



# Progress on our commitments

An update on our six commitments from the Borough Survey 2019

# Introduction

Working to improve our service to you.

As part of our work on the Borough Survey 2019, we made six commitments to improve areas you said were causing delays and frustrations. We are providing an update on these commitments to let you know what we have done or are planning to do about this to help you.

The six commitments are:

1. Improving the website
2. Better understanding of borough priorities
3. Continue to improve the way we engage
4. Improving the way we consult
5. Providing a clearer understanding of TfL strategies
6. Tackling bureaucracy and slow response times



We made six commitments to improve your experience

# Commitment one: Improving the website

You told us you found the web content for stakeholders out of date and that you struggled to find what you needed.

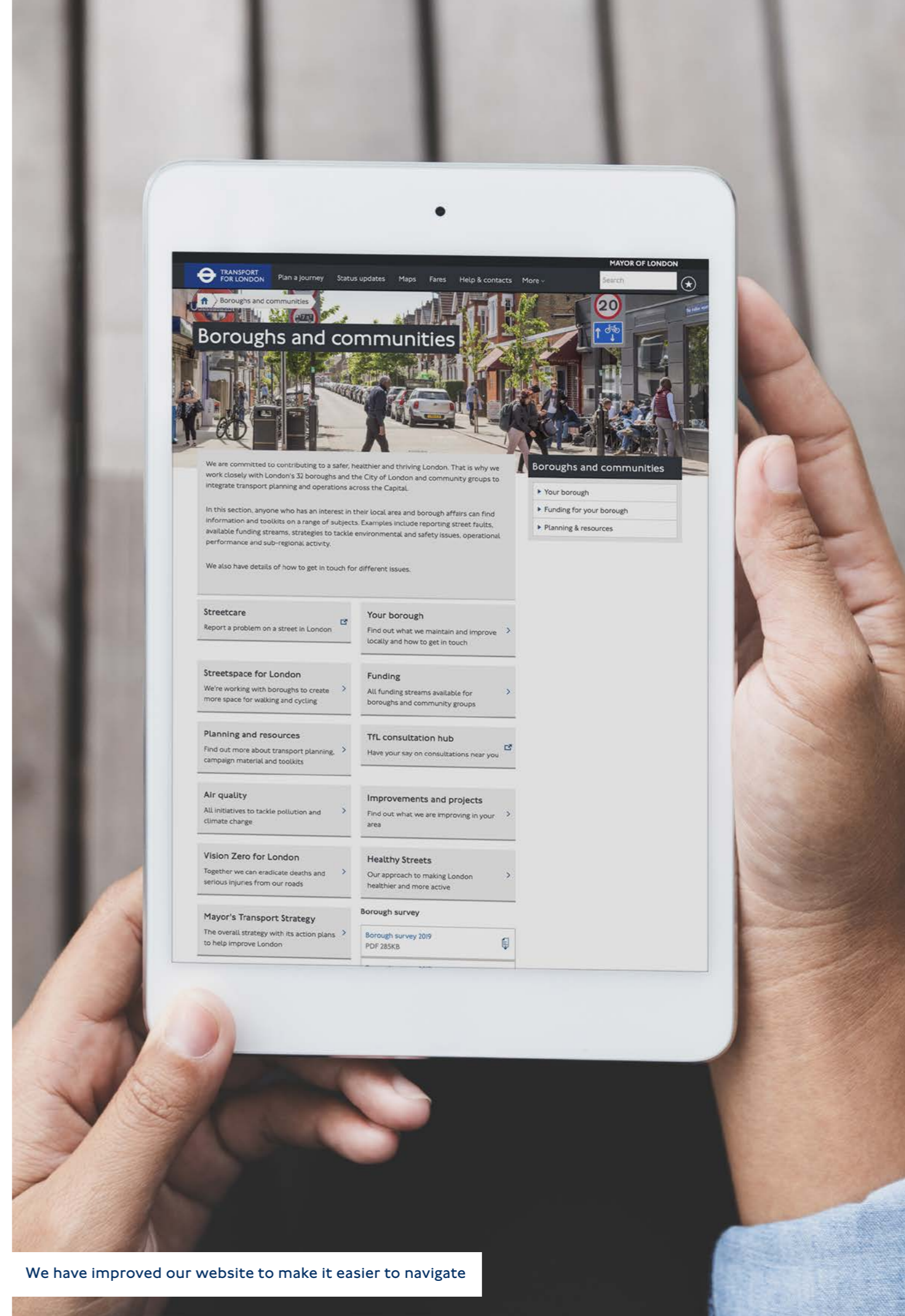
We recognised that the stakeholder web content had not been updated since 2017. We thoroughly reviewed and overhauled the content and launched a brand new Boroughs and communities web area in early 2020, for anyone with an interest in their local area. This included:

