

## OVERVIEW AND SCRUTINY COMMITTEE

Wednesday 30 January 2019 at 7.00 pm

### MINUTES

PRESENT: Councillor Tim Briggs, Councillor Danial Adilypour (Vice-Chair), Councillor Donatus Anyanwu (Chair), Councillor Liz Atkins, Councillor Mary Atkins (Vice-Chair), Councillor Jonathan Bartley and Councillor Maria Kay

APOLOGIES: Councillor David Amos and Councillor Peter Ely

ALSO PRESENT: Councillor Jim Dickson, Councillor Nigel Haselden and Councillor Claire Holland, Cabinet Member for Environment and Clean Air

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required by*

#### **1. INTRODUCTION AND DECLARATION OF PECUNIARY INTERESTS**

Councillor Donatus Anyanwu, Chair of the Overview and Scrutiny Committee (OSC) welcomed everyone to the meeting.

The Chair explained that the minutes of the previous meeting were not ready at the time of publication. They had since been published and would appear on the 14 March meeting agenda for confirmation.

There were no declarations.

#### **2. DRAFT LAMBETH TRANSPORT STRATEGY**

Councillor Claire Holland, Cabinet Member for Environment and Clean Air introduced the report by highlighting the following:

- The strategy was a very comprehensive document devised in draft form for the first time on transport in Lambeth, although commissions, reports and action plans had been previously produced.
- The strategy aimed to deliver a healthier and cleaner Lambeth, despite the Council being the leader on cycling within the borough. However, the Council wanted to promote more walking and accessible public transport for residents in order to consider air pollution.
- The consultation for the strategy carried out by the Council produced

significant and good responses from residents. Through those responses, for example, the Council learned that Lambeth's own evaluation and discussions with Transport for London (TfL) around making road safety more prominent. Also, Lambeth signed up to Vision Zero that seeks to eradicate all fatal and serious road accidents on the streets of London, which would be a priority for Lambeth.

- The Council were in the process of considering those responses, aimed at developing a Transport Implementation Plan (TIP) to set out the Council's intentions and timelines. The TIP, when published, would be made available to the Committee.

The Chair then invited residents who wished to speak on the Transport Strategy to address the Committee.

Antony Garvey, local resident, said that:

- He was trying to become involved in the Quietway implementation in Thurlow Park Ward for a number of years.
- Despite living in an area where numerous school children travelled to school, the roads were considered to be unsuitable for pedestrians and cyclists with the 20mph limit totally being ignored.
- The roads were dangerous with inadequate crossings which put children at risk and prevented them cycling when they travelled to and from school. Also, the temporary Turney/Rosendale Road junction created many years ago remained impossible for pedestrians to cross safely.
- Although funding had been put aside, issues existed regarding the Quietway plans.
- Residents had dedicated their time in the consultation process and he hoped that their efforts would be recognised.

Clare Neely, Lambeth Cyclists/Loughborough Junction Forum, made reference to comments made in the consultation response and said that:

- The LIP 3 year investment programme  
The Healthy Routes Plan described as the leading programme had only been allocated 7% of the budget, despite evidence shown from TfL's "*Travel in London*" report that cycling mode share in Lambeth had fallen from 5% to 4% over five years. However, evidence showed that TfL's Healthy Routes, low traffic neighbourhood, approach was delivering real, measurable, change to cycling and walking in boroughs such as Waltham Forest and in Croydon the first school streets had delivered a 28% fall in trips by car and a 35% increase in active travel.  
Traffic calming as a spending area remained an issue in Lambeth. Despite problematic roads, such as rat running and high speed roads being identified, the Council tended to invest funding in further traffic-calming measures, which had no effect. Therefore Lambeth Cyclists welcomed a different approach.
- Transport and social justice  
Lambeth Cyclists emphasised the importance of ensuring space for

walking, cycling and public transport on all Lambeth roads to reduce transport inequality for residents should be introduced.

