



Streets and Walkways Sub (Planning and Transportation) Committee

Date: TUESDAY, 22 JULY 2025

Time: 1.45 pm

Venue: COMMITTEE ROOMS - 2ND FLOOR WEST WING, GUILDHALL

Members:

Deputy John Edwards (Chair)	Deputy Tom Sleigh
Jacqui Webster (Deputy Chair)	Matthew Waters
Deputy Marianne Fredericks	Deputy Timothy Butcher (Ex-Officio Member)
Alderman Alison Gowman CBE	Mercy Haggerty (Ex-Officio Member)
Shravan Joshi MBE	Charles Edward Lord, OBE JP (Ex-Officio Member)
Deborah Oliver	
Hugh Selka	

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Ian Thomas CBE
Town Clerk and Chief Executive

AGENDA

NB: Certain matters for information have been marked * and will be taken without discussion, unless the Committee Clerk has been informed that a Member has questions or comments prior to the start of the meeting. These information items have been collated in a supplementary agenda pack and circulated separately.

Part 1 - Public Agenda

1. **APOLOGIES FOR ABSENCE**

2. **MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA**

3. **MINUTES**

To agree the public minutes and summary of the meeting held on 14 May 2025.

For Decision
(Pages 5 - 14)

4. **TEMPLE AVENUE PUBLIC REALM IMPROVEMENTS (G3)**

Report of the Executive Director, Environment.

For Decision
(Pages 15 - 48)

5. **FENCHURCH STREET AREA HEALTHY STREETS PLAN (G3/4)**

Report of the Executive Director, Environment.

For Decision
(Pages 49 - 106)

6. **MICROMOBILITY UPDATE AND ENTERING INTO A MEMORANDUM OF UNDERSTANDING**

Report of Executive Director, Environment.

Note: Appendix 3 is Non-Public and can be found at Agenda Item 13.

For Decision
(Pages 107 - 168)

7. **TRANSPORT FOR LONDON CONGESTION CHARGE CONSULTATION RESPONSE**

Report of Executive Director, Environment.

8. ***POLICY AND PROJECTS DELEGATED DECISIONS - APRIL TO JUNE 2025**

Report of the Executive Director, Environment.

For Information

9. ***OUTSTANDING REFERENCES**

Report of the Town Clerk.

For Information

10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**

MOTION – That under Section 100A(4) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act as follows:-

Part 2 - Non-public Agenda

13. **MICROMOBILITY UPDATE AND ENTERING INTO A MEMORANDUM OF UNDERSTANDING**

Report of the Executive Director, Environment (Non-Public Appendix 3 – to be read in conjunction with Agenda Item 6).

For Information
(Pages 181 - 184)

14. **NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED**

**STREETS AND WALKWAYS SUB (PLANNING AND TRANSPORTATION)
COMMITTEE
Wednesday, 14 May 2025**

Minutes of the meeting of the Streets and Walkways Sub (Planning and Transportation) Committee held at Committee Rooms - 2nd Floor West Wing, Guildhall on Wednesday, 14 May 2025 at 2.00 pm

Present

Members:

Deputy John Edwards (Chair)
Deputy Marianne Fredericks
Alderman Alison Gowman CBE
Shravan Joshi MBE
Deborah Oliver
Deputy Tom Sleigh
Matthew Waters
Jacqui Webster
Charles Edward Lord, OBE JP (Ex-Officio Member)

Officers:

Katie Stewart	- Executive Director, Environment
Gillian Howard	- Environment Department
Daniel Laybourn	- Environment Department
Bruce McVean	- Environment Department
Callum Southern	- Town Clerk's Department
Zoe Williams	- Town Clerk's Department

1. APOLOGIES FOR ABSENCE

No apologies were received.

2. MEMBERS' DECLARATIONS UNDER THE CODE OF CONDUCT IN RESPECT OF ITEMS ON THE AGENDA

A non-pecuniary declaration of interest was made by Jacqui Webster in relation to items 7 and 9.

3. ELECTION OF DEPUTY CHAIRMAN

The Sub Committee proceeded to elect a Deputy Chair in accordance with Standing Order No. 26(6).

Jacqui Webster, as the only Member expressing their willingness to serve, was duly elected as Deputy Chair for the ensuing year.

RESOLVED – That, Jacqui Webster be elected Deputy Chair of the Streets and Walkways Sub Committee.

4. MINUTES

RESOLVED — That, the public minutes and summary of the meeting held on 4 February 2025 were agreed.

Matters arising

A Member requested that Officers update the Sub Committee as to when the meeting about bus stop bypasses would be held. Officers informed Members that they were in the process of arranging this, and invitations would be sent out for mid-June.

A Member asked whether a cycling liaison had been appointed following the discussion detailed in page 18 in the minutes of the previous meeting. Officers responded that they had not made progress on this, but it was a matter to be addressed.

The Chairman introduced new Members to the Sub Committee and Officers provided a brief introduction to the key matters considered by the Sub Committee.

5. 65 GRESHAM STREET S278 (G3)

The Sub-Committee considered a Gateway 3: Options Appraisal report which sought Members' approval for the additional budget required to progress to the next gateway; authorisation for officers to invoice the developer for this cost in advance of the full Section 278 payment; and authorisation for officers to proceed with detailed designs of the recommended options, subject to receipt of the requested funds.

A Member noted that there would need to be adequate provision for trade vehicles in the nearby area. They also asked whether there would be provisions for the current amount of Lime Bike parking in the vicinity of the area, and for the potential expansion of the Lime Bike parking bays. Officers responded that the work in this report was assessing the feasibility of the options, and more engagement would take place to develop the needs of the design. With regards to the provisions for service vehicles, Officers believed they would be able to reallocate parking locally around Gresham Street, Wood Street, and Love Lane. They noted they would need to do further investigations into the cycle parking and how space could be maximised. The Member also noted that Officers should ensure that Aldermanbury Street was still accessible to vehicles for the Lord Mayor's Show.

Another Member asked where the disabled parking would be reallocated. Officers responded that they had not yet finalised where this would go and acknowledged the importance of keeping the parking as local to the building as possible.

Regarding the recommended options, the Member cautioned that the quality of the design should not be impeded by the preferred option of the developer. Officers responded that they were recommending proceeding both options 1 and 4 to the next stage of the design, to offer both a minimum and maximum cost option in case the expected cost of the design was more than what the developer expected. They noted that the developer indicated support of what had been developed so far.

Responding to clarification sought by a Member, Officers explained how the scoring City of London Streets Assessment Tool (CoLSAT) measured the impacts of a street feature on the different needs of disabled people.

A Member raised a query about whether the developer was funding the whole maintenance life cycle of the project. Officers responded that in a S278, any uplifted materials were put on a commuted sum as part of the agreement.

In response to a Member's query on the space available for trees in the area, Officers responded that some of the trees in the design were already existing, and they have conducted surveys to confirm there would be room for the proposed new tree. The Member also queried what the contingency plan would be for traffic that needed access to service the Guildhall if there were to be road works on Wood Street. Officers noted that they would consider traffic resilience in the next design stage.

In response to a point of clarification raised, Officers confirmed that the additional trees would not be replacing the existing trees on Aldermanbury Street.

RESOLVED – That, Members:

- Approved additional budget of £135,000 to reach the next Gateway as set out in Section 3 of this report.
- Authorised officers to invoice the developer a sum of £135,000 as a reasonable cost necessary to progress to the next gateway (Detailed Options Appraisal), in advance of the full S278 payment to avoid delays to the programme, noting that any underspend from this additional sum would be carried forward and put towards the full S278 works implementation payment, as agreed with the developer.
- Authorised officers, subject to receipt of the requested funds, to progress with detailed designs of recommended options 1 and 4, fully funded by Section 278 agreement with the developer of 65 Gresham Street, and to undertake public consultation.
- Noted the revised project budget of £235,000 (excluding risk).
- Noted the total estimated cost of the project up to £4,169,878 for Option 1 (excluding risk).

6. 40 LEADENHALL STREET (S278) (G6)

The Sub-Committee considered a Gateway 6: Outcome Report which sought authorisation for Officers to finalise the account for the 40 Leadenhall Street S278 project, the 52-54 Lime Street Phase 1 project, and the 10 Fenchurch Street S278 project; authorisation for the Chamberlain's department to return any unspent S278 funds to the Developers; and agreement to close the three projects.

RESOLVED – That, Members:

- Noted and approved the content of this outcome report.
- Authorised Officers to finalise the account for the 40 Leadenhall Street S278 project, following the completion of the approved carriageway resurfacing on Leadenhall Street, Billiter Street and Fenchurch Avenue.
- Authorised Officers to finalise the accounts for the 52-54 Lime Street Phase 1 and 10 Fenchurch Street S278 projects.
- Upon verification of the final accounts, authorised the Chamberlain's department to return any unspent section 278 funds to the Developers as stipulated in their respective legal agreements.

- Agreed to close the three projects.

7. **BARBICAN GOLDEN LANE HEALTHY NEIGHBOURHOOD PLAN (G5)**

The Sub-Committee considered a Gateway 5: Authority to Start Work report which requested that Members adopt the Bunhill, Barbican and Golden Lane Healthy Neighbourhood Plan and approve the budget required for staff costs to manage the programme during the next reporting period.

Officers introduced report, raising the matter of the emails received from Avison Young, Aviva and Brookfields Properties that were circulated to Members before the meeting.

To clarify that the Healthy Neighbourhood Plan was to be used as a framework, Officers suggested amending the recommendation in the report.

The Chair noted congratulations to Officers for their successful collaboration with the other Local Authorities in this project.

A Member suggested that the Sub Committee visit the site to understand the various aspects of the project. Officers supported this suggestion, noting they would arrange for this to be held before the next meeting of the Planning and Transportation Committee.

The Deputy Chair sought to reassure residents in the affected neighbourhood that adopting the framework would still allow for a thorough level of consultation on issues that remained under consideration. The Deputy Chair also noted that she and the Chair would like to meet with the working group and residents of the area affected by this project.

A Member sought clarity whether there would be enough funding to deliver this project. Officers responded that the £40,383 budget for staff costs was to reach the next gateway and was not the total budget for the project.

With regards to safety, the Member asked if there should be a differentiation between electric and regular bicycles in the cycle paths. Officers clarified that they were not proposing any shared walking and cycling spaces in this plan. They noted that pedal-assisted bicycles, such as Lime Bikes, were classified as pedal cycles from a traffic management perspective so there could not be a differentiation between the two types of bicycles.

The Member also asked how zero-emission vehicles and vehicles with blue badge permits requiring pick up and drop off zones would be included in this project. Officers responded that they would always seek to retain or increase disabled parking zone where it was appropriate, and this would be considered as the individual projects were considered in detail. They also noted there were no proposals around zero-emission zones, but they could look at opportunities for this if it were necessary. With regards to electric vehicle charging, Officers responded that they were considering installing rapid electric chargers on streets, and longer-term chargers would be located in car parks.

The Chair noted that a connection for the walking public through Fann Street would need to be addressed through public consultation. Officers responded that this would be considered as part of another project as it was on private land. They noted that through the greening project, they were considering how they

could improve wayfinding to make the location of the leisure centre clear to the public.

Referring to a matter raised at the Planning and Transportation Committee about the sequencing of construction, the Executive Director, Environment assured Members that this issue was under review. They also indicated that a session would be arranged for Members to explain the process in more detail.

With regards to the plan delivery, a Member requested that the Sub Committee be provided with an annual update on the progress of the plan. Officers responded that at the Planning and Transportation Committee, there was an annual report and a delivery plan for the transport strategies, but this did not capture the forward-looking programme. Officers noted they would consider how they could include wider reporting around the Healthy Streets Plans into their reporting in the future.

A Member noted that Transport and Planning Officers should be working together in pre-application meetings to ensure that considerations for onsite service delivery were included in proposed developments. Another Member, also the former Chair for the Planning and Transportation Committee, responded that this was not a planning issue but rather up to the leadership of Officers to deliver a well-thought-out streetways plan. The Member emphasised that individual sites should not be viewed in isolation as the programme was wide reaching across multiple potential development sites. They noted that the Healthy Streets Plan should be endorsed to allow for the individual details to be addressed over time. The Executive Director of Environment responded that the plan would give Officers the framework to engage with the planning team on these issues. They assured Members that they would work with the planning Officers to ensure they were engaged in the plan.

The Executive Director raised with Members that emails were received earlier in the day expressing concerns about proposal 13 in the draft plan. These emails were circulated to Members at the beginning of the meeting. The Executive Director assured Members that responses had been sent, clarifying that the current document serves as a framework for the development of detailed proposals, and that they would discuss their concerns before the Planning and Transportation Committee meeting in July. The Executive Director further explained that there would be further consultation and engagement on each of the proposals.

RESOLVED – That, Members:

- Approved the Bunhill, Barbican & Golden Lane Healthy Neighbourhood Plan, as shown in Appendix 3 as the framework for the future development of proposals in the area.
- Approved a budget of £40,383 for staff costs to manage the programme during the next reporting period, as shown in the table in Section 3 of the report, with the adjustment shown in Appendix 4 in the report.
- Noted the total estimated cost of the project at £283,500 (excluding risk).

8. LEADENHALL STREET IMPROVEMENTS – CITY CLUSTER VISION PROGRAMME (G4)

The Sub-Committee considered a Gateway 4: Detailed Options Appraisal report which requested Members to approve; the scheme design for Leadenhall Street, the progression of the Traffic Management Orders for the scheme and the submission of the Gateway 4b report to the Court of Common Council in July. The Chair queried how close the traffic volumes were to being at the cut off level with regard to the traffic limits for a shared carriageway between vehicles and cyclists. Officers responded that the traffic was close to the cut off level at the time of the survey. However, the survey was conducted at a time where there were multiple projects occurring on Leadenhall Street, resulting in high volumes of construction traffic. Officers noted that they were confident that in the long term, traffic volumes would decrease.

A Member raised concerns about the ongoing deterioration of the road due to construction vehicle traffic. They asked how assurances could be provided that developers would be responsible for funding the road's resurfacing. Officers acknowledged this issue and stated that they would explore how this requirement could be incorporated into the planning conditions. They noted that at 1 Leadenhall Street, they were planning for their resurfacing as part of the S278 project. Resurfacing at 40 Leadenhall Street had been deferred as it was a difficult area of the street to close due to the high level of activity in the area. Another Member queried whether the entire route that construction vehicles take through the City was addressed by the resurfacing. Officers noted that they would respond to this in due course, however within an extended perimeter it may be more difficult to determine where damage was caused by construction vehicles.

In response to a Member's query about what could be done to give cyclists more space in the shared carriageway, Officers noted that there was a challenge in deciding what could fit into a street and what should be prioritised. They explained there was not the space in this project to include cycle ways as they wanted to give pedestrians priority. They also noted it would have been challenging to get cycle ways up to standard in the space that was available.

The Member also expressed concern about the condition of the trees within the area, particularly those under the canopy of 122 Leadenhall Street, and near 40 Leadenhall Street. The Member emphasised the importance of selecting tree species that were appropriate for the environmental conditions at Leadenhall Street. Officers responded that before trees were planted for the project, the City Gardens Officers assessed what trees best suit the environment, depending on the wind. They noted that a sunlight study has been conducted on the street to help with this assessment.

The Member noted that trees outside 122 Leadenhall Street were not owned by the City Corporation and queried whether the owner could be asked to replant them. The Executive Director, Environment responded that discussions would be held with Planning Officers regarding engaging with the building owners about the condition of the trees. A Member suggested that there should be a provision in which building owners must cover the costs for replacing a tree if it had failed within 20 years of being planted.

With regards to the redevelopment of 1 Undershaft, a Member expressed concern about the high volume of vehicles involved in the demolition and whether these vehicles would be moving through Leadenhall Street. The Member also

queried whether logistics had been taken into account, particularly concerning the access to the area and the delivery vehicles that use Saint Mary Axe. The Chair noted that there was a construction logistics plan that the developer must provide as part of the planning conditions. Officers responded that the construction project was in its early stages, so they had not considered the finer detail of these logistics yet. They noted that some parts of the Leadenhall Street project such as 40 Leadenhall Street had already been built to design. They emphasised that the various needs for the street had to be considered and balanced while working with the developer. Officers noted that they would include the impacts that the development of 1 Undershaft could have on that section of the street in the Gateway 5 report.

With regards to the charging of electric taxis, a Member suggested that more rapid charging points in this area should be considered to encourage electric taxis in the City. Officers responded that there was a charging hub in the Baynard House Car Park for taxis, but they would consider if there were an opportunity for more to be included. They noted that the area may not be the ideal location for rapid chargers as the bay was already serving multiple functions. Officers acknowledged that the need for more electric vehicle charging points in the City was known and this was something that the Transport Officers were considering.

RESOLVED – That, Members:

- Noted the Public Consultation results, summarised in Section 4 of the report and contained in full in Appendix 2 of the report.
- Approved the scheme design for Leadenhall Street as shown in Appendix 3 of the report.
- Approved the progression of the required Traffic Management Orders required for the scheme up to the end of the 'Notice of Intent' stage.
- Approved the submission of a Gateway 4b report to the Court of Common Council in July 2025.

9. MOOR LANE ENVIRONMENTAL ENHANCEMENTS

The Sub-Committee received a report of the Executive Director, Environment which provided an update on project progress since the previous report to the Sub Committee in February 2025.

The Deputy Chair emphasised the importance of conducting consultation on this matter to ensure public input was gathered, and particularly from Willoughby House residents.

Another Member queried the long period of consultation for the concept design and detail design of the project. Officers explained that part of this allocated time was for the engagement with consultants to develop the design.

RESOLVED – That, Members:

- Noted the report and its contents.

10. POLICY AND PROJECTS DELEGATED DECISIONS - JANUARY TO MARCH 2025

The Sub-Committee received a report of the Executive Director, Environment which summarised the decisions relating to Transport and Public Realm projects

that had been taken between 1 January and 31 March 2025 under either existing or agreed authorised powers by responsible Officers within the Environment Department.

RESOLVED – That, Members:

- Noted the report and its contents.

11. OUTSTANDING REFERENCES

The Sub-Committee received a report of the Town Clerk which provided Members with an update on outstanding references.

RESOLVED – That, Members:

- Noted the report and its contents.

12. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

A Member raised a query about the shared space between pedestrians and cyclists at Queen Victoria Street. They expressed concern as the space was very busy with both pedestrians and cyclists and there was a perception from the public that there was a high potential for collisions in the area. Officers responded that there had been no reported collisions in this area from 2019 to 2023. They noted that they were looking into doing video surveys over the summer in this space and the shared space at Moorfields outside the new Monument Station entrance. They explained that these surveys should indicate how busy the area was at peak times, and from this information they could consider possible interventions. The Member requested that the Sub Committee be updated on the results of these surveys at a meeting later in the year.

13. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no matters of urgent business.

14. EXCLUSION OF THE PUBLIC

The Sub-Committee decided not to exclude the public.

15. NON-PUBLIC QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE

There were no non-public questions.

16. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT AND WHICH THE SUB COMMITTEE AGREES SHOULD BE CONSIDERED WHILST THE PUBLIC ARE EXCLUDED

There was no non-public urgent business.

The meeting ended at 3.38pm.

Chairman

Contact Officer: Zoe Williams
Zoe.Williams@cityoflondon.gov.uk

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Committees: Streets and Walkways Sub – For decision Projects & Procurement Sub Committee - For information	Dates: 22 July 2025 4 September 2025
Subject: Temple Avenue public realm improvements (Cool Streets and Greening programme and Fleet Street area Programme) Cool Streets and Greening Phase 4: 12267	Gateway 3: Outline options appraisal - regular
Report of: Executive Director Environment Report Author: Maria Herrera – Transport and Public Realm Projects, City Operations	For Decision
<h1>PUBLIC</h1>	

1. Status update	Project Description: <p>The project includes public realm improvements, climate resilience measures, greening and accessibility enhancements to Temple Avenue. The objective is to provide a high-quality public space and to create a green corridor between the new Thames Tideway public space to the south and the emerging transformation of Fleet Street to the north.</p> <p>This project has been identified as a high priority project following the completion of the Fleet Street Area Healthy Streets Plan in 2023. The project is funded by various sources including the Cool Streets and Greening programme and section 106 contributions. The project includes the following elements:</p> <ul style="list-style-type: none"> • Public realm, accessibility, and walking improvements to include the removal of vehicle traffic at the southern end of the street, the creation of a new public space and provision of raised crossing points where feasible. • A permanent design to replace the temporary parklets installed in 2021/2, as part of the Covid19 response.
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	<ul style="list-style-type: none"> • Relocation of disabled parking bays and a motorcycle bay to a nearby location to provide space for trees, planting, and climate resilience measures. • The introduction of seating adjacent to the new planting areas to provide space for people to rest. • Cycle access through the street will be maintained. <p>Context</p> <p>The 2023 Fleet Street Area Healthy Streets Plan consultation included a proposal exploring a public space at the southern end of Temple Avenue, balanced against increased access for motor vehicles from the Embankment. Of the 91 responses received, 71 (78%) supported the public space, with strong support from residents and workers in the area. Support for public realm improvements including additional trees and planting in the Whitefriars area was also strong, with 80% of respondents in support.</p> <p>The Thames Tideway project, which is due to complete in Autumn 2025, will introduce a significant new public space south of Temple Avenue. The project will include a foreshore terrace, and will open new views of St Paul's Cathedral, the Southbank, and the river. It is expected that this project will lead to an increase in people walking and wheeling in the area.</p> <p>A similar pedestrian priority project has already been delivered in John Carpenter Street, completed in 2016. John Carpenter Street offers a proven example of the benefits of pedestrian-priority design. The transformed public space has become a vibrant local hub, welcoming residents, workers, and visitors alike. It is now a go-to lunchtime spot, regularly animated by a thriving street food market and a variety of community-driven social events. The success of this initiative demonstrates the potential for creating lively, inclusive urban spaces that foster connection and wellbeing.</p> <p>RAG Status: Green</p> <p>Risk Status: Low</p> <p>Total Estimated Cost of Projects (excluding risk): £750k - £900K (detailed design and construction)</p> <p>Change in Total Estimated Cost (excluding risk): £150k additional contribution from the Cool Streets and Greening programme has been earmarked for the delivery of this project to fund additional greening including maintenance for 20 years.</p> <p>Spend to Date: £27,801 (staff costs and fees)</p>
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	<p>Funding source: Cool Streets and Greening programme (OSPR), and the Fleet Street Area Programme Section 106 contributions.</p> <p>Costed Risk Provision Utilised: NA</p> <p>Slippage: NA</p>																								
2. Next steps and requested decisions	<p>Next Gateway: Gateway 4 - Detailed options appraisal – Autumn 2025.</p> <p>Next Steps:</p> <ul style="list-style-type: none">• Undertake a public consultation and further engagement with stakeholders and occupiers in Autumn 2025.• Organise trial holes as required to confirm the accuracy of the radar survey for planting purposes.• Obtain further data on the use of the street through on-street observation and surveys.• Complete detailed design options appraisal following completion of the consultation. <p>Requested Decisions:</p> <p>1. Agree that the 2 options are taken forward, with a public consultation exercise on the options to be undertaken in Autumn 2025.</p> <p>2. Note the estimated revised project budget of £750-900k (excluding risk).</p>																								
3. Resource requirements to reach next Gateway	<table><tr><th colspan="4">Table 1: Spend to date</th></tr><tr><th>Description</th><th>Approved Budget (£)</th><th>Expenditure (£)</th><th>Balance</th></tr><tr><td>Env Servs Staff Costs</td><td>20,000</td><td>1,635</td><td>18,365</td></tr><tr><td>P&T Staff Costs</td><td>35,000</td><td>9,726</td><td>25,274</td></tr><tr><td>P&T Fees</td><td>25,000</td><td>16,440</td><td>8,560</td></tr><tr><td>TOTAL</td><td>80,000</td><td>27,801</td><td>52,199</td></tr></table>	Table 1: Spend to date				Description	Approved Budget (£)	Expenditure (£)	Balance	Env Servs Staff Costs	20,000	1,635	18,365	P&T Staff Costs	35,000	9,726	25,274	P&T Fees	25,000	16,440	8,560	TOTAL	80,000	27,801	52,199
Table 1: Spend to date																									
Description	Approved Budget (£)	Expenditure (£)	Balance																						
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P&T Fees	25,000	16,440	8,560																						
TOTAL	80,000	27,801	52,199																						

	<table border="1"> <tr> <th colspan="2" data-bbox="531 170 924 248">Table 2: Funding Sources</th></tr> <tr> <th data-bbox="531 248 780 409">Description</th><th data-bbox="780 248 924 409">Funding (£)</th></tr> <tr> <td data-bbox="531 409 780 488">S106 -</td><td data-bbox="780 409 924 488">400k</td></tr> <tr> <td data-bbox="531 488 780 725">OSPR - CAS Cool Streets & Greening Programme*</td><td data-bbox="780 488 924 725">500k</td></tr> <tr> <td data-bbox="531 725 780 806">TOTAL</td><td data-bbox="780 725 924 806">900k</td></tr> </table> <p>*Note an additional £150K for the project has been earmarked from this programme, which is included in the total figure of £500k funded from the Cool Streets and Greening Programme.</p> <p>Costed Risk Provision requested for this Gateway: No risk provision is required at this stage. A costed risk provision is likely to be requested at Gateway 5.</p>	Table 2: Funding Sources		Description	Funding (£)	S106 -	400k	OSPR - CAS Cool Streets & Greening Programme*	500k	TOTAL	900k
Table 2: Funding Sources											
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S106 -	400k										
OSPR - CAS Cool Streets & Greening Programme*	500k										
TOTAL	900k										
<p>4. Overview of project options</p>	<p>Two options have been considered, both options include the following elements:</p> <ul style="list-style-type: none"> -Introduction of trees and planters, to enhance the street and deliver climate resilience measures. - Permanent improvements and wider pavements to replace the temporary parklets that were installed in 2021/22. - Improved crossings by installing raised tables and, where not achievable, dropped kerbs at desire lines. - Relocation of four disabled bays and a motorcycle parking bay to a nearby street. - Removal of vehicle access to Temple Avenue south from Tallis Street to the junction with Victoria Embankment. - Access maintained for emergency vehicles and maintenance. 										

Option 1:

The proposal includes a 3-metre-wide dedicated cycle lane at carriageway level, clearly defined by a kerb. This design delivers a separation between people walking and cycling.

Option 2:

This option would establish a pedestrian-priority public space with no separation between people walking and cycling. The flexible nature of the space would enable it to be used for community events, cultural programming, and outdoor recreational activities.

Equality Impact Assessment (EQIA) overview:

As part of the proposed changes, disabled parking bays will be relocated. There will be no net loss in the number of disabled bays provided. The relocated bays will remain in close proximity to the existing location ensuring continued accessibility for Blue Badge holders.

One area of potential impact is the reduced ability for vehicles to drop off or pick up passengers directly at building entrances along the southern end Temple Avenue. While this may affect individuals who rely on door-to-door access, alternative nearby drop-off points will be considered within the design to mitigate this impact and maintain inclusive access wherever possible.

The accessibility impacts of the two options will be further considered during the detailed design process.

Engagement:

Early engagement has been undertaken with local occupiers and stakeholders through the consultation on the Healthy Streets Plan for the Fleet Street Area. Positive feedback was received for the consideration of a new public space at the southern end of Temple Avenue.

In addition, engagement has taken place with Ward Members from Castle Baynard to provide an overview of the project and its objectives. The feedback received was positive, with support being expressed for Option 2 of the design proposals. This feedback will be considered as the project progresses.

The two design options will be presented during a planned public consultation exercise this autumn to ensure that local needs and servicing requirements are fully understood.

