

London Assembly Transport Committee – 11 September 2019

Transcript of Item 5 - London's Transport Now and in the Future - Panel 1

Florence Eshalomi AM (Chair): All right. Just to welcome our guests this morning, we have Diarmid Swainson from Central London Forward, Paul Goulden from Age UK London, Sarah Sturrock from the South London Partnership (SLP), and Joe Irvin from London Living Streets. Welcome to all of you.

I hope you have been following some of our earlier Committee meetings. We have been looking at how Londoners are getting about and how they are coping with an increased population in London. We have a range of questions and it will be great to get your expertise on that.

I will start off with just a general question to all of you. What kinds of journeys are Londoners still finding it challenging to make and where are some of the worst places for Londoners to travel between? Who wants to start off?

Paul Goulden (Age UK London): On difficult journeys, certainly from older people's point of view, there are issues around accessing the services that they need. To take a step back, it is worthwhile saying that older people are not a homogenous group in terms of their experiences in London. Older people's experiences of transport can be very wide ranging, from those who are fit and healthy and use their cars right down to those who are vulnerable and isolated in their own homes and actually need the services.

What has always struck us in Age UK is that you have the people who need their support services and then you have the services themselves provided by the local Age UKs, other charities or statutory bodies. How do you get from one to the other? That is the key thing that we have.

I would like to pick out the issue of hospital journeys. Clearly, if you have someone who needs to get to a hospital appointment or a GP appointment and there are barriers in the way, then it is more likely that they are not going to access the health and social care system and will go down as a result. There are certainly issues around community transport. Dial-a-Ride does not handle GP or hospital visits. I have an idea about why it does not do that but, again, what you have are barriers between the services that people need and actually where they are.

In terms of public transport, there are fears about being on overcrowded trains. Again, just looking at those things that stop people accessing what they want to access, you have the overcrowding. There are the interchanges and the multiple different modes. If someone has to use three or four different modes of transport to get to where they want to go, it is highly likely that at some point they are going to have a bad experience. One bad experience for an older person may make them turn around and say, "Actually, I am not going to do this again". Having that seamless transport journey from where they are to where they need to be is vital for older people.

Sarah Sturrock (South London Partnership): From the south London perspective - and the SLP has the whole of south London, particularly the outer five from Richmond around to Croydon - the biggest challenge there for people is that while we have some very strong regular links into central London if you are on one of the main commuter lines from Twickenham or from east Croydon upwards, that is great, but the main problem

is that there is a deficit of transport overall. It is a whole range of journeys that are made more difficult with that. We know, for example, that there are four times as many jobs accessible to people within a 45-minute radius of Harrow than there are from Sutton. That has a material impact on your chances to get to work and also to get to better-paying jobs. It also flips it back the other way as well, which is another important factor for our boroughs. It makes it harder to attract businesses and the economic strength into our areas. We have some great economic strength, but the potential for more is great and is being held back by that lack of transport overall. That overall public transport deficit is definitely one of the major factors.

That leads on to a very significant dependency on cars. In our boroughs, 45% of journeys are made by car. That is the highest of any part of London, reflective of the lack of alternatives. That has the air quality implications that then play out into people's willingness to walk and to cycle and the sense of safety and all of those sorts of issues, but there are also the massive congestion problems we have there that then start to impact on some of the business travel needs within south London as well and those sorts of issues. That is the single most important issue on our patch.

I suppose just picking up a smaller issue on a particular group as well and echoing some of the points that were made about older people, there is one particular group that I know local authorities are particularly concerned about at the moment: children and young people with special educational needs and disabilities and their ability to travel on normal transport systems and not have to rely wholly on specialised transport. This is part of enabling them to live as full and open and complete a life as they can. That sort of issue is made considerably harder with exactly the same sorts of concerns that come out for older people - the congestion, the multiple journey changes, those sorts of issues - too.

Joe Irvin (Living Streets): We are coming from a perspective of walking. That is mainly walking to access places you want to get to and services you want to use, but it is also walking as part of a public transport journey. Those are our main issues.

The big thing that strikes you when you look at what is happening is the big difference between inner London and outer London. In central London, lots of people are walking. The issue there is more about the attractiveness of the walking network and the connectivity, but it is not like it is impossible to walk around central London. There are safety issues as well and safety concerns. When you go to outer London, it is a different kettle of fish and a bit more like the rest of the country.

For example, on the walk to school - and, Sarah [Sturrock], you mentioned a bit about certain young people - and thinking about younger people and walking to school, in central London 58% of children walk to school. In outer London it is 44%. That is a big gap. The car journeys are 4% in central London going to school and 27% in outer London. People are finding that there are obstacles and barriers to them making those walking journeys in outer London. That is a big thing.

Picking up the issue about people with disabilities and older people in general, we do a lot of work with older people and I am pleased to hear what Paul was saying. We start with: where do people want to get to? We should not start from: can we get more transport journeys? We sometimes cross swords with Transport for London (TfL) saying that our objective is more bus journeys. Actually, it is to allow people to get to the places they want to be for particular purposes. There are very different issues affecting older people and people with disabilities.

I will just give an example there. When - I cannot remember when it was - the Jubilee line opened around the millennium with the first step-free Tube stations, Denis Tunnicliffe, who at the time was the head of London

Underground, said that he hoped to roll that out across the whole network. It is a long time coming. It is a very difficult thing if you need step-free access to use the Underground because you have to work out how you will get to the other place that is one of the few that has step-free access. That is still a big issue.

Florence Eshalomi AM (Chair): Diarmid, from a central London perspective, where people think you have excellent transport links and no issues.

Diarmid Swainson (Central London Forward): Yes. A lot of the comments already made do ring very much true for central London as well. The key thing for me to context this with is that the sheer number of jobs in central London is exponential. We have 3.5 million jobs in the 12 boroughs that are part of Central London Forward. That job number has grown really significantly over the last seven years. We are a fifth of the jobs growth in the United Kingdom (UK) since 2010. We have a situation where we have a concentrated economy and an increasingly concentrated economy within London and within the southeast as a whole.

The thing that we need to recognise is that people will continue to need to travel into central London in large numbers to sustain the economic growth of the country and we need to make that a pleasant and viable experience both for people from outside Central London Forward and our 12 boroughs and indeed for people from outer London and people outside London and further. There is a challenge around making sure those journeys are sustainable. We have seen huge amounts of overcrowding on the key network links into central London, mostly across the Tube network, the Victoria line and the Central line. As those have increased, we have also seen greater instances of those lines experiencing problems with signal failures and things like that.

The reality is that that does make a huge difference to people's working experience and it makes a huge difference to the businesses in central London and their ability to recruit people. That day-to-day experience of travel is starting to bite on what businesses are telling us about their experiences of trying to recruit staff. There is that aspect.

There is also an aspect that is very similar to what colleagues have said around their concern about the people within central London and whether they are able to access the jobs that we are creating. We think there are pockets of places within central London where people are finding it hard to access the jobs that are being made literally miles away. Although they are able to walk and they are able to take the bus, we know the buses generally are subject to more congestion and the journey times are going down. That is becoming a less appealing method of transport. Then there are some strange things around where in central London - and where in London indeed - transport costs are acting as a block because of the different zoning and also because of the different structures around ownership of the network, meaning that fares are different in different places.

It is early days for us on that piece of work. We are looking into that and trying to identify where in our boroughs and where in London those are issues, but it is a real issue for us about making sure that the poorest and most excluded people in central London and in London as a whole are able to access the jobs growth I mentioned earlier and the real success that we are delivering for London.