- Motor Traffic reduction/Car Ownership  
Lambeth Cyclists welcomed an explicit statement in the Strategy that it is council policy to discourage car ownership and use.
- Motor Vehicle Parking  
Lambeth Cyclists welcomed a commitment in the Strategy to ensure that the cost of parking was increased and the number of parking spaces reduced.

Councillor Jon Davies, Councillor for Prince's ward, highlighted that:

- He welcomed the policy/previous policies, the quality of work carried out by officers and Councillor Claire Holland. However, the Council lacked the courage to implement policies and the Council needed to be bold in their approach to ensure that policies were implemented.
- Apart from the roads being filled with traffic air pollution remained an issue for the Council. Therefore, he posed the following question:  
“The Council had just declared air quality measurements this month and new targets had been set by the Council to become carbon neutral by 2030. Are the actions and timescales set out in the Draft Transport Plan aligned to those targets, or would those targets need to be revised by the Council”?

The Transport and Public Realm Strategy Manager, responded as follows:

- In relation to Quietway 7, the Council are aware and frustrated with the hiatus made regarding the project. The Council realised that much needed improvements were required at particular junctions which the Council had maintained should be progressed beforehand. However, TfL believed that the whole scheme should be agreed before the project could be delivered. Despite this, officers continued to work with TfL regarding the scheme and proposals would be taken to Councillor Holland in due course to be considered.
- The Council had considered feedback received from the consultation and proposed to make changes to the funding allocation within the Local Implementation three-year delivery plan. This would be discussed with Councillor Holland in due course.
- The Climate Action Plan had only recently been adopted but when changes were being made to the Transport Strategy it would be considered.

Councillor Claire Holland, Cabinet Member for Environment and Clean Air, highlighted that:

- All strategies and policies implemented by the Council would continue to be reviewed to ensure they worked and adapted to any changes to the Climate Action Plan.
- The first pilot for Lambeth's School's Streets programme aimed at making journeys to school safer for pupils, would be launched at Immanuel and St Andrews CE Primary School in due course. Also, a second pilot with another school was being considered and the

Council look forward to working with the school, community and parents. Following implementation of the pilot, further schools would be approached by the Council.

- She agreed with comments made by Councillor Jon Davies that a firmer approach by the Council was required to ensure that polices were implemented. However, she believed the Council did not lack the courage to implement polices but welcomed any suggestions.
- The Council implemented schemes that were not popular with residents but they were considered essential in terms of road safety and clean air. There was a need to consult and work with the community regarding other schemes.

The Chair then opened up the discussion to members of the Committee and in response to questions, the following points from the Transport and Public Realm Strategy Manager, were noted:

- The key element of the Transport Strategy aimed to tackle rat-running in local streets. Responses from the first stage consultation carried out last year showed that residents raised strong concerns regarding rat-running. It was hoped to tackle the issue through low traffic neighbourhoods. If the liveable neighbourhoods bid for Brixton proved successful, the Council proposed to reduce rat-running in Brixton and the surrounding area. It also aimed to deliver better cycling.
- An implementation plan for the Transport Strategy would be developed which would involve examining other parts of the borough where problems existed.
- A criteria had been outlined in the draft strategy which would be used to prioritise neighbourhoods, such as rat-running, schools, air quality and collision issues. The criteria was also supported in the feedback received from residents. Therefore, the Council endeavoured to work with the community and councillors to map out problematic roads.
- Following consultation with the Cabinet Member for Environment and Clean Air, the implementation plan would be developed over the next few months and funding would be available from 2020 onwards for that purpose.
- The first tranche of various electric charge points were being made available in Lambeth. Negotiations were in place to arrange for over 100 lamp column electric charge points to be implemented across the borough. Charge points would be positioned 5 minutes' walk away in Lambeth. There was a commercial need to ensure that charge points were placed in locations where they would be regularly used. The Council had worked with charge point suppliers to identify appropriate locations. Also, work with stakeholders and councillors would be undertaken to examine other areas where charge points should be located. Members requested that the map showing locations of charge points for the first tranche be provided to the Committee when available.
- The Council would be willing to accept alternative parking solutions on estates. It was proposed that allocated funding for cycling parking from the LIP three-year plan would be made available mainly for bike

hangars. The Council continued to work with colleagues on estates to determine viable ways to ensure secure cycle parking on estates could be delivered in a cost-effective manner.