Vehicular access considerations:

The proposed design options maintain flexibility to accommodate emergency vehicle access or maintenance related access when required. This can be achieved through the use of removable bollards and other adaptable features,

	ensuring both safety and operational functionality, while preserving the character of the pedestrian-priority space
5. Recommendation	It is proposed that both design options are taken forward for public consultation and further development. Feedback gathered during this process will inform a detailed options appraisal. Following the consultation, a comprehensive report, including a recommended option, will be presented to Members for consideration and approval.
6. Risk	<p>The main risks are as follows:</p> <ul style="list-style-type: none"> Underground conditions impact on project scope and cost and, greening interventions may need to be adapted in certain locations. Mitigation: Underground radar surveys have been carried out to determine the feasibility of the scheme and has informed the location of the trees and planters. Construction sites in the area impact programme; On-going development construction in the area has the potential to affect or delay the project. Mitigation: Liaise with Highways team to ensure impacts of nearby construction sites are managed and stakeholders informed. Objection to traffic orders could impact the design and scope of the project. Mitigation: Initial consultation has been undertaken with local occupiers with positive responses and further engagement is planned as the designs are developed. Subject to the outcome of the statutory consultation on parking changes, it may be possible to incorporate minor amendments whilst still meeting the objectives of the project. <p>Further information is available in the risk register in the appendix 2.</p> <p>Costed Risk Provision Utilised at Last Gateway: None requested at previous gateway report.</p> <p>Change in Costed Risk: NA</p> <p>Costed Risk requested: Any required costed risk provision will be allocated at Gateway 5. This report recommends Executive Director delegation to approve and draw down the funds.</p> <p>Further information is available in the Risk Register (Appendix 2) and Options Appraisal matrix.</p>

7. Procurement approach	<p>It is anticipated that all works will be undertaken by the City's Highways term contractor, FM Conway's.</p> <p>The design work is proposed to be carried out by external consultants, in collaboration with the Highways team and the Transportation & Public realm team. There may also be a requirement for additional external consultants to be appointed, subject to scope and resourcing.</p>

Appendices

Appendix 1	Project cover Sheet
Appendix 2	Risk Register
Appendix 3	General arrangement plan
Appendix 4	Visuals of the proposed improvements
Appendix 5	Plan of area for public consultation

Contact

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Options Appraisal Matrix

<i>Option Summary</i>	<i>Option 1</i>	<i>Option 2 -</i>
1. Brief description of option	<p>The proposed street improvement includes the integration of a dedicated cycle lane measuring three metres in width. This lane would be clearly delineated using contrasting paving materials and defined by a kerb upstand and level change, ensuring visual and physical separation from pedestrian areas.</p> <p>This option also includes the following:</p> <ul style="list-style-type: none"> -Introduction of trees and planters, to enhance the street and delivery climate resilience measures. - Permanent improvements and wider pavements to replace the temporary parklets that were installed in 2021/22. - Improved pedestrian crossings by considering raised tables and where not achievable, dropped kerbs at desire lines will be explored. - Relocation of four disabled bays and a motorcycle parking bay to a nearby street. - Create of a pedestrian priority street environment. 	<p>The proposed design incorporates a shared pedestrian and cycle space without a dedicated cycle lane. This approach aims to promote a calm and inclusive environment by encouraging slower cycling speeds and greater awareness among all users. To support this objective, the use of passive design interventions—such as strategically placed benches, planters, and surface treatments—would be considered. These elements not only enhance the aesthetic and functional quality of the space, but also serve to subtly moderate cyclist behaviour, ensuring a safer and more comfortable experience for pedestrians.</p> <p>This option also includes the following:</p> <ul style="list-style-type: none"> -Introduction of trees and planters, to enhance the street and delivery climate resilience measures. - Permanent improvements and wider pavements to replace the temporary parklets that were installed in 2021/22. - Improved pedestrian crossings by considering raised tables and where not

Option Summary	Option 1	Option 2 -
	<ul style="list-style-type: none"> - Removal of vehicle access to Temple Avenue south from Tallis Street to the junction with Victoria Embankment. Access for emergency vehicles will be permitted and integrated within the design. 	<p>achievable, dropped kerbs at desire lines will be explored.</p> <ul style="list-style-type: none"> - Relocation of four disabled bays and a motorcycle parking bay to a nearby street. - Create of a pedestrian priority street environment. - Removal of vehicle access to Temple Avenue south from Tallis Street to the junction with Victoria Embankment. Access for emergency vehicles will be permitted and integrated within the design.
2. Scope and exclusions	The scheme involves alterations to public highway and excludes any changes to the TLRN.	As per Option 1.
Project Planning		
3. Programme and key dates	<p>September - December 2025:</p> <ul style="list-style-type: none"> • Undertake consultation with stakeholders. Organise trial holes as required to confirm the accuracy of the radar survey to confirm tree planting. • Complete detailed design options appraisals following completion of the consultation. 	As per Option 1.

Option Summary	Option 1	Option 2 -
	<ul style="list-style-type: none"> • Undertake Healthy Streets Design Check and COLSAT of current street condition and proposed improvements. • Prepare detailed options appraisal report. 	
4. Risk implications	<p>Overall project option risk: Low</p> <ul style="list-style-type: none"> • Underground Conditions: Unknown or complex underground infrastructure may affect the project's scope and increase construction costs. • Local Construction Activity: Ongoing construction in the surrounding area could impact the project timeline and coordination. • Traffic Order Objections: Potential objections to proposed traffic orders may influence the final design and scope of the scheme. • Pedestrian–Cyclist Interactions: The introduction of a dedicated cycle lane may lead to increased 	<p>Overall project option risk: Low</p> <ul style="list-style-type: none"> • Underground Conditions: Unknown or complex underground infrastructure may affect the project's scope and increase construction costs. • Local Construction Activity: Ongoing construction in the surrounding area could impact the project timeline and coordination. • Traffic Order Objections: Potential objections to proposed traffic orders may influence the final design and scope of the scheme. • Pedestrian–Cyclist Interactions: The introduction of shared walking and cycling space may lead to conflict for pedestrians, particularly in the absence of clear visual cues or differentiated

Option Summary	Option 1	Option 2 -
	cycling speeds, raising the potential for conflicts with pedestrians.	paving materials to demarcate movement zones.
5. Stakeholders and consultees	<p>External consultees:</p> <p>Officers have already carried out initial engagement with the Fleet Street Area Working Group.</p> <p>Further engagement is planned with residents, local businesses and occupiers.</p> <p>Internal consultees:</p> <ul style="list-style-type: none"> • Ward Members (ongoing engagement) • City of London Environment Department officers (including Highways, Cleansing, City Gardens). 	As per Option 1.
6. Benefits of option	<p>This option will deliver an improved street environment with a balanced approach, prioritising cycle movement, and providing pavements for people walking and wheeling.</p> <p>Greenery and tree planting will support the City's Climate Action Strategy by</p>	<p>This proposal will transform the street by delivering a high-quality public space that provides a pedestrian priority space, enhancing accessibility and a safer walking environment, whilst maintaining cycle access.</p> <p>The design introduces a shared pedestrian and cycle-friendly environment, incorporating</p>

Option Summary	Option 1	Option 2 -
	<p>enhancing biodiversity, improving air quality, and contributing to urban cooling.</p> <p>Thoughtfully designed seating areas will be incorporated throughout the scheme, creating welcoming spaces for rest, social interaction, and community use—fostering a more inclusive and vibrant public realm.</p>	<p>benches and planters that serve both as placemaking features and as passive measures to moderate cycling speeds.</p> <p>This holistic approach ensures a safe, inclusive, and welcoming space for all users. Greening and tree planting form a key component of the scheme, contributing to the objectives of the City's Climate Action Strategy by enhancing biodiversity, improving air quality, and mitigating urban heat. Seating areas will provide opportunities for rest and social interaction, encouraging people to spend time in the space and fostering a sense of community.</p> <p>The design responds directly to stakeholder aspirations, ensuring the area remains attractive, vibrant, and supportive of the local economy.</p> <p>A high standard of design quality will be maintained, with careful consideration given to the historic context and the presence of nearby listed buildings, ensuring that the new public realm complements and enhances the character of the area.</p>

Option Summary	Option 1	Option 2 -
7. Disbenefits of option	The inclusion of a dedicated cycle lane, defined by a level change and a kerb upstand, will introduce a visual and physical demarcation within the public space. While this approach supports efficient and uninterrupted cycling, it also introduces a visual and physical barrier that may affect the accessibility, permeability, and flexibility of the space, and could create a safety issue due to increased cycling speeds.	A shared pedestrian and cycle-friendly space will prioritise pedestrian movement while allowing cyclists to navigate the space with care and consideration. This approach fosters a more inclusive and flexible public realm, where the design encourages slower cycling speeds and greater awareness of other users. By removing rigid segregation, the space promotes a sense of shared responsibility and enhances the overall experience for all users, supporting a safer and more sociable environment.
Resource Implications		
8. Total estimated cost	Likely cost range (excluding risk): £750-900k.	Likely cost range (excluding risk): £750-900k.
9. Funding strategy	£500k - Cool Streets and Greening Programme, inclusive of an additional £150K that has been earmarked for greening and associated maintenance costs.	As per Option 1.

Option Summary	Option 1	Option 2 -
	£400k - S106 contributions in the local area as part of the Fleet Street Area Programme.	
10. Investment appraisal	NA	NA
11. Estimated capital value/return	NA	NA
12. Ongoing revenue implications	Revenue implications for highways and soft landscaping maintenance, and cleansing will be confirmed at the next Gateway and will be included within the project budget.	As per Option 1.
13. Affordability	The project is fully funded.	As per Option 1.
14. Legal implications	None.	As per Option 1.
15. Corporate property implications	None.	As per Option 1.
16. Traffic implications	Proposed changes in parking provision and kerb side loading would be subject to statutory consultation processes.	As per Option 1.

Option Summary	Option 1	Option 2 -
17. Sustainability and energy implications	<p>It is anticipated that all materials will be sustainably sourced in line with the City's Term contractor procurement guidelines.</p> <p>Climate Change resilience measures and planting will be considered as part of the design development.</p> <p>The south part of Temple Avenue is in the City flood risk zone. This means that designs will need to carefully consider the topography of the street network and drainage available as well as opportunities for increased greening to mitigate the issues.</p>	As per Option 1.
18. IS implications	NA	As per Option 1.
19. Equality Impact Assessment	<p>A test of relevance will be undertaken during the next stage of work which will inform whether a full assessment is required.</p> <p>The City of London Streets Accessibility Tool will be used to undertake a baseline assessment and review the proposed design.</p>	As per Option 1.

<i>Option Summary</i>	<i>Option 1</i>	<i>Option 2 -</i>
20. Data Protection Impact Assessment	<i>NA</i>	As per Option 1.
21. Recommendation	<i>Both Options are recommended to be taken forward for public consultation</i>	

Project Coversheet

[1] Ownership & Status

UPI:

Core Project Name: Temple Avenue area improvements

Programme Affiliation (if applicable): Cool Streets and Greening Phase 4 - Fleet Street Area Programme.

Project Manager: Maria Herrera – Transport and Public Realm projects, Environment Department.

Definition of need:

This project seeks to rebalance the streetscape to provide a pedestrian priority public space with the integration of planting and seating. This scheme is looking to improve the overall quality of the street environment by relocating the existing parking bays to a nearby street.

Key measures of success:

- People are safe and feel safe
- People have equal opportunities to enrich their lives and reach their full potential.
- We have clean air, land and water and a thriving and sustainable natural environment
- Our spaces are secure, resilient and well maintained.

Expected timeframe for the project delivery: 8-10 months, subject to statutory consultation on traffic orders. Gateway 6 is estimated for Q4 2026-27.

Key Milestones:

Sept-Dec 2025:

- Further engagement with stakeholders and occupiers to be undertaken.
- Organise trial holes as required to confirm the accuracy of the radar survey.
- Complete detailed options appraisal report.
- Submit Gateway 4 report - Recommended option

Jan-March 2026:

- Draft traffic management orders and commence statutory public consultation.
- Produce detailed design drawings for costing
- Submit G5 report – Authority to Start work

Are we on track for completing the project against the expected timeframe for project delivery?

Yes.

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

No media attention.

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes: Update relevant section post report approval. Add multiple entries to relevant box if issues reports are approved. Note this section is to tell the 'project story' of how we reached the current position outlined in the main report.

'Project Briefing' Gateway 1-2 report as approved by:

Project developed as part of the wider programme of works from the:
Climate Action Strategy, Cool Streets and Greening Programme – Phase 4

Committees:

Projects and Procurement Sub (for information)
Streets and Walkways Sub (for decision)

Dates:

November 2024

- Total Estimated Cost (excluding risk): £500-£650k
- Costed Risk Against the Project: None at this stage.
- Estimated Programme Dates: Gateway 5 Q4-2025-26.

Scope/Design Change and Impact: NA

'Options Appraisal and Design' G3-4 report (PENDING; submitted for approval May 2024)

- Total Estimated Cost (excluding risk):
- Resources to reach next Gateway (excluding risk)
- Spend to date:
- Costed Risk Against the Project:
- CRP Requested:
- CRP Drawn Down:
- Estimated Programme Dates:

Scope/Design Change and Impact:

'Authority to start Work' G5 report (as approved by PSC xx/yy/zz):

- Total Estimated Cost (excluding risk):
- Resources to reach next Gateway (excluding risk)
- Spend to date:
- Costed Risk Against the Project:
- CRP Requested:
- CRP Drawn Down:
- Estimated Programme Dates:

Scope/Design Change and Impact:

Total anticipated on-going commitment post-delivery [£]:Not yet known.

Programme Affiliation [£]:Climate Action Strategy – delivery

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City of London: Projects Procedure Corporate Risks Register

Project Name: Temple Avenue Improvements			PM's overall		Low		CRP requested this autumn		Average		4.0		Open Risks		7																
Unique project identifier:			Total estimated		£900,000		Total CRP used		£-		Average		3.6		Closed Risks		0														
General risk classification																						Ownership & Action									
Risk ID	Gateway	Category	Description of the Risk	Risk Impact Description	Likelihood Classification pre-mitigation	Impact Classification pre-mitigation	Risk score	Costed Impact pre-mitigation (£)	Costed Risk Provision requested Y/N	Confidence in the estimation	Mitigating actions	Mitigation cost (£)	Likelihood Classification post-mitigation	Impact Classification post-mitigation	Costed impact post-mitigation (£)	Post-Mitigation risk score	CRP used to date	Use of CRP	Date raised	Named Departmental Risk Manager/ Coordinator	Risk owner (Named Officer or External Party)	Date Closed OR/ Realised & moved to issues	Comment(s)								
R1	2	(10) Physical	Project impacted by nearby developments.	There is a possibility that the project programme could be impacted by nearby developments adjacent to the project area which has a historic planning permission. Timescales for delivery of those projects is yet unknown.	Likely	Minor	4	£0.00			Keep in regular contact with stakeholders and planning colleagues and be informed of any changes to their programme and take actions accordingly.	£0.00	Likely	Minor	£0.00	4	£0.00		10/08/2023	DBE	Maria Herrera										
R2	2	(10) Physical	A delay in establishing alternative parking provision for the removal of bays.	To deliver the full scope of benefits parking bays need to be relocated from Creechurch Lane to the local area. If this wasn't completed, the project is unable to progress with a feasible design.	Unlikely	Serious	4	£0.00	N		Alternative parking provision has been identified and initial consultation undertaken. This information will be progress through local consultation with stakeholders and statutory traffic management orders.	£0.00	Unlikely	Minor	£0.00	2	£0.00		10/08/2023	DBE	Maria Herrera										
R3	2	(4) Contractual/Partnership	Procurement of materials causes delays on project delivery.	A significant delay to the receipt of materials will impact the programme for implementation.	Unlikely	Serious	4	£0.00	N		Agree priorities with the Col. Chamberlain and maintain dialogue with Highways Manager/ Term Contractor to establish procurement targets to inform the programme and meet stakeholders expectations.	£0.00	Likely	Minor	£0.00	4	£0.00		10/08/2023	DBE	Maria Herrera										
R4	2	(5) H&S/Wellbeing	Noisy Works	Noisy Works could generate complaints from local occupiers and delay the programme.	Likely	Minor	4	£0.00	N		Primary works times will be agreed with Environmental Health Officers and communicated with local occupiers. Flexibility is also built in to allow for these times to be altered.	£0.00	Possible	Minor	£0.00	3	£0.00		10/08/2023	DBE	Maria Herrera										
R5	2	(4) contractual / partnership	Stakeholder support is not secured.	The project includes the review of current parking and loading provision, which could change the current vehicular traffic flows.	Possible	Serious	6	£0.00	N		The Col. team will undertake close consultation with local occupiers to ensure their needs are accounted for as well as the needs to the functionality of the streets.	£0.00	Possible	Serious	£0.00	6	£0.00		10/08/2023	DBE	Maria Herrera										
R5	2	(9) Environmental	The design requires changes due to the need to provide a dedicated cycle lane.	The desing could be perceived as fragmented if a dedicated cycle lane is integrated, potentially causing cyclists to increase speeds.	Possible	Minor	3	£0.00	N		The desing would be evaluated taking into account the feedback from the consultation and local needs, alongside a risk assessment of the local use of the space.	£0.00	Possible	Minor	£0.00	3	£0.00		10/08/2023	DBE	Maria Herrera										
R6	2	(2) Financial	Funding is not sufficient to deliver the project.	The project funding is confirmed and options can be considered if there is shortage.	Possible	Minor	3	£0.00	N		A funding shortage would mean that alternative materials would need to be discussed to achieve cost efficiency, whilst delivering on the objectives of the Climate Action Strategy.	£0.00	Possible	Minor	£0.00	3	£0.00		10/08/2023	DBE	Maria Herrera										

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Appendix.

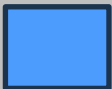


Temple Avenue - General arrangement plan

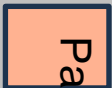
Page 37
Visuals

Temple Avenue Project scope

Current parking provision:



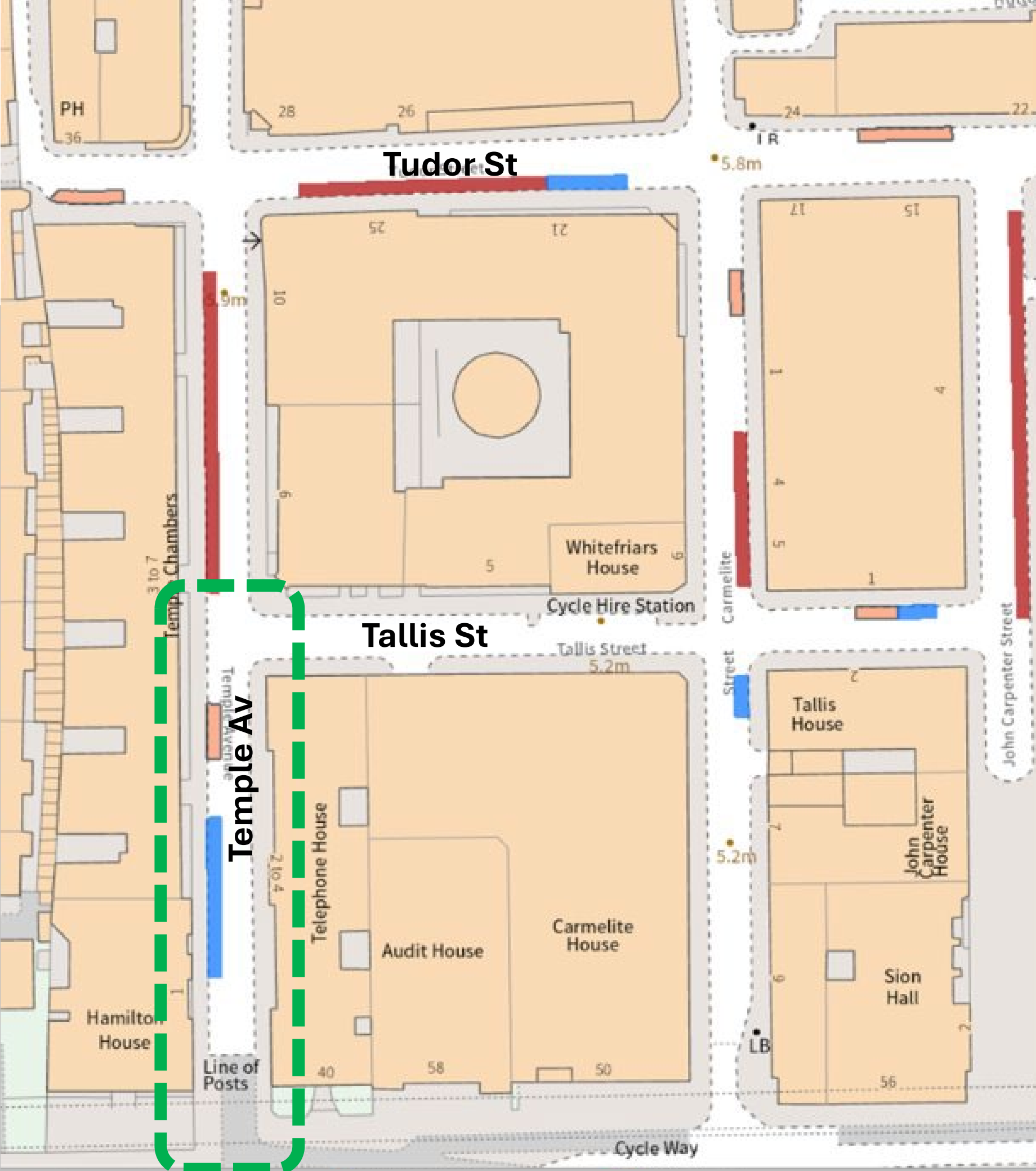
4 disabled parking bays



6m Motorcycle bay



Project scope



Temple Avenue

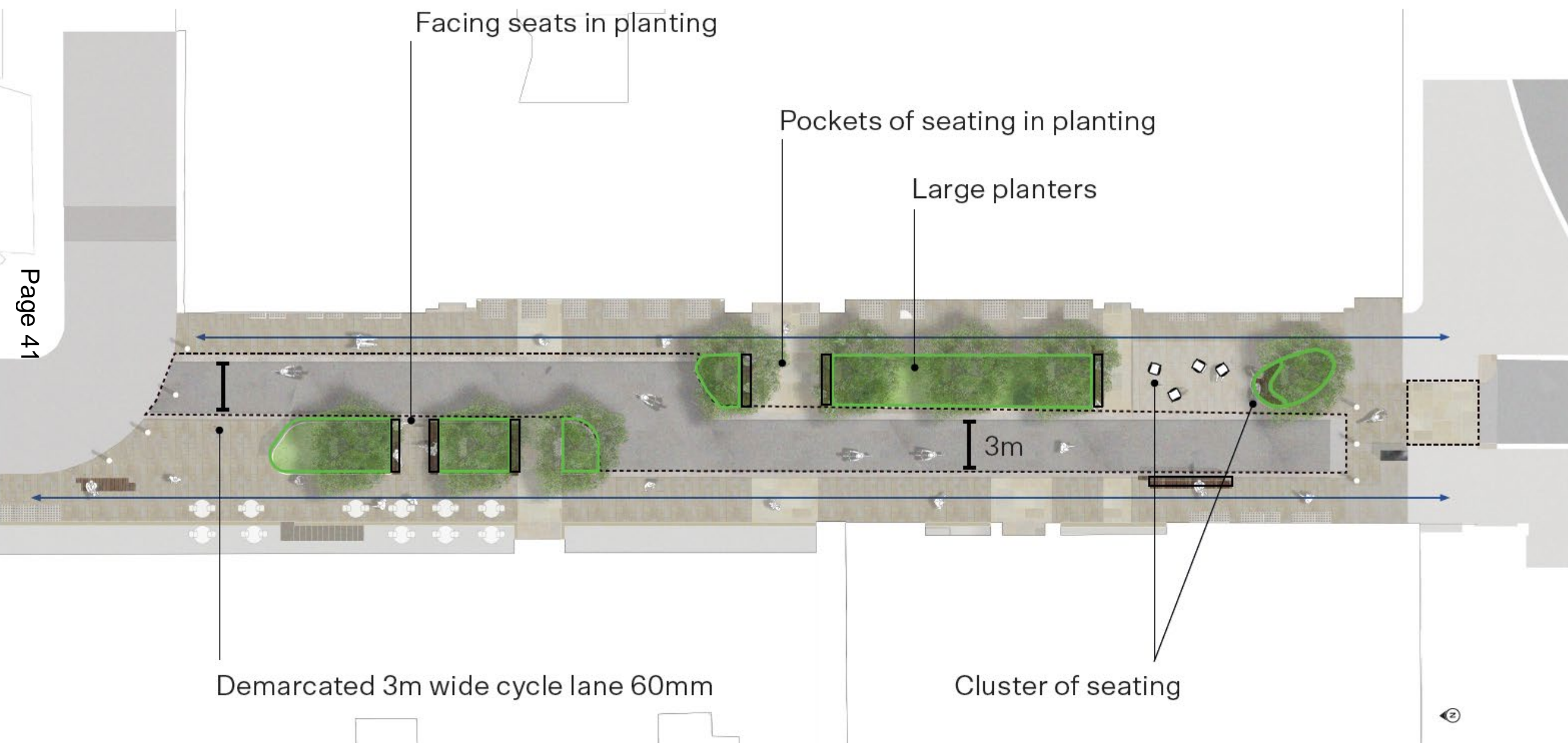
Current site condition





Option 1

Option 1 - Seating and planting



Option 1

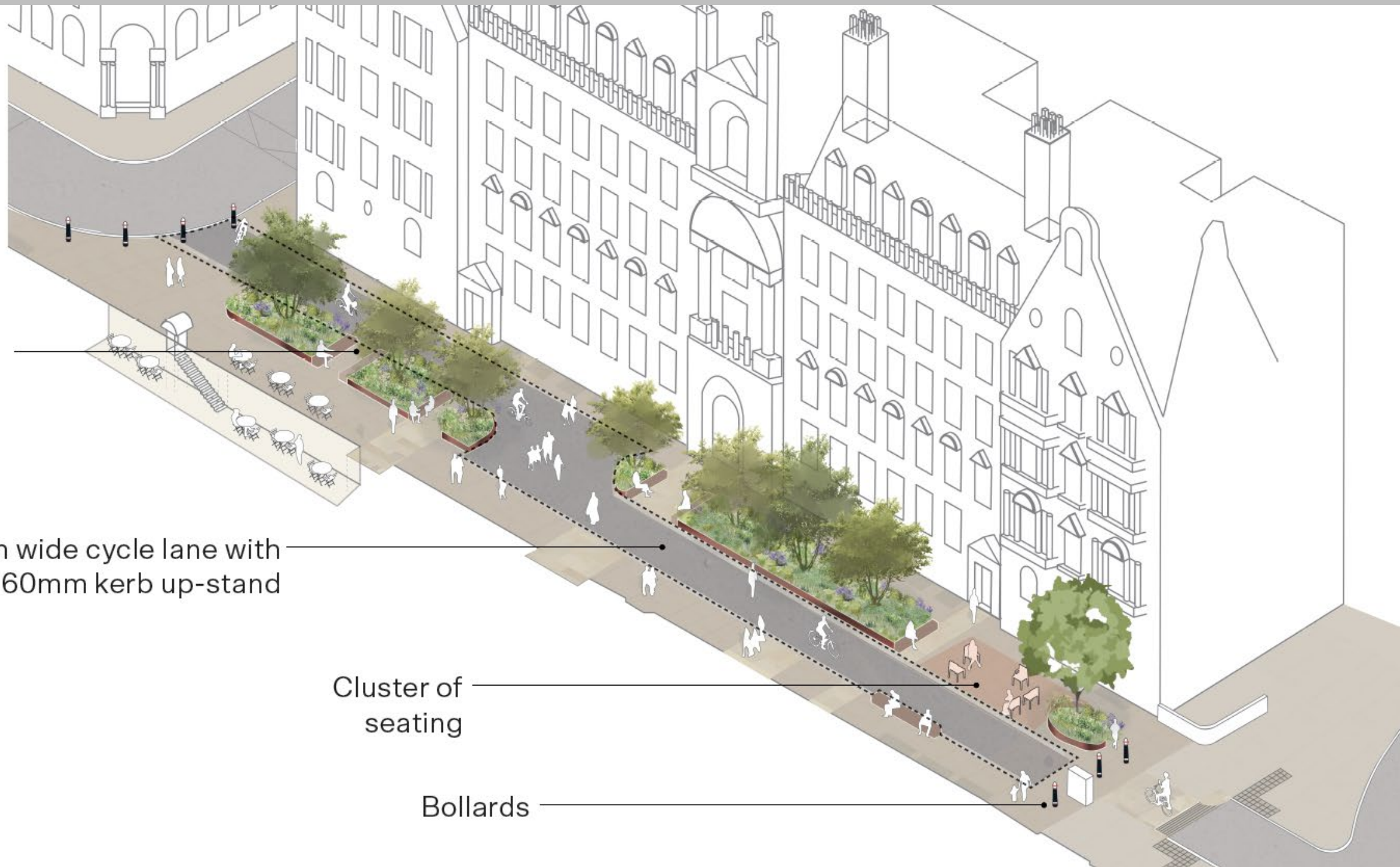
Pockets of seating
in planting

Page 42

Demarcated 3m wide cycle lane with
a 60mm kerb up-stand

Cluster of
seating

Bollards

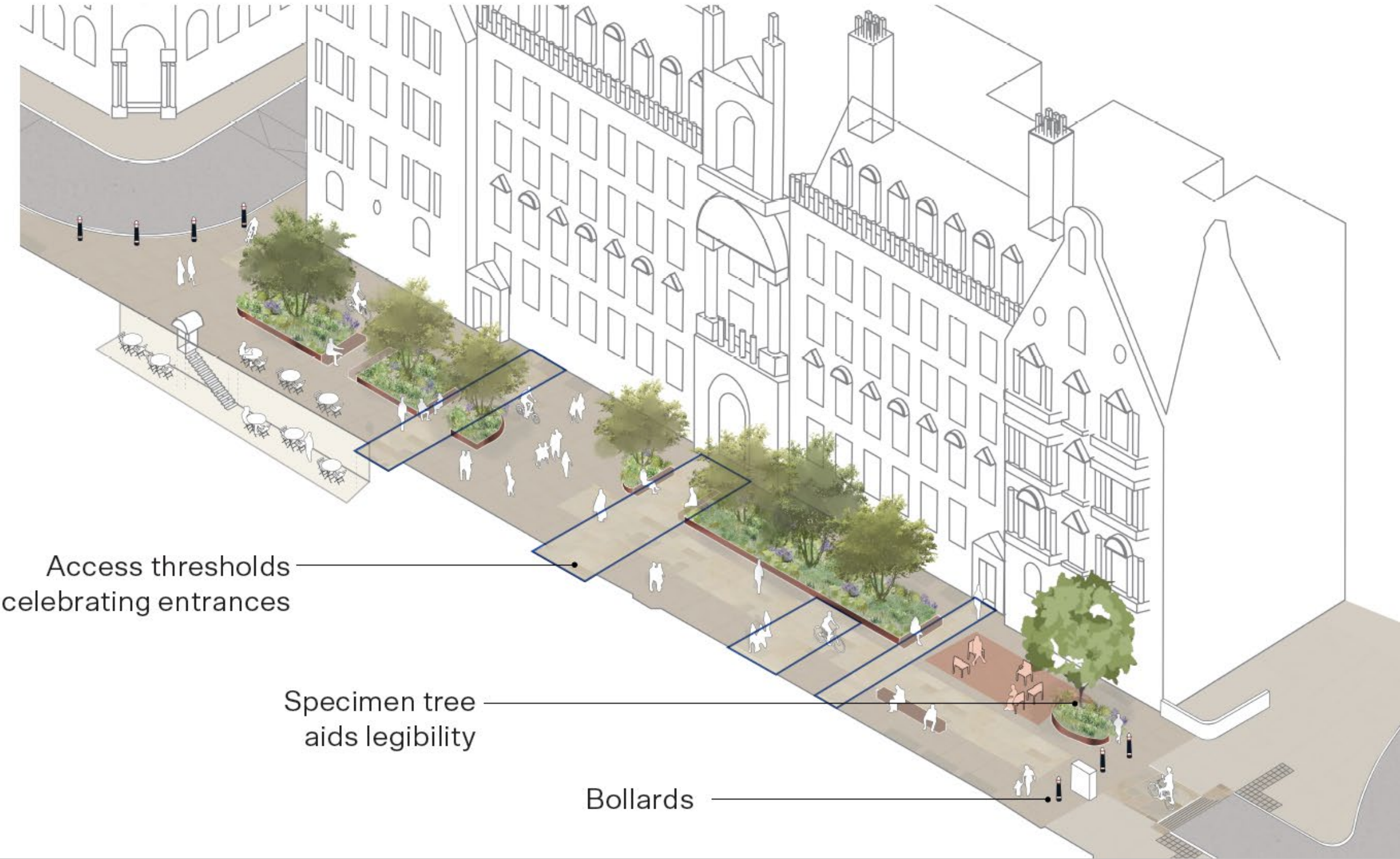




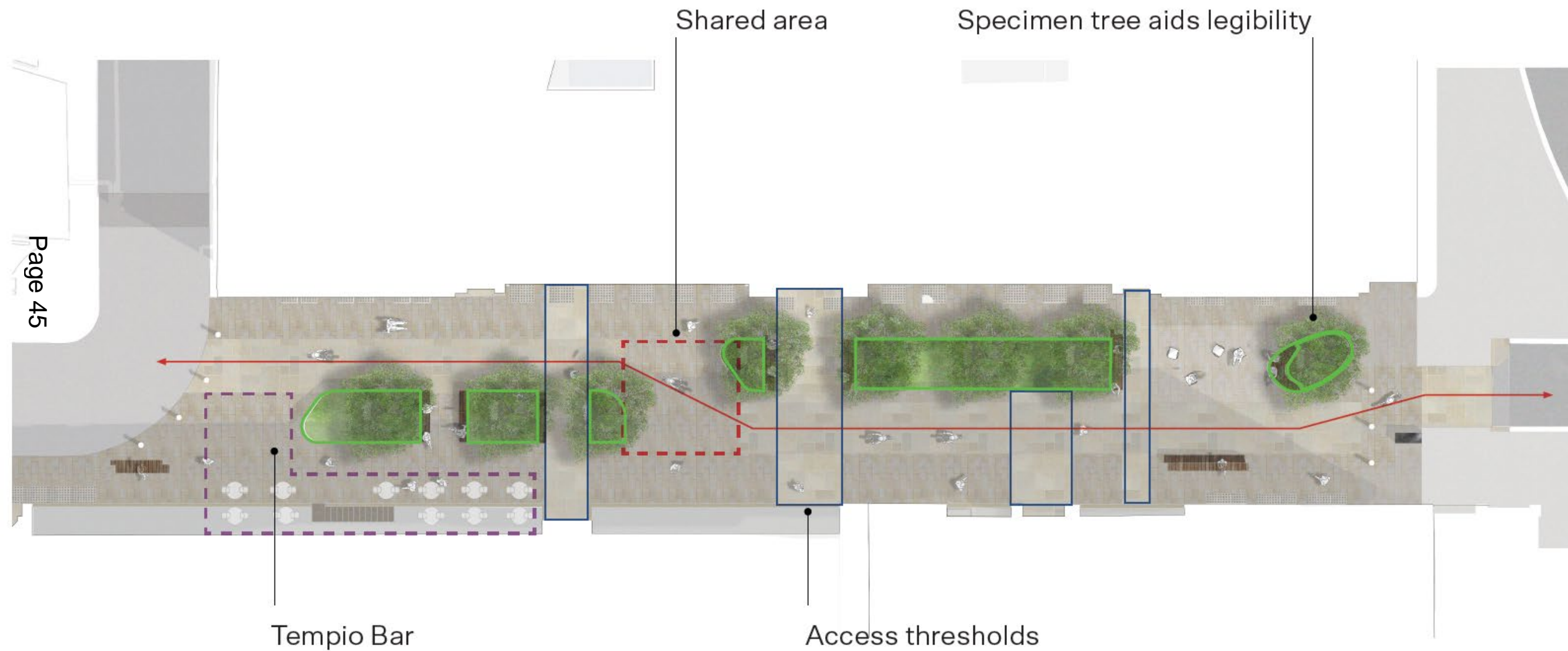
Option 2

Option 2

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Option 2 - Shared space for walking and cycling

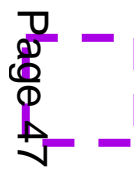


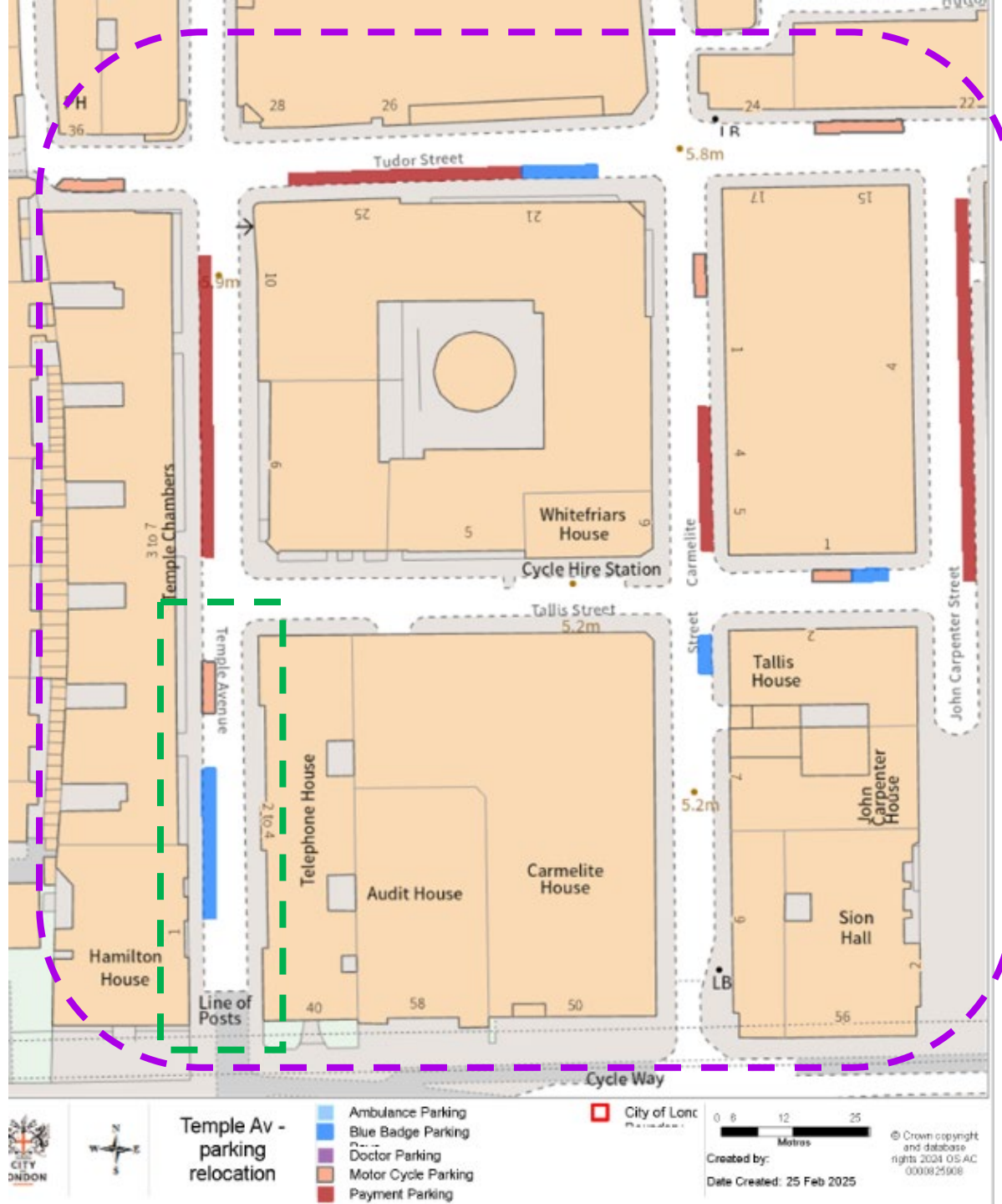


Appendix 5:

Public consultation

 Temple Avenue project scope.

 Plan of area for public consultation



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Committees: Streets and Walkways Sub-Committee - For Decision Projects and Procurement Sub-Committee – For Information	Dates: 22 July 2025 4 September 2025
Subject: Fenchurch Street Area Healthy Streets Plan Unique Project Identifier: 12422	Gateway 3/4: Options Appraisal (Regular)
Report of: Executive Director Environment Report Author: Stephen Oliver, Policy and Projects, City Operations	For Decision
PUBLIC	

<p>1 Status update</p>	<p>Background</p> <p>The Fenchurch Street Area Healthy Streets Plan (HSP) will provide a framework for improvements to the streets and public realm in the area. The proposals will reflect the aspirations of stakeholders, including the Eastern City and Aldgate Connect Business Improvements Districts (BIDs), and the opportunities arising from development. Developing the plan has included testing the feasibility of any proposals which includes traffic management changes. The first phase of work to prepare a draft set of proposals for consultation is complete and the subject of this report.</p> <p>Subject to approval, the draft plan will form the basis for public consultation starting in September 2025. The responses from the consultation and the traffic and pedestrian modelling work will enable a final plan to be prepared for Committee approval. The final Plan will include a series of proposed projects and a programme for implementation. After this, funding bids will be submitted for projects, which once initiated will be subject to additional consultation and approvals.</p> <p>The purpose of this report is to:</p> <ul style="list-style-type: none"> • Seek Member approval to consult on the draft Fenchurch Street Area Healthy Streets Plan in appendix 4. <p>RAG Status: Green at last report to Committee</p> <p>Risk Status: Low at last report to Committee</p> <p>Total Estimated Cost of Project (excluding risk): £240,000</p> <p>Change in Total Estimated Cost of Project (excluding risk): Increase/Decrease of £0 since last report to Committee</p> <p>Spend to Date: £87,216.</p> <p>Costed Risk Provision Utilised: £0</p> <p>Slippage: <i>Any delays/issues impacting cost/quality/scope/time</i></p>
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<p>2 Next steps and requested decisions</p>	<p>Next Gateway: <i>Gateway 5: Authority to Start Work</i></p> <p>Next Steps:</p> <ul style="list-style-type: none"> • Public and stakeholder consultation on the draft Plan in September 2025. • Analysis of feedback to further inform the proposals and the prioritisation of projects. • Final Plan including a delivery plan presented to Committee in December 2025. • Establish a Fenchurch Street area programme board to coordinate project delivery. <p>Requested Decisions:</p> <ol style="list-style-type: none"> 1. That additional budget of £70,000 is approved to reach the next Gateway funded from S106 deposits as set out in Appendix 3. 2. Note the total estimated cost of the project at £170,000 (excluding risk). 3. Approve the draft Fenchurch Street Area Healthy Streets Plan (Appendix 4) for public and stakeholder consultation in September 2025.
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3

Resource requirements to reach next Gateway

For recommended option 1:

Item	Reason	Funds/ Source of Funding	Cost (£)
P & T staff costs	Project Management, stakeholder engagement and area analysis.	S106	£40,000
P & T fees	Consultation portal and publicity materials and consultancy services	S106	£30,000
Total			£70,000

Project management time consists of on average 2 and a half days a week of officer time to prepare and implement public consultation on the opportunities and proposals and drafting of the G5 report on the consultation findings.

Costed Risk requested for this Gateway: None

<p>4 Overview of project</p>	<p>Project update:</p> <p>4.1 Since the Gateway 2 Report was presented to Committee in March 2024, traffic and pedestrian data has been collected for streets in the project area. Consultants have been appointed to develop concept options for public realm changes on Eastcheap and Great Tower Street and America Square. Consultant studies have also been produced for changes to traffic management for the northern end of Mark Lane and to assess existing parking and loading use and the feasibility of relocating some of the spaces.</p> <p>The draft Healthy Streets Plan</p> <p>4.2 The draft Plan sets out an integrated approach to improving the public realm and managing traffic to support delivery of the following Transport Strategy outcomes:</p> <ul style="list-style-type: none"> • The Square Mile’s streets are great places to walk, wheel and spend time • Street space is used more efficiently and effectively • The Square Mile is accessible to all • People using our streets and public spaces are safe and feel safe • Improved experience of riding cycles and scooters in the City • The Square Mile’s air and streets are cleaner and quieter • Our street network is resilient to changing circumstances • The Square Mile benefits from better transport connections. <p>4.3 The proposals will support delivery of the City Corporation’s Climate Action Strategy and the Destination City initiative. The proposals also support both of the Business Improvement Districts’ (BIDS) Area Based Strategies and the objectives of the City Cluster and Aldgate, Tower and Portsoken key area of change and the Thames Policy area.</p>
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	<p>4.4 The proposals in the plan aim to improve the safety and comfort for people walking, wheeling and cycling within the area and surrounding neighbourhoods. Potential improvements include making some streets pedestrian priority with improved crossings and the carriageway raised to pavement height. Public realm improvements including widened pavements, tree planting, sustainable drainage (SuDs), places for people to rest and parking for cycles and dockless cycles and e-scooters. Proposals from this Plan are intended to integrate with new developments in the area and public realm changes secured as part of Section 106 and Section 278 agreements.</p> <p>Proposals to be explored include:</p> <ul style="list-style-type: none"> • On Fenchurch Street, Eastcheap and Great Tower Street: Pavement widening, public realm improvements including places to sit and socialise, SuDs or in ground planting and trees where feasible and new or improved crossings. • For Crescent and America Square: Changes to traffic management and parking to increase pedestrian priority and create new public spaces. • Changes to traffic management on Fenchurch Place and Mark Lane to improve public safety in front of the station and to increase pedestrian space or create a larger public space adjoining All Hallows Staining Church Tower. • New public spaces on Vine Street and St Dunstan's Hill and Monument Street. • Raising junctions, crossings and sections of carriageway to pavement levels to improve pedestrian priority where feasible. • Relocating on street parking in the area to enable pavement widening and public realm improvements. • New architectural feature lighting under railway viaduct arches and laneway entrances. <p>Public consultation</p> <p>4.5 The consultation will present these opportunities for change and gather feedback</p>
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	<p>from people who live, work and visit the area, as well as businesses and other stakeholders.</p> <p>4.6 It is proposed to use the same engagement platform we have used for other recent consultations. This allows the public can comment on the proposals that they are interested in and highlight issues and opportunities. The consultation will be promoted via a letter to all businesses and residents in the area along with online and on-street promotion publicising the consultation and a series of drop-in engagement sessions. Ward Members and the BID's will continue to be engaged as the detail develops. The BID's will also be notifying their members of the consultation.</p> <p>4.7 Officers will also be offering guided walks around the area in partnership with the local BIDs in order to gather views on the proposals.</p> <p>4.8 Engagement with TfL will also be undertaken on the proposed changes where required.</p> <p>After consultation</p> <p>4.9 The feedback from the consultation will help to establish the likely support for the various interventions and identify further changes that people might like to see. The intention is to establish the framework to inform a delivery plan of proposed changes for the area which will be presented to Members for final approval.</p> <p>4.10 The final Plan will propose a prioritised programme of projects. Further funding will be sought to initiate these projects from both external and internal funding streams, such as any new Section 106 Agreements, CIL, and On Street Parking Reserve or where practical to include projects in any new S278 schemes. In addition, working in partnership with the BID and local businesses all other opportunities for partner funding opportunities will be explored.</p>
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5 Recommended option	<p>5.1 It is recommended that the details of the draft Healthy Streets Plan in Appendix 4 is taken forward to public consultation to seek views of the local communities as the next step of the plan's development.</p>
6 Risk	<p>6.1 Risks identified and their mitigation are:</p> <ul style="list-style-type: none"> Public Consultation response does not support the Plan and/or proposed interventions requiring more time and further consultation to be undertaken. <p>The consultation will articulate the benefits of the proposals and criticisms will be taken on board for the final plan.</p> <ul style="list-style-type: none"> The proposals do not meet the objectives and aspirations of the BID's. <p>The BID's have been engaged with prior to public consultation and their aspirations and objectives have been included in the draft plan.</p> <ul style="list-style-type: none"> The proposals that are identified in the Healthy Streets Plan may not be affordable. <p>This is highly likely. The project team will engage with the Planning Department to seek funding from developers where appropriate and the BID's.</p> <p>Further information available in the Risk Register (Appendix 2) and Options Appraisal.</p>
7 Procurement approach	<p>7.1 For the Consultation portal Commonplace are the Corporations contractor for public consultation exercises</p>

Appendices

Appendix 1	Project Coversheet
Appendix 2	Risk Register
Appendix 3	Funding tables
Appendix 4	Draft Fenchurch Street Area Healthy Streets Plan

Contact

Report Author	Stephen Oliver
Email Address	Stephen.oliver@cityoflondon.gov.uk
Telephone Number	

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Project Coversheet

[1] Ownership & Status

UPI:

Core Project Name: Fenchurch Street Area Healthy Streets Plan

Programme Affiliation (if applicable):

Project Manager: Stephen Oliver

Definition of need:

The Fenchurch Street Area Healthy Streets Plan is a key deliverable of the City's Transport Strategy and further supports the Climate Action Strategy in developing spaces that are climate resilient. The Healthy Streets Plan also aligns with the ambitions for the area, as set out in the Draft City Plan 2040. The Fenchurch Street area has seen significant change and will continue to experience significant increases in the number of people walking and cycling in the area and was therefore identified to need a Healthy Streets Plan.

In March 2024, a Gateway 2 report approved the Fenchurch Street Area Healthy Streets Plan project area and funding for Project Management and Consultancy Fees.

The Healthy Streets Plan will identify and develop proposals for schemes, outlining the required network changes and creating a high-quality public realm for all those who live, work, and visit the area.

The draft Healthy Streets Plan will identify temporary and interim changes to the function of the highway network. The proceeding phases will deliver the required infrastructure changes to achieve the medium and long-term objectives of the proposals. These proceeding phases will be set-up as individual Healthy Streets Plan projects, following the completion of the first phase.

Key measures of success:

- A tested and recommended phasing schedule for the projects that will comprise the Fenchurch Street Area Healthy Streets Plan The identification of the number of pedestrian priority streets that can be delivered (measured by length) in the area
- An indication of increased public realm either through pavement widenings or new public spaces created

Expected timeframe for the project delivery: 22 months (March 2024 to Jan 2026).

- **Key Milestones:** Revised-
- Traffic and pedestrian data collection – April 2024 to March 2025
- Gateway 3/4 June /July 2024
- Stakeholder Consultation – September 2025 (6 weeks)
- Plan preparation October to - November 2025

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- Gateway 5 report to committee – December 2025

Are we on track for completing the project against the expected timeframe for project delivery? Yes

Has this project generated public or media impact and response which the City of London has needed to manage or is managing?

<If so what and how?>

No

[2] Finance and Costed Risk

Headline Financial, Scope and Design Changes:

‘Project Briefing’ G1 report (as approved by Chief Officer 26th Jan. 2024):

- Total Estimated Cost (excluding risk): £200,000 to £240,000
- Costed Risk Against the Project: None
- Estimated Programme Dates: March 2024 – January 2025

Scope/Design Change and Impact:

‘Project Proposal’ G2 report (as approved by PSC 19 March 2024):

- Total Estimated Cost (excluding risk): £255,006.20
- Resources to reach next Gateway (excluding risk) £100,000
- Spend to date: £0
- Costed Risk Against the Project: None requested
- CRP Requested: None
- CRP Drawn Down: None
- Estimated Programme Dates: March 2024 – January 2025

Scope/Design Change and Impact:

‘Options Appraisal and Design’ G3-4 report (as approved by PSC xx/yy/zz):

- Total Estimated Cost (excluding risk):
- Resources to reach next Gateway (excluding risk)
- Spend to date:
- Costed Risk Against the Project:
- CRP Requested:
- CRP Drawn Down:
- Estimated Programme Dates : January 2021 - May 2023

Scope/Design Change and Impact:

‘Authority to start Work’ G5 report (as approved by PSC xx/yy/zz):

- Total Estimated Cost (excluding risk):
- Resources to reach next Gateway (excluding risk)
- Spend to date:
- Costed Risk Against the Project:

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- CRP Requested:
- CRP Drawn Down:
- Estimated Programme Dates:

Scope/Design Change and Impact:

Total anticipated on-going commitment post-delivery [£]: Individual projects would be initiated following the adoption of the HSP and delivery plan. <Current Range> Programme Affiliation [£]:N/A

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City of London: Projects Procedure Corporate Risks Register																													
Project Name:			Fenchurch Street Area Healthy Streets Plan							PM's overall risk rating:		Medium		CRP requested this gateway				Average unmitigated risk		5.3		Open Risks		9					
Unique project identifier:			PV ID							Total estimated cost (exc risk):		£		240,000		Total CRP used to date		£		-		Average mitigated risk score		5.4		Closed Risks		0	
General risk classification											Mitigation actions							Ownership & Action											
Risk ID	Gateway	Category	Description of the Risk	Risk Impact Description	Likelihood Classification pre-mitigation	Impact Classification pre-mitigation	Risk score	Costed impact pre-mitigation (£)	Costed Risk Provision requested Y/N	Confidence in the estimation	Mitigating actions	Mitigation cost (£)	Likelihood Classification post-mitigation	Impact Classification post-mitigation	Costed impact post-mitigation (£)	Post-Mitigation risk score	CRP used to date	Use of CRP	Date raised	Named Departmental Risk Manager/ Coordinator	Risk owner (Named Officer or External Party)	Date Closed OR/ Realised & moved to Issues	Comment(s)						
R1	4	(3) Reputation	Stakeholder groups such as the BIDs, local residents, businesses or rail operator do not support proposed changes to traffic management.	Engagement with local stakeholders will be continued.	Possible	Serious	6	£0.00			The project team will engage with the BIDs, local businesses and Fenchurch Street station on proposals as they develop.	£0.00	Possible	Major	£0.00	12	£0.00		24/07/2020	Gillian Howard	Stephen Oliver								
R2	3	(3) Reputation	The proposals do not meet the expectations of stakeholders.	Stakeholder support for the project will not be forthcoming	Possible	Serious	6	£0.00			Consultation on the draft proposals will articulate the benefit of the proposals and concerns will be taken on board.	£0.00	Possible	Serious	£0.00	6	£0.00		12/01/2024	Gillian Howard	Stephen Oliver								
R4	3	(1) Compliance/Regulatory	Changes in political leadership within the City.	The project is no longer supported or withdrawn.	Unlikely	Major	8	£0.00			Informing members of the City of the progress and benefits of the project and identifying its outputs and how they meet the objectives of the Transport Strategy and and the City Plan 2021-26.	£0.00	Unlikely	Major	£0.00	8	£0.00		24/07/2020	Gillian Howard	Stephen Oliver								
R3	3	(4) Contractual/Partnership	Issues or delays in approvals for any required modelling.	Delays and possible increase to project programme.	Unlikely	Serious	4	£0.00			Early and regular meetings with TfL to understand their approval procedures.	£0.00	Unlikely	Serious	£0.00	4	£0.00		12/01/2024	Gillian Howard	Stephen Oliver								
R7	3	(2) Financial	Cost does not have sufficient funds to complete the project	The project would have to be rescope or withdrawn.	Possible	Serious	6	£0.00			The project team will liaise with planning if there are any proposed developments in the area that could make a Section 106 contribution.	£0.00	Unlikely	Serious	£0.00	4	£0.00		#REF!	#REF!	#REF!								
R4	3	(4) Contractual/Partnership	Some or all of further data that is required cannot be collected due to survey companies having no capacity to deliver the services.	Delay and possible increased cost to project programme.	Unlikely	Minor	2	£0.00			Most traffic data requirements have already been carried out. Procure the services as an open tender to increase the possibility of a company able to undertake the surveys, and complete the procurement exercise as early as possible.	£0.00	Unlikely	Minor	£0.00	2	£0.00		12/01/2024	#REF!	#REF!								
R9	3	(2) Financial	Insufficient funds or loss of funding source.	Will delay project progression or result in the cancellation of the project.	Possible	Serious	6	£0.00			Investigate further funding options or reduce the scope of the project.	£0.00	Possible	Serious	£0.00	6	£0.00		24/07/2020	Gillian Howard	#REF!								
R5	3	(1) Compliance/Regulatory	Brexit or external factors affect labour costs.	Higher or lower costs for consultancy services	Unlikely	Serious	4	£0.00			Review each cost at HNP stage	£0.00	Unlikely	Serious	£0.00	4	£0.00		12/01/2024	Gillian Howard	#REF!								
R6	3	(3) Reputation	Insufficient funds for the projects identified in the plan	Objectives of the Transport Strategy and the Climate Action Strategy will not be met.	Possible	Serious	6	£0.00			This is highly likely. Further funding opportunities will be identified as the plan is developed. Proposals will reflect these opportunities.	£0.00	Possible	Minor	£0.00	3	£0.00		24/07/2020	Gillian Howard	Stephen Oliver								

City of London: Projects Procedure Corporate Risks Register																								
Project Name:			Bunhill, Barbican and Golden Lane Healthy Neighbourhoods					PM's overall risk rating:		Medium		CRP requested this gateway				Average unmitigated risk		6.0		Open Risks		11		
Unique project identifier:			PV ID 12240					Total estimated cost (exc risk):		£ 250,000		Total CRP used to date		£ -		Average mitigated risk score		5.5		Closed Risks		0		
General risk classification																								
Risk ID	Gateway	Category	Description of the Risk	Risk Impact Description	Likelihood Classification pre-mitigation	Impact Classification pre-mitigation	Risk score	Costed Impact pre-mitigation (£)	Costed Risk Provision requested Y/N	Confidence in the estimation	Mitigating actions	Mitigation cost (£)	Likelihood Classification post-mitigation	Impact Classification post-mitigation	Costed Impact post-mitigation (£)	Post-Mitigation risk score	CRP used to date	Use of CRP	Date raised	Named Departmental Risk Manager/Coordinator	Risk owner (Named Officer or External Party)	Date Closed OR/Realised & moved to issues	Comment(s)	
R1	3	(4) Contractual/Partnership	The City and Islington Council do not agree traffic management changes in the project area.	A wider area Healthy neighbourhood plan will not be produced.	Possible	Serious	6	£0.00			Regular officer working group meetings between the two councils will coordinate proposals. Significant issues will be reported to management post-Mitigation discussion.	£0.00	Possible	Serious	£0.00	6	£0.00		22/05/2023	Gillian Howard	Stephen Oliver			
R2	3	(3) Reputation	Stakeholder groups such as local residents associations or schools do not support proposed changes to traffic management.	Engagement with local stakeholders will be continued.	Possible	Major	12	£0.00			The project team will engage with representatives of the community and the schools as the proposed designs develop.	£0.00	Possible	Major	£0.00	12	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R3	3	(3) Reputation	The proposals do not meet the expectations of stakeholders.	Stakeholder support for the project will not be forthcoming	Possible	Serious	6	£0.00			Consultation on the draft proposals will articulate the benefit of the proposals and concerns will be taken on board.	£0.00	Possible	Serious	£0.00	6	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R4	3	(1) Compliance/Regulatory	Changes in political leadership within the City, LBI or TfL.	The project is no longer supported or withdrawn.	Unlikely	Major	8	£0.00			Informing members of the City and LBI of the progress and benefits of the project and identifying in the Transport Strategy delivery plan.	£0.00	Unlikely	Major	£0.00	8	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R5	3	(4) Contractual/Partnership	Issues or delays in approvals for any required modelling.	Delays and possible increase to project programme.	Unlikely	Serious	4	£0.00			Early and regular meetings with TfL to understand their approval procedures.	£0.00	Unlikely	Serious	£0.00	4	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R8	3	(4) Contractual/Partnership	Some or all of further data that is required cannot be collected due to survey companies having no capacity to deliver the services.	Delay and possible increased cost to project programme.	Unlikely	Serious	4	£0.00			Procure the services as an open tender to increase the possibility of a company able to undertake the surveys, and complete the procurement exercise as early as possible.	£0.00	Unlikely	Serious	£0.00	4	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R9	3	(2) Financial	Insufficient funds or loss of funding source.	Will delay project progression or result in the cancellation of the project.	Possible	Serious	6	£0.00			Investigate further funding options or reduce the scope of the project.	£0.00	Possible	Serious	£0.00	6	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R10	3	(1) Compliance/Regulatory	Brexit or external factors affect labour costs.	Higher or lower costs for consultancy services.	Unlikely	Serious	4	£0.00			Review each cost of HNP stage.	£0.00	Unlikely	Serious	£0.00	4	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R11	3	(3) Reputation	Insufficient funds for the projects identified in the plan	Objectives of the Transport Strategy and the Climate Action Strategy will not be met.	Possible	Serious	6	£0.00			Identify funding opportunities as the plan is developed. Proposals will reflect these opportunities.	£0.00	Possible	Minor	£0.00	3	£0.00		24/07/2020	Gillian Howard	Stephen Oliver			
R12								£0.00				£0.00				£0.00	£0.00							
R13								£0.00				£0.00				£0.00	£0.00							
R14								£0.00				£0.00				£0.00	£0.00							
R15								£0.00				£0.00				£0.00	£0.00							
R16								£0.00				£0.00				£0.00	£0.00							
R17								£0.00				£0.00				£0.00	£0.00							

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Appendix 3 Funding Tables (Fenchurch Street Area Healthy Streets Plan)

Table 1: Spend to date -			
Description	Approved Budget (£)	Expenditure (£)	Balance (£)
P&T Staff Costs	45,314	37,143	8,171
P&T Fees	54,686	50,073	4,613
TOTAL	100,000	87,216	12,784

Table 2: Resources Required to reach the next Gateway			
Description	Approved Budget (£)	Resources Required (£)	Revised Budget (£)
P&T Staff Costs	45,314	40,000	85,314
P&T Fees	54,686	30,000	84,686
TOTAL	100,000	70,000	170,000

Table 3 Funding Source		
S106	120 Fenchurch Street	240,000

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Fenchurch Street Area Healthy Streets Plan

Introduction

This Healthy Streets Plan sets out an integrated approach to improving the public realm and managing traffic in the area south of Fenchurch Street.