Shaun Bailey AM: Chair, I just want to ask a little bit more about walking versus driving. What are the sorts of distances that people walk? I used to live in zone 2 and walked everywhere because there was nowhere to park and everywhere was close. I now live in zone 6 and the distances are so big. With my walk to the station, it is easier to walk home with no time pressure but not so much in the morning. What are the kinds of distances that people walk?

Joe Irvin (Living Streets): People walk 80% of all journeys under 1 mile. If it is less than 1 mile, people will walk it. For the vast majority, between 1 and 2 miles, you will still get people walking it. You had in your evidence from TfL analysis of the number of car journeys that might be converted to walking. There are lots of short journeys. If you take out the ones where people are carrying heavy shopping or whatever, there are still a large number of journeys that are less than a kilometre. For 1 mile, you will get most people walking. Most people think that is reasonable. Quite a few people will walk up to 2 miles.

Shaun Bailey AM: Is there any difference between the distance people will walk in inner and outer London?

Joe Irvin (Living Streets): I do not know the actual measurements of that, but the most important thing is what you said: the places you want to get to tend to be further away out of the centre. We have to think about that, particularly when we are planning new developments. You can have a planned development that is very car dependent or you can have one where the facilities are nearby. It is sometimes that people think about train stations and bus stops, which are very important, but do you have a GP surgery in walking distance? Do you have a primary school in walking distance? Do you have a hospital that is a bus ride away or easy to get to? Those sorts of things are really important to people. Shops, ditto.

Navin Shah AM: Sarah, you very eloquently explained the picture in south London and particularly what I see as outer London boroughs in terms of dependency on cars and impact on both connectivity in terms of jobs in London as well as the local economy. That, I believe, is the picture all across outer London areas. I can say that pretty comfortably as somebody who represents the outer London borough of Harrow, which also you mentioned.

What do you think should be the priorities, talking about not only reducing congestion but in terms of improving transport facilities for those outer London boroughs? What should TfL be doing for that?

Sarah Sturrock (South London Partnership): There are similar issues around outer London, although there is a particular concentration in south London because of the first main issue, which is a priority for us. Having not had the benefit of the development of the London Underground extending significantly through our boroughs - it touches into Richmond - that whole issue about the metroised suburban rail service is a real hole in south London. If you have a number of train stations that may be within a couple of miles from people or maybe a bus ride from people but if you have only two trains an hour at peak time, you cannot base your commuting plans on that and you cannot base your plans for getting to your doctor's appointment or whatever if you need to go by train on that without building in quite a lot of extra time. For people with families or other commitments or for people who are trying to manage multiple jobs and things like that, that starts to really limit their capacity enormously. That metroisation of the suburban rail services in south London is very important.

We strongly welcome and support the Mayor's push for devolution of the southern and southeastern services in order to be able to deliver that. We welcome the devolution if it gets the outcomes and for it to get the outcomes and so the sort of investment that needs to come with that in a similar way as has happened in north London. We have a significant issue in the southwestern trains in our patch where the long-term answer is Crossrail and the importance of some of that major new infrastructure. Major infrastructure is important to government and it is important in the public world at the moment, but it is not getting a huge amount of that investment that we need. That has all trailed off a little bit. The commitment to Crossrail 2 and bringing that forward fast is important but actually, even if brought forward at pace, we are still talking 15, 20 or maybe

more years before we get the benefits through. What happens to southwestern rail services in the meantime and how can we deliver some improvements in those spaces? Kingston is the third most significant retail centre in London with four trains an hour on weekdays and two at weekends. Who gets the train to Kingston to do their shopping and to go out and spend time in the town? The services are therefore not used so much. That is really critical: the major infrastructure and the metroisation.

Then the point about buses that Joe [Irvin] raised is really important as well. Joe touched on that coherence of the bus journeys and thinking about how we revisit where people are wanting to travel, not where buses have always gone. There has been quite a focused review about what needs to happen about buses in central London. There is a rather more piecemeal approach being taken in outer London and that is a bit of a problem because we need to start as well not from where the journeys are being used most at the moment but where people would want to be travelling to and from and where it would help to have buses and then how we look at making some of those changes. The commitment in TfL's business plan for an extra 1 million kilometres of bus journeys in outer London every year for the next few years is great, but making sure that really happens and is done in a strategic way and is not just lobbying in extra bits becomes really important.

Then, for us in south London as well, we have the tram, which is a massive asset. It is really well used. It is used enormously for commuting and for access to jobs and to services. We are very keen on seeing the programme of upgrades and things that is underway at the moment being really driven through at pace because the demand is already there. There is a really important addition to the tram that is already being well developed, the extension to Sutton, and then really importantly the extension from Sutton down to Belmont to the London Cancer Hub, which is a massive London, UK and world opportunity area that nobody knows about. It is doing fantastic things. There are ambitions for two new cancer drugs to market every year. It is an international life sciences driver. It is on the edge of London with a station a mile away. It has fields on the other side of it and residential around it. If you have to get to Sutton and get a bus down the road, that is not going to work. That extension is really critical.

If we think about the potential for the tram beyond that, it is this fantastic asset. We have it. It is there. It is actually a very good low-emission option for travel. How do we think about how we take advantage of some of these things? We need to start to deal with some quick benefits and some quick changes that we could get through as metroisation of some of the service improvements now and some of the bus improvements.

We then need to start to think about planning for the longer term and for the growth. I suppose my final point on this one is that we are very conscious in south London that there is the need to deliver new homes and the need to deliver new jobs and strengthen the economy around that in south London, and the single most important thing that will unlock that is transport. We have to get to grips with that.

Florence Eshalomi AM (Chair): Definitely. Paul?

Paul Goulden (Age UK London): Very briefly on outer London, we are watching with interest the initiative that TfL has on Go Sutton because this idea of having a callup service that is actually addressing the need of the person who wants to make the journey rather than a defined route is something that would appeal to older people quite a lot. If they have the mechanism to get to where they want to go rather than using [a defined route], but we are watching that one with interest because, if that is successful and is rolled out, certainly it fits very well for the outer London needs.

Navin Shah AM: Thank you.

Sarah Sturrock (South London Partnership): To comment briefly on that, it is a really exciting pilot and indeed I understand that there is another one just starting in Ealing, which is on a much bigger scale. It is going to be really important to learn the lessons from that.

I suppose my one concern is that it is quite a small pilot in terms of scale and does not link to some of the key places, but what I understand is already coming through is that that may be driven by the scale and the geography and uses and that it is predominantly old people who are using the service in the first few months it has been up, It is obviously at early stages in the pilot, but there is clearly something attractive there that feels like it is an option that we will need to pick up on.

Florence Eshalomi AM (Chair): Yes. It is something that we on the Committee will definitely be monitoring quite closely with TfL.

You have all touched on it briefly and one of the things we have definitely been looking at from the Transport Committee here is the bus usage. We had a report almost two years ago, *London Stalling*, which looked at the fact that bus ridership was going down and congestion was one of these issues. Bus usage still continues to fall. We are trying to get to the bottom of why that is. We would be grateful to take your views on that. I see you smiling, Joe.

Joe Irvin (Living Streets): That is because I do not have the answer. It is beyond my area of expertise and other people have been struggling with this. It is not just happening in London. It is happening nationwide. There obviously are reasons but nobody has quite got to the bottom of them.

If you go back over a few years, the number of bus journeys has gone up massively in London. If you start at 1997, you will find there has been a massive increase in bus journeys. It has levelled off and then dropped off a bit in the last couple of years. There are problems of congestion and journey times and therefore reliability, particularly in central London, but I do not know the full reason why it has dropped off beyond speculation.

