17 March 2016.

The Chair said the You Tube link to the new Freedom Pass video, with the choir "Bold Voices", would be emailed to TEC members. He informed members that the report on the response to TfL's Private Hire Regulations Review had recently gone to the TEC Executive Sub Committee. Since then, he has had discussions with the Licenced Taxi Drivers Association, who felt that there needed to be a cap on the number of private hire vehicles that were issued licences to, as London was now awash with private hire vehicles. The Chair said that this would require a change in statute, and the mayoral candidates should be looking into this. He said that he would like this reflected in the response that officers were preparing. Any further views should be sent to the Chair and Vice Chairs of TEC.

**Decision:** The Committee:

- Noted the Chair's report;
- Agreed that the link to the new Freedom Pass video be sent to TYEC members; and
- Agreed that officers would include the issue of the high number of licences issued in the response and if members had any further views, these should be sent to the Chair and Vice Chairs of TEC.

## **7a. Freight Update**

The Committee received a report that had been prepared by TfL for London Councils' Transport and Environment Committee (TEC) to provide an update on the progress from the 1<sup>st</sup> meeting of the London Freight Borough Officers Liaison Group.

Alex Williams informed the Committee that a productive first meeting of the London Freight Borough Officers Liaison Group had taken place on 20 October 2015. TfL were keen to work with officers on this and report back to TEC in June 2016. A first draft should be available in February 2016. The Chair said that the Group had to balance the desire to change deliveries away from peak hours whilst ensuring that concerns about noise in residential areas caused by night time deliveries were addressed.

**Decision:** The Committee:

- Noted the suggested programme for the Freight Borough Officers Liaison Group; and
- Endorsed the joint approach for undertaking these actions

## **7b. Traffic Signals Budget 2016/17**

The Committee received a report that set out the cost to boroughs of maintaining traffic signals in London in 2016/17.

The Chair introduced the report and informed members that there had only been a marginal increase in costs, mainly due to the number of traffic lights going up. He confirmed that the increase in costs to boroughs for maintaining the traffic signals was considerably less than it had been in previous years.

Councillor Coleridge voiced concern that his officers at the Royal Borough of Kensington and Chelsea had not been given sufficient time to analyse the traffic signals budget figures. He asked if future reports containing this information could be sent to TEC members earlier.

**Decision:** The Committee:

- Agreed the cost to boroughs for maintaining traffic signals in London in 2016/17, which was £10,983,941.61,
- Agreed that the cost be apportioned between boroughs, as shown in Appendix 1 of the report; and
- Agreed to ask TfL to send out the Traffic Signals budget figures to TEC sooner, to give borough officers adequate time to go through them.

## **8. Concessionary Fares 2016/17 Settlement and Apportionment**

The Committee received a report that informed members of the outcome of negotiations with transport operators (Transport for London, the Association of Train Operating Companies (ATOC) and independent bus operators) regarding compensation for carrying passengers in 2016/17. The report also sought member approval to the proposed settlement and apportionment.

Stephen Boon, Chief Contracts Officer, London Councils, introduced the report. He informed members that there were three typographical errors in the original report sent to Committee, namely: (a) paragraph 10, page 3, should read 22.7% and not 23.7% on ATOC, (b) Table 1, page 3, for 2016/17 total should read 355.678 and not 355.915, and (c) highest rise was in LB Bromley and not LB Croydon. Stephen Boon confirmed that the typographical errors were purely drafting issues and did not affect the overall figures in any way and apologised to members. A revised report has been issued to members.

Stephen Boon said that there had been an overall reduction in the number of journeys taken by passholders in buses and trams. He confirmed that ATOC journey data was used for the rail settlement (as agreed by TEC in 2013) and did vary from borough to borough. Stephen Boon said that London Councils now carried out the administration for the concessionary fares and this had resulted in further savings. The methodology for the concessionary fares apportionment could be found in the Appendices 1 and 2 at the end of the report.

**Decision:** The Committee:

- Agreed the TfL settlement of £333.94million for 2016/17;
- Agreed to the ATOC settlement of £18.520 million for 2016/17;
- Noted that in May 2015, a number of services in north and east London transferred from TOCs to TfL;
- Agreed a budget for non-TfL bus services of £1.7 million;
- Agreed the reissue budget for 2016/17 of £1.518 million;
- Agreed the borough payments for 2016/17 of £355.678 million;
- Agreed the payment profile and dates on which boroughs' contributions are paid as 9 June 2016, 8 September 2016, 8 December 2016 and 9 March 2017;
- Agreed the 2016-2017 London Service Permit bus operators (non-TfL buses) Concessionary Scheme; and
- Noted that there were 3 typos in the original report that was sent to members, namely: (a) paragraph 10, page 3, should read 22.7% and not 23.7% on ATOC, (b) Table 1, page 3, for 2016/17 total should read 355.678 and not 355.915, and (c) highest rise was in LB Bromley and not LB Croydon.

## **9. TEC Revenue Budget and Borough Charges 2016/17**

The Committee received a report that detailed the outline revenue budget proposals and the proposed indicative borough subscriptions and charges for 2016/17. These proposals were considered by the TEC Executive Sub Committee at its meeting on 24 November 2015. The TEC Executive Sub Committee agreed to recommend that the full Committee approved these proposals.

