

SCRUTINY REVIEW PANEL 4 – 2017/2018: TRANSPORT

PANEL MEMBER FEEDBACK FROM RECENT SITE VISITS

Visit 1

Transport for London's Seminar: Healthy Streets for London, Room M4.12, 4th Floor, Perceval House – Tuesday 20 June 2017

To hear from the Transport for London representative about the initiative including how others are implementing this already, how this vision would inform our thinking and planning across the Council to achieve this in the borough.

Name	Observations/Findings	Conclusions and Recommendations
<p>1 Cllr Kamaljit Nagpal (Chair)</p>	<p>Healthy Streets – interesting idea that combines solving London’s inactivity crisis (we were told that Londoners do not typically achieve the recommended 150 minutes of activity a week) and London’s air pollution problem by encouraging people to make more journeys on foot or by cycle. To achieve this we need Healthy Streets.</p> <p>The idea of having streets that are well lit, where people feel safe walking, or cycling, that are open and welcoming, that have attractive buildings, is an excellent idea. However, to achieve this the streets cannot have motor traffic and this is a problem in London. It could be achieved on some streets in the borough, but how easily can we avoid roads with heavy motor traffic to get to those Healthy Streets?</p> <p>The Healthy Streets example that we were shown in the presentation had trees in the middle of the road. They looked very attractive but we already know that the acceleration/deceleration caused by road humps increases air pollution, so adopting this in Healthy Streets would do the same.</p>	<p>The Mayor wants Londoners to live healthy lives. The idea of having Healthy Streets is great. It will be interesting to see how this concept develops and to see these Healthy Streets in Ealing.</p>
<p>2 John Gashion (Co-optee)</p>	<p>Early on I gained the impression that there would be little discussion of TfL's ideas (proposals); they had drawn up the circulated paper and that was their brief to all Councils and others to whom they were making presentations.</p> <p>Both Acton and Southall's sections of the Uxbridge Road have had considerable monies spent on them, provided by the Dept. for Transport or TfL. I have only seen the Southall improvements once so cannot form a considered judgement; not so Acton High Street. The</p>	

Name	Observations/Findings	Conclusions and Recommendations
	<p>result there, following reductions in road width, and movement of both main bus stops has been to increase traffic congestion and, coupled with the recent blanket 20 miles per hour speed limit throughout the whole of Acton, except the A40, means delays have increased and thus pollution has increased and bus journeys now take longer.</p> <p>People still ride bicycles on the public footpaths or through red lights and pedestrian crossings with impunity.</p> <p>Before we think about investing in further trees, seats and shelters etc. for pedestrians; what are the pedestrians coming to these shopping streets for? In the case of Acton very little. Now down to one major supermarket chain; we wait to see what turns up in the rebuilt "Oaks shopping centre, other than 120 odd new flats with little or no parking spaces for them, but sold by the Council into the site one of the two remaining car parks in Acton. Actonians and others with any sense always knew that Waitrose was not going to open in Acton and this is proving to be the case. So we have lost Iceland, Netto and the 99p store for what? The developers say upmarket traders and up to 200 car parking spaces to serve them.</p> <p>Acton does not want trees, seats and shelters; it wants lower business rates to attract any level of traders into the empty sites and keep their goods in their shops and off the footpaths.</p> <p>There was no mention of financial costs and who would bear them at all. Unfortunately, my impression of Ealing is that no matter what scheme is promoted; if it comes with promises of finance, Ealing will not say no. They need to be more selective in what money they accept and what advantages it does or does not bring with it.</p> <p>One quick word about the idea of placing planters containing trees in the roads with resident's parking spaces. The only advantage of this will be to reduce the number of parking spaces available, and fill the road with dead leaves to be collected every autumn! And at whose expense?</p>	

Visit 2

Workshop on Access to Patient Transport Services across North West London – Thursday 29 June 2017

St Paul's Centre, Queen Caroline Street, Hammersmith, W6 9JP

To learn about accessing patient transport services across North West London in the future.