Diarmid Swainson (Central London Forward): I do not have a hard-and-fast answer. I can certainly make some assumptions and some guesses, which I can wilfully do.

I absolutely agree. Congestion in central London is a key block and we know that. There is a whole set of evidence about who takes the bus. It is mainly lower-waged people, people who are accessing jobs in central London at the beginning and end of the day for various reasons around security jobs and cleaning jobs in large numbers and things like that. Those jobs are time-specific and really time-dependent. People are working multiple jobs in lots of those situations and they are working part-time hours around caring responsibilities or because that is the only work they can get. If you cannot rely on accessing your job at the time you need to, you have to take an alternative route. That is a key reason why we are seeing bus use dropping in central London.

The other thing we need to be really cognisant of is the fact that generally the number of people who are not earning the London Living Wage in central London is increasing massively and has increased substantially. It is now at 300,000 people. In the context of higher costs of living in general, although the transport freeze is massively welcome, people are having their incomes squeezed across a range of things and in that context they are also having to make decisions on a day-to-day basis about whether they can afford to take transport. They

have already in large numbers opted to take the cheapest form of transport there is, which is the bus, and then they are being blocked out of that in some cases.

It is hard for me to pinpoint hard evidence on that, but that is what we are seeing at the moment. We will come back to you with more on that when we get it. That is my thinking on it and that is what we are trying to delve into at the moment.

Florence Eshalomi AM (Chair): Thank you. Paul?

Paul Goulden (Age UK London): Earlier in the summer we put a call out to older people's groups across London about transport. Age UK London is leading on the transport domain for the Mayor's age-friendly London Plan that is in progress at the moment. What the old people's groups came back to us with in terms of buses were two things.

First of all, there is that confusion still over mobility aids versus parents with buggies. I know there have been various court cases about that. Again, it is one of those things. If there is uncertainty, then that is the reason for it not to happen with older people.

The second thing was around driver training. Age UK London did a piece with TfL about six or seven years ago on driver training and there is another round that TfL is doing very shortly. What came back to us were things like drivers not having correct information, not allowing older people – and this would go for other members of the public as well – to sit down properly before pulling off and also going very quickly over speed humps. I would not like to say that this is a widespread or universal problem with buses in London, but certainly that is what older people are reporting to us as the issues that they find as reasons for not going on the buses. It is the sort of thing that needs listening to.

Florence Eshalomi AM (Chair): It is my daily morning gripe as well: drivers not coming close enough for me to get the buggy on the bus.

Paul Goulden (Age UK London): That is another one, yes.

Florence Eshalomi AM (Chair): I am having to heave the buggy onto the bus instead.
Assembly Member Prince?

Keith Prince AM: Thank you. This is really for Paul [Goulden] but, Joe [Irvin], you might be able to chip in. Have you any idea of how many Londoners tend to use buses in preference to other modes because they are more accessible?

Paul Goulden (Age UK London): The short answer is no but I would come back to what I was saying earlier. The experience of older people is going to be so varied that we would need to do a better far bigger piece of work. If you have the fit and active older people, 60-plus, they are probably more likely to use their cars because it is going to be more convenient. If you then go to the other end with people who are isolated with multiple health conditions, they are more likely to use community transport. There will be those in the middle who will want to use multiple modes.

I do not have any statistics on that, no, but that is a reflection of the wide experience of older people across London and the different modes of transport they use. We do have feedback on some of the barriers and why

people do not use certain modes of transport and, as I have highlighted, with buses certainly the issues there are around driver training and the accessibility of them.

Keith Prince AM: As you quite rightly said, Dial-a-Ride, for instance, will not take you to hospital appointments. That is quite bizarre.

Paul Goulden (Age UK London): I understand that they used to, but the issue reported to us with Dial-a-Ride when they did it was that you could get a Dial-a-Ride vehicle to take you to a hospital appointment for a certain time but then you could not book the return journey. If you are going for maybe an invasive hospital appointment or whatever, the last thing you want to be faced with is not knowing how you are going to get back home from that. That is a real issue.

Keith Prince AM: Do you think we need to be a bit careful about these reductions in the central London bus service? I can understand the reduction in demand, but some of those are vital modes of transport for certain groups.

Paul Goulden (Age UK London): I would come back to this: anything that forms a barrier to older people getting to the services that they need. Again, it has been echoed here. I would not concentrate on the routes as they exist at the moment. Are we maintaining those? Are we increasing those? I would be wanting to look at where the services are, where the older people are and how we connect them.

One of the pieces of work that we were looking at earlier in the year was - I know you mentioned inner London - looking at outer London and the demographics of where older people are going to be in the next five, 10 or 15 years. There are going to be gaps where you are going to have groups of older people with very few transport links coming out to them, particularly in those outer London areas. I would prefer to turn it around ask what older people want and how we get them there. That should be the approach.

Keith Prince AM: Thank you.

Florence Eshalomi AM (Chair): Thank you. Moving on now, the next set of questions is from Assembly Member Russell.

Caroline Russell AM: Thank you, Chair. Sarah [Sturrock], you said that in your part of south London there is 45% dependency on cars and it is the highest in London. Joe [Irvin], you gave us some stats about people walking to school and the fact that in central London 4% come by car and in outer London 27% come by car and there are lower levels of children and young people walking to school.

My question is about, I suppose, people who feel that they are forced into car use and ownership. What transport projects do you think need to be prioritised to help Londoners to reduce their dependence on cars? Maybe, Joe, if you could start?

Joe Irvin (Living Streets): Certainly thinking about those who could transfer to walking and cycling, let us say, to start with - and maybe we can talk about public transport separately - the Walking Action Plan has lots of stats in it, but if you look at that, it talks about the number of short car journeys that could be walked and that people say themselves could be walked. It is over 1 million car journeys a day that are short journeys that people could walk, often of 1 mile or less. Why do people do that? Sometimes it is habit. Sometimes there are things that they fear or that put them off from walking. Sometimes - because I am not excluding those short journeys - they might be wanting to get to a GP surgery, let us say, but do not know where it is and so

do not know they could walk to it or they know where it is but do not realise it is walkable. Information is important as well.

The difference between inner and outer London is really quite stark, but there is a point and not everybody makes very long-winded rational decisions in everything they do. They get into habits. If you start in a habit, if you start driving your children to secondary school, it is liable to continue; whereas if you take the time and actually work it out and get your children comfortable walking, maybe with other school students, that is the time when you can change behaviour.

The question I am putting is: what would change people's minds and what would change people's behaviour? It is a combination of the actual places and the infrastructure itself being good. We have done polling of older people and parents in particular. For older people, when we asked what worries them when they are walking on local streets, the number one issue, perhaps surprisingly, is cracked and uneven pavements. For people over 65, that is was the top issue that came up. The next is traffic related, people driving too quickly, obstructive parking, large volumes of traffic. They are the things that come next.

We often overlook that in a way that we often overlook walking itself as a mode of travel because we just take it for granted, but it is the second most common way we travel in London. It is a quarter of all journeys, much more than we do on the Tube at 11% or cycling at 2%. It is a really common activity but we take it for granted and often public authorities - not everywhere but often - take the pavements for granted as well and everything that goes with that.

Then you have to think about the planning aspect of this. Are the services within reach? Nationally 80% of us live within 1 mile of a primary school. That is the national figure. It is going to be more in central London and probably about that in outer London, yet still we have over a quarter of children in outer London being driven to school. There are ways to try to approach that.