- Reviewing and refreshing 86 web pages
- Introducing a new landing page
- Including more navigational links to help find content more easily
- Introducing a different look and feel for individual borough pages, including more localised transport and infrastructure information
- Introducing a funding web page for London boroughs and community groups
- Including answers to frequently asked question on existing web pages about, for example, noise and vibration and countdown signs at bus shelters

More than  
**3,288**  
visits in the last eight months  
(March to October 2020)



Most  
**popular**  
borough pages: Barking and  
Dagenham, Barnet and Ealing



We have improved our website to make it easier to navigate

# Commitment two: Better understanding of borough priorities

One of the most requested items from the survey was for TfL to better understand your priorities within boroughs.

Since March, and the ongoing impact of the coronavirus pandemic, all of us have had to do some swift reprioritisation and we've been working hard to understand how to help support your boroughs and communities.

With our fare income drastically reduced, we had to pause many of the funding streams that boroughs rely on. To keep you up to date, we held fortnightly finance meetings with London Councils and asked officers to tell us what their priorities were for the second half of the financial year.

You told us that road maintenance, a focus on local projects and a reintroduction of Local Implementation Plan funding were key for you, and we have been able to incorporate that into our revised budget.

Our new Commissioner, Andy Byford, has also started a programme of meeting every borough leader to hear about your priorities first hand. He has so far met with nine boroughs and London Councils since August 2020 to discuss your key priorities such as:

## **Crossrail**

We know boroughs are keen to see the completion of Crossrail and to realise all the benefits this will bring to London.

## **Streetspace for London**

To help our customers walk and cycle, we are focusing on building a strategic cycling network, changing town centres so local journeys can be safely walked and cycled, and reducing traffic on residential streets.

## **London's rail network**

Last year we published our proposals to improve rail links, making it easier and quicker to travel between central London and the outer London boroughs, while supporting sustainable growth.

## **Restart and recovery**

We know we must work closely with the boroughs to have a successful recovery from the coronavirus pandemic. We are doing all we can to keep London moving and working, safely and sustainably, throughout the pandemic and into the recovery period.

## **Healthy Streets Officers**

As promised last year, our 16 Healthy Streets Officers took up their positions with the boroughs to work with borough officers to coordinate and deliver the STARS school travel programme, deliver local sustainable transport initiatives, as well as supporting national events such as Walk to Work week

## **Message from the Commissioner**

'For TfL, having a strong relationship with the London boroughs is essential for the delivery of the Mayor's Transport Strategy.

Together we have delivered more than 20,000 square metres of extra pavement space and more than 61km of cycle lanes under the Streetspace for London programme; we've made a 94 per cent reduction in the number of Londoners living in areas exceeding legal limits for nitrogen dioxide (NO<sub>2</sub>); and we've innovated – developing a coordinated cross-borough trial for e-scooters.

As we recover from the coronavirus pandemic, we will all need to reimagine how our services and projects contribute to the safe and sustainable restart of the social and economic lives of Londoners. I look forward to continuing our close relationship with the boroughs to meet these challenges and together help to build an even better city for everyone.'