Name	Observations/Findings	Conclusions and Recommendations
<p>1 John Gashion (Co-optee)</p>	<p>Firstly to find the venue. To give someone an address but no number or additional information to locate it except for a post code is little use to anyone but a motorist who has a Satnav!</p> <p>However, this sort of thinking seemed to be prevalent throughout the meeting; it being assumed by the organisers that all those attending had a lot more knowledge about the workings of providing Patient Transport within the National Health Service than they in fact had. I have used the service on rare occasions so perhaps know a little more than non-users outside of the NHS.</p> <p>When booking my place at the meeting it had been explained to me that there were too many anomalies between the service provided at different hospitals within NW London and they were trying to get a consensus view on what is required as a standard throughout the NW London Group area. In practice, I do not think that this is what is happening.</p> <p>The event ran from 10.30am to 1.30pm; including 30 minutes for a buffet lunch at 12.30pm which started about ten minutes late. The time was woefully inadequate and having provided the lunch I felt it should have continued to at least 4.30pm.</p>	<p>Firstly, it would appear that questioning the patient about the transport facilities available to them as an individual is to be put in the hands of their GP and staff rather than the Hospitals as at present. This heralds more pressure on the GPs and more inter Health Service disputes.</p> <p>It was disclosed that the present cost of providing a patient with transport works out at £36. It was not disclosed whether this was for a single or return trip; but my experience with a transit type vehicle picking up patients from their homes and arriving at the Hospital with six or more on board; and the same on return seems rather high. On the other hand, much of this transport is now provided by firms based outside the London Area and a friend of mine living in Central Ealing was eventually picked up by a driver and vehicle from the Brentwood area of Essex, for transport to Ealing Hospital!</p> <p>Some of the questions which have been formulated seem to go beyond reason; and I would question whether it is legal to ask a patient whether he/she has friends or family, with the possible exception of the Next Of Kin, who could take them to the hospital. The inference being that the person has use of a car. This brought out considerable opposition from the floor, especially when it was pointed out that the provider/driver of the car would</p>

Name	Observations/Findings	Conclusions and Recommendations
		<p>have to pay parking charges at the hospital whilst the patient was being seen. It emerged that there is no standard tariff for car parking at NW London area hospitals, and more often than not payment is made on arrival not departure. Underestimating the time required often results in a penalty charge. In fact Hillingdon Hospital was, and may still be, operating a system where you pay on entry with a £2 coin before you knew if there was a vacant space. If one was not available then you had to leave the parking area and your £2 was forfeited. Northwick Park which is a PFI built hospital has a scale of charges set down in agreement with the PFI owning company, who expect their apportionment of the charges to be paid whether or not the car park had been fully occupied. This hospital also charges "Blue Badge" holders for parking in a special section of the car park, and once the section is full I understand that they cannot park. There were no comments made by the officials present as to what could be done about these charges. Of course, this is the hospital that more and more residents in the North of our Borough are being routed to.</p> <p>They will only be assessed for Patient Transport if they have a genuine medical need and those lines are being very tightly formulated.</p>
2	<p><u>Perceptions about Users of Hospital PTS</u> There seems to be a mistaken perception that hospital PTS is a 'soft option' and that a large number of users are abusing the service.</p> <p>I think this is mistaken.</p> <p>PTS is scarcely an attractive option when:</p> <ul style="list-style-type: none"> You have to be ready some 2 hours before the PTS arrives at 	<p>The main observation is that this appears to be a scheme initiated by an obsession with 'tidiness' rather than in response to a considered and informed analysis and review of the underlying data.</p> <p>It also appears to be a job creation programme for a number of 'transport related' staff employed by NHS NW London.</p>

Name	Observations/Findings	Conclusions and Recommendations
	<p>your home,</p> <ul style="list-style-type: none"> • There is likely to be a wait at the hospital for your return journey, • You are likely to have to share the vehicle with other users, • Your inward and return journeys are likely to be extended by the need of the vehicle driver to collect or drop-off other passengers before your journey is completed. <p><u>Absence of Meaningful Data and Analysis</u> There needs to be comprehensive data on the usage of Hospital PTS.</p> <p>Once this is available it is likely to conform to the Pareto Principle see: https://en.wikipedia.org/wiki/Pareto_principle</p> <p>We are almost certainly going to find that there are two main categories of user, i.e.</p> <ul style="list-style-type: none"> • Regular repeat users e.g. dialysis and chemotherapy patients • Once-off and occasional users e.g. follow-up visits to post hospital discharge clinics and initial referrals to hospital clinics from GPs. <p><u>Difference between Users and Number of Trips</u> There may be confusion between users and activity.</p> <p>While some users may have a questionable entitlement to Hospital PTS it is likely that they only account for a minority of trips – with the overwhelming majority of trips being made by regular repeat users.</p> <p><u>Who Initiates Hospital PTS?</u> There needs to be greater clarity and analysis as to who initiates Hospital PTS. Is it:</p> <ul style="list-style-type: none"> • The hospital for repeat users and post discharge clinic attendances, or 	<p>The need for an expensive and complex ‘bureaucracy’ to administer and police the proposed scheme does not appear justified.</p> <p>Consideration should be given to an administrative ‘light touch’ scheme which deals with occasional users.</p> <p>Maybe there’s a justification for a more rigorous review of those repeat users whose entitlement is perceived as not justified. However, I really doubt that there are any/many of these users.</p> <p>In summary, I think we are being ‘bounced’ into a potentially complex and expensive administrative scheme because the NHS NW London Transport staff either lack the expertise or are too lazy to analyse the PTS activity data.</p>