- Secure motor cycle parking (ground anchors), although costly, was also being considered but a decision was yet to be determined on whether it could be funded from the Local Implementation Plan.
- Positive feedback was received from participants who attended the 'Pedestrian Bus Days' training delivered by the Council that encouraged vulnerable young people to use public transport. However, it was uncertain whether data on the training's success, was available and officers endeavoured to investigate and provide an update to the Committee.
- A lot of uncertainty existed on the accuracy of data available in relation to the workplace parking levy. The Council had examined the Nottingham and Hounslow models, including other boroughs that were considering a workplace parking levy. It was felt that not enough workplaces with sufficient car parking spaces existed in Lambeth to make the scheme viable. Although some places existed such as in hospitals, the Council might exclude the levy being applied, similar to Nottingham. A decision was still to be determined on whether the scheme had potential in Lambeth and TfL had indicated it might be willing to provide funding to obtain better data to assess this. Further analysis is required to determine the level of workplace parking in the borough and TfL had indicated that it was willing to provide funding for this purpose.
- The Council were aware of the overcrowding issues that existed in Clapham Common tube station and the matter had been discussed with TfL, who had suggested that the new CrossRail 2 service would remove passengers from the congested Northern Line onto that service.
- The Transport Strategy detailed that the Council desired more trains stopping at Clapham High Street to ease congestion. It was hoped that the Mayor would be able to provide assistance.
- The Clapham Transport Users Group provided a comprehensive response to the recent bus consultation from TfL which the Council found very useful. The Council had also argued for new bus services in the east and west of the borough which were currently poorly served. The Council had also met with the Users Group to discuss issues.
- On being referred to page 27 of the agenda papers, it was noted that the statement made was to ensure that residents on housing estates had access to the same services as everyone else and how improvements to walking and cycling could be made on estates. However, the wording would be considered.
- The GLA had carried out Impact Assessments to ascertain the implications for vulnerable groups having to pay the new Ultra Line Emission Zone (ULEZ) charge to TfL. However, details regarding its impact were awaited by the Council. Although the Council supported the scheme in principle as it contributed to air quality benefits for

people, there was a need to ensure that certain groups would not be adversely affected by the scheme. Therefore, the Council intended to contact TfL regarding the issue. Members also emphasised the need to consider Blue Badge Holders, who would only be exempt from paying the ULEZ charge if their vehicles were registered as disabled.

- Joint work with the Community Safety Team had been undertaken to consider violence, especially violence carried out on public transport, around school start and end times. Additional work with educational establishments and campaigners to examine would could be included in the strategy was required.
- Discussions with TfL were currently being carried out to ensure that a cycle route along the A23 for people to encourage additional cycling within the borough was delivered.

Councillor Claire Holland further highlighted that:

- A workplace parking levy had not been ruled out in Lambeth. Funding needed to be identified and the scope of the feasibility study needed to be set to take it forward.
- Accessibility to cycling and walking was essential to enable everyone to make a choice on their preferred travel. Therefore further cycling routes would be made available for vulnerable families, especially on estates. Joint work with the Council and schools throughout Lambeth regarding active travel and having bike markets had been carried out. Also joint meetings with housing and officers had taken place to discuss issues, as it was important the Strategy ensured that cycling was available to many people, including looking at innovative ways of bicycle storage on estates.

The Chair expressed his thanks to everyone who had attended and contributed at the meeting. The Chair summed up the issues highlighted by the discussion and important issues for recommendations.