We have a whole project and campaign called Walk to School or WOW we call it. We work in about 2,000 schools nationally. The fact is that it works. We get a typical 23% increase in children walking to school. We get a typical 30% reduction in cars coming to the school gate. This is right across the country. It is that type of approach when you are engaging with children regularly and right through the year, not as a one-off event, which we do. Children record how they have travelled to school every single day. We have badges like this to encourage people to be more active. We do assemblies and so on to try to get the message across not just the children but to the parents because it is often the parents who decide this.

There is infrastructure that needs to be put right. There is information that needs to be there, including wayfinding. There is planning that needs to happen to make sure we know the places you want to get to and people know how to get to them and they are places nearby. Then there is winning hearts and minds, if you like, so that people who may have been in the habit of driving to the corner shop or to the school start to think about it.

Caroline Russell AM: That was a 23% increase in the number of people walking to school when there is a full-on intervention. Do you think that there is an equivalent to that for people who are making other kinds of everyday short journeys by car, these other 1 million trips? They are not all trips taking children to school. I suppose I am asking really about the balance between the hearts and minds and persuading people and making people feel a bit kind of, "Oh my god, I have just used my car to drive half a mile. That is a bit weird when we have an air pollution and a climate emergency", or fixing these cracked pavements, getting better crossings

and making the streets feel like a less motor traffic dominated environment. What is the balance between those two?

Joe Irvin (Living Streets): You need both. Nationally, the Department for Transport (DfT) has looked at all of the sustainable travel programmes and generally it is about 70% capital and 30% revenue. Revenue roughly equates to doing all those things where you are engaging people and capital is making the streets better, cycle lanes and that sort of thing. We talked about the distances for walking, generally 1 to 2 miles. For cycling, it is generally 2 to 5 miles. People will feel that is a reasonable distance to cycle.

You can convert people to those journeys, probably not by making them feel guilty because that will not last very much but by trying to see an advantage in it. For children walking with their parents to school, they often find when they do it that it is the best interaction they get during the day. They are talking with the children. They are pointing things out. Their children are active. They are feeling better. They get to school more ready to learn. It is the positive things that we are looking at.

Caroline Russell AM: Thank you. Does anyone else want to come in on that issue of helping Londoners reduce their dependence on cars?

Sarah Sturrock (South London Partnership): The balance of infrastructure versus encouragement and support is an interesting one. Getting the infrastructure right is important in part of that, as well as thinking about the major public transport alternatives so that people do feel there are viable alternatives and can plan based around those alternatives.

Thinking about some of the cycling alternatives has been quite interesting as well. In Kingston they are just completing their big Kingston cycling programme was run as part of one of the Mini Holland schemes. That has not been without some contention along the way and there is the disruption that some of it has caused, but what is very interesting now is that some of those routes are really starting to open and they are finding not only is the amount of cycling going up but the amount of walking around it is going up. As a place to walk, walking along a route that is set out for more cycling and less about being car dominated is making a difference.

We do need to start to think about how we do some of that transformation of our streets and not even streets but routes through parks or other places as well that will help to encourage and guide and do some of the signposting that can encourage that. Can you walk to the station and find a train that is there rather than thinking, "I cannot walk and I cannot get a train and so I am going to have to get in the car"?

Caroline Russell AM: Thank you. Paul?

Paul Goulden (Age UK London): In terms of older people and dependency on cars, one of the key things that needs pointing out is that you have the care industry that is servicing older people. There is a group of them there who have to rely on the cars if you are an informal carer, if you are a spouse taking the person you are caring for to a treatment or whatever, but if you are working for a care agency and you are doing seven visits a day across a borough, there is no way that you can achieve those calls to look after those older people by relying on public transport. It is not feasible.

Caroline Russell AM: What about bicycles? I was approached by a care worker who approached me to try to get more cycle parking on estates in Islington where I am a councillor. She was trying to do her visits using her bike because it is a small borough and it is quite easy to get from place to place, but the issue she was finding

was that there was nowhere secure to lock her bike up when she got to each of the addresses. Are you aware of people doing those visits by bike or by electric-assist bike?

Paul Goulden (Age UK London): Not like that. The only thing is that if you are looking at someone doing seven or eight trips across a borough, they are cycling a good number of miles every day. That does take a certain level of stamina and ability to do that. If you are thinking that they may be carrying equipment as well, that starts to get a little more inconvenient for people.

What would be helpful would be to look at the convenience. The reason why older people tend to use their cars more when they are able to is that actually the complete convenience. If we can have other transport modes that provide the same convenience – basically door-to-door and the certainty of arriving – then you are starting to chip away at that reliance on cars.

The other thing that is worth mentioning – you mentioned cycling – is a fantastic charity called Bikeworks, which is based over at the Olympic Stadium. It is doing some really good work on getting more people cycling. It is doing a pilot with Age UK East London at the moment with a set of tricycles that link together. With the leaders that they have, they are getting older people out. They are sitting in these and going around and doing the visits that they want. It is a very safe and supported way of getting people back to cycling or introducing them cycling for the first time.

Things like that are not going to solve the widespread dependency on cars but they will chip away at that dependency and will encourage older people to be out and be more active as well. There are some of these quite discrete projects going on.

Caroline Russell AM: Thank you. Diarmid?

Diarmid Swainson (Central London Forward): Certainly for central London, the most congested part of London, it is a key issue. We have this targeting around, yes, more people cycling and walking in central London and yet we are heavily congested across the piece. We are very much in favour of seeing an increase in traffic-calming measures and ways to make the roads in central London more appealing for cycling and walking in general, more 20-miles-per-hour zones and more car-free streets, be that on a timed basis or on a permanent basis, actual physical changes to the street scene in central London to try to encourage people to use more sustainable transport such as walking and cycling.

The other thing to note of course is that within central London a substantial amount of the traffic is commercial traffic and we are also very interested in talking to our businesses in central London about expanding schemes that ban personal deliveries to workplaces and things like that. That does have an infrastructure implication to where people live and them being able to take deliveries from whatever internet retailers they might be using at the place where they live rather than where they work, but those things are practical things we can try to do to change the lived experience on the streets in central London. We are hopeful we will see a shift in people's behaviour.

Caroline Russell AM: Thank you. Just to wrap up, we did a report a couple of years ago now, *Hostile Streets*, which was looking at streets mainly in outer London and at how traffic dominated they are and at some of the smaller practical things you can do to make it easier, for instance, to walk along a main road. If you get a side road coming off a main road, you have a gaping distance that you have to cross and you have cars swooping in off the main road very fast, making it a very difficult environment. You can absolutely see

why people do not choose to walk their kids to school or walk to the doctor's surgery if it is a question of walking along a road like that.

Particularly I suppose for south London, are you aware of boroughs in the patch that you are covering working to try to make those main roads feel like better places for people to be able to walk?

Sarah Sturrock (South London Partnership): I am sure there are examples of those sorts of things. There is a combination of the main roads that are in the boroughs' control and then some of the big main arterial roads, which become the real barriers and are of course in TfL's control as well. These things tend to be linked to opportunities for redevelopment, regeneration, major town centre changes or high street changes. That is a much more integral part now of any of those major redevelopments going on. Those are the opportunities that then arise that bring with them the funding and the space-changing potential to make a difference. There are not any wholesale programmes out there at the moment that I am conscious of and I apologise to my boroughs if I am unaware of anything they are doing wholesale.