**Andy Byford**  
London's Transport Commissioner



# Commitment three: Continue to improve the way we engage

We know that reaching out and being part of the conversation is a constant request and you asked us to continue improving the way we engaged.

We've kept talking to boroughs at all levels, as well as improving and building on relationships with London Councils, London Technical Advisers Group (LoTAG) and the London Environments Directors Network (LEDNET).

By working together, TfL, London Councils and the boroughs have begun to coordinate a trial for rental e-scooters in the capital, helping us to promote safe and consistent standards across a defined, geographically limited trial area on London's streets. Active discussions are still going on with a weekly borough officer workshop, co-hosted with London Councils, to enable partnership working on policy, communications and stakeholder engagement.

We created a stakeholder advisory group, including London Councils, businesses and accessibility groups, to give us direct feedback on the walking and cycling infrastructure introduced as part of the Streetspace for London programme.

Thirty-four TfL colleagues presented across 13 different Urban Design London events, including: 'Managing Streets During Lockdown' events; 'How London Developed'; and 'Future Buses'.

Urban Design London, with input from TfL colleagues, have hosted seven events specifically on the Mayor's Transport Strategy, including: 'Creating Inclusive and Accessible Streets'; 'Planning for Liveable Neighbourhoods'; and 'Designing for Cycling'.

At a time when we've all searched for ways to stay in touch during the pandemic, we:

- Hosted three online borough communicator events to discuss the Streetspace for London programme and our plans for the safe return to schools and universities
- Trialled the use of virtual town hall meetings across several projects to discuss projects with local stakeholders and respond to questions and hear concerns

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## What the attendees said they liked best

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**'Great to meet the TfL team and other borough contacts'**

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**'Meeting the TfL team and sharing experiences with other boroughs'**

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**'Open dialogue and exchange of information'**

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**'Very useful to meet everyone (TfL and other boroughs) and interesting to learn about TfL's plans/strategy'**

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**65**

Public Transport meetings attended in 2019/20



**73**

meetings with Transport Cabinet leads attended in 2019/20

**39**

Traffic Liaison meetings attended in 2019/20



**9**

Annual Transport Scrutiny meetings attended in 2019.20



## Case study: Ultra Low Emission Zone expansion

For our future Ultra Low Emission Zone (ULEZ) expansion, we have held more than 100 face to face, virtual and conference call meetings since October 2019, with borough colleagues and community partners.

We've explained our modelling of expected impacts and plans for infrastructure. We've listened to local knowledge to amend signage designs to fit what was needed at each location.

We've explained the reason why we are expanding the zone, the effects of London's air pollution on the health and wellbeing of Londoners and how we are helping Londoners switch to cleaner alternatives through our scrappage schemes.



# is expanding up to the North and South Circular Roads

Check your vehicle, search ULEZ.



Expanding the ULEZ will help improve air quality for all Londoners

# Commitment four: Improving the way we consult

You told us you wanted more influence on the decisions we make.

When the Borough Action Plan was launched, we started to take steps to improve how we consult based on your feedback. Initially this focused on identifying new opportunities to engage earlier and explain our proposals before formal consultation started. This was trialled on a small number of cycling schemes and provided our stakeholders with an earlier opportunity to shape and inform our cycling plans.

We also looked at new ways to improve how we work with stakeholder groups during our live consultations.

However, in March 2020, the coronavirus pandemic changed the way we're able to consult with the public, our customers and our stakeholders.

This meant we had to adapt how we engage and consult, embracing digital tools to allow for virtual meetings, forums and events via video conferencing. We're also exploring new opportunities to support our consultation process through virtual surgeries and virtual focus groups to investigate specific themes identified during a consultation.

We aim to pilot these new techniques in the coming months and, if successful, we'll roll them out for consultations in early 2021. When we can, we will also start to reintroduce safe, socially distanced, in-person meetings, to discuss how our schemes are affecting Londoners.