Name	Observations/Findings	Conclusions and Recommendations
	<ul style="list-style-type: none"> • GP's for GP referrals to hospital clinics <p><u>Carers, Family Members & Friends</u> The very reasons why a patient might need Hospital PTS also mean that the patient may not be able to fully absorb and appreciate the medical advice being offered by the hospital clinic.</p> <p>The patient's attendance and subsequent compliance with the medical advice is likely to be significantly enhanced if the patient is accompanied by their carer or key family member.</p> <p>Hospital PTS should therefore be provided on the assumption that the majority of patients will need to be accompanied.</p> <p><u>Inner versus Outer London</u> There is likely to be a proportionally greater need for Hospital PTS for patients living in the more sparsely populated areas of Outer London</p> <p>The bus network is sparser in Outer London and the routes do not radiate from and do not provide direct one stop links to the hospitals</p> <p><u>Public Transport Alternatives</u> The inappropriateness of public transport, i.e. buses, should be considered</p> <p>The timings of the hospital clinics and appointments are critical.</p> <p>Many, if not all, bus services are standing capacity only during the morning rush hour and the mid-afternoon school rush hour.</p> <p>Many bus stops provide inadequate facilities for infirm passengers.</p>	

Name	Observations/Findings	Conclusions and Recommendations
	<p>Many journeys between home and hospital will require multiple changes of bus, often between inconveniently located bus stops.</p> <p>For the above reasons, bus journeys, for infirm passengers are likely to be particularly inappropriate in inclement and winter weather.</p> <p><u>Hospital Car Parks – Mode of Operation</u> Some patients may be able to access their clinic appointments by car, either their own or by being driven by a carer/friend.</p> <p>The mode of charging by some hospital car parks is a major disincentive to this.</p> <p><i>It is essential that all hospital car parks are required to operate on a ‘pay on exit’ rather ‘than pay on entry’ basis.</i></p> <p>That way the driver will only need to pay for the actual time they are at the hospital.</p> <p>Given clinic waiting time delays, patients just don’t know when they arrive at the car park how long they will be at the hospital and just can’t estimate how much to ‘pay on entry’.</p> <p><u>Patients with Multiple Conditions</u> Some patients are likely to have multiple health conditions, both physical and mental/cognitive.</p> <p>It is important that any assessment takes account of all the patient’s health conditions and not just those which are the subject of a particular hospital clinic.</p>	

Name	Observations/Findings	Conclusions and Recommendations
	<p><u>Consistency with the GP PTS Service</u> Consideration should be given to the consistency of entitlement to Hospital PTS to a patient's entitlement to GP PTS which has been piloted by Ealing CCG</p> <p>The Ealing CCG PTS scheme has been implemented in order to ensure that fragile patients are able to attend GP surgeries and to minimise the number of patient DNA's (Did Not Attend).</p> <p>It would be perverse if a patient was refused Hospital PTS to a more distant hospital, while at the same time they were entitled to GP PTS to attend their local GO surgery.</p> <p><u>Cross NHS Region Patient Flows</u> Consideration needs to be given to:</p> <ul style="list-style-type: none"> • Eligibility of patients living outside NHS NW London for Hospital PTS travel to hospitals located within NHS NW London, and • Patients living in NW London who need/choose to attend hospitals located outside NW London <p><u>NHS NW London Hospital Reconfiguration</u> SaHF, the STP and the ImBC-SOC1 envisage a reconfiguration of hospital activity across NHS NW London.</p> <p>Similar reconfigurations are envisaged in the neighbouring STP footprints.</p> <p>These reconfigurations are likely to result in the geographic relocation of hospital services.</p> <p>Consideration needs to be given to the increased demand which these reconfigurations are likely generate, especially for the patients who currently use Ealing Hospital.</p>	

Name	Observations/Findings	Conclusions and Recommendations
	<p><u>Nature of PTS Costs</u> It is important to note that PTS costs are vehicle rather than passenger based.</p> <p>Just deleting one passenger from multiple passenger vehicles doesn't save any money.</p> <p>No evidence has been provided to demonstrate that whole vehicle journeys can be deleted from the PTS service</p> <p><u>Return Journeys</u> More information is needed on return journeys and the extent to which they relate to the group of passengers which made up the inward journey.</p> <p>It seems possible that the patients on a PTS vehicles inward journey will attend different hospital clinics, which will result in differing return home times.</p> <p><u>Administrative Cost</u> What administrative scheme is proposed? How much will it cost to administer? How does this cost compare to the cost of alleged abuses?</p>	

Visit 3

Air Pollution Hotspots in the Borough and Electric Vehicle Charging Points in Linden Gardens/Wavedon Avenue, Chiswick, W4

Tuesday 4 July 2017

A joint visit to see the main air pollution hotspots within the borough and the electric vehicle charging points in Chiswick, London Borough of Hounslow.