Quite often, particularly when looking at some of the Local Implementation Plan (LIP) funding provided by TfL, there does still seem to be quite a lot of focus on how we address some of the congestion hotspots or crunchy road junctions, roundabouts, major crossing points and so on. Trying to build some of the walking and cycling plans into those is helpful, but what we need to really start to see is a bit more comprehensive thinking about how we make the links more widely. Although a lot of the smaller routes are being looked at for cycling links and walking improvements where they can, some of the question starts to become for those who are enthusiastic for cycling - and we are seeing much more of that cycling into central London - where are the opportunities to make some of the longer routes? There are groups of people who are up for doing longer routes of cycling. How do we start to think about some of those maybe in less of a radial way but with more of the orbital transport thinking, rather than just how to get everybody into central London on a bike?

Caroline Russell AM: Yes. Joe?

Joe Irvin (Living Streets): Could I just add something? Perhaps because it is such a broad question, we have missed something really important, which is safety. You brought up people's perception of safety, particularly at junctions. It is worth thinking about.

First of all, there is a national review of the Highway Code in relation to walking and cycling. I am on the advisory body and so is TfL, by the way. They are looking at different priority at junctions and crossings, for example. That is an important thing.

Caroline Russell AM: What is the timescale for that review?

Joe Irvin (Living Streets): It is over a two-year period starting last December [2018] and so a year and a half to be completed.

The second thing is that in some London boroughs and also very much in Manchester at the moment, they are talking about the typical side road that you are talking about where people would like to walk and do feel at risk or their children are at risk but they themselves feel at risk as adults very often. In Manchester, they have called these 'beelines'. They try to find where the places are that people want to walk to get to the places they want to get to. Very typically, they are alongside main roads with lots of side roads, Coronation Street-type side roads in Manchester very often, but people really feel nervous about crossing them.

The Highway Code says that that drivers should give way to pedestrians who have already started to cross when they are turning out of a junction. It does not say what happens when you are turning into a junction. That is something that could be addressed. Also, we would like to see people advised that if someone is waiting to cross, at a zebra crossing particularly, you ought to try to stop for them. What they are proposing in Manchester and some London boroughs are mini zebra crossings to signal to people that that is a continuous route like a continuous pavement would be but much cheaper and to signal to the drivers and riders that that is a place to give priority to pedestrians who are crossing.

Caroline Russell AM: It is a fundamental difference between people walking and people cycling and people driving. People driving and cycling along a main road can just go continually along it, whereas people who are walking have to keep stopping and giving way to all the traffic turning into those side roads.

Joe Irvin (Living Streets): Where junctions are controlled, such as pelican crossings, etc, there is a lot of work we have just done with TfL and Mike Grahn of London Living Streets. We have done a lot of this work where we have trialled extending the periods that people have to cross and shortening the periods they have to wait between getting the green signal. They have tested people before and after and it actually makes quite a big difference to people's perceptions. That would encourage people more if you pay a bit more attention to that. Even those tiny things can make a difference to people's willingness to go out and walk.

Caroline Russell AM: Thank you very much. Thank you.

Florence Eshalomi AM (Chair): Thank you. I have quite a number of Members who have indicated, but I will just remind you all about time and ask if you could keep your questions quite short. I have Assembly Member Copley, Assembly Member Bacon, Assembly Member Bailey and Assembly Member Pidgeon.

Tom Copley AM: Thank you, Chair. My question is for Joe, really. I love to walk if I can, but unfortunately I live in Catford right by the South Circular, which is a very hostile environment. My question is about how we can open up bits of infrastructure for walking. There are great projects like the Peckham Coal Line and the Camden High Line.

Do you think TfL could do more to identify these sites, work with landowners and also maybe look at its own land as well? It is looking at its land in terms of developing property, but is it looking at bits of infrastructure where perhaps you could create a route? I am wondering about your thoughts on a route for walking and cycling.

Joe Irvin (Living Streets): Chair, you asked for people to keep their questions short, but I am sure you meant the answers, really, and so I will try to be quite brief.

First of all, they can be quite important. For example, the ex-railway routes from Finsbury Park up to Highgate Wood are very well used. It is probably not going to get thousands of people commuting and leaving their cars behind for it, but it is an important place in itself and it is important to get people out and used to walking.

There have been attempt to link green spaces in particular, especially around south London and southeast London. That is important. TfL and boroughs - because often this is down to boroughs - could do more. Network Rail is quite a big owner of many of these places and so they would be good.

However, I would say that in balancing that - and you are all well aware of what has happened in the Mini Holland areas like Waltham Forest and some of the others that we mentioned - that holistic approach to

neighbourhoods probably makes a bigger difference in the end. We have been working with the London Cycling Campaign to support the Mayor's initiative on Liveable Neighbourhoods. It is a really exciting thing. Again, it is often seen to be not so exciting as a high line like in New York, but it is actually where people live and get about most of the time and making a big difference there, of which these particularly green spaces can be part of, can make a big difference, I believe.

Tom Copley AM: Thank you.

Florence Eshalomi AM (Chair): Assembly Member Bacon?

Gareth Bacon AM: Thank you very much, Chair. Eventually, my question is going to be for Sarah. I represent an outer London constituency, a south London constituency. We hear a lot – and we have heard a little bit about it today but not too much – about the need to reduce car usage. It is a public policy objective for a number of politicians, particularly those who spend a lot of their time in central London. It is an understandable one for central London because there are a lot of public transport alternatives.

In the constituency that I represent, there are not, and some of the things you said earlier on struck a chord. There are buses and there are trains primarily in my constituency that go into central London. I had to attend a meeting the other evening near Biggin Hill Airport. The people around Biggin Hill, by the way, do not consider themselves to be Londoners. They believe they live in Kent and when you go there you can understand why, driving down country lanes with hedgerows and farmers' fields. I did a quick look on my phone before asking the question to see how long it would take me to get there by bus. It is an hour and 25 minutes. It is a 22-minute drive up and down very steep hills. I am not going to get the bus to go to that meeting because it is simply an inefficient way of doing it.

However, the habits in south London are also developed around the public transport options they have. For example, in south London, people go and do their weekly shop. People go out and will buy all their weekly goods in one go and will put them in the back of the car. You cannot do that on a bus and you certainly cannot do it on a bike. As a result of that, car dependence is not a luxury. It becomes a necessity because you have no choice.

My question then is this. If we are going to change car usage in outer London, you talked earlier on about not the carrot and the stick but the balance between infrastructure and encouragement. My contention would be – and I want to see what you think about it – is that there needs to be significantly more investment if you are going to get people to stop using their cars because the alternative simply is not there.

Sarah Sturrock (South London Partnership): I could not agree more. The issue for us is that the lack of public transport alternatives is having an economic impact in south London but it is also driving the way people are choosing to travel because they do not have a viable alternative. While there is a strong interest in the SLP boroughs in thinking about how we start to help people move from cars as the first or potentially only choice into other modes, the potential to look at more radical options, even to think about looking at some of the stick options and what you might do with more rigorous parking policies or other levies or taxes, is just not there if you do not have an alternative for people to use. What we cannot be doing is cutting people off even further.

The single most important thing, therefore, for us is about addressing some of the public transport deficit that we are facing at the moment. Until we can start to do that, you are going to be limited. The Mayor's 80%

modal shift target, which as an aspiration we would completely support, is not deliverable without a radical improvement in public transport in south London.

Gareth Bacon AM: What would you see that as needing to be? When people talk about that, they think about just putting a few more buses on. Personally, I do not think that that is going to do to it.