## Case study: Pre-engagement on cycling improvements between Wembley and Willesden Junction

We engaged with local residents, businesses and stakeholders much earlier in the process than we have before to inform them of our plans ahead of a full consultation.

Three hundred and forty survey responses from businesses and local residents helped us to better understand how they travel around the area and their needs.

Four workshops with Brent ward councillors and officers, and 22 community meetings with local groups and organisations gave us a much better understanding of the local area.



## Case study: Bakerloo Line Extension

To capture as much feedback as possible, we held 15 public exhibitions, reached out to 29 stakeholder groups, met with affected residents of a travellers site and worked with two schools on naming of the stations on the Old Kent Road.

We estimate that we discussed our proposals face to face, with approximately 1,000 people, with the highest number being at shopping centre events.



## Case study: Tactile maps

During our consultation on proposals to help people to walk and cycle between Clapton and Lea Bridge in late 2019, we met representatives from the National Federation of the Blind UK and produced a series of 'tactile maps', which described our proposals by touch and feel, to help attendees to understand our proposals and to comment on them.





# Commitment five: Providing a clearer understanding of TfL strategies

You wanted a clearer understanding of TfL's strategies from the Mayor's Transport Strategy and how they are implemented in your area.

In addition to improving online borough pages to help make the connections between local projects and TfL strategies, we also introduced a quarterly borough newsletter in November, to share strategic updates with ward councillors.

To support local authorities in delivering the Streetspace for London programme, we published a suite of documents setting out the strategy, case and addressing any misconceptions arising from schemes, such as Low Traffic Neighbourhoods.

Newsletter	Open rate (%)	Click through rate (%)
South West	30	2.40
South East	29.40	1.40
North	27.50	2
West	21.30	2.20
East	21.70	2

We want to hear from you if there are any other areas you want to know more about, please contact us at [localcommunitiesandpartnerships@tfl.gov.uk](mailto:localcommunitiesandpartnerships@tfl.gov.uk)

## Case study: Vision Zero

We met with borough leaders, councillors and local communities to raise awareness of road danger issues in their community. We explained how the Vision Zero approach can help tackle these issues.

We carried out targeted enforcement activity, tackling speeding and cycle collisions in specific locations where we know the number of people killed and seriously injured is high and action is needed to reduce this. These locations included Tottenham, Kennington, Shoreditch and Camden.



# Commitment six: Tackling bureaucracy and slow response times

You told us that you feel TfL is too bureaucratic, is slow to act and you find it difficult to navigate the different teams within TfL.

We've been working on several ways to improve this:

- We got in touch with you earlier this year to direct you to the correct channels for quicker support such as:
  - Streetcare, a self-serve online tool for reporting problems on a street
  - Boroughs and Communities web pages
- We gave guidance on when to get in touch with the Contact Centre, the Local Communities and Partnerships team and the Safety team
- To hold us accountable to improving our response times, we included this measure on our company scorecard, which measures our performance
- We worked with our colleagues across TfL to improve our correspondence tracking and reporting system, and give us faster response times

23,390

visits to the Streetcare tool in the last eight months (1 January-31 October)