It sets out potential changes to how motor vehicles use streets to access and move around the area. It also outlines potential improvements for people walking, wheeling, cycling and spending time on streets in the area.

The proposals will improve the quality of streets and public spaces, and the attractiveness of the area for living, working and as a leisure destination. They will make streets safer and more pleasant places to spend time.

The Healthy Streets Plan provides the framework for future investment in the area. Individual projects within the plan will be subject to further public consultation, feasibility, detailed design and the City Corporation's approval processes.

The Fenchurch Street Area Healthy Streets Plan

The Plan covers the area bounded by Fenchurch Street to the north, Lower Thames Street to the south, the A10 (Gracechurch Street and King William Street) to the east and Minories to the west. It adjoins the City Cluster Healthy Streets Plan area.

Land use and heritage

The area will undergo substantial change in the coming years as a result of emerging and consented development proposals. This includes several large office developments, particularly on Fenchurch Street and Gracechurch Street. The area also includes key heritage assets including the Monument to the Great Fire of London, St Dunstons in the East Church Garden, and parts of London Wall. It also adjoins the Tower of London. Other attractions include the Sky Garden at 20 Fenchurch Street and new developments in the area will create more public spaces and viewing galleries. In amongst these uses there are also concentrations of residential.

Eastcheap has a significant nighttime economy with many pubs and restaurants. In the eastern part of the area the leisure and nighttime uses are complimented by several hotels. The railway viaducts on the approach to Fenchurch Street station create a very different character compared to the rest of the City and with creative and improved lighting could further support the nighttime economy by making the area more inviting and attractive.

The location and transport infrastructure of the area make it a significant gateway into the City for commuters and visitors. Footfall is therefore significant and will increase as new developments are completed. The streets and public space need to accommodate this increasing demand for people walking and wheeling.

Public transport

Public transport includes Fenchurch Street railway station and an entrance and exit to Monument Underground station. Both of these are gateways into the City for commuters and visitors. Eastcheap has bus services for east and west travel, whilst Gracechurch Street and Minories adjoining the plan area have north and south services. On Lower Thames Street there is the C3 cycleway which connects with the C2 cycleway to the east at Mansell Street and the C4 cycleway at London Bridge.

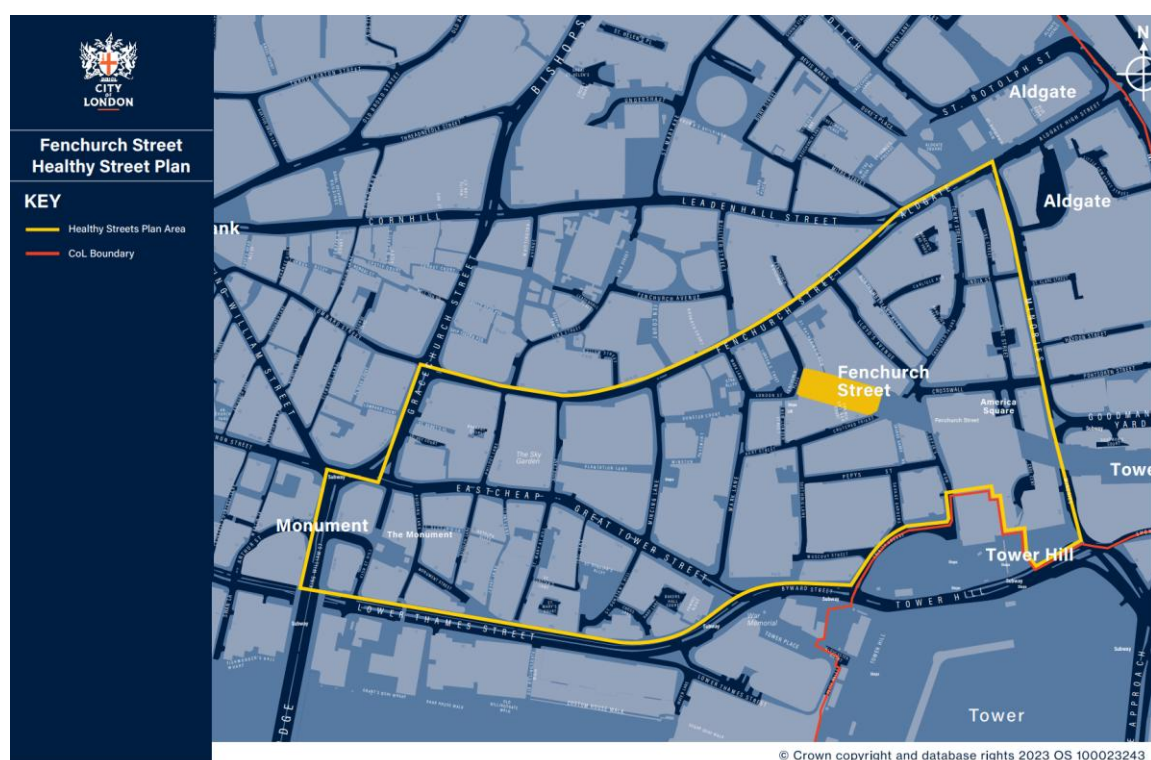


Figure 1: Fenchurch Street Healthy Streets Plan area.

Alignment with City Corporation strategies

Supporting delivery of the City of London Transport Strategy

The Plan supports the delivery of the following City of London Transport Strategy outcomes:

- The Square Mile's streets are great places to walk, wheel and spend time
- Street space is used more efficiently and effectively
- The Square Mile is accessible to all
- People using our streets and public spaces are safe and feel safe
- Improve the experience of riding cycles and scooters in the City
- The Square Mile's air and streets are cleaner and quieter
- Our street network is resilient to changing circumstances
- The Square Mile benefits from better transport connections

Street roles within the area

Fenchurch Street, Gracechurch Street and East Cheap and Great Tower Street are defined by the City of London Transport Strategy street hierarchy as “City access” streets. This means they are the preferred streets for motor vehicles that are travelling around the Square Mile or to immediately adjacent destinations. Lower Thames Street is defined as a “London access” street which accommodates motor vehicles that do not have a destination in or immediately adjacent to the Square Mile.

All other streets within the City part of the plan area are classified as “Local access” streets. These streets are primarily used for the first or final part of a journey, providing access for motor vehicles to properties.

All streets, regardless of their classification, are used by people walking, wheeling and cycling and may also be part of the bus network.

Supporting delivery of City Corporation’s Corporate Plan

The Plan supports the City Corporation’s Corporate Plan outcomes of vibrant thriving destinations and flourishing public spaces. The Plan also supports delivery of the City Corporation’s Climate Action Strategy and Destination City initiative. The proposals will transform the quality of streets and public spaces and, alongside new developments, they will help create a vibrant area of the Square Mile that is a great place to work and a thriving leisure destination, including at night-time and weekends.

Alignment with the emerging City Plan 2040

The area covered by the plan adjoins The Thames Policy Area and incorporates part of the City Cluster Key Area of Change and the Aldgate, Tower and Portsoken Key Area of Change identified in the draft City Plan 2040.

The Thames Policy Area identifies Lower Thames Street as a significant barrier to movement for people walking and wheeling between the River Thames and the wider City. The policy area aims to improve existing and introduce new crossing points across Lower Thames Street to increase movement between the riverside and the rest of the City, particularly to the Monument and Leadenhall Market.

Within the area comprising the Healthy Streets Plan the policy:

- Identifies Philpott Lane, Monument Street and Mincing Lane as pedestrian routes to enhance.
- It also seeks where feasible to introduce additional greening and open space and enhance the surroundings of the Tower of London.

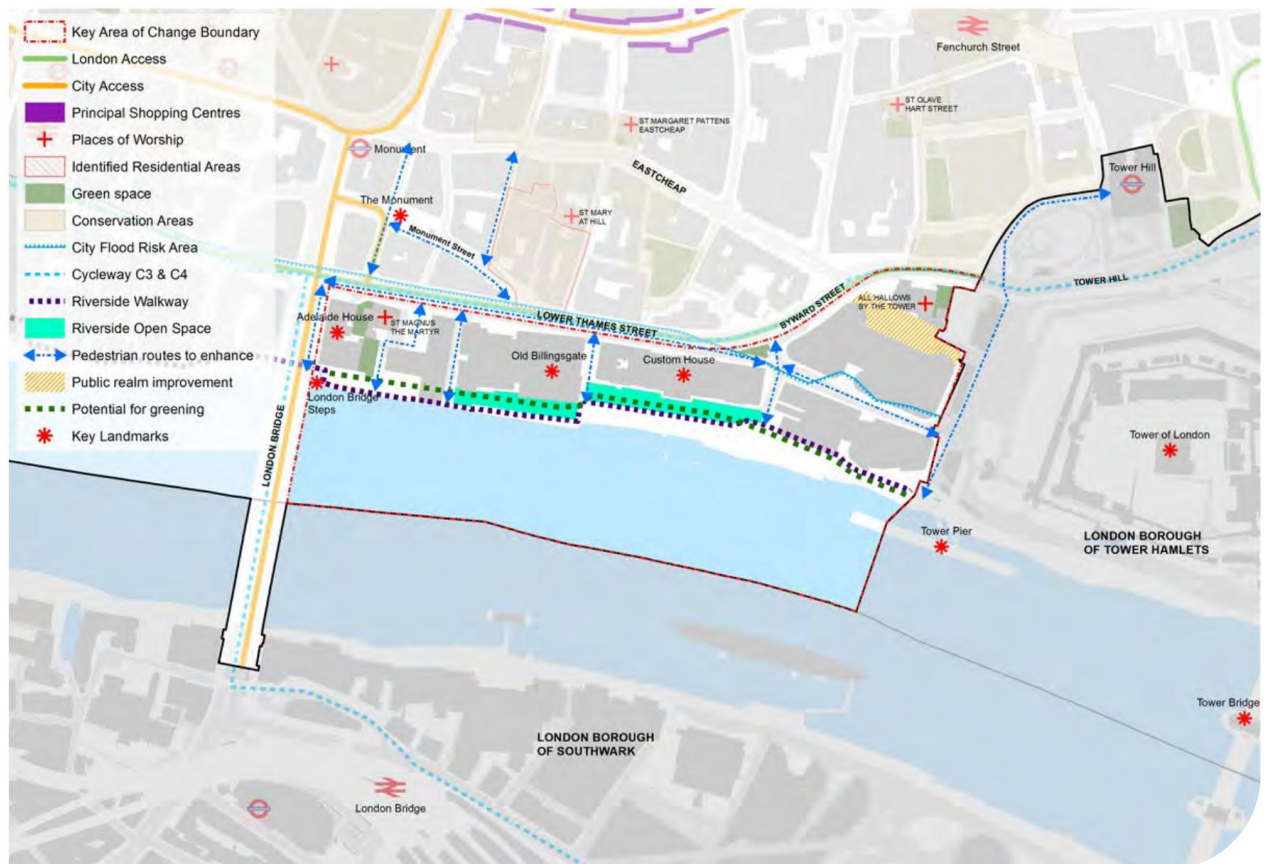


Figure 2 Thames Policy area

The City Cluster Key Area of Change aims to deliver a high-quality public realm, maintaining the quality of the microclimate and increasing urban greening and activating streets, spaces and public realm at the ground floor and improving wayfinding through the streets and alleys.

Within the area comprising the Healthy Streets Plan the policy:

- Identifies Fenchurch Street as a Principal Shopping Street and Fenchurch Street and Gracechurch Street as major streets to enhance.

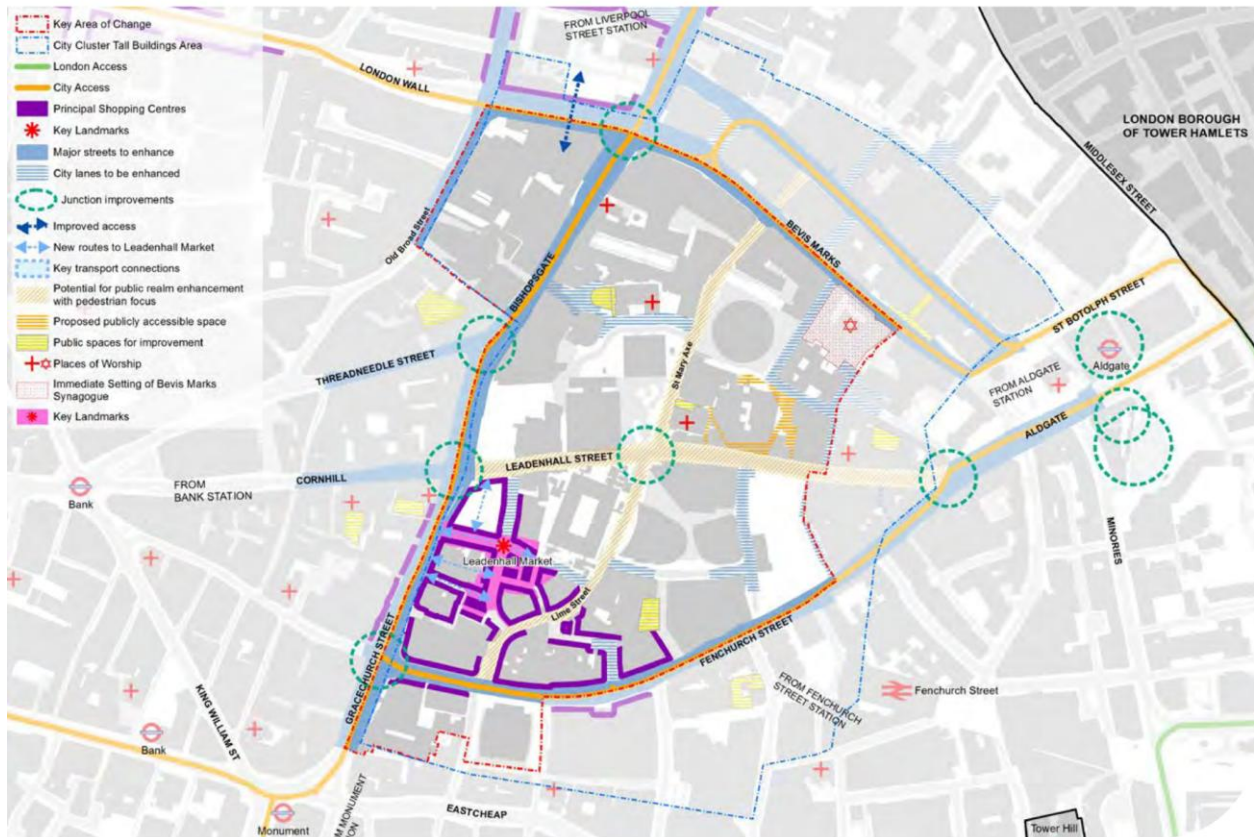


Figure 3 City Cluster Key Area of Change

The Aldgate, Tower and Portsoken Key Area of Change identifies that there is currently little to entice visitors going to the Tower of London to explore this part of the City more widely and therefore public realm works in this area should seek opportunities to enhance the immediate surroundings of the World Heritage Site.

Within the area comprising the Healthy Streets Plan the policy:

- Identifies Vine Street and the Crescent for public realm Improvements and Crosswall and India Street as key pedestrian routes to enhance.



Figure 4 Aldgate, Tower and Portsoken Key Area of Change

These objectives within the Key Areas of Change will be met by proposals in this plan that make walking and wheeling easier, more comfortable and safer, and increasing pedestrian priority by redesigning streets and managing motor-vehicle access. The plan also considers the opportunities to improve the public realm and create new restful spaces with trees and greenery created by making changes to traffic in the area. Where possible we will improve existing and create new walking routes as part of new developments.

New developments in the area

Within and close to the area there are several new developments that are permitted or being considered. Some of these will contribute to public realm improvements. These are identified in Figure 5.



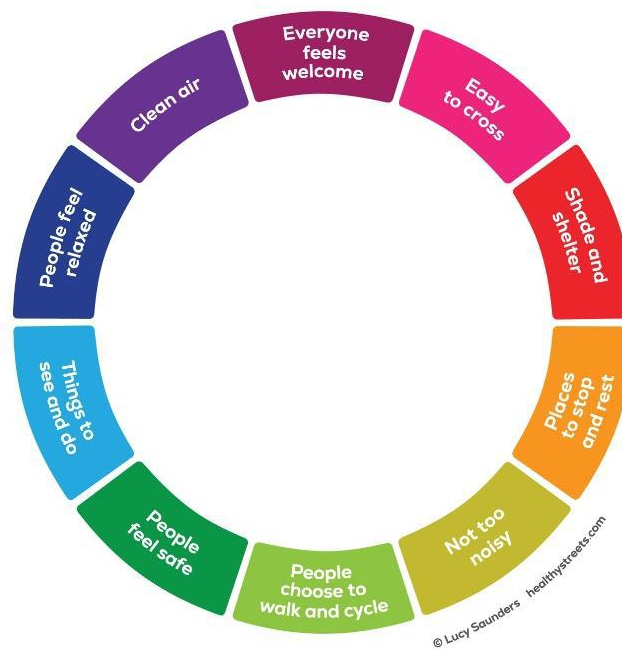
Figure 5 new development sites

Working with local stakeholders

We will work with the Eastern City Business Improvement District and Aldgate Connect Business Improvement District, and other stakeholders and partners to prioritise, develop and deliver these changes. Individual projects within the plan will be subject to further consultation and the City Corporation's approval processes, including streets where changes to traffic movements are proposed.

The Healthy Streets Approach

The Healthy Streets Approach is a human-centred framework for embedding public health in transport, public realm, and planning. The Approach is based on 10 evidence-based Healthy Streets Indicators that capture the elements that are essential for making streets attractive and accessible places to walk, cycle and spend time, and for supporting social and economic activity.



The Healthy Streets Approach will be applied across the street network with the aim of making all streets accessible, engaging and safer for people to walk, cycle and spend time. The approach to achieving this may vary depending on the type of street and local context.

The Healthy Streets Approach has been adopted and recognised by the City of London Corporation and Transport for London.

Glossary and Key to the Healthy Neighbourhood Proposals Plan.

Pedestrian priority improvements aim to make crossing and walking and wheeling along a street safer, and could include:

- Traffic restrictions – where a street or junction is closed as a through route for motor vehicles, is just for local access or is made one-way.
- Timed closures – where streets are closed to some vehicles at the busiest times for people walking and wheeling.
- New crossing facilities – either formal, such as traffic signal-controlled crossings or zebra crossings; or informal where the carriageway is raised to pavement level, or dropped kerbs are installed, to make crossing the street easier for people walking.
- Raised junctions – where the carriageway is raised to the same level as the pavement to make it easier to cross the street, slow traffic and make people crossing more visible. Tactile paving is used to mark the crossing.
- Streets with existing filters for motor vehicles and timed restrictions - existing streets where some motor vehicle movements are restricted for all or some of the day.
- Safe Streets Priority Locations – are locations designated in the City of London Transport Strategy for priority measures to improve the safety of people walking, cycling and riding motorcycles and mopeds.

Public realm improvements to make walking and wheeling easier and more pleasant may comprise one or more of the following:

- Pavement widening – where the carriageway is narrowed to increase space for people walking and wheeling and provide space for other improvements such as trees and street furniture.
- Pavement resurfacing – where pavements are repaired or upgraded.
- Raised entrances to side streets, carparks and loading bay entrances – where the pavement is a continuous level to make it easier for people walking and wheeling to cross. Tactile paving would be used to mark junctions and road crossing points.
- Tree planting and greening which will usually be directly into the ground, with planters and pots only used in locations where this is not feasible.
- Seating – to give people a place to stop and rest and in suitable locations to enable people to socialise.
- Sustainable Drainage Systems (SuDS) – a system of using planting to absorb storm water and release it slowly to help prevent localised flooding.
- Small public spaces – where carriageway or parking spaces are changed into areas with seating and planting.

- Designated parking for dockless bicycles and e-scooters – spaces where people using dockless bikes or hired e-scooters are required to park. This helps to prevent bikes and e-scooters being left in ways that cause an obstruction.
- New or architectural feature lighting- lighting under railway arches or in laneways to make these spaces more interesting and engaging.

Cycle improvements to make streets safer and attractive for people to cycle, may comprise one or more of the following:

- Segregated space – cycles lanes
- Maximising traffic signal timings – changing traffic lights at junction to give people cycling priority over motor vehicles.
- Contraflow cycle lanes – where cycle lanes allow people to ride in the opposite direction to motor vehicle traffic.

Vision Zero is the City Corporations' ambition to eliminate all transport related deaths and serious injuries.

Proposals

The proposals within this plan comprise both traffic management changes and public realm improvements. The extent and ambition of public realm changes is partly dependent on reducing and reallocating carriageway space.

Where streets are closed or through traffic is restricted, we will ensure that access for emergency vehicles is maintained. Where appropriate, streets will be designed to be reopened to through traffic if streets elsewhere are temporarily closed. New traffic restrictions will also be reviewed to ensure access for residents, disabled people and people with access requirements, such as heavy luggage or injuries and illness.

As well as the proposals in the plan, the City Corporation will continue to refresh or repair paving, install tactile paving and remove redundant street furniture, where appropriate.

Throughout the project area Legible London signage will be reviewed to ensure that wayfinding is sufficient to help visitors access the increasing leisure opportunities that the Fenchurch Street area has to offer.

The proposals are shown on Figure 6.

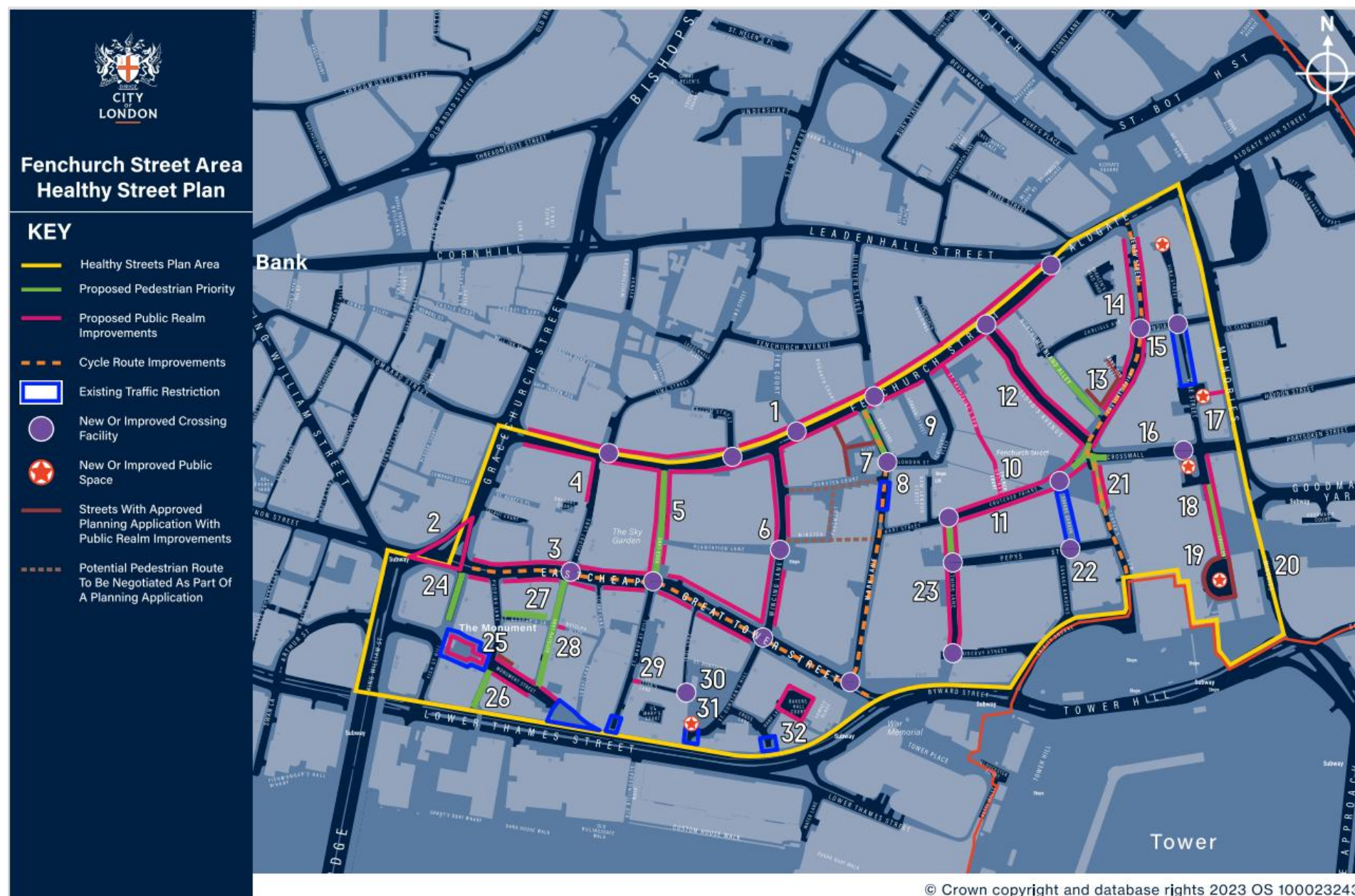


Figure 6 Fenchurch Street Area Proposals

- 1 Improvements to crossings, widened pavements and the public realm.
- 2 TfL improvements to the junctions and crossings.
- 3 Improvements to crossings, widened pavements and improvements to the public realm, review the need for kerbside parking and loading and the police check point and protected space for cyclists.
- 4 Public realm improvements and review the need for kerbside provision.
- 5 Timed traffic restriction and public realm improvements.
- 6 Improvements to the crossing at Plantation Lane and the public realm and review the need for kerbside parking.
- 7 Pedestrian priority and public realm improvements and improvements for people cycling.
- 8 Improvement to pedestrian priority.
- 9 Public realm improvements and security measures.
- 10 Improved lighting and signage.
- 11 Pedestrian priority and public realm improvements.
- 12 Pedestrian priority and public realm and improvements.
- 13 Pedestrian priority improvements and changes to traffic management.
- 14 Public realm improvements
- 15 Pedestrian priority improvements and investigate kerbside parking changes.
- 16 Pedestrian priority and public realm changes and additional cycle parking.

- 17 New public spaces and lighting on the laneway.
- 18 Pedestrian priority and public realm improvements including a new public space and lighting and changes to traffic management and kerbside parking.
- 19 Public realm improvements.
- 20 Changes to kerbside parking and traffic management.
- 21 Pedestrian priority, public realm and lighting improvements and improvements to people cycling.
- 22 Pedestrian priority and public realm improvements.
- 23 Pedestrian priority and public realm improvements and changes to kerbside parking.
- 24 Changes to traffic management.
- 25 Public realm improvements and investigate changes to kerbside parking.
- 26 Pedestrian priority improvements and changes to traffic management and kerbside parking.
- 27 Pedestrian priority improvements.
- 28 Pedestrian priority improvements and new lighting
- 29 and changes to kerbside parking.
- 30 Pedestrian priority improvements.
- 31 New public space and investigate kerbside parking changes.
- 32 Public realm improvements and changes to kerbside parking.

Fenchurch Street – Proposal 1

Fenchurch Street is identified as a City access street in the City of London Transport Strategy. The Strategy also identifies the junctions of Fenchurch Street and Lime Street and Fenchurch Street and Mincing Lane as locations for Vision Zero proposed priority safe streets improvements.

Fenchurch Street is the boundary street between the City Cluster Healthy Streets Plan Area and this plan area. Several large commercial developments have been recently completed or are in the development pipeline. Alongside new developments new paving and tree planting and places to sit have been introduced, however Fenchurch Street falls still short of many Healthy Streets indicators. This is because pavements are narrow in stretches, the volume of traffic is relatively high, and there are inadequate crossings. There is also a lack of seating, greenery and shade.