**RESOLVED:**

1. To request details of the revised funding allocations within the Transport Strategy delivery plan once agreed, to provide reassurance that key aspirations such as the Healthy Routes Plan and the *motion passed by full Council on 23 January 2019 (as amended)* regarding climate change and carbon neutrality, are sufficiently supported.
2. To note and endorse the focus in the Transport Strategy on areas of high deprivation and urge officers to actively explore innovative solutions regarding bike storage, particularly for children (for example, by using/converting old pram sheds).
3. To endorse efforts to tackle rat running and reduce traffic and pollution around schools, and request sight of the Transport Strategy Implementation Plan when this becomes available to see more detail on how these and other measures are to be taken forward.

4. To ensure that a robust framework is put in place for monitoring progress against the Transport Strategy objectives and associated Implementation Plan, to include targets for emissions and carbon neutrality.
5. To request a map showing the locations of the first tranche of electric vehicle charging points.
6. To support the work being done to explore the feasibility of introducing a workplace parking levy in the borough and request to be kept updated throughout the evidence gathering and decision making process.
7. To express concern at the potential effect of the Ultra-Low Emission Zone (ULEZ) on low income groups and request further information regarding the detail of the scheme, including any accompanying impact assessments, as and when obtained from Transport for London.
8. To ensure that the business community is consulted on impacts to small businesses of the ULEZ.
9. To note the issues raised regarding violence on public transport, and encourage officers to work closely with colleagues in Community Safety to ensure firm links between the Serious Youth Violence and Transport Strategies.
10. To request qualitative and quantitative data regarding the independent travel training programme.
11. That the Transport Strategy be amended to include guidance on motor cycle parking provision and criteria for interested residents.

### **3. EQUALITY STREETS SCRUTINY COMMISSION - ACTION PLAN UPDATE**

Councillor Nigel Haselden, Commission Co-Chair, introduced the report and explained the rationale for the Commission and provided an update on developments, outlined in the Action Plan, since its implementation in 2015.

The Assistant Director for Highways further explained that:

- The Council worked to eradicate uneven pavements wherever possible when all footways were being resurfaced when it was economical viable to do so. Under the Highway Improvement Programme all streets were checked and walks with ward councillors undertaken to ensure that streets were examined.
- Christiania Cargo Bikes were costly and the Council felt owners would be unwilling to leave them parked outside in the open but the Council continued to work with its suppliers Cycle Hoop to make this happen.

The Chair invited speakers to address the Committee.

Robert Hill, former councillor and co-chair of the Commission, said that:

- He was delighted with the achievements made since the Commission had been implemented four years ago.
- He was pleased that two-way cycling in one-way streets had been progressed which would reduce traffic issues in Streatham. Also, that staff training had been delivered to recognise the impact of uneven road surfaces and provide support for people with mobility difficulties.

Claire Clare Neely, Lambeth Cyclists/Loughborough Junction Forum said that:

- Reduced car ownership was key to reducing car use.
- New CPZs imposed in Hackney, reduced car parking to include cycle hangars and parklets.
- Lambeth Cyclists wished to see existing CPZ spaces close to retail parades reallocated for deliveries and heavy goods vehicle pick-up.
- On behalf of the Loughborough Junction Forum a 24-hour bus clearway on Coldharbour Lane through the junction, reallocating side street CPZ space for servicing retail should be considered.
- In relation to two-way working streets, if parking occurred on both sides, this puts cycling in the car dooring zone which could lead to collisions or accidents being caused. Therefore, walking and cycling should always be prioritised when CPZs were created to ensure that sufficient space was available for people.

Councillor Claire Holland, Cabinet Member for Environment and Clean Air, expressed her thanks to all officers and Commission Councillors for all their hard work.

The Chair then opened up the discussion to members of the Committee and in response to questions, the following points from the Transport and Public Realm Strategy Manager, and the Assistant Director for Parking and Enforcement, were noted:

- It was believed that on-street charge points as part of the planning applications process had been secured by the Council for the Metropolitan Clapham Park Estate development but the matter would be investigated. The new Local Plan would ensure that such initiatives were acquired from developers for future developments.
- Work by the Council to consider the impact of parking for local businesses and shops would be commissioned as part of the Brixton Liveable Neighbourhood bid, should the Council be successful. Although TfL had carried out research, it was appreciated that a Lambeth study in that area was required.
- Technology to ensure that both Penalty Charge Notices (PCNs) and Fixed Penalty Notices (FPNs) could be issued by an officer from the same device now existed. It was hoped that street issues, such as pot holes and signage could also be reported. A two week pilot was in the process of being carried out and, if successful, would be rolled out across the borough.