Most popular  
topics: Streets and buses

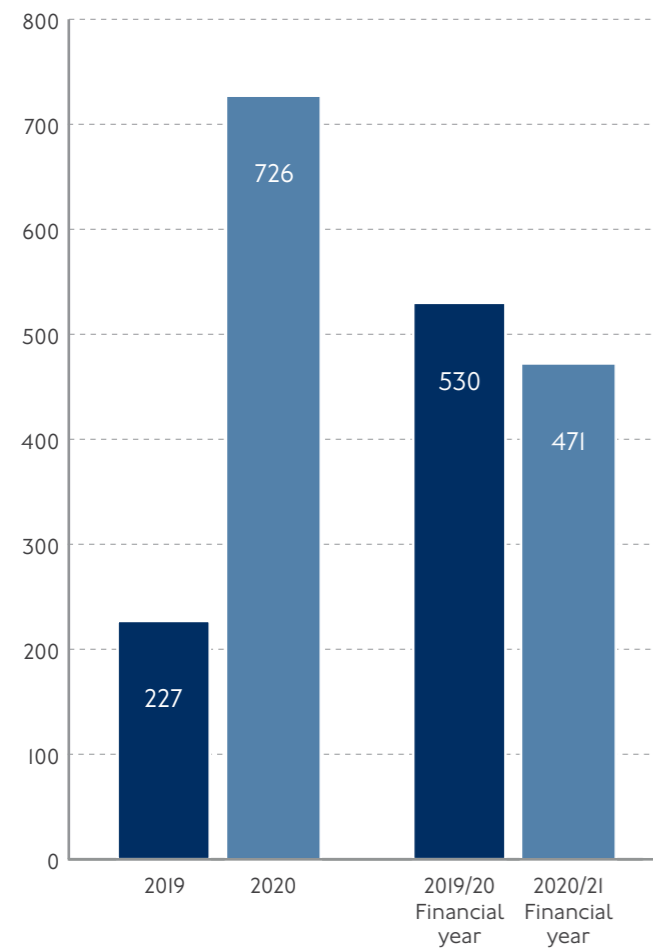
## Case study: Tackling illegal parking

Waltham Forest had a long-running issue with illegal parking on land outside the London Overground entrance at Walthamstow Central station. However, due to the complexity of the land arrangements between the borough, TfL and Arriva Rail London, they were having difficulties resolving the issue and were considering legal measures.

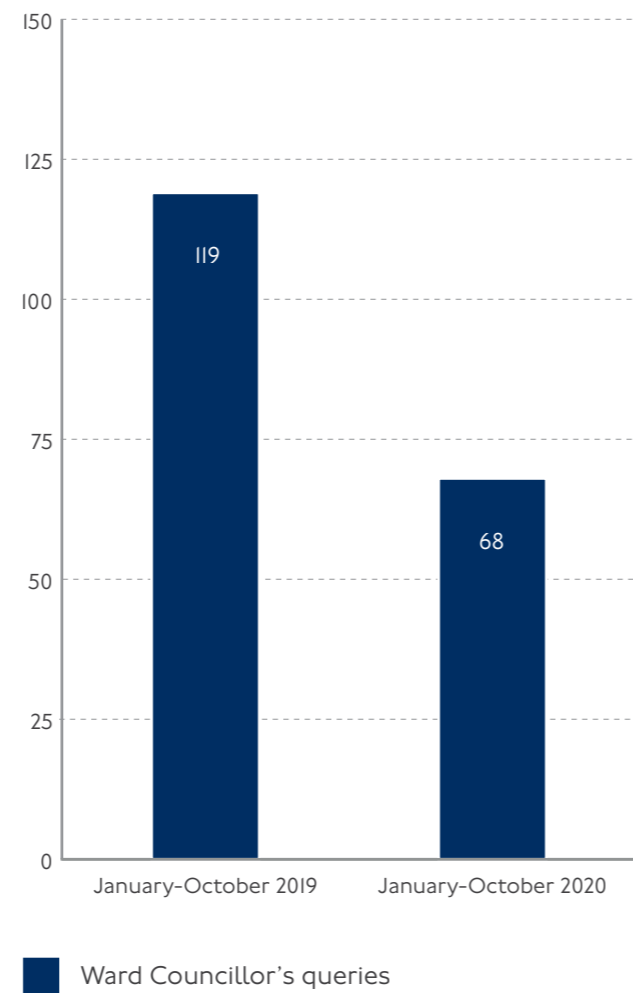
Our borough lead coordinated a working group with all the relevant parties. This led to working with Arriva and, within TfL, our Asset Management, Property, Legal and Community policing teams to resolve the issue.



### Number of casework completed



### Queries to the Contact Centre



Most popular  
query topics: Streets and traffic control



**70**  
cases were delivered outside target from January to date



We are working with the boroughs to increase walking and cycling in London

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