Name	Observations/Findings	Conclusions and Recommendations
<p>1 Cllr Kamaljit Nagpal (Chair)</p>	<p><u>Air Pollution Hotspots</u></p> <ul style="list-style-type: none"> Air Pollution levels in some parts of the borough are very high. I had never paid much attention to this before. On the site visit we went around the hotspots and saw the tubes that are fitted on buildings around the borough. These are replenished monthly and a reading taken from the tube. Other tubes around the borough provide automatic readings each day and the data is collected by Kings College London and published online. Ealing residents can access this information on their smartphones via an app. Residents can make an informed choice as to where they wish to spend their time and avoid air pollution hotspots if they wish. Each area has its own reasons for high levels of air pollution. The A40 – heavy traffic flow. Haven Green – idling buses. Brent Road in Southall – no bus route on the road, workers at the industrial estate possibly preferring cars over the walk from the nearest bus stop and also many HGVs driving in and out. The electric bus fleet to be delivered by 2020 on the Uxbridge Road to Shepherds Bush will help that part of the borough but the issues with air pollution are complex. We learned at Horn Lane in Acton that the dust produced by Hansen was a serious contributing factor too, as were the idling vehicles waiting to turn at the right filter. <p><u>Electric Vehicles</u> Observations:</p> <ul style="list-style-type: none"> Electric charging points are a relatively new offering for the London Borough of Hounslow. Therefore, they have asked those residents using electric vehicles to take part in a survey. Each vehicle owner pays £500 to take part and then receives £250 back after the survey is 	<p>In comparison to the London Borough of Hounslow and Kensington & Chelsea, Ealing is a little behind with electric cars. Ealing should be applying for grant funding (like Hounslow and K&C) to install charging points in lampposts.</p> <p>Ealing should consider offering spots to companies like Bolloré. They will fund the charging points. There is no cost to the Council but we would have to give them spots around Ealing to place their charging points.</p>

Name	Observations/Findings	Conclusions and Recommendations
	<p>complete. These are the same residents that have, in consultation with the Council, established where charging points should be located. The charging points are paid for by a grant.</p> <ul style="list-style-type: none"> • The charging points are in lampposts. The charging point we went to see could not have been used because a non-electric vehicle had been parked there. As the number of electric vehicles increases, this will definitely be a problem for vehicle owners who wish to use charging points and others using the space for parking. The Council does not wish to mark these as electric charging bays as there aren't enough electric cars at present. • The cable required to plug into the charging points in lampposts costs around £1000 according to Kieran Taylor (Principal Transport Planner, Hounslow Council). The cable needs to be purchased by the owner. Theft of cables could be a problem. Like mobile phones somebody will find a way to wipe them and sell them on the black market. • The Council has entered into an 8-year contract with Bollere. Bollere have installed their own charging points at various locations throughout the borough. These charging points have two cables. One cable that can be used only with Bluecity electric car club cars, and the other cable can be used by any electric car (using these points means you don't need your own cable). 	
2	<p>John Gashion (Co-optee)</p> <p><u>Pollution Monitoring</u> Of course, for most of the time and locations, you cannot see pollution; you can only record it on instruments or collect samples. The samples are collected in small glass tubes suspended, in most cases, about three metres above ground level. However why we had to see so many, I have no idea; when you have seen one you have seen the lot.</p> <p>One of the handout papers mentioned, in about two lines, the different sources of pollution, yet on the visits it was almost all about private cars, HGV's and a few references to Buses. This Borough has the main Railway line from Paddington to the West of England running through its entire length East to West. There was no mention of whether Railway Diesel engines in both Passenger and Freight trains have the strict controls placed on them that are placed on road vehicles. Because the emissions from the Diesel trains passing along this</p>	<p><u>Pollution Monitoring</u> I could see little point in this expensive exercise, although it will undoubtedly continue because Governments want it to. From my point of view it is simply another whip to crack over the motorist. When cars are only one polluter, what is being done by the Government about the other polluters? Who has got Gas fired Central</p>