The carriageway width currently varies, and this provides scope for widening pavements. Footfall data from 2022 recorded peak hour movements (8AM to 9AM and 5PM to 6PM) of over 3000 people walking and wheeling. The data also recorded that the street was popular for people cycling with over 3000 movements a day. Current kerb alignments are insufficient to enable segregated cycle facilities and narrowing pavements to create additional carriageway space is not appropriate. There are no regular bus services but there is westbound stop for commuter coaches just east of Billiter Street and an eastbound stop opposite Lloyds Avenue.

The proposals will explore the potential to:

- Widen sections of pavements to provide more space for people walking and to achieve a minimum pedestrian comfort level of B+, based on current and future demand.
- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Install new or improve existing crossings by raising the carriageway to pavement level to make the street easier to cross.
- Raising the carriageway to pavement level at all side streets to make these street easier to cross.
- Formalise loading arrangements with timed restrictions and loading bays set into the pavement to maximise space for people walking when not in use.
- Improve the cycling experience and safety for people cycling whilst recognising limitations on highway space.

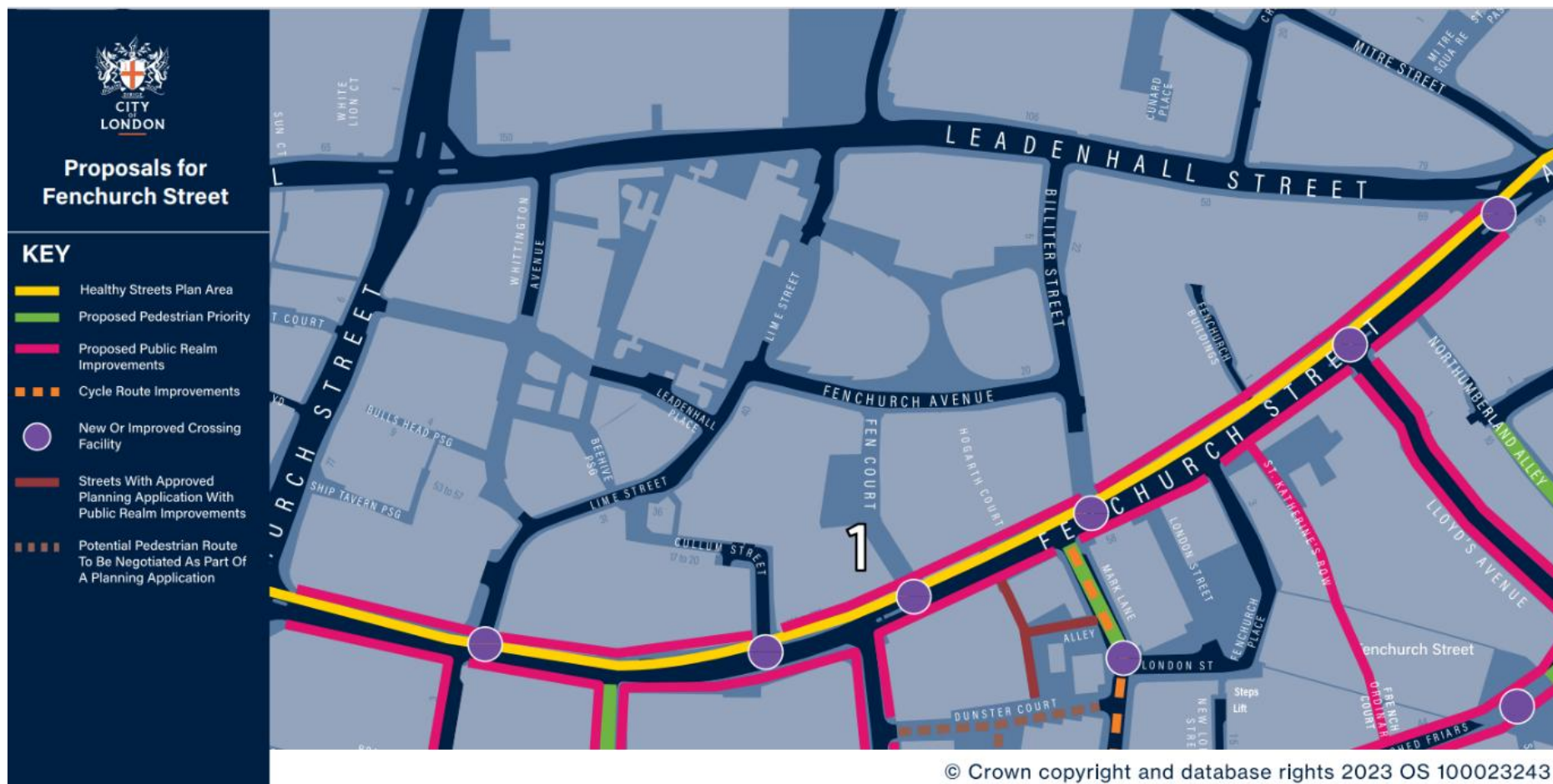


Figure 7 Fenchurch Street Proposals

Gracechurch Street (A10) and King William Street (A3) - Proposal 2

Gracechurch Street and King William Street south of the Cannon Street junction are managed by Transport for London (TfL) and they form part of the TfL Road Network. TfL are developing proposals to improve Monument junction where these streets and Eastcheap and Cannon Street meet and to widen pavements and improve crossings on Gracechurch Street. Proposed redevelopments on Gracechurch Street will also improve the public realm if implemented.

Eastcheap and Great Tower Street – Proposal 3

Eastcheap and Great Tower Street are identified as City access streets in the City of London Transport Strategy. They are an important gateway into the City and provide a link for people walking and wheeling between the visitor attractions of the Tower of London, the Monument to the Great Fire of London, and the nearby St Dunstons in the East Church Garden and the Sky Garden at 20 Fenchurch Street.

Along their length there is a concentration of retail, restaurants, pubs and bars. This is also a bus corridor. At several locations it has payment and blue badge parking, and motorcycle parking at the eastern end. There is also a TfL cycle docking station and dockless cycle parking. Loading bays are located on the southern side.

The carriageway is wide and there is potential for this to be narrowed, and pavements widened. This is a popular street for people walking and wheeling with the highest footfall between Monument underground station and Philpott Lane where 2024 data recorded over 10,000 people crossing the street in the peak hours between 08.00 and 09.00 and 17.00 and 18.00.

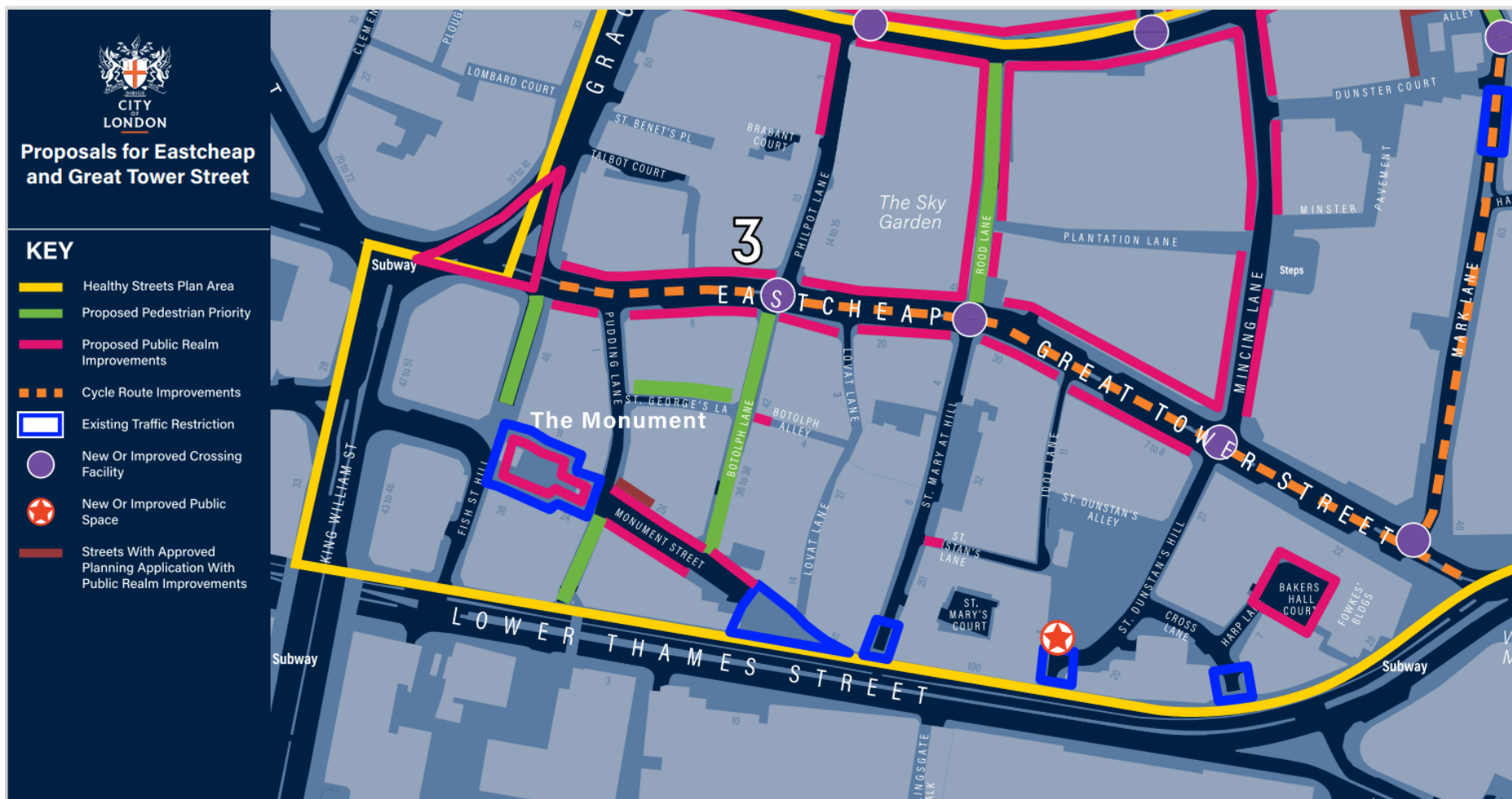
TfL are developing proposals to change the junction of Eastcheap with the A10 (Monument junction) and any City Corporation proposals will need to be developed in conjunction with these changes. At the junction with the A10 and with Byward Street there is a controlled crossing. Crossing points with central refuges for people walking are located to the west of Pudding Lane, Rood Lane, to the East of Philpott Lane and to the east and west of Mincing Lane. The refuges are less than 2 metres in width.

The data indicates this is also an important route for people cycling with over 3000 movements a day and it is identified in the City Transport Strategy for Cycle Network improvements by 2035.

At the eastern end of Great Tower Street there are opportunities to improve the public realm and crossing facilities. On the northern side these will be introduced if 47-50 Mark Lane is redeveloped.

The proposals will explore the potential to:

- Widen sections of pavements to provide more space for people walking and to achieve a minimum pedestrian comfort level of B+ where feasible.
- Install new or improve crossings by raising the carriageway to pavement level or enlarge existing pedestrian refuges, to make the street easier to cross.
- Improve the existing pedestrian crossings at the junction of Great Tower Street and Lower Thames Street, rationalise signals and reduce street clutter.
- Raise the carriageway to pavement level at the junctions with Philpott Lane, Botolph Lane, Lovat Lane, St Mary at Hill, to make these side streets easier to cross.
- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Review the amount and location of payment, disabled and motorcycle parking to ensure appropriate provision and the potential for changes to support more space for people walking and wheeling and public realm improvements.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Improve the cycling experience and safety by introducing protected space for people cycling.
- Retain and improve existing bus stops where feasible.
- Remove the Police check point at the eastern end of Great Tower Street.
- Formalising loading arrangements with timed restrictions and loading bays set into the pavement to maximise space for people walking when not in use.



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Figure 8 Eastcheap and Great Tower Street Proposals

Streets north of Eastcheap and Great Tower Street – Proposals 4-9

The streets linking Eastcheap and Great Tower Street with Fenchurch Street are local access streets that are primarily one-way to motor traffic with contraflow cycle lanes.

Philpott Lane is one-way northbound and has the highest traffic levels with over 3000 motor vehicle movements a day and these are predominantly turning east at the junction with Fenchurch Street. Monitoring of this traffic indicates that over 40% of the vehicles are not continuing to Aldgate but are re-entering and serving the plan area via the streets that are south bound from Fenchurch Street. The western side of the street has some retail units and cafes that require on street servicing and deliveries. The eastern side accommodates a taxi rank for four taxis. Closing Philpott Lane to through traffic is not considered practical because of the potential impacts for access to the eastern part of the neighbourhood.

Philpott Lane is also a well-used route for people walking and wheeling between Monument Underground station and Lime Street and by visitors to the Sky Garden which has its entrance on the eastern side of the street. People cycling number over 1000 movements a day of which almost half are using the southbound contraflow cycle lane.

Rood Lane is southbound for motor vehicles with a northbound cycle contraflow. New developments on the street have enabled pavement widening on the northern section and the carriageway is raised to pavement level. The entire carriageway has been surfaced in granite setts to promote pedestrian priority. There is scope for seating and more cycle stands on the northern stretch. The street has some trees on the western side and a series of planters on the eastern side that need refreshing or replacing.

Mincing Lane is one-way southbound for motor vehicles with a northbound cycle contraflow. On the eastern side it has payment, motorcycle and blue badge parking bays and a taxi rank. At the northern end there is some dockless and short stay cycle parking on the carriageway. Pavements are comfortable in width but there are no trees, planting or formal seating. There are raised crossing treatments at both the north and south ends of the street.

Mark Lane is one-way northbound between Great Tower Street and Hart Street. Between Hart Street and Dunster Court there is an existing restriction to motor vehicles. People cycling can travel through the restriction in both directions. North of Dunster Court Mark Lane is two-way. There is payment and blue badge parking on sections of the street without loading bay entrances. At the northern end there is some dockless cycle parking on the carriageway and short stay cycle parking on the pavement. It is identified in the City Transport Strategy for Cycle Network improvements by 2035.

Between Philpott Lane and Mincing Lane new developments have created east and west laneways for people walking and wheeling. Further developments in the area could extend these links to Fenchurch Street Station.

London Street is a short two-way street between Mark Lane and Fenchurch Place. It is also partly pedestrianised and used by substantial numbers of people walking to and from Fenchurch Street station. There are dropped kerbs at the junction with Mark Lane but there is no raised junction treatment.

Fenchurch Place is a permissive path and not owned by the City of London Corporation. It provides a taxi rank and drop off point for the station and is one directional southbound with vehicles exiting on to London Street. When the taxi rank is full taxis have been reported as waiting on Fenchurch Street itself. The forecourt is a small public space including seating and planting and a midweek street-food market

Proposals

Philpott Lane – Proposal 4

The proposals will explore the potential to:

- Raise the carriageway to pavement level at Brabant Court to make the side street easier to cross.
- Explore widening pavements to meet minimum standards for people walking and wheeling which may involve changing kerbside provision on the street.

Rood Lane – Proposal 5

The proposals will explore the potential to:

- Reduce through traffic and restrict vehicles to local access only and introduce timed restrictions to motor vehicles between 7am and 7pm Monday to Friday.
- Improve the public realm and the experience of spending time on the street by installing places to sit, and additional cycle parking and dockless cycle and e-scooters hire bays.

Mincing Lane – Proposal 6

If 2-3 Mincing Lane is redeveloped the City Corporation will seek to negotiate a new laneway through the site south of the Dunster Court permissive path. This would include a raised crossing point linking to Plantation Lane.

The proposals will explore the potential to:

- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.

- Review the amount and location of payment, disabled and motorcycle parking to ensure appropriate provision.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Raise the carriageway to pavement level at Plantation Lane to make the street easier to cross.

Mark Lane – Proposal 7

At 50 Fenchurch Street an approved development will create a public space around All Staining Church Tower whilst a potential development at 2-3 Mincing Lane may enable further opportunities for public realm improvements.

The proposals will explore the potential to:

- Raise the carriageway to pavement level between the junction with Fenchurch Street and the existing traffic restriction south of London Street and relocate payment, disabled and dockless cycle parking if feasible.
 - Any changes will be in conjunction with new security measures on Fenchurch Place and Fenchurch Street station if they are required.
- Improve the cycling experience and safety for people cycling.

London Street – Proposal 8

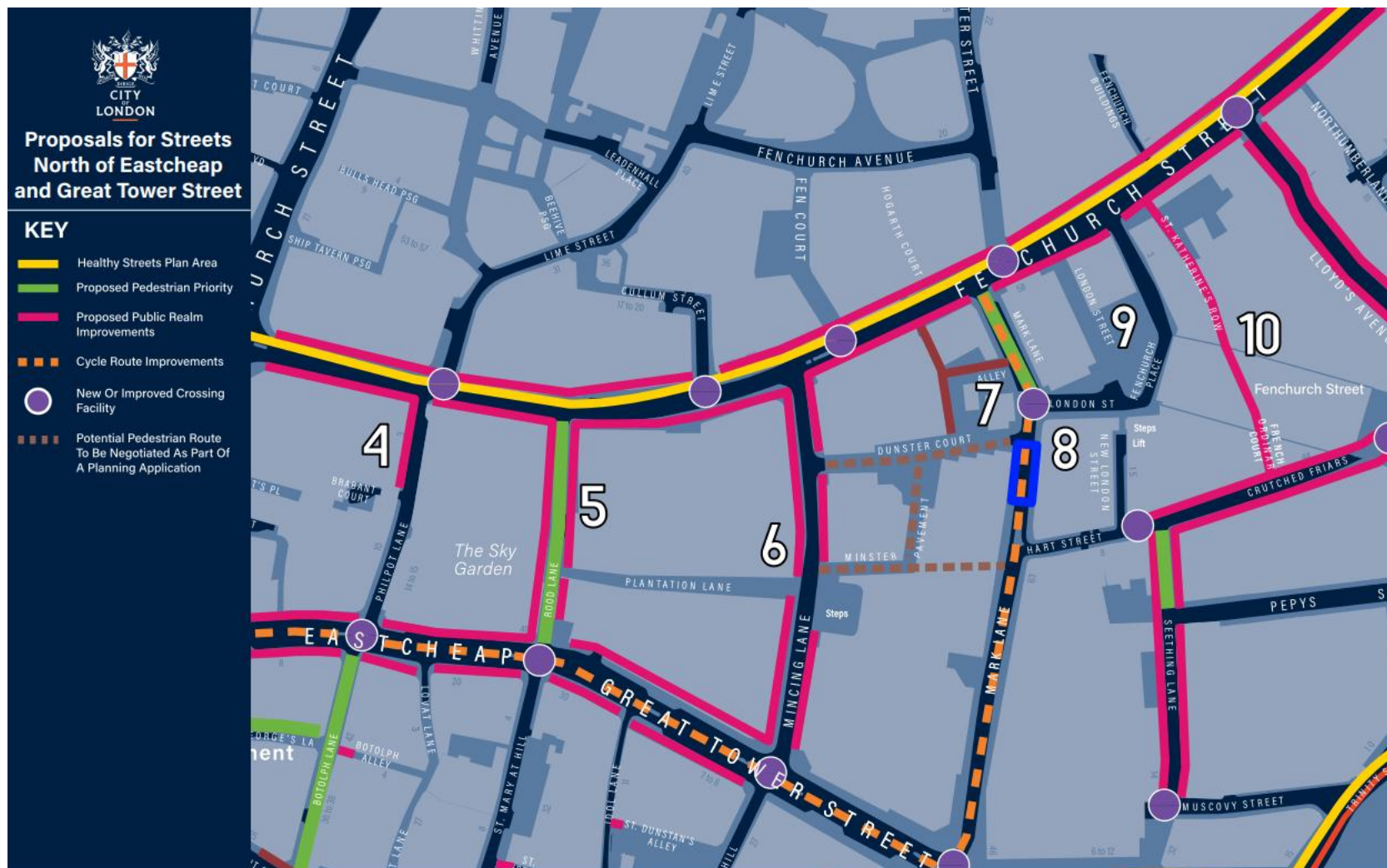
The proposals will explore the potential to:

- Raise the carriageway to pavement level at the junction with Mark Lane and at the junction with Fenchurch Place.

Fenchurch Place and Fenchurch Street Station Forecourt – Proposal 9

. The proposals will explore the potential to:

- The City Corporation will work in conjunction with the train operating company and the City of London Police in reducing vehicular access to the street if required for increased public security.
- The EC Bid Public Realm Strategy has identified the space as a potential location for public realm improvements including clearer arrival routes, improved planters and seating, and a consolidated area for the street-food market. The City Corporation will support the BID where possible in meeting this objective.



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Figure 9 Streets North of Eastcheap and Great Tower Street

Streets East of Mark Lane – Proposals 10-16

Hart Street, Crutched Friars and Jewry Street form a one-way eastbound route for motor traffic out of the area to Aldgate. Lloyds Avenue, Coopers Row and Trinity Square provide a one-way southbound route for motor vehicles between Fenchurch Street and Byward Street and Tower Hill.

Hart Street and Crutched Friars have an inconsistent carriageway width and there may be opportunities for some pavement widening, but these opportunities may be limited by the need for on street loading for local businesses. The carriageway has been raised to pavement level at the junctions with Mark Lane and New London Street, on the side street crossing at Seething Lane and all arms of the junction of Crutched Friars with Lloyds Avenue, Crosswall and Cooper's Row. There are pubs on the north side of Crutched Friars and under the railway viaduct. East of Lloyds Avenue the western pavement is wide and accommodates some street trees and short stay cycle stands. It is identified in the City Transport Strategy for Cycle Network improvements by 2035.

St. Katherine's Row and French Ordinary Court is a narrow, historic laneway that connects Fenchurch Street to Crutched Friars. Signage for the laneway and uninviting lighting do not make this route through the area obvious to the uninitiated.

Approved redevelopments of 65 Crutched Friars and Boundary House will deliver public realm improvements when implemented. These will include seating, greening and small pavement widenings on Crutched Friars, a small public space on Northumberland Avenue and Rangoon Street will also have public realm improvements.

Jewry Street continues from Crutched Friars to Aldgate. It is also one-way north bound to motor vehicles. There are bi-directional cycle lanes on the eastern side. The western side has a wide pavement with two trees and short stay cycle stands.

On Lloyds Avenue we will be installing SuDS at the northern and southern end of the street along with seating and pavement widening. This will be enabled by relocating existing on-street payment parking, motorbike and dockless and scooter parking.

St. Katherine's Row and French Ordinary Court – Proposal 10

The proposals will explore the potential to:

- Install improved, well-designed lighting to make it more welcoming and secure.
- Install Legible London signage to improve navigation for people walking and wheeling and promote the street as a key connector between Fenchurch Street and Crutched Friars.

Hart Street and Crutched Friars – Proposal 11

The proposals will explore the potential to:

- Extend the existing raised junction treatment with New London Street eastwards on Hart Street to the junction with Seething Lane in coordination with the new development at 1 London Street.
- Public realm improvements including widening sections of pavement where there is excess carriageway, introducing seating, planting and trees (where feasible).

Lloyds Avenue – Proposal 12

An existing scheme will install SuDS at the northern and southern end of the street along with seating and pavement widening.

Northumberland Alley and Carlisle Avenue – Proposal 13

The proposals will explore the potential to:

- Close the carriageway between Crutched Friars and the junction with Carlisle Avenue to motor vehicles or increase pedestrian priority by raising the carriageway to pavement level.
- Carlisle Avenue to be made two-way to motor vehicles.

Jewry Street – Proposal 14

The proposals will explore the potential to:

- Improve the public realm by widening sections of pavement, introducing seating, SuDS or in ground planting and trees where feasible and reduce clutter.
- Raise the carriageway to pavement level at India Street, Carlisle Avenue and Saracens Head Yard to make these side streets easier to cross.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.

India Street– Proposal 15.

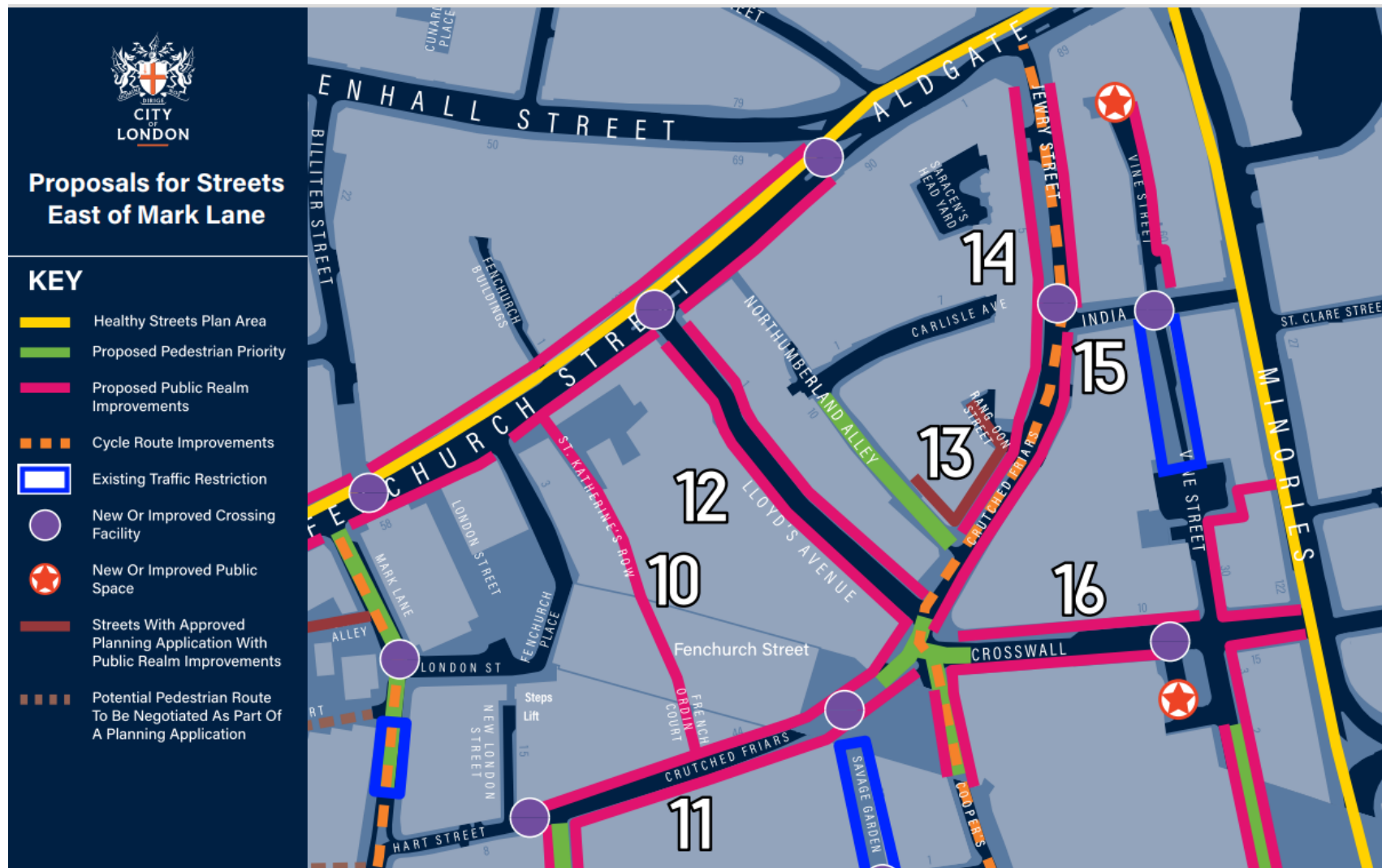
The proposals will explore the potential to:

- Raise the carriageway to pavement level at the junction with Vine Street to make the street easier to cross.
- Accommodate relocated payment parking from Lloyds Avenue.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.

Crosswall – Proposal 16

The proposals will explore the potential to:

- Raise the carriageway to pavement level at the junction with America Square and Vine Street to make the street easier to cross.
- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.



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Figure 10 Streets East of Mark Lane

Vine Street, America Street and Crescent - Proposals 17-20

These streets are a significant gateway into the area for people walking, wheeling from the Tower of London and the Tower Hill Underground Station. Historically, they accommodated a series of small public spaces, and these could be reintroduced.

The Crescent is two directional to traffic and at the southern end vehicles can enter and exit from Hammett Street. With America Square it is a comfortable route for people cycling as traffic volumes are low. The Crescent is currently a hard surfaced carriageway space that is in poor condition but has been identified for improvements in association with the existing hotel and as part of a proposed hotel development at 6-11 Crescent. Midway on the Crescent the Fenchurch Street station viaduct crosses the street and accommodates a café and a small space underneath that does not have a defined function. Pavement widths in this stretch are substandard in width and are in a poor condition. At America Square there is a small gyratory with a public space in the centre that could be expanded.

Vine Street has partly been closed to through traffic with the introduction of a high-quality public space including new paving and tree planting. The stretch north of India Street terminates in a service area and carpark and has very low volumes of motor traffic. It has the potential for a public space.

Vine Street – Proposal 17

The proposals will explore the potential to:

- Introduce new public spaces at the northern end of Vine Street and south of the hard surfaced area adjoining the recently completed Vine Street public space.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Introduce new architectural feature lighting on the laneway linking Vine Street with Minories.