Frank Smith, Director of Corporate Resources, London Councils, introduced the report. He confirmed that the TEC Executive had agreed to an additional recommendation that a further £500,000 be transferred from TEC's general reserve to go towards the Freedom Pass 2020 reissue costs. Frank Smith also informed members that a sum of £10,000 would be repatriated to each borough (and TfL) from a transfer from reserves of £643,000, in the sum of a one-off payment in 2016/17 (paragraph 54 of the report).

Frank Smith said that discussions had taken place at the last TEC Executive about reviewing the level of TEC reserves. The Executive recommended that the level of reserves be increased from the current 2-3% of annual trading and operating expenditure to between 10-15% - this would still leave approximately £400,000 in reserves at the year end, which was in excess of the upper level of reserves of 15%, based on current projections.



Councillor Acton asked if the figures in the revenue budget reports could be rounded-up in the future. Nick Lester said that this was not advisable, as the volume of TEC trading services was very large and any, even minor changes to the figures could potentially have a big effect on the overall budget.

Councillor Webbe asked why there was no reduction on the £1.5million survey and re-issue costs next year when there was not a re-issue taking. Stephen Boon said that this was used to pay for all issue costs and on-going operations (except London Councils' administration costs). Frank Smith said that he would look at making the distinction between new issue and reissuing costs in future TEC budget reports. The Committee had also previously agreed that any underspend from the survey and reissue budget and any surplus in respect of replacement Freedom Pass income would be transferred to the special reserve to contribute towards the costs of the next bulk re-issue in 2020.

**Decision:** The Committee approved:

- The changes in individual levies and charges for 2016/17 as follows:
  - The Parking Core Administration Charge of £1,500 per borough and for TfL (2015/16 - £1,500; paragraph 37);
  - The total Parking Enforcement Service Charge of £0.4681 which would be distributed to boroughs and TfL in accordance with PCNs issued in 2014/15 (2015/16 - £0.4333 per PCN; paragraphs 35-36);
  - No charge to boroughs in respect of the Freedom Pass Administration Charge, which was covered by replacement Freedom Pass income (2015/16 - £8,674; paragraph 16);
  - The Taxicard Administration Charge to boroughs of £338,182 in total (2015/16 - £338,182; paragraphs 17-19).
  - No charge to boroughs in respect of the Lorry Control Administration Charge, which was fully covered by estimated PCN income (2015/16 – nil charge; paragraphs 20-21);
  - The Parking and Traffic Appeals Charge of £33.32 per appeal or £29.90 per appeal where electronic evidence is provided by the enforcing authority (2015/16 - £33.40/£29.97 per appeal). In addition, a new differential charge is proposed for hearing Statutory Declarations of £28.17 for hard copy submissions and £27.49 for electronic submissions (2015/16 - £33.40/£29.97 per SD) (paragraph 28);
  - Congestion Charging Appeals – to be recovered on a full cost recovery basis, subject to the continuing agreement of the GLA under the contract arrangements that run until December 2016 (paragraph 29);
  - The TRACE (Electronic) Charge of £7.31 per transaction (2015/16 - £8.60; paragraphs 33-34);
  - The TRACE (Fax) Charge of £7.48 per transaction (2015/16 - £8.80; paragraphs 33-34); and

- The TEC<sup>1</sup> Charge of £0.17 per transaction (2015/16 - £0.20; paragraphs 33-34);
- The provisional gross revenue expenditure of £378.786 million for 2016/17, as detailed in Appendix A;
- On the basis of the agreement of the above proposed charges, the provisional gross revenue income budget of £378.143 million for 2016/17, with a recommended transfer of £643,000 from uncommitted Committee reserves to produce a balanced budget, as shown in Appendix B;
- From proposed reserves of £643,000, a sum of £10,000 be repatriated to each borough (and TfL) from TEC uncommitted reserves, amounting to £340,000 in total, in the form of a one-off payment, as per paragraph 54; and
- The proposed changes to the Committee's formal policy on reserves and the transfer of a further sum of £500,000 from the Committee's general reserves to the specific reserve for the 2020 Freedom Pass reissue, as detailed in paragraphs 56-64.

The Committee was also asked to note the current position on reserves, as set out in paragraphs 52-55 and Table 9 of this report and the estimated total charges to individual boroughs for 2016/17, as set out in Appendix C.1.

#### **10. Minutes of the TEC Executive Sub Committee Meeting held on 24 November 2015 (for noting)**

The Committee noted the minutes of the TEC Executive Sub Committee meeting held on 24 November 2015.

#### **11. Minutes of the TEC Main Meeting held on 15 October 2015 (for agreeing)**

The Committee agreed the minutes of the TEC Main meeting held on the 15 October 2015 as being an accurate record.

*Members of the press and public were asked to leave the room whilst Committee considered the exempt part of the agenda.*

**The meeting finished at 3.50pm**

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<sup>1</sup> The system that allows boroughs to register any unpaid parking tickets with the Traffic Enforcement Centre and apply for bailiff's warrants.