- It was appreciated that further work was required on the Council's website to increase awareness of enforcement issues for businesses within the borough. Although the Council engaged with local businesses, a much more joined-up approach was required to ensure businesses complied with enforcement regulations.

Members of the Committee then raised the following issues:

- It was strongly felt that enforcement of engine idling (recommendation 4, page 125) should be robustly enforced, especially as new technology (discussed above) was currently being piloted. As no PCNs had been issued last year, the scheme, if enforced, would provide investment opportunities for the Council, whilst ensuring that vulnerable people were protected from air pollution. Concern had also been previously raised regarding the Council's own enforcement vehicles idling their engines but a response was still awaited and requested an update from officers.
- Shared transport initiatives, such as shared taxi services, should be considered to assist disabled people, which could also reduce the need for disabled parking spaces though it was reiterated that parking was prioritised for disabled drivers.
- Although increased parking enforcements in CPZ areas for Lambeth was welcomed, concern was expressed on how CPZ displacement in Lambeth and neighbouring boroughs would continue to be measured and monitored.

In response to the issues raised, the following points from the Transport & Public Realm Strategy Manager and Assistant Director for Parking and Enforcement, were noted:

- Parking for disabled residents and Blue Badge parking would continue to be prioritised and provided where needed within the borough. The Council continued to work with TfL to provide Dial-a-Ride services for people. Also most TfL buses were now accessible for wheelchair users.
- The Council anticipated introducing enforcement for engine idling within the next 12 months. An investigation concerning the Council's enforcement vehicles would also be carried out. However, engines might be left running to ensure that the CCTV equipment worked.
- Work was underway to replace mopeds where possible with electronic bicycles and discussions were being held with contractors.

The Chair expressed his thanks to all officers and speakers for the valuable contributions.

**RESOLVED:**

1. To request further detail regarding installation of electric vehicle charging points on new and refurbished housing estates (in particular Clapham Park estate).

2. To endorse the work being done to combine and broaden enforcement functions and request that the outcomes/learning from the two week pilot referred to be shared with the committee when available.
3. To urge officers to take measures to increase awareness of the scope and parameters of the enforcement service. This should include clear guidance on the council's website regarding enforcement functions, processes and appeal procedures.
4. To note and welcome the intention to step up enforcement of engine idling and to ensure council officers and contractors lead by example in this regard.

#### **4. ACCESSIBILITY OF COUNCIL DIGITAL SERVICES SCRUTINY COMMISSION - ACTION PLAN UPDATE**

Councillor Jim Dickson, Cabinet Member for the Voluntary Sector, Partnerships & Community Safety (Job Share), introduced the report by making the following the following points:

- He welcomed that the Action Plan was again being considered by the Committee because:
  1. As further services by the Council were being digitalised, there was a need to ensure that access and inclusion for residents was correct;
  2. The recommendations made from the scrutiny commission had proved useful and provided assistance when the Council's new Digital Strategy had been formed.
  3. During the past 18 months the Council worked hard to provide adequate training and ensure microsites were removed, to guarantee that those remaining sites adhered with the new Digital Strategy. Also, ensuring that IT equipment placed in Lambeth's libraries and the Customer Service Centre, be tested to ensure Members were satisfied and he welcomed feedback on that aspect.

The Senior IT Manager for Client Services, highlighted that:

- He echoed the points made by Councillor Dickson.
- He paid tribute to Commission Members past and present, and Gary O'Key, for their contributions and hard work.
- Although improvements to digital services were ongoing, the Council were in a better place to move forward.

The Chair invited Members to raise any issues and in response, the following matters were highlighted:

- The Council's website appeared to be unsuitable for some residents despite having a Digital Strategy. It was suggested that the Council's website should be more easily accessible for residents similar to the gov.uk website.