America Square and Crescent – Proposal 18

The proposals will explore the potential to:

- Introduce a one-way motor vehicle restriction and a cycle contraflow between Crosswall and Hammett Street to increase pedestrian priority and improve the comfort and safety of people cycling.
- Raise the carriageway to pavement level under the railway viaduct to increase pedestrian priority.
- Introduce new architectural feature lighting under the railway viaduct.

- Close the western section of America Square to motor vehicles and extend the existing public space into the carriageway.
- Investigate the need for kerbside parking in the area and relocate payment parking to India Street and Hammett Street.
- Introduce a flexible space for events in conjunction with Aldgate Connect BID.

Crescent -Proposal - 19

A scheme has been explored to:

- Create a new public space in Crescent, with seating, greening and space for events.
- Relocate disabled parking bays and introduce space for loading to facilitate development via S278 agreements as required.

Hammett Street – Proposal 20

The proposals will explore the potential to:

- Introduce a one-way motor vehicle restriction and a cycle contraflow in conjunction with changes to traffic management on the Crescent.
- Relocate payment parking or dockless cycle parking from America Square or nearby streets to this street.



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Figure 11 Vine Street, America Square and Crescent

Streets south of Crutched Friars – Proposals 21-23

The streets south of Crutched Friars contain several large hotels and directly to the south is the Tower of London. Cooper's Row and Trinity Square complete the south bound route for motor vehicles between Fenchurch Street and Bayward Street and are also identified in the City Transport Strategy for Cycle Network improvements by 2035.

The Fenchurch Street station viaduct crosses some of the streets and is a dominant architectural feature in the area. Consequently, there are railway arches over footways that have low lighting levels throughout the day and need illumination. The introduction of architectural feature lighting under the viaduct could compliment the local nighttime economy.

Coopers Row accommodates an entrance to the railway platforms above and the southern section includes a taxi rank for two taxis. Payment, motorcycle and blue badge parking is accommodated on Pepys Street and Seething Lane.

Seething Lane at the junction with Byward Lane is closed to traffic and is a public space including planters and external tables and chairs for restaurants. East of the pavement is the landscaped Seething Lane Gardens and on the western side is St Olave, Hart Street, Churchyard. Public realm improvements could improve the setting of both these spaces.

Coopers Row – Proposal 21

The proposals will explore the potential to:

- Extend the existing raised crossing point on all arms of the junction of Cooper's Row with Crutched Friars, Lloyds Avenue and Crosswall. On Coopers Row to the Fenchurch Street station entrance and on Crutched Friars to the junction with Savage Gardens (subject to sufficient height for tall vehicles).
- Introduce new or improved architectural feature lighting under the railway viaduct.
- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Improve the cycling experience and safety for people cycling.

Pepys Street – Proposal 22

The proposals will explore the potential to:

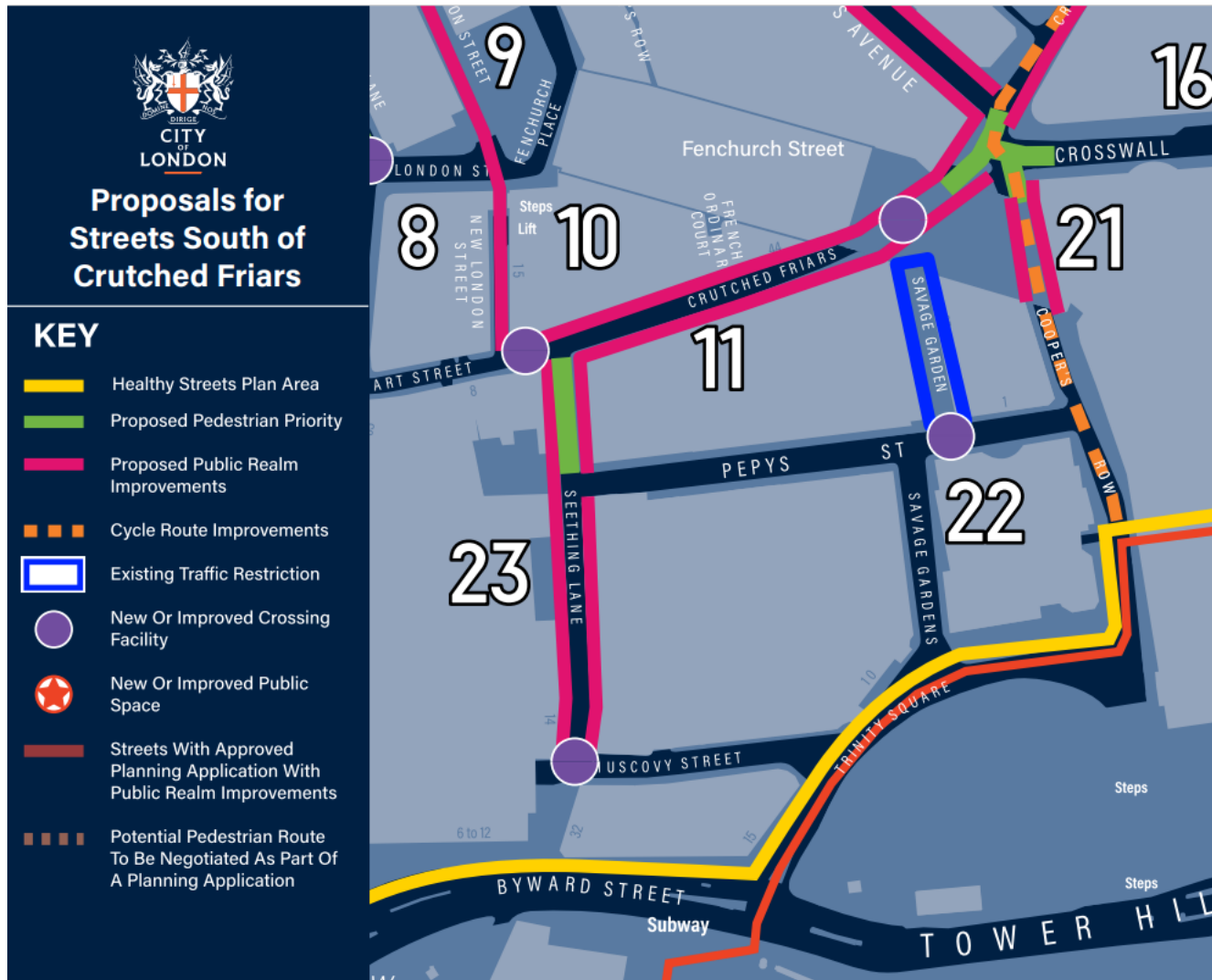
- Raise the carriageway to pavement level at the junction with the north and south sections of Savage Gardens to make the street easier to cross.

- Improve the public realm and the experience of spending time on the street by installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.

Seething Lane – Proposal 23

The proposals will explore the potential to:

- Raise the junction to pavement level at the junction with Muscovy Street to make the street easier to cross.
- Improve the public realm and the experience of spending time on the street by widening the pavement, installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Raise the carriageway to pavement level between Hart Street and the junction with Pepys Street to increase pedestrian priority.
- Investigate the need for and quantity of motorcycle parking on the street and relocate where appropriate.



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Figure 12 Streets south of Crutched Friars

Streets South of Eastcheap and Great Tower Street – Proposals 24-32

The streets south of Eastcheap and Great Tower Street are narrow running north to south and are mainly closed to motor traffic with small public spaces at the junction with Lower Thames Street.

Running east to west is Monument Street. This comprises three spaces with the eastern and western parts two-way to motor vehicles and in the middle is Monument Square which is a prominent public space including the Monument to the Great Fire of London. The City Corporation aims to relocate the existing public toilets on Monument Square to enable unobstructed views from Lower Thames Street to the Monument.

The eastern and western sections of Monument Street accommodate a TfL cycle docking bay, motorcycle parking, payment parking and disabled parking. A proposed redevelopment of Faryners House will introduce a small public space on its southwest corner if built.

Located between St Dunstons Hill and Idol Lane is St. Dunstan in the East historic church that has been repurposed as a public garden. There are opportunities to enhance the setting of this Grade I listed attraction and improve accessibility for visitors.

Bakers Hall Court is a small square with a tree in the centre which has the potential to accommodate a quiet public space

The area has some opportunities to accommodate relocated kerbside parking from Eastcheap and Great Tower Street if required.

Fish Street Hill – Proposal 24

The section north of Monument Square is closed to through traffic. TfL are exploring further restricting vehicular access in this section as part of their proposals for Monument junction. The southern section with Monument Street links King William Street with Lower Thames Street.

Monument Street and Monument Square – Proposal 25

The proposals will explore the potential to:

- Improve the public realm and the experience of spending time on the street by widening the northern pavement, installing places to sit, incorporating SuDS or in ground planting and trees (where feasible) and reducing clutter.
- Relocate existing payment parking between Boltoph Lane and Pudding Lane to the eastern end of Monument Street and Pudding Lane.

- Provide additional cycle parking and dockless cycle and e-scooters hire bays.
- Introduce improved seating and planting to Monument Square where feasible.

Pudding Lane – Proposal 26

The proposals will explore the potential to:

- Introduce a one-way motor vehicle restriction north of Monument Street.
- Raise the carriageway to pavement level south of Monument Street to increase pedestrian priority.
- Accommodate relocated payment parking from Monument Street or Eastcheap and Great Tower Street if required.

St Georges Lane Proposal - 27

The proposals will explore the potential to:

- Raise the carriageway to pavement level on the section that has not been raised and restrict access to motor vehicles.

Boltolph Lane and Botolph Alley – Proposal 28

The proposals will explore the potential to:

- Raise the carriageway to pavement level on all or sections of Boltolph Lane to increase pedestrian priority.
- Introduce new architectural feature lighting at Botolph Alley.

St Mary at Hill – Proposal 29

The proposals will explore the potential to:

- Accommodate relocated payment parking from Eastcheap and Great Tower Street or nearby streets if necessary.
- Raise the carriageway to pavement level at the junction with St Dunstons Lane to make this side street easier to cross.

St Dunstan's Lane and Idle Lane – Proposal 30

The proposals will explore the potential to:

- Raise the junction to pavement level at the junction of St Dunstan's Lane and Idle Lane to make the street easier to cross.

- Improve accessibility for people walking and wheeling on the pedestrianised section of St Dunstan's Lane.

St Dunstan's Hill – Proposal 31

The proposals will explore the potential to:

- Accommodate relocated payment parking from Eastcheap or Great Tower Street or nearby streets if required.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Widen the pavement at the hammerhead to introduce seating, SuDS or in ground planting and trees (where feasible).

Cross Lane, and Bakers Hall Court – Proposal 32

The proposals will explore the potential to:

- Accommodate relocated payment parking from Eastcheap or Great Tower Street on Cross Lane if required.
- Introduce additional cycle parking and dockless cycle and e-scooters hire bays.
- Install further planting and seating around the tree in Bakers Hall Court.

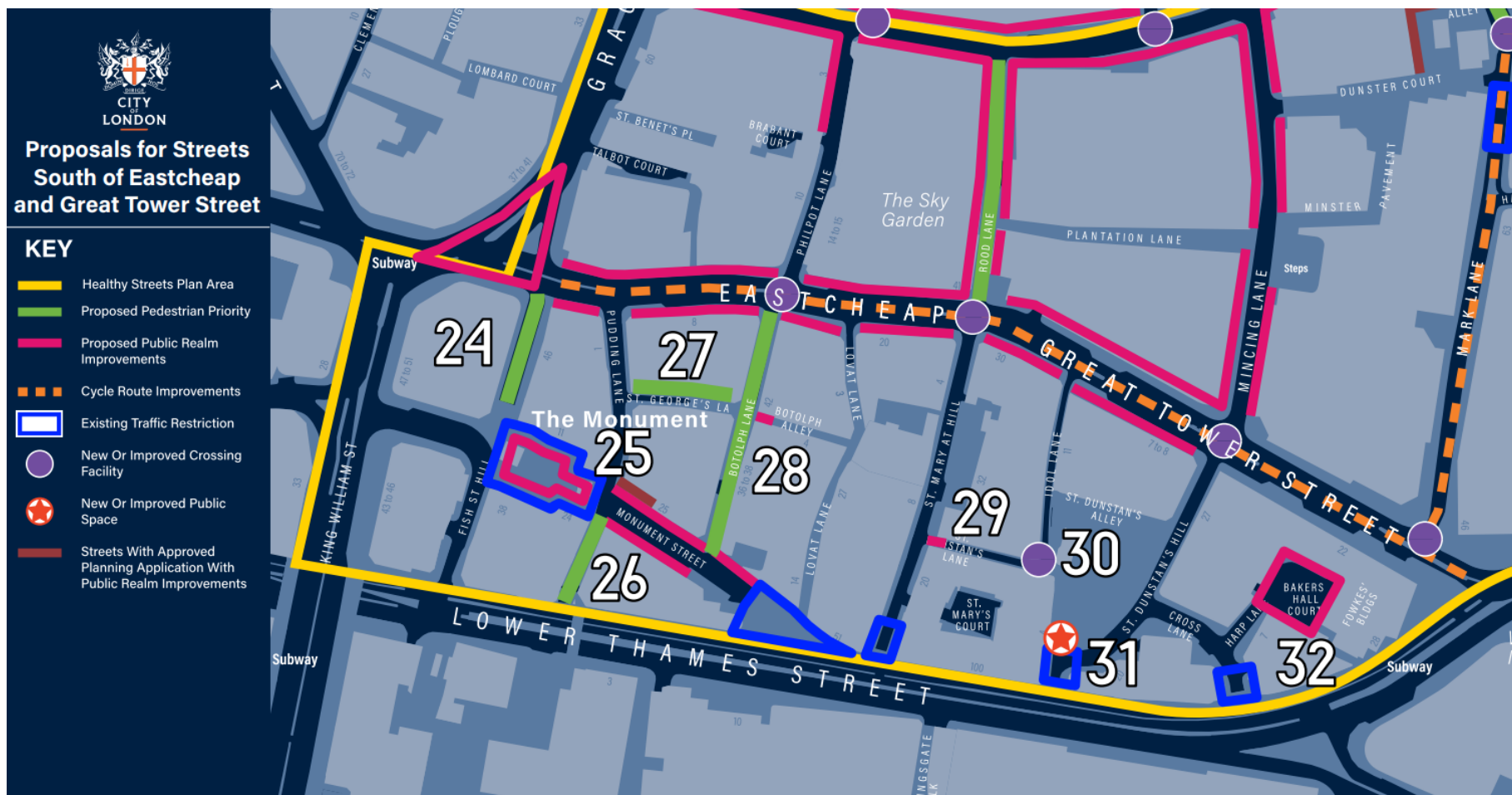


Figure 13 Streets south of Eastcheap and Great Tower Street

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City of London Corporation Committee Report

Committee(s): Streets & Walkways Sub-committee	Dated: 22 July 2025
Subject: Micromobility update and entering into a Memorandum of Understanding with dockless bike hire operators	Public report: For decision
This proposal: <ul style="list-style-type: none"> delivers Corporate Plan 2024-29 outcomes 	Vibrant Thriving Destination; Flourishing Public Spaces
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/a
What is the source of Funding?	N/a
Has this Funding Source been agreed with the Chamberlain's Department?	N/a
Report of: Executive Director Environment	Katie Stewart
Report author:	Tim Le Rougetel, Senior Strategic Transport Planner

Summary

This report provides an update since the last report to this Committee in July 2024 for improving dockless cycle hire operations in the Square Mile.

Several agreed actions have been undertaken, including the development of Memoranda of Understanding (MoUs) with both existing operators, Lime and Forest. This report seeks permission to sign the MoU.

The update on activity and monitoring includes the increase in number of on-street parking bays and the proposed delivery of further bays this year. Mechanisms for reporting issues have improved, with a dedicated dockless webform being hosted on the City of London's public website since November 2024. In January and February 2025, we undertook a period of on-street bike seizures where bikes were considered to cause an immediate danger to the public.

The e-scooter trial which TfL manage and which the City Corporation is a participant is proposed to be extended and we recommend remaining in the trial.

Recommendation(s)

Members of the Streets and Walkways Sub Committee are asked to:

- Authorise the Executive Director Environment to enter into the Memoranda of Understanding with dockless bike operators and to sign any extensions or renewals should they be considered necessary.
- Agree to continue our participation in the e-scooter trial.
- Note the content of the report.

Main Report

Background

1. The English Devolution Bill white paper published in December 2024 indicated the Government would bring forward legislation to give strategic transport authorities (i.e. TfL in London) the power to regulate on-street micromobility schemes (dockless hire bikes, e-scooters and any other forms of shared micromobility that may emerge on the market). This will allow enforcement of parking compliance and fleet size across the City of London and all London boroughs. City Corporation lobbied strongly for regulation, including several occasions from the Chairman of the Policy & Resource Committee.
2. There is currently no confirmed timetable for this new legislation. The earliest this is expected to come into effect is late 2026. Until such time as legislation gives the City Corporation powers to effectively manage dockless bike hire operators, we will continue to engage constructively with operators to manage our streets safely, supported by the proposed MoU.
3. In January 2024, Members agreed a series of actions relating to improving parking compliance, including:
 - facilitating ongoing collaboration with TfL, London Councils and central Government to support and champion additional regulatory, contractual and other powers to better manage dockless operations and operators;
 - increasing the number of dockless vehicle parking locations
 - expanding our data collection and reporting and introducing a City-wide no parking zone.
4. In May 2024, Members agreed to signal our intention to join the proposed pan-London contract, should it be brought forward. Work by TfL and London

Councils on the contact has been paused while awaiting the legislation and powers outlined in the English Devolution White Paper. Work to date on the contract should enable TfL to move quickly once the micromobility legislation has been passed and regulatory powers granted.

Memorandum of Understanding

5. Given the uncertainty around the timetable for new micromobility legislation Officers have been liaising closely with Lime and Forest representatives to agree the terms and conditions of an MoU. This will formalise practices that have been in place with both operators for a number of years. The MoU is provided in Appendix 2 and includes agreements to:
 - Require users of dockless bikes to park in mandatory parking bays,
 - Compel operators to manage parking compliance through their apps, and to use warnings and fines appropriately to achieve good parking behaviour.
 - Require operators to manage fleet numbers effectively within the capacity of parking available in the city.
 - Provide higher quality data from operators on the performance of their on-street operations, such as the number of journeys per month, the number of journeys starting, ending or starting and ending in the City and the number of parking compliance issues reported each month
 - Pay regular financial contributions from operators to use parking bays. Funds will be utilised to install maintain and operate parking of dockless parking bays and other associated costs.
 - Require operators to respond to reports of poorly parked bikes and/or where excessive bikes are parked in designated bays within 90 minutes of a report being received.
6. The MoUs reflect the model provided by London Councils and will initially be signed for a period of 12 months, with an option to extend.
7. Due to the uncertainty of the timetable for legislation to be concluded, granting local transport authorities the powers to regulate and enforce on-street micromobility schemes, break clauses have been inserted into the MoU to allow both parties to terminate the agreement in the event that formal powers come into effect. The option to extend by a further 12 months offers additional flexibility should the legislation not be in place by the time this period expires.
8. The City of London's Scheme of Delegation states that the Comptroller & City Solicitor must seek authority from a sub-committee, committee or the Court of Common Council to enter into a contract, agreement or MoU. This authority can then be delegated to the relevant Chief Officer upon instruction.
9. Members of this Committee are requested to approve the decision to authorise the Executive Director Environment to enter into the MoUs.

Update on parking delivery

10. There are currently 108 micromobility bays on the City of London streets, accommodating approximately 1150 vehicles (both dockless bikes and e-scooters). 88% of the City of London's streets are now within 250m of a shared micromobility bay and in addition to this, there are a number of dockless bike only bays on the footway. Subject to statutory consultation and any amendments to delivery, the City is planning to increase its on-street parking capacity to a total of around 1500 vehicles by September 2025.
11. Delivery of the dockless parking bays is through TfL ringfenced funding and contributions from both operators.
12. A review of footway bays, largely installed in 2019 to accommodate a limited number of non-electric dockless hire bikes, is currently underway. Officers are reviewing these bays against current guidance and will, as appropriate, remove or expand bays that do not meet minimum recommended sizes. This may lead to a small decrease in the number of parking spaces but will reduce the likelihood of oversubscribed pavement bays obstructing pavements.
13. Officers will continue to explore opportunities to increase the number of parking bays. These are expected to be limited, at least until new powers and contracts are in place to overcome concerns raised in recent consultations by City businesses and other stakeholders about the management of bays.

On-street action against operators

14. In January and February 2025, officers took action against operators whose users had left bikes in such a way that they caused an immediate danger to members of the public, using powers conferred to the City under Section 149 of the Highways Act.
15. Over a concerted two-week period between 27th January and 7th February 2025, officers in the Transport Strategy team, with support from partners at Veolia, seized 112 bikes from the City's streets. Operators were charged the City's costs to reclaim their cycles.
16. Whilst the on-street seizures proved effective for a short period of time, they were very resource intensive, taking over 120 full-time equivalent hours of officer time over the two-week period, the lead-up and the debrief period.
17. Regular actions of this nature are not viable given the resources required, however additional one-off actions and campaigns will be considered alongside our ongoing engagement with operators.

Monitoring and compliance

Operator data

18. Since there is no legal requirement for dockless operators to release data to local authorities, it has so far been provided upon request. The operator response to our most recent data request varies – Forest have submitted full data since August 2024, whereas Lime have only provided data since April 2025 (two complete months at the time of writing). As this information is commercially sensitive it is available as a non-public appendix to this report. Data includes number of trips, trip distance and duration, and recorded compliance of parking with a parking bay.
19. The most recent data from Lime and Forest shows that on average over 200,000 journeys are made by dockless bikes in the City every month. As noted in our City Streets Summary Report (May 2025, see Background Papers), our strategic traffic counts recorded a four-fold increase in the number of dockless bikes counted between 2022 and 2024. This has contributed to both the increase in cycling observed in the City over the last three years and to challenges around parking supply and inappropriately parked dockless bikes

City of London data

20. City officers have been collating data based on the following sources:
- Complaints to the Strategic Transportation inbox
 - Reports from the public via the City's dockless reporting webform, which launched in November 2024
 - Street Enforcement Officers' on-street reports
 - 'Mystery shopping' trips within the City boundary to test end-of-trip functionality, such as parking outside of bays or in No Go Zones.
21. The key highlights for this data are presented below*:
- Total number of webform reports: 1,705 since November 2024
 - Reports ranged from 469 (19 Nov – 20 Dec 2024) per month to 152 (19 Apr – 20 May 2025).
 - Total number of unique complaints in the Strategic Transportation inbox since March 2020: 214
 - Locations with the highest number of complaints received by email in the Strategic Transportation inbox: 8 Bishopsgate (17), Barbican (16), Bucklersbury / City of London Magistrates Court (11)
 - Average number of Street Enforcement Officer reports of bikes causing a cleansing issue or a hazard to others: 1000
 - Total number of 'mystery shopping' trips carried out by Transport Strategy team since September 2024: 37. This comprises the following key data:
 - 31 bikes deliberately parked outside designated bays to test parking compliance
 - Of these, 20 (65%) were able to be parked
 - Only 1 warning was received for a bike parked outside of a designated bay.

- Observations of bikes reported via the web form during recent summer months, show that removal times for reports are not up to the standards we have agreed. In June 16 reports were recorded and tracked, of these at least half had not been moved within the 90-minute threshold; we will be continuing to monitor and urge operators to uphold agreements.

**All data accurate at the time of drafting the report, June 20th 2025*

E-scooter trial

22. The City Corporation joined Phase 1 of the pan-London e-scooter trial in 2021.
23. Unlike dockless cycle hire, the e-scooter trial is tightly regulated by the DfT and TfL, with caps on fleet sizes, vehicle speeds and rigorous monitoring of operator performance and safety.
24. Phase 2 of the e-scooter trial is due to run until 22nd September 2025, with the option to extend by a further year. Early indications suggest that TfL are willing to trigger the extension. DfT guidance currently runs until May 2026.
25. The trial has had a good safety record. Only two serious injuries have been reported in the City of London since the trial began, in December 2022 and November 2024. A link to the latest safety report from TfL is provided in Background Papers.
26. There has also been a 75% increase in e-scooter trips between May 2024 and May 2025 (5,300 in May 2024 vs 9,300 in May 2025) in the City of London, a result of improvements to the trial geofencing and increasing our parking density by 40%.
27. The City receives a fee per bay for allowing e-scooters to operate. Since the trial began, we have received £103,026 from TfL, most of which has been used to support delivery of parking spaces and the remainder has gone into the general transport revenue spend.
28. It is recommended that the City remains in the e-scooter trial, given the significant increase in sustainable trips over the past twelve months, the good safety record and the monthly revenue our participation in the scheme generates. It is also expected that any future micromobility legislation, powers and contacts will include e-scooters alongside dockless bikes.

Strategic Implications

29. Dockless cycle hire supports the delivery of Corporate Plan Outcome: Vibrant thriving destination and a Leading Sustainable Environment.

- 30. The City of London Transport Strategy (Proposal 22 & 23) sets out our approach to improving cycle hire in the Square Mile. The need for designated parking areas is also included in Proposal 17: Keep pavements free of obstructions.
- 31. Micromobility schemes including dockless cycle hire are part of the innovation of technology in transport on our streets (Proposal 39, 40).
- 32. Dockless cycle hire supports our Climate Action Strategy through providing a zero-emission alternative to short car, private hire and taxi trips.
- 33. There is a possible reputational risk to the City Corporation if innovative approaches to increasing sustainable and healthy transport modes are not carefully considered. There are also possible reputational risks if potential adverse impacts of dockless cycle hire operations are not carefully managed.

Financial implications

- 34. Operators are expected to contribute towards the installation of new and the maintenance and management of parking bays within the City of London, as set out in the MoU.
- 35. There will be some additional impact on cleansing teams as in some locations when dockless parking areas are full it is more difficult for cleansing team to access the area. This is an issue for any vehicle parked areas if occupied whilst cleansing operatives are carrying out work.
- 36. The City will forfeit revenue from TfL as part of the e-scooter trial participation should it decide to leave the trial.

Resource implications

- 37. The absence of an MoU will likely result in a continuation of the status quo with poor parking practice on City of London streets. This could lead to Members requesting further on-street action from officers and partner organisations, which will place a burden on team resources, as referenced in Paragraph 16.

Legal implications

- 38. Dockless cycle hire schemes which do not necessitate any infrastructure being placed on the highway fall outside the existing legislative framework and do not need the City Corporation's consent to operate in the City, as outlined in Appendix 1.
- 39. In the event of loss, injury or damage caused by dockless cycles, the person responsible would depend on the circumstances of each case.

40. The steps proposed to secure the co-operation of operators in ensuring safe practices would help demonstrate that the City is taking reasonable measures consistent with its responsibilities outlined in Appendix 1.
41. Data collected from dockless cycle hire operations will also help inform Corporation policy and possible representations on and consultations to future legislation to regulate the dockless hire market.
42. The signing of any Memoranda of Understanding (MoU) with active operators in the City will include favourable break clauses to not compromise our ability to join any potential future pan-London non-docked micromobility scheme.
43. The MoU will not hold sufficient legal status to provide the City Corporation with additional regulatory or enforcement-related powers.

Risk implications

None

Equality Implications

44. A detailed Equalities Impact Assessment has been undertaken in consultation with internal and external stakeholders on a similar scheme – the City of London’s rental e-scooter trial. Lessons and mitigations from that EqlA have been taken into consideration wherever appropriate and related to dockless cycle hire.
45. Dockless cycle hire activity in the City is being monitored to understand impacts on protected characteristic groups (e.g. visually impaired, wheelchair users). This is consistent with the public sector equality duty.
46. The City of London rental e-scooter trial EqlA identifies several issues, particularly around safety of e-scooter users and other road users, which can help better understand and develop mitigations for dockless cycle hire schemes, including:
 - Speeding and irresponsible riding behaviours
 - Irresponsible parking leading to dockless cycles being abandoned and becoming street litter that could causing obstructions or injury
 - Increased fears for people’s safety and wellbeing on the City’s Streets
 - Increased risk of collisions for those riding dockless cycles
 - Increased risk to people walking on our streets, due to dockless cycles not being seen or heard, dockless cycles speeding in shared use areas, and/or illegal or poor rider behaviour
47. Engagement and enforcement against illegal and unsafe use of dockless cycles will be undertaken in partnership with City of London Police.
48. In summary, we have concluded that the application of mitigation measures and the benefits from safe use of a dockless cycles outweigh the negative impacts, or potential impacts of those in protected characteristics groups.

Climate implications

49. The City's Climate Action Strategy aims for a net zero Square Mile by 2040.
50. Sustainable travel initiatives, such as walking, scooting and cycling, will be pivotal to reducing transport emissions to net zero.
51. The City has already seen exponential growth in dockless bike use since 2022, as per the observations in the City Streets Summary Report. This proves the existing popularity of hire bikes as a low-carbon form of transport.
52. A well-managed relationship with dockless bike operators, formalised through an MoU until such time as it is superseded by legislation, is therefore critical in maintaining viable sustainable travel options for the City's workers, residents and visitors.

Security implications

None

Conclusion

53. The City continues to work with Lime and Forest to address the challenges of dockless cycle hire through strengthened operator engagement, expanded parking infrastructure, and targeted enforcement. The proposed MoUs will formalise parking requirements and expectations around data sharing, fleet size, and responsiveness. While operator compliance has improved, persistent issues remain, demonstrating the need for sustained oversight. Pending national legislation to control dockless operators, these interim measures will help manage public space effectively and support the City's sustainable transport goals.