Sarah Sturrock (South London Partnership): No. That is why the major new rail infrastructure like Crossrail 2, the improvements to the Brighton Main Line to make sure that that line is really working well, the metroisation agenda and the tram and some of that solid infrastructure needs to be done. The buses are then a really important part of the public transport option in south London but what we cannot be doing is have an hour-and-a-half bus journey option or a three-changes bus journey option to get to wherever it is. If we can think of the heavy and light rail-based infrastructure as being the skeleton of it, then in a way we need to be thinking about how the buses can be the means that fan out the opportunities for people to get to that or to get to services.

Gareth Bacon AM: That is going to take significant levels of investment.

Sarah Sturrock (South London Partnership): Yes. It is a long-term thing and we are arguing that we need to be getting significant investment into public transport in south London to enable both those environmental and those social benefits of walking and cycling to really be rolled out at scale and to affect a large number of people and to enable us to support the economy, the jobs and the homes that south London needs as well.

Gareth Bacon AM: Thank you. Thanks very much, Chair.

Florence Eshalomi AM (Chair): Thank you. Assembly Member Bailey?

Shaun Bailey AM: Almost to pick up on that, the challenge in many parts of London is the first mile, not so much the last mile in one sense, because once you get in you are in and walking becomes much more of a useful issue. What kind of work is being done to encourage people to deal with the first mile? For instance, people riding out in Havering own cars because the idea is that they are not just going in and out of London but have to exist in a circle around where they live. This idea that if you build on a hub they can just travel in is great if they work there, but what else is being done?

Joe, you talked about walking. I wonder. Is anybody encouraging people to walk? Is anybody planning to construct places that make walking viable? Are we having bike parking everywhere in the borough so that it is an issue? What work and studies are being done to facilitate that change?

Joe Irvin (Living Streets): Would you like me to just start and answer that? I said earlier that outer London is a bit more like the rest of country. Something that is happening in the rest of England at the moment in the cities is - a horrible clunky phrase that probably only the DfT could dream up - Local Cycling and Walking Infrastructure Plans. It is basically planning out where people are walking and cycling at the moment, where they want to get to and, if you did have some investment, what you would do about it. Greater Manchester, [Mayor] Andy Street in the West Midlands and all these big cities are doing this.

London is not doing it because it does not get the support from the DfT in the same way and so it is not doing it in the same way, but it is an approach that you could start to use. I would not use it in outer London as a whole because it is too big and too different. I would perhaps go area by area - maybe a bit more than a

borough, but more like southwest London and southeast or something like that – and try to work out some of that planning from the start.

I agree that people don't drive because they are evil. I never thought that they did. If you give people an alternative, often they will do something different, but the truth is that we cannot go on as we are. In the 1970s we had 20 million cars in this country. We now have 38 million and so of course we are going to have congestion and of course we are going to have parking problems. We cannot go on in cities that have limited infrastructure and so we have to find new ways of doing things. As I say, that might be a good approach to learn from other cities and bring to London. In a lot of ways London is way ahead of other cities but perhaps this is one way it could learn from Manchester and the West Midlands.

Shaun Bailey AM: The challenge often is going across your own borough. I can get here far more easily than I can get to many places that are physically much closer. That is why people are holding onto their cars. I still have not heard – it is not a criticism – how we solve that first mile because your family life is not viable if you cannot get to the station at a particular time. The kids are in one place, the station another place. That is the challenge, is it not?

Joe Irvin (Living Streets): You may not get rid of your car but there might be some journeys you could do. As we have said, there are 1 million journeys that are walkable. That is not all journeys. It is the minority but it is sizeable and would probably make a big difference to congestion, let alone environment and health, the other reasons for doing it.

Particularly those cross journeys are very interesting but also winning people over and getting people thinking about it. Andy Street, Mayor of the West Midlands, has a scheme where he is offering people money if they give up their cars. He will give them a chunk of money that they can use for a public transport pass. It is a really interesting idea and --

Shaun Bailey AM: It sounds expensive, though.

Joe Irvin (Living Streets): Yes. We will see how many people take it up. If you give up your car, you will get a chunk of money, several thousand pounds, to use for alternatives. It will be interesting to see how that goes. It is quite a drastic way of doing it, but of course that only works if you have the public transport that works as well, which he is also trying to invest in.

Shaun Bailey AM: Chair, thank you.

Florence Eshalomi AM (Chair): Paul, you wanted to come in quickly? Then I will bring in Assembly Member Pidgeon.

Paul Goulden (Age UK London): Yes, just very quickly. Breaking the habit of car use and encouraging walking is something that we at Age UK London have been doing in the City of London. We are looking at a bid to encourage partner walks in four boroughs around London. What we found with older people is that if you turn around and say, "Do this because it is good for you or because it is good for the environment", it is not going to work. What you need to do is a project whereby you say, "Let us get together as a group and go and see this museum or this theatre or whatever". By making it social and by making another reason for doing it, you get people together and they go and have a good time. Tea and cake tends to be involved quite a bit, but that is fine. It does not matter because what you are doing is giving them another reason to do something that they enjoy.

The aim is that by doing that on a regular basis, it then feeds out. If they do that regularly instead of using their car or whatever, they will be more encouraged to walk that extra mile to the shops or wherever. It is getting them back in the habit of walking and breaking down some of those fears. We have talked about the pavements already. By encouraging it in a social context, you build the confidence for other journeys as well.

Shaun Bailey AM: Thank you.

Florence Eshalomi AM (Chair): Assembly Member Pidgeon?

Caroline Pidgeon MBE AM (Deputy Chair): Yes. My question specifically was to you, Paul, because several times this morning you have asserted that older people just use the car. I appreciate that we have talked about outer London and I absolutely understand some of those examples of journeys that Assembly Member Bacon has described, but what is your evidence base for that? Anecdotally, I know lots of people in inner and central London particularly who do not own a car now. The Freedom Pass is the best thing ever and they have time on their hands some of the time and so they are very happy using public transport. It is a social thing as well. Do you have an actual evidence base on that and what is that from?

Paul Goulden (Age UK London): I was talking specifically about outer London with that and so that does clarify that.

Caroline Pidgeon MBE AM (Deputy Chair): All right. That clarifies it, then.

Paul Goulden (Age UK London): No, certainly from the feedback that we have had, the Freedom Pass is enormously valued as being a way of getting older people around London and accessing not only the services they need but the things they want to enjoy as well. Car use is specifically around --

Caroline Pidgeon MBE AM (Deputy Chair): Outer London. That is fine, I understand that, but if you were saying it generally for London that does not reflect anything I have ever seen. Thank you.

Florence Eshalomi AM (Chair): Thank you. We are going to move on quickly to our second part of questioning. To remind members and our guests in terms of response, you have about 20 or 25 minutes for this session. Assembly Member Pigeon.

Caroline Pidgeon MBE AM (Deputy Chair): OK, we will do this at pace. In the coming years, what do you think are going to be the big changes in how people move around the city? Obviously part of that is going to be technology. What benefits and challenges do you think new technology could provide for how people move around London? I am going to start this end with Diarmid.

Diarmid Swainson (Central London Forward): Yes, certainly. A lot of this is within our hands, is it not? There are a lot of things about the decisions we take now that will dictate a lot of these things: things around how radical we want to be about commercial traffic, as I mentioned earlier, about the things we want to see in terms of central London in particular. There will of course be things to do with the development of electronic vehicles and the increases with that.