Name	Observations/Findings	Conclusions and Recommendations
	<p>railway are going to affect pollution readings on roads in the immediate vicinity of the line. Until this last year all trains on that line were diesel; only very recently were a handful of GWR electric trains introduced on that line from Paddington to Hayes & Harlington, Maidenhead and shortly to Reading. When all the passenger trains on the line are electric, in a few years' time readings should fall at these locations. I note that one site is in Spring Bridge Road; there are others at Haven Green, Horn Lane, Acton and there used to be one in Dickens Yard.</p> <p>Note also the reference to the pollution from domestic Gas fired central heating systems; a useful tool for the Government to control the pricing of, in order to produce finance to pay subsidies to producers of Electricity by Wind, Water or Solar Power. Too much cost is being laid at the door of private motorists. The present charge in Central London, whose boundary is shortly to be extended to the North and South Circular Roads i.e. almost all of Acton; is a CONGESTION CHARGE not a pollution charge. Yet electric cars are given reduced rates. It makes no sense; they occupy just as much road space.</p> <p><u>Electric Vehicle Charging Points</u></p> <p>With the introduction of the first electric cars, it was pointed out that owners could recharge them from a normal domestic 13 amp socket in their home. How times have rapidly changed when Councils and others saw another opportunity to make money, rather than provide a service for their Council tax payers. In Chiswick we were shown two different types of recharging points. The first was operated by a car club and consisted of two charging points occupying two adjacent roadside parking spaces in a controlled zone. What I gathered was that at the back of this car club was a major company that makes batteries. It supplies the car to a motorist, on a permanent basis, and he can only charge it at a charging point owned by the company, either in the street, as in Chiswick, or on his/her private property. The officer from the LB of Hounslow who showed us the points was very reserved when it came to costs. The Council had to sign up to allocate the parking spaces for eight years, and it appears they receive a payment based, in London, on which Travel Card Zone the charge meter was situated. Zones 1 & 2 brought in a much higher payment than zones further out. Thus Hounslow is negotiating for a number of points adjacent to Stamford Brook Station which is in zone 2, but only just inside their Borough boundary. The charging point had two different connecting cables to cars, one was for cars supplied to motorists by the company, the second</p>	<p>heating? Should there be a pollution charge on that? You can have electric central heating. HGVs will not be electrically driven within the foreseeable future, the batteries would take up half or more of the payload, and at what cost?</p> <p><u>Electric Vehicle Charging Points</u></p> <p>With too many organisations looking to "cash in" on the supply of charging facilities I think that the hybrid electric car is the way forward for drivers who wish to buy an electric car, and will only require a charge away from home in an emergency.</p> <p>I therefore think installation of charging points is a 'risky' policy.</p>

Name	Observations/Findings	Conclusions and Recommendations
	<p>was for members whose car was self-owned. We could not get out of the officer how much it would cost per unit of electricity to charge a car. I have little doubt that it would be a lot more than the normal domestic charge of around 10 pence per unit.</p> <p>We then moved to Wavedon Avenue, a short distance away, where Hounslow are trialling another company system where the charging point is installed in the bottom of an existing street lighting column. There was no indication to attract a passing motorist to that column to recharge. In this system the motorist apparently has a contract with the company for his own car and is issued with a connecting cable which will plug into a socket on the lighting column and record to the company that he has charged at that point and this will be charged to his account with the company. The view of some committee members was that this system was too open to fraud of both the motorist and the company.</p>	
<p>3 Cllr Joanna Dabrowska (Vice Chair)</p>	<p>Looking at hotspots throughout the Borough some areas can be improved. For example, the issue of air pollution in the various Southall locations. The transport strategy has to be looked at easing the traffic congestions (although I expect the volumes won't change) but easing the flow reduces the pollution caused by idling, traffic jams, etc.</p> <p>Hangar Lane is one for concern as it has the highest pollution in the borough. I would suggest that HGVs which are the heavy-duty diesels (yet still allowed within the LEZ scheme) to be somehow banned during rush hour windows. By taking such vehicles off the road during the 7-9am and 5-7pm provides a reduction of the diesel pollution caused by slow-moving/idling traffic and sheer traffic volumes. This should be done in a zonal fashion across outer London.</p> <p>Horn Lane, there aren't many solutions to the air pollution at this location, if any. Will the cement factory be able to move within the compounds of the Crossrail works location when it's finished? If not, then more particulate extraction should be sought from the company to enclose the works more fully.</p> <p>Electric Charging Points in Chiswick – both standalone and lamppost based. This area needs some cross-borough/cross-city cooperation to ensure some joint protocol or International Standard is agreed on allowing residents to be able to charge up anywhere.</p>	