Appendices

Appendix 1: Legal Powers and Frequently Asked Questions.

Appendix 2: Draft Memorandum of Understanding

Appendix 3 *non-public: Data on activity from operators*

Background Papers

- [Streets & Walkways Sub-Committee Report – Improving dockless cycle hire, 9th July 2024:](https://democracy.cityoflondon.gov.uk/documents/s205163)
<https://democracy.cityoflondon.gov.uk/documents/s205163>
- [City Streets Summary Report, May 2025:](https://www.cityoflondon.gov.uk/assets/Services-Environment/City-Streets-2025-Summary-Report.pdf)
<https://www.cityoflondon.gov.uk/assets/Services-Environment/City-Streets-2025-Summary-Report.pdf>
- [London e-scooter rental trial: Phase 2 Year 1 report findings, September 2023 – September 2024 Greater London Authority, London Councils, Transport for London:](https://content.tfl.gov.uk/london-e-scooter-rental-trial-phase-2-report-findings-september-2023-to-september-2024.pdf) <https://content.tfl.gov.uk/london-e-scooter-rental-trial-phase-2-report-findings-september-2023-to-september-2024.pdf>

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Appendix 1: Legal Powers and Frequently asked Questions.

Dockless cycles and e-scooters

Introduction

Dockless bike operators have been permitted to operate in the City of London since 2019. We currently have two operators for dockless bikes: Lime and Forest, both of whom use solely electric bikes in their fleet. Lime have also provided e-scooters, along with Voi, since the City Corporation joined the pan-London e-scooter trial in 2021.

Dockless bike hire is an increasingly popular, form of transport across London and in the Square Mile. Our recent traffic counts show that the number of dockless bikes increased four-fold since 2022, which now make up 17% of all cycles in the City, or 17,800 journeys per day.

As of April 2025, the City Corporation now has 108 dedicated parking bays, with capacity for 1,160 vehicles including e-scooters. By the end of 2025 we expect to have capacity for around 1,500 in total

Our forthcoming Memoranda of Understanding with operators will help the City Corporation address ongoing issues around parking compliance and fleet sizes, as well as data sharing agreements and financial contributions from operators towards new parking and maintaining existing capacity. Previously, funding was provided ad-hoc by operators, but this will now be replaced with a per-bay charge for each existing - and any potential future – operator either deploying or allowing users to park bikes in a bay.

Legal Powers

There are still concerns about dockless bikes when badly managed. There are a number of things we can and can't do legally as we are still limited in the legal options available to manage bikes. The FAQs below explain what we can and can't do at the moment. We do expect this to change as new legislation becomes available, over the next two years, so will keep you up to date with changes.

Frequently asked questions

How can I report inappropriately parked dockless bikes?

If you have a concern about the way that dockless bikes are being parked or used, please report it to the relevant operating company. This is the quickest and most efficient way of having them safely moved.

Each dockless bike has a clearly visible identifying number and is tracked by its operator. Including the identifying number and the exact time and location can help operators identify and respond the issue.

- [Lime\(external link\)](#) 0800 808 5223

- [Forest](#) 0208 157 7491

Please note that the City of London Corporation has limited powers to address complaints regarding dockless bikes.

Please contact the contact the [Transport Strategy team](#) if your issue relates to a designated dockless bike hire parking bay.

You can also report dockless bikes or e-scooters on the City Corporation's dedicated webform in the page above. Your report will be sent directly to the operators, which can be actioned quickly.

How to use a dockless cycle hire in the City of London

Two dockless cycle hire operators serve the City of London: [Lime\(external link\)](#) and [Forest\(external link\)](#). Their bikes can be located, hired and unlocked using a smartphone app and may be ridden and parked in the City.

Cycles hired from any other dockless operator in London can be ridden through the City, but you cannot end a journey there.

Dockless cycles must be parked in designated parking areas which are marked in Lime and Forest's apps.

If you park or abandon a dockless bike outside of a designated parking area, you may be fined or banned. Operators issue additional charges and penalties for bikes that:

- Obstruct the pavement, especially on narrow pavements or in areas with high footfall
- Are parked on carriageway (unless in a designated bay)
- Are parked on or near a crossing or dropped kerb
- Are parked in front of doors or entryways
- Block fire exits or are parked in fire evacuation assembly points
- Are parked in a disabled parking space, car parking space or a loading bay
- On City of London highwalks and walkways

How are dockless cycle hire schemes regulated?

Dockless cycle hire schemes are not covered by legislation so the City of London Corporation does not have the legal power to prevent dockless cycle hire schemes from operating in the City. Nor does the City Corporation have the legal power to compel operators to operate their schemes in accordance with City Corporation policies or standards.

Dockless cycles differ from rental e-scooters, which are regulated as part of the ongoing e-scooter trial with the Department for Transport (DfT) and Transport for London (TfL).

If dockless cycle schemes are unregulated, why are there dedicated parking bays in the City of London?

The City Corporation has provided dedicated on-street parking bays for dockless cycles and has insisted that operators ensure their users end their journeys in those bays to minimise inappropriate parking in other areas.

These parking bays have been designated following a design and review process, which included road safety audits, site visits, local engagement and equalities impact assessments, to ensure they do not negatively impact other street users.

While the City Corporation provides these spaces, it has no legal power to require that operators use these spaces as part of their hire schemes, nor does it have legal power to enforce against users who do not use them.

What does the City Corporation do to minimise inappropriate dockless bike parking?

The City Corporation engages with dockless cycle hire operators to insist they improve their schemes. Officers have laid out a series of short, medium and long-term actions for improving dockless bike hire operations in the City. More information on these actions, and on dockless bike policy, can be found in the approved [Streets and Walkways Committee Report](#) (January 2024).

What powers does the City Corporation have in respect of obstructions on our streets?

The City Corporation has powers to enforce against obstructions on the streets and pavements.

Highways Act 1980:

- Section 137 offences related to obstruction created by people
- Section 148(c) offences related to obstructions created by anything deposited on the highway
- Section 149 offences related to dangers created by anything deposited on the highway

When an obstruction is reported, the City Corporation has the power to place a notice on that obstruction requiring that the obstruction be removed in a reasonable timeframe, usually within 72 hours. If it's not removed in that time, the City Corporation can make a request to the Magistrates to grant the City Corporation the power to remove it.

In practice, obtaining an obstruction order can take several days and by that time the bike will almost certainly have been re-hired by a new user or relocated by the operator.

Could trading laws be used to remove dockless bikes?

Consideration has been given as to whether the provision of dockless cycle hire is covered by local legislation making it unlawful for any person to engage in unauthorised street trading in the City.

Street trading is defined in the City of London (Various Powers) Act 1987 to mean the selling or exposing or offering for sale of any article or thing in a street. However, dockless cycle hire schemes involve cycles being available on the highway (or on private land with the consent of the owner) for temporary hire by the public, with payment being made via an App and no person in the street is engaged in their hire.

As the 1987 Act prohibits a person from selling items in the street, not the temporary hiring of bikes via an App, which is more in the nature of a service (and not dissimilar to the existing Santander cycle hire scheme except that there are no docking stations), the activity would not be considered unauthorised street trading.

Could law on the management of waste or litter be used to remove dockless bikes?

It is considered that the definitions of waste or litter are not intended to cover bikes left temporarily on the highway and which are in use for the benefit of the operators and their customers and officers do not know of any decisions on this point.

What does the City Corporation do to enforce against inappropriately parked dockless cycles on our streets?

Our approach to enforcing against inappropriately parked dockless cycles consists of reporting issues and incidents directly to operators and, if possible, immediately moving or relocating bikes to appropriate locations. We do not undertake significant legal enforcement action against dockless cycle hire operators.

City Corporation staff are unable to unlock dockless bikes but, if safe to do so and not presenting a manual handling risk, they will attempt to lift bikes (which can weigh up to 20kg and need two people to move safely) and move them to the nearest safe location. These bikes are reported immediately to the responsible operator.

City Corporation staff report thousands of inappropriately parked cycles each year.

Are there plans for new legislation to regulate dockless cycle hire in the City?

The Government announced the English Devolution Bill white paper in December 2024, which would give local transport authorities the power to regulate on-street micromobility schemes (dockless hire bikes, e-scooters and any other forms of shared micromobility that may emerge on the market) if passed into primary

legislation. This will allow enforcement of parking compliance and fleet size across the City of London and all London boroughs.

There is no official timetable for legislation and although work is in progress in central government, the earliest this is expected to come into effect is late 2026. Until such time as legislation gives the City Corporation powers to effectively manage dockless bike hire operators, we will continue to engage constructively with them to manage our streets safely.

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DATED

2025

Memorandum of Understanding

Between

**THE MAYOR AND COMMONALTY AND
CITIZENS OF THE CITY OF LONDON**

And

HUMAN FOREST LIMITED

**Relating to a Hire Scheme to be provided by the Operator providing Operator Bicycles
and allowing Users access to Operator Bicycle Hire within the Scheme Area**

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This **Memorandum of Understanding** is made the day of 2025

Between:

(1) **THE MAYOR AND COMMONALTY AND CITIZENS OF THE CITY OF LONDON** of P O Box 270 Guildhall London EC2P 2EJ (the “**City Corporation**”); and

(2) **HUMAN FOREST LIMITED** (company registration number **12352698**) whose registered office is at 207-209 Southwark Bridge Road, London, England, SE1 0DN (the “**Operator**”);

each a “**Party**” and together the “**Parties**”.

1. **PURPOSE & SCOPE**

- 1.1. The purpose of this Memorandum of Understanding (“**MoU**”) is to clearly identify the roles and responsibilities of each Party that relate to the on-going, non-exclusive partnership between them.
- 1.2. The City Corporation is the planning authority and the highway authority for the Scheme Area and agrees for the Operator to run the Scheme within the Scheme Area in accordance with the terms of this MoU.
- 1.3. The Operator owns and manages the Scheme and agrees to run the Scheme within the Scheme Area in accordance with the provisions of this MoU.
- 1.4. This MoU sets the terms and outlines the understanding between the Operator and the City Corporation for the operation of an Operator Bicycle sharing service that will be launched in the City Corporation’s local area as specified.

2. **DEFINITIONS**

- 2.1. In this MoU the following words and expressions shall have the following meanings:

Additional Financial Contribution	means any additional Financial Contribution paid by the Operator to the City Corporation for the purpose of providing additional Physical Parking Bays;
Commencement Date	means the date of this MOU;
Danger	means risk of bodily harm or injury or damage to property or persons;
Fining Zones	means those areas marked on the plan at Figure 2 of Schedule 3 where Users will receive a fine and a warning for parking any Operator Bicycles and where the Operator

	shall remove any Operator Bicycles parked in a No Parking Zone in accordance with the timeframes at Paragraph 3 of Schedule 1, and which may be subject to change throughout the Scheme Period;
Financial Contribution	<p>means the sum of thirty-one thousand eight hundred and sixty POUNDS (£31,860) (excluding VAT) paid by the Operator to the City Corporation for the purpose of providing and operating the Physical Parking Bays and which may include but is not limited to:</p> <ul style="list-style-type: none"> - The City Corporation's administrative, technical and supervisory costs; - Any costs for surveys, consultation and health and safety compliance; - the City Corporation's costs in carrying out all works to the highway necessary to provide the Physical Parking Bays; - the City Corporations costs of making and implementing any Traffic Orders; - the City Corporations costs in obtaining or attempting to obtain any other consents, licences, permissions or approvals as may be required for the purposes of carrying out the works required for providing the Physical Parking Bay; - Supplementing the implementation of the 2025/2026 Physical Parking Bay delivery programme, alongside the TfL Local Implementation Plan (LIP) funding (and subsequent years where necessary); - Ongoing maintenance and operation of the Physical Parking Bay network; and - Any other costs incurred by the City Corporation associated with the Physical Parking Bays; <p>And which shall be calculated in accordance with the formula at paragraph 9 of this MoU;</p>
Implementation Funds	means such sum or sums received by City Corporation from Transport for London to be

	combined with the Financial Contribution and any Additional Financial Contribution and used towards the provision of the Physical Parking Bays;
Independent Data Controller	means an organisation or individual that determines, alone without joint control from others, the purposes and means of processing personal data;
Intellectual Property	means all intellectual property rights in information including without limitation copyrights, text, drawings and computer software, designs (whether registered or not) and rights in inventions including utility models and patents, applications thereof and extensions thereof;
Intellectual Property Rights	means all patents, rights to inventions, utility models, copyright and related rights, trademarks, service marks, trade, business and domain names, rights in trade dress or get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, moral rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications for and renewals or extensions of such rights, and all similar or equivalent rights or forms of protection in any part of the world;
Licences	means the licences to be obtained by the City Corporation for the Physical Parking Bays;
No Parking Zone	means any area where a ride cannot be ended, and an Operator Bicycle cannot be locked and parked, as shown in Figure 2 of Schedule 3;
No Riding Zone	means any area where an Operator Bicycle loses power assist as shown in Figure 2 of Schedule 3;
Nuisance	means an act, omission, situation or practice that materially affects the reasonable comfort and convenience of the public;
Obstruction	means a situation arising from the deposit of an Operational Bicycle or Operation Bicycles

	(whether by reason of their position, their number, or otherwise) outside the Physical Parking Bays so as to adversely affect the free use of a highway (including a footway or a carriageway), or adversely affect the free use of any other public or private land (including river and park environments) without lawful authority or excuse;
Operational Zone(s)	means the areas within the City of London where the Operator allows Users to ride with power assist, as shown in Figure 1 of Schedule 3 as may be amended from time to time by the City Corporation;
Operator App	means the online application provided by the Operator for Users to book and access an Operator Bicycle;
Operator Bicycle/s	means dockless electric bicycle/s which meets/meet the Specifications set out in Schedule 2 of this MoU;
Physical Parking Bays	means the specific dockless bays approved and provided by the City Corporation, where Users can park an Operator Bicycle and end a ride, designated in the Operator App, and physically marked on the footway or carriageway;
Pricing Structure	means all payments, levies, fines, and charges paid by a User of the Scheme to the Operator;
Priority Removal Area	means the areas identified by the City Corporation and shown shaded red on Figure 4 at Schedule 3 where removal of parked Operator Bikes should be undertaken as a matter of urgency pursuant to the timeframes in Schedule 1 of this MoU and where Users who have parked an Operator Bicycle will receive a fine and warning;
Renewal Period	means an extension of the Scheme Period for a period agreed by the City Corporation;
Scheme	means a hire scheme to be provided by the Operator providing Operator Bicycles and allowing Users access to Operator Bicycle hire within the Scheme Area and which will be provided and managed in accordance with the terms of this MoU;

Scheme Area	means the Operational Zones designated by the City Corporation, shown on the Plan at Figure 1 of Schedule 3 and which is subject to change throughout the Scheme Period;
Scheme Period	means the twelve (12) month period starting on the date of this MoU and includes any approved Renewal Period(s);
Specifications	means the approved specifications that the Operator Bicycles must comply with to be used as part of the Scheme as set out in Schedule 2 of this MoU;
User/Users	means the members of public hiring Operator Bicycles in accordance with the Scheme;

- 2.2. A reference to the singular includes the plural and vice versa, and a reference to any gender includes all genders.
- 2.3. The expression “person” means any individual, firm, body corporate, unincorporated association, partnership, government, state or agency of a state or joint venture.
- 2.4. In this MoU, unless otherwise stated: any words following the terms including, include, in particular, for example or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms; a reference to writing or written includes email; and a reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 2.5. The Parties enter into this MoU in consideration of their respective rights and obligations, the sufficiency of which each Party confirms.
- 2.6. A reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended or re-enacted by any subsequent statute, enactment, order, regulation or

instrument and shall include all statutory instruments or orders made pursuant to it whether replaced before or after the date of execution of this MoU.

- 2.7. A reference to any document other than as specified in Clause 1.3 and save as expressed otherwise shall be construed as a reference to the document as at the date of execution of this MoU.
- 2.8. Headings are included in this MoU for ease of reference only and do not affect the interpretation or construction of this MoU.
- 2.9. References to Clauses and Schedules are, unless otherwise provided, references to Clauses of, and schedules to, the MoU and any reference to a paragraph in any Schedule shall, in the absence of provision to the contrary, relate to the paragraph in that Schedule.
 - 2.9.1. In the event, and only to the extent, of any conflict between the Clauses and the Schedules, the Clauses prevail, except where:
 - 2.9.1.1. the conflicting part of the Schedule is explicitly expressed to take precedence; or
 - 2.9.1.2. the conflict is with a provision in Schedule 5 (Special Conditions of this MoU), in which case the provisions in Schedule 5 shall prevail.
- 2.10. The Schedules form part of this MoU and will have the same force and effect as if expressly set out in the body of the MoU.
- 2.11. Each Party must pay its own costs and expenses that it incurs in respect of the activities it carries out pursuant to this MoU, including the costs and expenses of preparing, negotiating and signing this MoU and any documents contemplated by it, whether or not the Scheme proceeds **FOR THE AVOIDANCE OF DOUBT** the Parties agree that the Financial Contribution shall be treated separately and shall not be reduced by any amount to cover any such costs and expenses payable by the Operator.
- 2.12. The relationship of the Parties under this MoU is that of independent entities. Neither Party is the employee, representative, agent, joint venturer or partner of the other Party for any

purpose. This MoU does not give a Party the authority to oblige or bind the other Party or to incur any liability on behalf of the other Party.

3. COMMENCEMENT AND DURATION

- 3.1. This MoU shall come into effect on the Commencement Date and will continue in force for the duration of the Scheme Period unless terminated earlier in accordance with the terms of this MOU.
- 3.2. Subject to the provisions of Clause 22, at the end of the Scheme Period, the City Corporation shall have the option to extend this MoU in the form of an agreed Renewal Period.

4. THE SCHEME

- 4.1. The Operator shall from the Commencement Date:
 - 4.1.1. provide the Scheme to the City Corporation in accordance with the terms of this MoU;
 - 4.1.2. provide Users access to Operator Bicycle hire within the Scheme Area;
 - 4.1.3. promote responsible and safe use of Operator Bicycles including the parking of Operator Bicycles within any of the Physical Parking Bays;
 - 4.1.4. make available to Users and keep up to date the Operator App;
 - 4.1.5. shall develop marketing strategies and campaigns to promote the Scheme; and
 - 4.1.6. shall comply with all lawful and reasonable directions of the City Corporation relating to the provision of the Scheme.
- 4.2. The Operator acknowledges that it has sufficient information about the City Corporation and the Specification and that it has made all appropriate and necessary enquiries to enable it to provide the Scheme in accordance with the MoU.
- 4.3. The Operator shall neither be entitled to any additional payment nor excused from any obligation or liability under this MoU due to any misinterpretation or misunderstanding by the Operator of any fact relating to the Specification or otherwise to this MoU.
- 4.4. The Operator shall provide the Scheme:
 - 4.4.1. with the highest degree of skill, care and diligence normally exercised by recognised professional firms or by highly skilled and experienced operators providing schemes of a similar scope, type and complexity to the Scheme and with sufficient resources including project management resources;
 - 4.4.2. in conformance in all respects with Schedules 1 to 6 of this MoU, and so that they fulfil the purpose indicated by or to be reasonably inferred from Schedules 1 to 6 of this MoU; and
 - 4.4.3. in a safe manner and free from any unreasonable or avoidable risk to any person's health and well-being including taking all necessary steps to prevent obstructions and visual clutter and in an economic and efficient manner.
- 4.5. The Operator shall ensure that the Scheme is properly managed and monitored and shall immediately inform the City Corporation if any aspect of the MoU is not being or is unable

to be performed providing details and evidence showing why it is not being or is unable to be performed and what steps have been taken to resolve issues.

a. .

- 4.6. Throughout the Scheme Period the Operator shall, when required, give to the City Corporation such written or oral advice or information regarding the Scheme as the City Corporation may reasonably require and the Operator shall comply with the reporting provisions of Schedule 4.
- 4.7. The Operator agrees to Operate the Scheme in accordance with the terms of this Mou, any conditions attached to Licences and the Code **FOR THE AVOIDANCE OF DOUBT** this MoU is entered into by the Operator without prejudice to the requirement for the Operator

to comply with all applicable laws including those governing interference with free passage on public highway.

5. PERMITTED USE

5.1. The City Corporation grants the Operator the right to:

- 5.1.1. operate the Scheme within the Scheme Area for the duration of the Scheme Period in accordance with the terms of this MoU;
 - 5.1.2. permit the use of its Operator Bicycles by Users on the public highway within the Operator Zones; and
 - 5.1.3. permit Operator Bicycles to be parked on the public highway only within the Physical Parking Bays for the duration of the Scheme Period subject to the terms of this MoU and any conditions as may be attached to the Licences.
- 5.2. The City Corporation holds the right to request any Physical Parking Bays to be closed during the Scheme Period, with at least twenty-four (24) hours' notice, save for in the case of emergency where closure may take place without prior notice.

6. BAY DEPLOYMENT

- 6.1. Subject to the receipt by the City Corporation of the Financial Contribution and any Additional Financial Contribution (pursuant to Clause 9) and the Implementation Funds, the City Corporation commits to creating Physical Parking Bays in the Scheme Area.
- 6.2. The City Corporation will carry out a review of Physical Parking Bay capacity within the Scheme Area on an at least annual basis and will have due regard to any comments from the Operator on demand for Physical Parking Bays.
- 6.3. The City Corporation shall not be required to incorporate any comments of the Operator which, in its reasonable opinion, would compromise the exercise of any statutory duty or power to which it is subject or on grounds which the City Corporation considers reasonable.
- 6.4. Following completion of the review in Clause 6.2, the City Corporation will agree with the Operator the number of Physical Parking Bays to be created.
- 6.5. The City Corporation shall not be obliged to provide a number of Physical Parking Bays where the cost of providing such bays exceeds the Financial Contribution, Additional Financial Contribution (where applicable) and the Implementation Funds.
- 6.6. As soon as reasonably practicable following receipt of the Financial Contribution, the Additional Financial Contribution (where applicable) and the Implementation Funds, the City

Corporation shall obtain the required Licences for the Physical Parking Bays and carry out the works to the highway to create the Physical Parking Bays at the cost of the Operator.

- 6.7. Where Physical Parking Bays are provided in accordance with this Clause 6, the Operator must adhere to the terms and provisions of Schedule 1 for the Scheme Period.

b.

7. PRINCIPLES OF COLLABORATION

- 7.1. The Parties will act in good faith to support achievement of the principles of collaboration set out in this clause 7.

- 7.2. The Parties agree:

- 7.2.1. where any agreement, approval, consent, confirmation, comment or expression of satisfaction is required from either Party under the terms of this MoU such agreement, approval, consent, confirmation, comment or expression of satisfaction shall not be unreasonably withheld or delayed;

- 7.2.2. to work together to identify designated Physical Parking Bays;

- 7.2.3. to meet quarterly (unless otherwise agreed between the Parties) to discuss:

- a. the progress of the Scheme;
- b. share relevant data;
- c. demand for Operator Bikes and/or Physical Parking Bays;
- d. any enforcement and compliance issues;
- e. conflict of interests;
- f. reviews of the Scheme including Physical Parking Bays; and
- g. agree improvements and/or amendments to the Scheme including Operational Zones, and Priority Removal Areas;

- 7.3. Either Party can request interim or additional meetings to discuss any of the points in clause 7.2.3 or where urgent matters arise.

- 7.4. The Operator shall use reasonable endeavours to collaborate with other dockless bike operators in the Scheme Area. This shall include, but is not limited to, ensuring that Operator Bicycles are parked correctly in Physical Parking Bays, implementing joint training and/or

awareness events, safety related media campaigns and major event or incident management.

- 7.5. The Parties agree to undertake engagement with local businesses, private landowners and communities within the Scheme Area and who may be affected by the Scheme throughout the Scheme Period and provide a means of contact to raise issues, complaints or concerns.

c.

8. PRICING STRUCTURE

- 8.1. The Operator shall set the Pricing Structure offered to Users and share this with the City Corporation.
- 8.2. The Operator shall, except where it offers a subscription service to its Users (i.e. a monthly pass with, for example, unlimited unlocks and/or free minutes, known as an 'Operator Pass'), charge its Users on a timed basis in blocks of no less than one (1) minute.
- 8.3. The Operator's Pricing Structure including any discounts available to identified groups/workplaces shall be transparent and easily accessible to Users.
- 8.4. The City Corporation shall include a link to the Operator's website and its pricing on its own website and social media channels as soon as possible after the Commencement Date.
- 8.5. The City Corporation, and any other relevant government stakeholders, may exhibit the Pricing Structure on their websites and within their marketing material.
- 8.6. Penalties and fines levied by the Operator on Users who engage in high risk and anti-social behaviour shall be fair and reasonable and shall be outlined in the Operator's terms and conditions. Penalties such as a warning notification, a temporary block on the account, a fine, or a ban, shall be given to Users who engage in high risk and anti-social behaviours, where any of the following undesirable behaviours occur:
- 8.6.1. parking an Operator Bicycle within a No Parking Zone;
- 8.6.2. parking an Operator Bicycle in a Priority Removal Zone;
- 8.6.3. parking an Operator Bicycle outside of a Physical Parking Bays;
- 8.6.4. riding an Operator Bicycle into a No Riding Zone;
- 8.6.5. riding an Operator Bicycle or the use of an Operator Bicycle by more than one person at a time, termed "**Double Riding**" in the Operator's User terms and conditions of use.

9. FINANCIAL CONTRIBUTIONS

- 9.1. Within thirty (30) days following receipt for the same, the Operator shall pay to the City Corporation:
- (a) The Financial Contribution; and
- (b) The Additional Financial Contribution (if applicable);

- 9.2. The Financial Contribution and Additional Financial Contribution (if applicable) paid by the Operator shall be ringfenced by the City Corporation and only used for the purpose for which it was paid under the terms of this MOU. .

d.

- 9.3. The Financial Contribution shall be paid to the City Corporation by the Operator annually during the term of the Scheme.

- 9.4. The Financial Contribution will be calculated in accordance with the following formula:

$$\text{Financial Contribution} = P \times N$$

Where:

'P' is the cost per Physical Parking Bay, being a sum set by the City Corporation and reviewed annually and may be amended where necessary. At the date of this MoU the cost per Physical Parking Bay is two hundred and ninety-five pounds (£295) (excluding VAT).

'N' is the number of Physical Parking Bays within the Scheme area

- 9.5. The cost per Physical Parking Bay as provided for at clause 9.4 above shall be reviewed and updated on an annual basis.

- 9.6. If practicable, the City Corporation may agree with the Operator a fee structure based on utilisation rates and other trip data provided by the Operator to the City Corporation in accordance with this MOU ("the **Fee Structure**") to be reviewed annually and amended (where necessary) by the City Corporation.

- 9.7. Any Fee Structure agreed pursuant to clause 9.6 shall be used to set the cost per Physical Parking Bay.

10. WARRANTIES & OBLIGATIONS

- 10.1. Except as expressly stated in this MoU, all warranties, and conditions whether express or implied by statute, common law or otherwise are excluded to the extent permitted by law.

- 10.2. Subject to Clause 11, the Operator's liability under or in connection with this MoU (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) shall be limited to the Financial Contribution, Additional Financial Contribution (if applicable)_paid by the Operator to the

City Corporation under this MoU during the twelve (12) months preceding the date of the claim.

- 10.3. Subject to Clause 11, neither Party shall be liable for any consequential, indirect or special loss.

11. INSURANCE & LIABILITY

- 11.1. During this MoU the Operator shall maintain in force public liability insurance at all times with a minimum value of £5,000,000.
- 11.2. Notwithstanding any other provision of this MoU, the liability of the Parties shall not be limited in any way in respect of the following:
- 11.2.1. death or personal injury caused by negligence;
 - 11.2.2. fraud or fraudulent misrepresentation; and
 - 11.2.3. any other losses which cannot be excluded or limited by applicable law.

12. DATA PROTECTION

- 12.1. In its performance of this MoU each Party as an Independent Data Controller must comply with all applicable data protection and privacy legislation in force from time to time in the UK including the Data Protection Act 2018 and, from when the UK General Data Protection Regulation ("**Data Protection Legislation**").
- 12.2. The Operator is an Independent Data Controller for any processing of personal data that is necessary to operate the Scheme and will comply with the provisions of Schedule 6. This includes, but is not limited to, activities required for the management administration and delivery of the Scheme.
- 12.3. The City Corporation will not process any personal data associated with the Scheme, however the Operator shall provide the City Corporation with anonymised ridership data concerning the Scheme through its data insights dashboard ("**Ridership Data**") exclusively for the internal non-commercial use of the City Corporation to track the success of the Scheme ("**Purpose**").
- 12.4. In the event of a personal data breach involving the Scheme, the Operator will be responsible for managing the breach in accordance with the Data Protection Legislation. The Operator shall notify the City Corporation only if the breach has a potential impact on the City Corporation's interests in relation to the Scheme.
- 12.5. As between the Parties, the Ridership Data remains the sole and exclusive property of the Operator. The City Corporation shall not use the Ridership Data for any purpose other than

the Purpose and shall not share or make available the Ridership Data with any third parties, except London Councils without the prior written consent of the Operator.

- 12.6. Any data shared with London Councils or a third party will be subject to a data sharing agreement.

13. PROPRIETARY RIGHTS

- 13.1. This MoU does not grant the City Corporation any rights to, under or in, any patents, copyright, database right, trade secrets, trade names, trademarks (whether registered or unregistered), or any other rights or licences in respect of the systems or technologies used by the Operator to deliver the Scheme (including the Ridership Data).