It comes back in my mind, and certainly in the mind of the work we have done in Central London Forward, about what all those things can lead to, potentially some quite negative things. An electronic car is still a car on the streets causing some congestion and not necessarily moving. We need to think about how we want to

move people around in central London and to central London in a way that makes it a liveable place to be that is sustainable going forward. I would hope to see that we get to a place where there is generally less traffic in central London, of all kinds, because it will make central London a more pleasant place to be. It will make businesses better because they will be able to pitch themselves as a better place to live and work than they are currently able to do in some cases. We will see a generally more liveable experience within central London across the whole of our 12 boroughs. That is not to be anti-technology. Electric vehicles are very important and things around drone deliveries and all those kinds of things will be significant in reducing the massive air pollution problems we face but I still think that the fundamentals are about how we transition the centre of London into a place where walking, cycling and people moving outside of vehicles is the priority.

Caroline Pidgeon MBE AM (Deputy Chair): You see it as there will be more people walking and cycling in that central zone because the environment will have changed?

Diarmid Swainson (Central London Forward): Yes. Nothing in our recent economic history would suggest that we are not continuing to get more centralised as an economy within London and within the southeast. Equally, any shift to try to stop that happening would be detrimental to the UK economy as a whole. There is a danger that we do things accidentally that we make that growth abate or in some way not continue, or decline. That would be a bad thing for London, that would be a bad thing for the UK as a whole. We need central London to continue to prosper, both for the country and for London. What we need more than that is to make it a place that people are able to and want to live in and, across central London, everyone can take part in.

This comes back to one thing, which is around the network of things around outer London. Absolutely we would massively support that. This is about the routes that people can get on to the transport links that bring them into central London for social, cultural and economic good. It is a thing that we should all be massively supporting and we do in Central London Forward.

Caroline Pidgeon MBE AM (Deputy Chair): Paul, how do you see the big changes in how people move around the city?

Paul Goulden (Age UK London): Driverless cars represent a huge opportunity. Again it is about getting older people from their door to where they want to go rather than relying on the other modes. There are issues with driverless cars that have been touched on as well. In terms of technology we have been doing some work with TfL on their new buses, and the quiet buses in particular and the issues that older people might have with hearing impairments or whatever. How safe are they going to be? We are working with TfL on that.

One of the big areas that does need looking at, but there is some encouraging stuff, is on journey planning. There are quite a lot of apps around at the moment whereby you can plan your journey across London. I mentioned earlier about do not think older people are one homogenous group who do not use smartphones, because they do, quite clearly. The accessibility of them, the usability of some of the apps is a little suspect in some cases. If we are looking at a technological solution whereby someone is wanting to get from A to B and they want it to be as convenient - we have used that word earlier - and smooth as possible, then there is a real gap there in getting older people to plan those journeys properly and to know that if the app says this bus is turning up in three minutes, that it does turn up in three minutes. That whole connectivity there with the apps and what is happening in reality is a challenge but a huge opportunity as well.

Caroline Pidgeon MBE AM (Deputy Chair): Sarah.

Sarah Sturrock (South London Partnership): I have to say the information side of things is definitely fairly high up on my list. I am also interested in – and this is about us being open to and exploring – how the development of digitisation and technology is leading to that mass customisation approach. It is how does everybody get a much more tailored approach, whereas we have been generally been thinking about public traffic as a one size fits all and you fit yourself into it, things like the on-demand services, what the impacts are, as well as some of the impacts already pushing through. Some of the bike schemes and so on in outer London that have been trialling and how do those work through. How do some of these advantages and scene shifters play out is quite a big question. I suspect the answer for the city and for boroughs as a whole is how do we keep on our toes about that and explore and be open to opportunities but also be thinking about what is working for the full range of citizens at the same time.

The other bit that we are very conscious of in terms of the technology side is not the technology for transport bit but the impact of technology on the way we are living our lives more generally anyway. Although I completely agree with Diarmid that London is always going to be a very centralised economy, and that is one of our strengths as a world city, the evidence of changing transport fares and transport journeys and the fact that we do not all travel to the same place every for work and do 9.00am to 5.00pm and then travel home again but people sometimes work from home or work from different places is starting to make quite a shift. How do we think, therefore, about people not just having to think about London as a radial city? Assembly Member Bailey was raising the question about how we are not all trying to get into central London. Some people do but some people do not. 54% of the workforce in the SLP boroughs lives within the SLP boroughs and 39% of that workforce is commuting by car because of the trouble of getting orbitally.

On the technology side there is already quite a significant amount of people working locally, but how we make sure that the technology changes that are leading us to live our lives where we may be basing ourselves in different places locally, how do we get the transport to support that becomes quite an interesting thing. How does transport support our changing life patterns?

Caroline Pidgeon MBE AM (Deputy Chair): That is very helpful. I did mean to say earlier to you, Sarah, you might want to look at the rail report we produced last year in our bus route planning report, because it absolutely supports some of the work that you are talking about from the SLP. Joe.

Joe Irvin (Living Streets): Yes. Thinking about the technology, even for the simple act of walking technology could be useful. Local authorities do not tend to count people moving in their count traffic. Ways of doing that more cheaply and accurately would be good. Things like pedestrian-responsive crossings, things like Split Cycle Offset Optimisation Technique for pedestrians so that when there are a lot of pedestrians coming you get more time on a green light and those sorts of things, and also Wayfinding. There are lots of ways that technology can help in that way.

Thinking about the bigger picture and motor vehicles, the one thing that is predictable is that we cannot predict how it is going to work out, all of this technology. I do feel that we would be very limited if the most we thought we could do with this technology is have a driverless supercar. That will not solve congestion, it will not solve many of the problems. It will displace some problems and the limited amount of more efficiency on the road that you get will probably be counterbalanced by greater use. That is the Uber experience. Therefore, applying some of these things to public transport is the way forward. At one time when I was a kid everybody was going to be driving a Clive Sinclair pod and for a year or two that is what seemed was going to happen. Tomorrow's World told us that and it did not quite work out like that, but the technology was used for other things and came out in other ways. That is what we have to do. The job of the public authority is to

allow some of that stuff to happen and allow the benefits of that to be felt but also to regulate it in a way that you do not have massive unintended consequences.

Caroline Pidgeon MBE AM (Deputy Chair): We have already talking about increasing capacity on the network, and Sarah has particularly talked about the need for that across south London boroughs, but to what extent do you think overcrowding on the network could be addressed by encouraging people to travel differently? Linked to that is do we need to look at the fares and ticketing to better reflect how people use the transport network and how people live their lives today? Who would like to start with that?

Diarmid Swainson (Central London Forward): I can come in at this stage. Overcrowding is a huge issue, as we mentioned earlier. I think that new capacity would be a significant contribution towards that. There will always be a contribution that can be made from people taking alternative routes and that would be something that would be beneficial, but for the central London economy the numbers of people moving in from large distances will always require public transport, and mass public transport, in large numbers. There is always a point where we can do more with the network we have, with different forms of buses, different forms of the layout within trains and Tube trains in particular, and the work to extend and develop the network would always be beneficial.

In terms of the thing around fares and the distribution of those things, it comes back to my comment at the start around making sure that we do that in a way that does not exclude anyone from accessing those opportunities across London. It would be beneficial to look at the structuring of fares and how we are incentivising and also encouraging different modes of transport and different times of transport, but there is a real risk that if we do not do that with some intelligent looking again at the range and spread of discounts and fare discounting across the piece, we could accidentally exclude large numbers of people from opportunities that will benefit them in central London across the piece.

Caroline Pidgeon MBE AM (Deputy Chair): OK, but you could have things like reduced fares, early-bird fares, to try to encourage more people to get the trains and Tubes a bit earlier, to help at peak times.

Diarmid Swainson (Central London Forward): Yes, absolutely.