- Some residents preferred not to use MyLambeth to access their information, to prevent junk emails being received.
- There was a need to consider data protection for people using the website.
- Access to the website for residents that did not speak English should be considered to ensure they received digital services.

The Senior IT Manager for Client Services, responded to the points raised as follows:

- He appreciated that residents received numerous junk emails as a result of accessing MyLambeth. This had occurred as a result of a new tool being installed that allowed users to self-select content.
- The MyLambeth account provided residents with secure and flexible access to their information and data protection regulations had been complied with. The updated module, expected within a few years, would ensure sign-in was restricted solely to accessing services. This would ensure materials relating to the Council are segregated and made available in another area of the website.
- A mobile app was now available that provided translation to residents with limited English and was very effective. A google search translate also existed on the website, although not always effective. The new website build would comprise of a suitable translation tool to assist that service. Members emphasised the importance of the app also being made available on the Council's website, to ensure residents would be able to use the service.
- Once funding became available the website would be improved to encompass British Sign Language/English for Speakers of other Languages (ESOL) videos.
- He endeavoured to provide an update to the Committee on recommendation 17 (workplace assessments for new staff). The Digital Strategy aimed to provide countless tools for people to use but it was recognised further skills in the organisation for staff/members were required, including providing appropriate training and ensure people are supported.
- Digital use in customer centres and new libraries were being monitored daily by staff. The new website would consist of in-built monitoring tools requesting people to ask for assistance if required. The Call Centre would eventually be upgraded to include a video chat environment to assist people.
- The Digital Strategy aimed to work with partnership organisations, retail outlets and the voluntary sector to provide support for people with disabilities, vulnerable people and other people across the borough

Robert Hill, former councillor and member of the commission, highlighted that:

- Digital equipment and access was monitored by some staff in the Civic Centre.
- The ICT team had worked with a range of individuals and organisations throughout the Strategy to consider their needs,

including staff with disabilities.

Councillor Jim Dickson, Cabinet Member for the Voluntary Sector, Partnerships & Community Safety (Job Share), emphasised the need for clear KPIs and qualitative data around digital usage, problems encountered and how to rectify, should be included in the new Digital Strategy.

The Chair thanked officers and Robert Hill for their contributions.

**RESOLVED:**

1. To request that a clearer distinction be made for people opting in to communications via MyLambeth between transaction-related information and council news, and ensure that such communications comply with the Council's data protection obligations.
2. To request a further update on recommendation 17 (workplace assessments for new staff), specifically in relation to the new intake of councillors following the May 2018 local elections.
3. Reinforcing recommendation 16, to urge officers to work with voluntary sector organisations and interest groups in the borough to monitor progress and provide feedback on digital development in Lambeth, via 'mystery shopping' and other means as appropriate.
4. To ensure the forthcoming Digital Strategy is accompanied by a comprehensive performance monitoring regime including appropriate KPIs in order that progress and achievement can be properly assessed.

**Guillotine**

During the discussion of this item the guillotine fell at 9.00 pm.

MOVED by the Chair, and

**RESOLVED:** That the meeting continue for a further period of up to 30minutes.

**5. 2018-19 OVERVIEW & SCRUTINY COMMITTEE WORK PROGRAMME**

The Committee discussed the work programme.

Opposition Councillors felt that the next meeting scheduled for 14 March 2019 should not solely focus on employment as there were limited levers available to the Council in this regard and unemployment figures were currently very low; at the same time there were many other issues worthy of scrutiny such as Homes for Lambeth or contract management/procurement. The Chair clarified that committee agenda items were decided in consultation with relevant Members and officers and there were many factors to take into account, but that all committee Members' views would be listened to.

**RESOLVED:**

1. That the work programme as drafted and the status of actions be noted (Appendix 1).

The meeting ended at 9.25 pm

CHAIR  
OVERVIEW AND SCRUTINY COMMITTEE  
Thursday 14 March 2019

Date of Despatch: Monday 4 March 2019  
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