Caroline Pidgeon MBE AM (Deputy Chair): Is that the sort of thing that you would generally support?

Diarmid Swainson (Central London Forward): Yes, definitely we would look at those things. There is a sense in which if you can couple those with some things that look at the people who are excluded from our economy at the moment and do the two at the same time, that would be massively beneficial.

Caroline Pidgeon MBE AM (Deputy Chair): Thank you. Does anyone else want to comment on that question?

Joe Irvin (Living Streets): Very quickly, that must be true about public transport and ticketing. People are changing, partly through technology, the way they act. Maybe one of the reasons the number of journeys has dropped is people not working five days a week, maybe working one day a week at home. It is not a terrible thing. The thing that is missing, that we mentioned, is the possibility of using the technology for a more sophisticated way of charging people per mile rather than congestion charging and Uber and all of that. If we could perhaps work towards, as has been suggested, a more sophisticated way of doing it, we would not necessarily have to charge more but would be more clear about what it is incentivising and what it is not, that might be part of the use of technology as well.

Caroline Pidgeon MBE AM (Deputy Chair): Paul, do you have anything on this you want to add?

Paul Goulden (Age UK London): One of the things that we know is on the way is there are going to be more older people working longer, either because they have to or because they want to. Those people are still going to want to come into central London. You are absolutely right that if there are ways of making the ticketing more flexible so that it accommodates them if they do come in earlier or go home later, that can only be good, but we will see the number of older workers in London increasing over the coming years, which is only going to increase overcrowding unless something is done. More flexibility on the use of the type of tickets will be very welcome. There is the over-60s Oyster card that is in place.

Caroline Pidgeon MBE AM (Deputy Chair): 60-plus, yes.

Paul Goulden (Age UK London): That is very well used and we know people value that. Is there something around increasing the use of that? We know that that is going to be an increased group of people who are going to want to come into London.

Caroline Pidgeon MBE AM (Deputy Chair): Lovely. Thank you very much.

Florence Eshalomi AM (Chair): Thank you. Assembly Member Kurten will ask some questions.

David Kurten AM: Good morning. A lot of the things I would like to talk about in terms of the Mayor's Transport Strategy are things that you have already covered to some extent. There is overcrowding, there is population increase, people are changing the patterns in which they work, there is maybe demographic change and so on. I am sure you are familiar the Mayor's Transport Strategy and there are lots of specific things and general things in there. Which of the aspects and strategies in the Mayor's Transport Strategy do you think need to be prioritised so that London's transport system delivers for Londoners over the next 20 years? You have specific things like Crossrail, the Bakerloo line, the Sutton Tramlink extension, you have electric charging points, you have walking and cycling, all those kinds of things, but which ones do you think would be the biggest priorities that you would like to see implemented?

Paul Goulden (Age UK London): Certainly making Tubes more step-free. The step-free access for Tubes is vital. I know there is work happening with that. It has been bumped back slightly, but step-free access is something that is a barrier to older people using the Tubes and trains more. I am not sure if these are linked into the Mayor's Transport Strategy. Adoption of the White Hart Lane age-friendly guidelines on transport into the Mayor's Strategy would be great. You have the age-friendly London Plan that sits over here. How is that being linked up to the Mayor's Transport Strategy? I am not entirely sure, but there needs to be a link across there.

I would want to look at the information that comes out. Some of the things that we have talked about earlier: people taking their habitual journeys. How do we engage with older people and the wider public in London to make sure they have the information that they can take the most appropriate journey that might address some of the overcrowding issues? You very much talked about habit. How do we get people out of the habit and is it the most appropriate journey?

The other thing I want to pick up on, and again I am not sure if this is in the Mayor's Strategy, I talked very much earlier on about the links between people who need services and the transport to get them to those services. The Mayor has done a lot of work on social prescribing within London and rolling that out, advising

boroughs on how they are dealing with it. I would see transport as being a social care issue in that context. It is a vital part of getting people to the services they need. If that is being joined up, that will help older people as well. Linking transport specifically within social prescribing projects across London – and the Mayor has been pushing very heavily on social prescribing – for me would be a key way of addressing the transport needs of older people within London.

David Kurten AM: Thank you. Anyone else?

Sarah Sturrock (South London Partnership): For us the priorities are some of the major infrastructure projects that we have talked about and the service improvement and expansion projects that we have talked about, because they are critical to unlocking the potential for homes and jobs in south London. I have been through the list of those: Crossrail, the Sutton Tramlink, the metroisation agenda and making sure that Brighton Mainland has the improvements there so that it can function effectively are absolutely critical.

As colleagues here have drawn out quite clearly, we have to think about the infrastructure but then also how do we actually facilitate the connectivity. The shift that we are keen to start to see as well is that transport planning shifts from being how do bits of kit get managed to how do we think about the journeys people are needing and wanting to do how do we help them to move around and to contribute the economy and live their lives and fulfil their potential. That bit of the transport-planning shift is the bit we are interested in as well but it has to be the major infrastructure projects. At the end of the day, a transport authority has to be there to deliver because they are the things that nobody else can do.

Joe Irvin (Living Streets): If I could add to that, I would say the overall big thing is to plan to deliver it. If you can do the figures, it can calculate the figures from the Mayor's Transport Strategy to see how many more journeys will need to be happening by public transport or walking and cycling and how many fewer journeys by private motor vehicle and then you have to plan for that. If I can be a bit controversial, perhaps, for example, building a new tunnel that is going to be a road-based tunnel to Silvertown is not going to help with those figures. You have to start to plan and, when you are making interventions, say, "This is the end goal we want to get to, we are anticipating a reduction in the amount of traffic in these areas" and plan towards that. We are planning for an increase in the number of public transport journeys in this area, and you have to have the capacity to do it, you have to make it attractive, you have to do all those things – for example smart ticketing, which Caroline Pigeon [MBE AM] was talking about – to make those happen.

Then specifically on walking, I would say concentrate on places rather than thinking of streets just as a place to get from A to B. Think of them as places; all that stuff around liveable neighbourhoods, mini Hollands. The stuff that was going on in Oxford Street has to be a priority, where people live. In central London a central walking network would be quite easy to achieve and that is one of the objectives in the Walking Action Plan.

Two final things. One is a concerted effort on walk to school particularly in outer London because there is potential there. Lots of those short journeys are on the school run and they cause a lot of congestion because of the time of day that they are happening. If you could work on that, that would be a really good thing. Finally, safer streets. Speeds, the stuff that has been going on on slower speeds and the work at junctions that are problematic from a safety point of view are the areas to concentrate on for walking.

Diarmid Swainson (Central London Forward): In terms of the larger-scale piece of work I absolutely agree with what Sarah was saying. For us it would be around Crossrail 2 and the Bakerloo line extension being two key pieces of infrastructure we would like to see developed and taken forward that will support the economy and people in central London more widely.

On a more medium- and short-term scale, a key thing for us would be an accelerated delivery of the low-emission bus network and the low-emission buses across central London to tackle some of our air-quality issues and also more Low Emission Zones within central London to try to tackle some of those particular pockets. I do, however, support much of what has been already said across the panel. There are a lot of things we can already do and we need to both tackle the key large infrastructure projects, which will go on for many years into the future, alongside these things we can do over the next three or four or five years to make a real difference.

David Kurten AM: Thank you.

Florence Eshalomi AM (Chair): Thank you all very much to our guests this morning. You have provided us with some additional areas that we will definitely be looking into in a lot more detail and following up with TfL and a range of different boroughs. I thank our guests for this morning's discussions.