14. SUB-CONTRACTING AND CHANGE OF OWNERSHIP

- 14.1. The Operator shall not assign or sub-contract all or any part of the Scheme without the prior written consent of the City Corporation, such consent not to be unreasonably withheld or delayed, and which may be subject to such conditions as the City Corporation sees fit.
- 14.2. Where the Operator sub-contracts all or any part of the Scheme to any person, the Operator shall:
- 14.2.1. ensure that such sub-contractor is obliged to comply with all of the obligations and duties of the Operator under the MoU insofar as they relate to the Scheme or part of it (as the case may be) which that sub-contractor is required to provide;
 - 14.2.2. be responsible for any payments to that person;
 - 14.2.3. remain solely responsible and liable to the City Corporation for any breach of the MoU or any performance, non-performance, part-performance or delay in performance of any of the services provided under the Scheme by any sub-contractor to the same extent as if such breach, performance, non-performance, part-performance or delay in performance had been carried out by the Operator;
 - 14.2.4. on or before the Commencement Date, notify the City Corporation in writing of the name, contact details and details of the legal representatives of any such sub-contractor (of any tier), to the extent that such information has not already been provided by the Operator to the City Corporation under the MoU;
 - 14.2.5. promptly notify the City Corporation in writing of any change to the information and provide in writing the name, contact details and details of the legal representatives of each such sub-contractor (of any tier) who is engaged after the Commencement Date;
 - 14.2.6. without prejudice to the provisions of Clause 11, ensure compliance with the Bribery Act 2010 and any guidance issued by the Secretary of State under it when appointing any such sub-contractor;
 - 14.2.7. include a term in each sub-contract (of any tier):
 - 14.2.7.1. requiring payment to be made by the Operator or (in respect of a sub-contract below the first tier) the payer under the relevant subcontract, to the sub-contractor within

a specified period not exceeding thirty (30) days from receipt of a valid and undisputed invoice as defined by the sub-contract requirements; and

- 14.2.7.2. a requirement that any invoices for payment submitted by the sub-contractor are considered and verified by the Operator, or (in respect of a sub-contract below the first tier) the payer under the relevant sub-contract, in a timely manner and that any undue delay in doing so shall not in itself be sufficient justification for failing to treat an invoice as being valid and undisputed under the sub-contract requirements.

14.3. The Operator shall give notice to the City Corporation within ten (10) days where:

- 14.3.1. there is any change in the ownership of the Operator where such change relates to fifty percent (50%) or more of the issued share capital of the Operator; and
- 14.3.2. there is any change in the ownership of the holding company where such change relates to fifty percent (50%) or more of the issued share capital of the holding company; and
- 14.3.3. (in the case of an unincorporated Operator) give notice to the City Corporation if there is any change in the management personnel of the Operator, which alone or taken with any other change in management personnel not previously notified to the City Corporation, equates to a change in the identity of fifty percent (50%) or more of the management personnel of the Operator.

15. CONFLICT OF INTEREST

- 15.1. The Operator warrants that it does not and will not have at the Commencement Date any interest in any matter where there is or is reasonably likely to be a conflict of interest with the Scheme or any member of the City Corporation, save to the extent fully disclosed to and approved by the City Corporation.
- 15.2. The Operator shall check for any conflict of interest at regular intervals throughout the Scheme Period and in any event not less than once in every six (6) months and shall notify the City Corporation in writing immediately upon becoming aware of any actual or potential conflict of interest with the Scheme or any member of the City Corporation and shall work with the City Corporation to do whatever is necessary (including the separation of staff working on, and data relating to, the Scheme from the matter in question) to manage such conflict to the City Corporation's satisfaction, provided that, where the City Corporation is not so satisfied, it may terminate this MoU in accordance with Clause 21.
- 15.3. The City Corporation may request the Operator to carry out checks under Clause 15.2 where it believes that a conflict of interest may have arisen and the Operator will provide the City Corporation with a written update within thirty (30) days of receipt of any request.

16. CONFIDENTIAL INFORMATION

- 16.1. In this MoU, "**Confidential Information**" means all non-public or proprietary information relating to the business, corporate, legal and financial affairs, pricing, technology, know-how, processes, intellectual property rights, products, employees or customers of a party,

including the existence and contents of this MoU, the content and outcome of the discussions and negotiations, and all outputs arising out of or in connection with this MoU, (regardless of the form of disclosure or the medium used to store it) and whether exchanged, disclosed or learnt before, on or after the Commencement Date, but excluding information that:

- e. (a) is in or becomes part of the public domain other than through breach of this MoU or breach of an obligation of confidence one party owes to the other party;
- f. (b) a party can prove by contemporaneous written documentation was already known to it at the time of disclosure by the other party; or
- g. (c) a party learns from a third party under no duty of confidence.

16.2. A Party must keep secret and not disclose the other Party's Confidential Information except in accordance with this Clause 16 and must take all steps and do all such things as may be necessary or prudent to secure and protect the confidentiality of the Confidential Information of the other Party.

16.3. Each Party must only use Confidential Information:

16.3.1. for the performance of its obligations, or as otherwise permitted, under this MoU and for no other reason; or

16.3.2. as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority, provided it notifies the disclosing Party as soon as possible of its intent to do so and assists the disclosing party in seeking to prevent or minimise such disclosure.

16.4. A Party may disclose the other Party's Confidential Information to its employees, advisers and representatives who need to know the other Party's Confidential Information for the purpose described in Clause 16.3, provided it ensures that each of its employees, advisers, and representatives to whom Confidential Information is disclosed is aware of its confidential nature and complies with the obligations of confidentiality set out in this Clause 16 as if they were a Party to this MoU.

16.5. Each Party must return the other Party's Confidential Information on request or termination of this MoU, whichever is the earlier.

16.6. Each Party's obligations under this Clause 16 survive for a period of five (5) years following termination or expiry of this MoU.

17. FREEDOM OF INFORMATION

17.1. It is acknowledged that the City Corporation may have obligations under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 (SI 2004/3391) (the "**Acts**") to disclose information related to this MoU, or any other related information it holds, to anyone who makes a valid request pursuant to the Acts.

17.2. The City Corporation where possible shall utilise any available and properly applicable exemptions under the Acts to limit as much as possible the information it discloses

pertaining to the Scheme or this MoU (in particular any Confidential Information pertaining to the Operator) which the Operator does not consent to disclose.

- 17.3. The City Corporation shall notify the Operator without delay if it receives a request for information identified in Clause 17.1 and provide the Operator with details of the City Corporation's proposed response. The City Corporation shall consider any comments or concerns the Operator may have with a request before disclosing any information pertaining to the Operator or the Scheme and the Operator shall co-operate with the City Corporation in providing any information as may be necessary to support reliance on any exemption.

18. ANTI-BRIBERY

- 18.1. Each Party shall at all times comply with their respective obligations under all applicable laws relating to anti-bribery and anti-corruption, including the UK Bribery Act 2010.

19. MARKETING AND PUBLICITY

- 19.1. The Parties shall liaise with each other in relation to any press releases, launch events, and communication, to support the promotion of, and positive engagement with the public for, the Scheme and will duly consider any feedback and comment from either Party.
- 19.2. The Operator may promote the Scheme on its website and marketing and promotional events and materials, and the Operator is permitted to use the City Corporation 's logo and/or trade mark for this purpose provided that prior to any use the Operator informs the

City Corporation of any material promotional initiatives or events and duly considers any feedback from the City Corporation in relation to such initiatives or events.

- 19.3. The Operator will remove any City Corporation logo and/ or trademark from its website and all marketing within ten (10) days of receipt of any requested to do so from the City Corporation and where this MoU is terminated under Clause 21.

20. ENVIRONMENTAL AND SOCIAL RESPONSIBILITY REQUIREMENTS

- 20.1. The Operator must take reasonable steps to minimise the environmental impact of all aspects of its operations relating to the Scheme, including:
- 20.1.1. Ensuring that Operator Bicycles are designed, manufactured, maintained and disposed of (if necessary) in a manner which adheres to circular economy principles and ensures a low lifecycle environmental impact;
 - 20.1.2. Ensuring that Operator Bicycles are maintained using processes that extend the durability and lifespan of the Operator Bicycle and ensure the safe and legally compliant repurposing or disposal of batteries;
 - 20.1.3. Minimising waste generated in the course of delivering the service by implementing the waste hierarchy and circular economy principles;
 - 20.1.4. Ensuring that redistribution processes are conducted in as environmentally friendly manner as possible, with particular regard to the vehicles and methods used for redistribution and the time of day it is conducted at; and
 - 20.1.5. Minimising energy consumption and using renewable sources for Operator Bicycle recharging and other purposes where possible.
- 20.2. Any motor vehicles used for collection and distribution activities must, as a minimum, be ULEZ compliant and the Operator will use reasonable endeavour to use zero emission or non-motor vehicle methods wherever possible...
- 20.3. The Operator must ensure that Operator Bicycles do not cause damage to, or pollution of, waterways or water courses including rivers, canals, lakes and ponds, as well as other particularly environmentally sensitive sites. Serious environmental breaches may be considered a breach of MoU, for which the Operator may lose its permission to operate in the City Corporation.
- 20.4. The Operator are encouraged to set out how they will fulfil the above requirements in an environmental management plan. Any such plan should be made available to the City Corporation upon reasonable request and should include identification of the key environmental risks associated with the provision of the service, any mitigation measures that will be used to remove or minimise any adverse impacts, and also how the Operator

will report on environmental performance. The Operator are also encouraged to improve their environmental performance throughout the Scheme.

21. TERMINATION

21.1. Without affecting any other right or remedy available to it, either Party may terminate this MoU:

21.1.1. with immediate effect by giving written notice to the other Party if the other Party commits a material breach of any term of this MoU which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of thirty (30) days after being notified in writing to do so; or

21.1.2. with immediate effect by giving written notice to the other Party if the other Party's financial position deteriorates to such an extent that in the terminating Party's opinion the other Party's capability to adequately fulfil its obligations under the MoU has been placed in jeopardy; or

21.1.3. with immediate effect by giving written notice to the other Party to allow the terminating Party to enter into any joint-borough dockless bike scheme; or

21.1.4. with at least ninety (90) days prior written notice before the end of the Scheme Period or any Renewal Period, in which case this MoU shall terminate upon the expiry of the applicable Scheme Period or Renewal Period; or

21.1.5. in accordance with Clauses **Error! Reference source not found..**

21.2. The Operator shall collaborate with the City Corporation to inform Users and members of the public in the event that this MoU is terminated.

21.3. On termination of this MoU:

21.3.1. each Party shall promptly return to the other any property of the other within its possession or control; and

21.3.2. the provisions of this MoU which are intended (whether expressly or impliedly) to survive termination of this MoU shall survive and remain in full force effect.

21.4. Any termination of this MoU shall be without prejudice to any other rights or remedies either Party may be entitled to under this MoU or by law.

21.5. Neither Party shall be in breach of this MoU nor liable for delay in performing, or failure to perform, any of its obligations under this MoU if such delay or failure result from events, circumstances or causes beyond its reasonable control.

21.6. In such circumstances set out in clause 21.5, the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed. If the period of delay or non-performance continues for

two (2) months, the Party not affected may terminate this MoU by giving thirty (30) days' written notice to the affected Party.

22. NOTICES

- 22.1. Any notice, demand, consent, approval or other communication given or made under or in connection with this MoU other than court proceedings ("**Notice**") shall be in writing; and by pre-paid first-class post to the addressee's address set out at the beginning of this MoU unless the Party notifies a change of contact details in accordance with this section, in which case the Notice must be sent to the updated address, (as applicable).
- 22.2. A Notice is deemed to have been received if sent by pre-paid first-class post, at on the second business day after posting.

23. POWERS OF THE CITY CORPORATION AND GOVERNING LAW

- 23.1. Notwithstanding anything to the contrary in this MoU, the City Corporation's discretion in carrying out its statutory duties shall not be fettered or otherwise constrained or affected by any provision of the MoU.
- 23.2. This MoU does not confer any rights on any person or party (other than the Parties to this MoU and, where applicable, their successors and permitted assigns) pursuant to the MoUs (Rights of Third Parties) Act 1999.
- 23.3. The MoU constitutes the entire agreement between the Parties in connection with its subject matter and supersedes all previous MoUs, agreements, representations, warranties, or understandings between the parties in connection with the subject matter.
- 23.4. Neither Party has relied on, or has any remedies in respect of, any statement, term, condition, or warranty that is not set out in this MoU. Nothing in this section operates to limit or exclude any liability for fraud.
- 23.5. This MoU may only be amended or varied by MoU in writing between the authorised representatives of the Parties.
- 23.6. This MoU may be executed in counterparts including PDF and other electronic copies. All executed counterparts constitute one document. Each Party may execute this MoU by any form of electronic signature. An electronic signature is conclusive evidence of a Party's intention to be bound by this MoU and has the same legal validity and enforceability as a wet ink signature for all purposes.

24. DISPUTE RESOLUTION

- 24.1. This MoU and any dispute or claim (including non-agreement disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales and the Parties agree to submit to the jurisdiction of the English courts with regard to any dispute relating to it.
- 24.2. If any issue, disagreement, claim, difference of opinion, or dispute arises between the parties out of or in connection with the Scheme or this MoU ("**Dispute**"), the Parties must

exhaust the process set out in this clause 24 before commencing court proceedings in relation to the Dispute save where an application for injunctive relief is required to protect the intellectual property or confidential information of either Party:

- 24.2.1. that Party shall notify the other Party of the Dispute setting out its nature and particulars;
 - 24.2.2. the Operator representative and the City Corporation representative shall promptly engage with a view to resolving the issue; and
 - 24.2.3. if the matter cannot be resolved within a reasonable amount of time, the matter may be escalated to a senior executive within each of the Parties with authority to resolve the Dispute who will meet as often as necessary in their reasonable judgment and seek to negotiate a resolution to the Dispute. The senior executives will mutually determine the format for such discussions.
- 24.3. If either Party receives any formal inquiry, complaint, claim, or threat of action from a third party in relation to the Scheme, the matter shall be promptly referred to the representative of each Party.

This MoU has been entered into on the date stated at the beginning of it.

Signature:

Signature:

Print Name:

Print Name:

Job Title:

Job Title:

Date:

Date:

Authorised
signatory on
behalf of The
City Corporation

Authorised
signatory on
behalf of The
Operator

SCHEDULE 1

SCHEME MANAGEMENT

- 1.1. The Operator commits to and agrees with the Scheme management terms set out in this Schedule 1.
- 1.2. A material and/or repeated failure to comply with the Scheme management terms following written notice by the City Corporation will result in the removal of permission to operate and potentially forcible removal of Operator Bicycles from the Scheme Area, if the Operator has not resolved any alleged failure to comply, and provided sufficient evidence of resolution, within forty-eight (48) hours of receiving such a written notice.

2. Operator Bicycle Parking

- 2.1. The Operator, in partnership with the City Corporation, will introduce No-Parking Zones covering the entire borough apart from the agreed Physical Parking Bays. No Parking Zones may be revised, as new parking locations are added, with permission from the City Corporation.
- 2.2. The Operator shall implement reasonable processes to ensure that:
 - 2.2.1. No Parking Zones and Physical Parking Bays are advertised to its Users;
 - 2.2.2. Users are told that they will be fined if they end a ride within a No Parking Zone; and
 - 2.2.3. Appropriate fines, warnings, temporary bans and removal of Operator Bikes are implemented within reasonable timeframes to ensure compliance by Users. Operators agree to issue warnings and fines and report on the number and level of fines as per the reporting timetable in Schedule 4.
- 2.3. Operator Bicycles must not be parked outside of the Physical Parking Bays, unless authorised by the City Corporation. To achieve this, the Operator must:
 - 2.3.1. expressly state on the Operator App and any Operator website that Operator Bikes must only be parked in the Physical Parking Bays and set out the fines that will apply to any breach of use;
 - 2.3.2. implement warnings to each User who does not comply with these parking arrangements;
 - 2.3.3. impose appropriate and reasonable fines for Users who park Operator Bicycle outside of the Physical Parking Bays;
 - 2.3.4. implement appropriate processes and channels to enable Users and members of the public to easily report Operator Bicycles that are parked outside of the Physical Parking

Bays, that are considered to be causing a Danger, Nuisance or Obstruction and/or any issues with finding Physical Parking Bays that have capacity; and

- 2.3.5. remove any Operator Bicycle parked outside of a Physical Parking Bay and relocate it to the nearest Physical Parking Bay which has capacity pursuant to the timeframes set out in paragraph 3.1 below.

3. Operator Bicycle Removal

- 3.1. Any Operator Bicycle parked outside the agreed Physical Parking Bays will be non-compliant, and the Operator must ensure removal of any such Operator Bicycle within the timeframes specified below:

- 3.1.1. If parked outside an agreed Physical Parking Bay, and/or if parked in a way that causes an Obstruction, the Operator shall complete removal within:

- a) ninety (90) minutes on Monday to Fridays between the hours of 06:00 and 21:00 from receipt of notification; and

- b) four (4) hours at any other time from receipt of notification.

- 3.1.2. If parked in a Priority Removal Area as shown in Figure 4 of Schedule 3, the Operator shall complete removal within ninety (90) minutes from receipt of notification;

- 3.1.3. If parked in a way (whether inside of a Physical Parking Bay or not) that causes a Danger the Operator shall complete removal within ninety (90) minutes from receipt of notification or within the City Corporation's emergency response time, whichever is the quickest.

- 3.1.4. If an Operator Bicycle(s) is causing an immediate Danger, or in emergency circumstances, removal will be completed by the City Corporation or Police without prior notice.

- 3.1.5. On reasonable notice of an event taking place in the Scheme Area, where Physical Parking Bays are required to be closed, and / or Operational Bikes are required to be removed from the highway (whether the carriageway or the footway) such closure and removal will be completed at least six (6) hours prior to the commence of such event. Any Operational Bicycles remaining on the highway may be removed by the City Corporation or the Police without prior warning.

- 3.2. The Operator will be liable for all associated costs for any removal that takes place as a result of the circumstances set out in this paragraph 3. Such costs to include but are not limited to, officer time and storage charges.

4. Operator Bicycle Redistribution

- 4.1. The City Corporation shall agree the maximum permitted fleet size (the “**Maximum Fleet**”) to be operating within the Scheme Area at any one time, based on the number of existing Physical Parking Bays split evenly between Operators, and the Operator will not exceed the Maximum Fleet without prior written agreement from the City Corporation. Number Physical Parking bays and Maximum Fleet Size set out in Schedule 3.
- 4.2. The Operator shall ensure it carries out robust monitoring of the number of Operational Bicycles within the Scheme Area at any given time and implement removal and redistribution processes of Operational Bicycles to ensure that the number does not exceed the Maximum Fleet. Such removal or redistribution shall be completed within:
- a) ninety (90) minutes on Monday to Fridays between the hours of 06:00 and 21:00 from receipt of notification; and
 - b) four (4) hours at any other time from receipt of notification.
- 4.3. The Operator will not be permitted to increase the deployed fleet without formal written agreement from the City Corporation. Potential fleet increases should be considered in monthly meetings between the City Corporation and the Operator, to be considered against the following criteria, as well as any relevant seasonal or local conditions: A utilisation rate of over one (1) ride per Operator Bicycle per day is recommended before fleet increases.
- 4.4. Availability: the active fleet should have a weekly average of ninety percent (90%) availability before fleet increases.
- 4.5. Parking compliance: parking compliance should be above ninety percent (90%) for fleet increases to be considered. Parking compliance should be self-monitored by the Operator and reported to the City Corporation monthly.
- 4.6. The Operator will seek to maintain a balanced distribution of Operator Bicycles across the Scheme Area and within Operational Zones, ensuring no location is oversupplied with or undersupplied with Operator Bicycles.
- 4.7. The Operator will take reasonable measures to minimise their own safety, environmental, and congestion impacts associated with collection and redistribution of Operator Bicycles (e.g., use of all-electric vans and avoiding peak times where possible).
- 4.8. Where possible, the Operator should consider working other dockless bike hire operators together to coordinate distribution and operational activity to minimise their wider impacts on safety, the environment, and congestion.
- 4.9. The City Corporation may identify specific “**Priority Areas**” in collaboration with the Operator, where a minimum number of Operator Bicycles must be guaranteed to be available between 0630 – 1900 hours Monday to Friday.

- 4.10. Priority Areas may be introduced and/or revised throughout the Scheme Period, as agreed between the Operator and the City Corporation.
- 4.11. Where Priority Areas are agreed and introduced, it is the responsibility of the Operator to monitor the number of Operator Bicycles in a Priority Area, and to alert the City Corporation should this number fall below the guaranteed minimum.
- 4.12. Should the number of Operator Bicycles in a Priority Area fall below the guaranteed minimum, the Operator must seek to redistribute Operator Bicycles to the area and meet the requirements within twelve (12) hours.
- 4.13. The City Corporation may introduce or revise any No Riding Zones in the Scheme Area at any point throughout the Scheme Period.
- 4.14. The Operator must have automatic, location-based deactivation capabilities which safely cuts power to the electric motor when an Operator Bicycle is taken into a No Riding Zone and will not reactivate until the Operator Bicycle is taken back into the Operational Zone. The Operator must have a mechanism in place to explain to Users why this has occurred and how the situation can be rectified.
- 4.15. The City Corporation must allow at least forty-eight (48) hours for the Operator to make changes to any No Riding Zones, No Parking Zones, Priority Removal Zones or Priority Areas.

5. Operator Bicycle Servicing and Maintenance

- 5.1. The Operator must ensure that all Operator Bicycles (both individual parts and the Operator Bicycle as a whole) made available to Users are maintained to ensure they are safe to operate, in good working order, are adequately charged and cleaned regularly.
- 5.2. Operator Bicycles are to be serviced in the Operator's service centre and service records will be maintained for all works.
- 5.3. All Operator Bicycles will be serviced to the Operator's standard maintenance procedure and must be maintained in a roadworthy and safe condition at all times.
- 5.4. Maintenance regimes must include:
 - 5.4.1. Spot checking after every battery change to ensure Operator Bicycles are safe for use;
 - 5.4.2. Regular and pro-active inspection for wear and tear, and stress-based damage that could lead to failure, consistent with or exceeding manufacturer's maintenance recommendations, and associated record keeping which must be made available to the City Corporation upon request; and

- 5.4.3. A strategy and process for maintaining and disposing of electric batteries.
- 5.5. Operator Bicycles that are not operable or are unsafe for any reason must be made unavailable for hire as soon as possible and removed from the highway as soon as possible and in any event within twelve (12) hours from the time of receipt of notification.
- 5.6. If an Operator Bicycle has insufficient battery power, communications failure, other systems and software failures, unhygienic cleanliness, vandalism, or been involved in a collision or user injury, it will be made unavailable for hire as soon as possible and removed as soon as possible from the highway and in any event within twelve (12) hours from the time of receipt of notification.
- 5.7. Operator Bicycles in any of the conditions set out in paragraphs 5.5. and 5.6 must be repaired to Specifications in Schedule 2 before returning to operation.
- 5.8. Failure to remove an Operator Bicycle within the timeframes specified in paragraphs 5.5 and 5.6 may result in its removal by the City Corporation or Police, in which case the Operator will be liable for the cost of removal and storage.

6. Customer Service, Engagement, and Education

- 6.1. The Operator will provide a 24/7 call centre for customer contact by which means Users and the public can report issues through the app, by email or by phone.
- 6.2. The Operator will provide the City Corporation a 24/7 contact number to use to report Operational Bikes that are causing a Nuisance, Obstruction or Danger or which require removal for any other purpose set out in this MoU.
- 6.3. The Operator will make easily available comprehensive and clear training to Users on how to ride Operator Bicycles safely and considerately. This information must, as a minimum, cover:
- 6.3.1. Which parts of the carriageway, cycle paths, and shared use paths Operator Bicycles can be used on, with absolute clarity provided as to the prohibition of riding Operator Bicycles on the footway;
- 6.3.2. Where Operator Bicycles can and cannot be ridden, including the different types of areas relevant to Users (including No Riding and No Parking Zones), and the implications of entering each area. These areas, along with designated Physical Parking Locations will need to be communicated clearly to Users on a map throughout the Scheme Period. This may include warnings following the inappropriate use of an Operator Bicycle;
- 6.3.3. How to ride and operate an Operator Bicycle safely, in a way that is considerate to other riders and road users, for instance by including basic elements of the highway code (e.g., avoiding vehicle blind spots); and

- 6.3.4. Where and how to safely park an Operator Bicycle without causing obstruction, including elements of disability awareness training to ensure Users are aware of the possible implications of poorly parked Operator Bicycles. This should include push messaging when a User ends a ride.
- 6.4. The Operator will provide Users with real-time display of available Physical Parking Bays for an Operator Bicycle in the Operator app.

7. Operator Bicycle Safety

- 7.1. Where an Operator Bicycle is involved in a collision, the Operator will ensure, that it is serviced and (where required) repaired before being made available for hire.
- 7.2. In the event of a serious (immediate notifiable) incident the Operator is to notify the City Corporation and the Police as soon as practically possible but within ten (10) minutes of receipt of an incident report, once not impacting ability to first implement any safety actions.
- 7.3. In the event of a minor (non-immediate notifiable) incident/damage the Operator is to notify the City Corporation at monthly meetings in a standard format.
- 7.4. The Operator must have strategies in place to minimise high-risk behaviours, including but not limited to:
 - 7.4.1. Intoxicated riders (including both drugs and alcohol);
 - 7.4.2. Use of mobile phones and other technology while riding;
 - 7.4.3. Use at night and associated reductions in visibility;
 - 7.4.4. Multiple riders on one Operator Bicycle; and
 - 7.4.5. Use by unauthorised, including underage (under 16) persons.
- 7.5. The Operator will act where it is aware of Users who repeatedly exhibit high-risk behaviours pursuant to paragraph 7.4 or use Operator Bicycles in a way that is dangerous or illegal by way of issuing fines, warnings or banning or suspending Users.
- 7.6. The Operator must maintain a record of Users barred from its service, and this shall be made available to the Police if relevant to any investigation.
- 7.7. The Operator will take full responsibility for managing any issues of theft, vandalism, and recovery of abandoned Operator Bicycles.
- 7.8. The Operator will be liable for any costs associated with Operator Bicycles that are removed and/or stored by the City Corporation or the Police.

SCHEDULE 2

VEHICLE SPECIFICATIONS

- a. Operator Bicycles shall have the following specifications:
 - i. integrated tracking devices;
 - ii. unique identification number;
 - iii. dual hand operator braking systems;
 - iv. on-street battery swapping;
 - v. dynamos and/or front and rear lights;
 - vi. adjustable seats; and
 - vii. mud guards.
- b. Operator Bicycles will:
 - i. conform to European Standard ISO 4210:2014;
 - ii. be maintained using sustainable principles of repair and reuse;
 - iii. be regularly serviced/spot checked to ensure the Operator Bicycles are safe for use. Servicing and spot checks must take place every time the Operator Bicycles are collected or recharged, as well as by our COVID-19 prevention teams; and
 - iv. provide Users with appropriate reporting channels (including via the Operator App) to report maintenance and safety issues and to provide details of any issue.

SCHEDULE 3 PLANS

Scheme Area

Table 1: Parking bays total available at 30th April 2025

Number of active bays	108
Capacity including e-scooters	1,161
Maximum fleet size	580

Assumed availability to each operator to include bays for hire-cycle only and combined e-scooter and hire-cycle, 50% of total capacity which is 1,161 at 30th April 2025.

Table 2 : 2025/26 parking bay delivery locations

Location		Bay length mtrs	Equivalent number of bays*
1	Chancery Lane	12	2
2	Cross lane	6	1
3	Dean's Court	6	1
4	Distaff Lane	6	1
5	Eastcheap/Great Tower Street	6	1
6	Fann Street	12	2
7	Fetter Lane	6	1
8	Fore Street Avenue	12	2
9	Godliman Street	6	1
10	Haydon Street	6	1
11	Jewry Street	6	1
12	Laurence Pountney Hill	6	1
13	Little Britain	6	1
14	Muscovy Street	9	1.5
15	New Street Square	10	1.7
16	Primrose Street	12	2
17	Shoe Lane	12	2
18	Silk Street	6	1
19	Trinity Square	12	1

20	Vine Street	10	1.7
21	Warwick Square	9	1.5
22	Watergate	6	1

*Assuming a standard bay length of 6 metres.

Rest of figures (maps to be added)

SCHEDULE 4

REPORTING

1. The Operator is committed to providing transparency and actionable data regarding how its fleet fits into the wider transport network.
 - 1.1. The City Corporation and the Operator can regularly review the process of data gathering, research, monitoring, and evaluation.
 - 1.2. The City Corporation will treat all data as confidential in accordance with the provisions of Paragraph 16.
 - 1.3. The Operator will be expected to provide the following data and key metrics, made available to the City Corporation free of charge for the duration of the Scheme Period, as set out in Table 1 below on at least a quarterly basis. The City Corporation may change the reporting frequency of data in Table 1 when reviewing the processing of data gathering, research, monitoring and evaluation.
 - 1.4. The City Corporation may make reasonable ad-hoc requests for any data listed in Table 1 to be provided outside of the quarterly reporting schedule described above.
 - 1.5. **FOR THE AVOIDANCE OF DOUBT** all data provided to the City Corporation should be anonymised.
 - 1.6. The City Corporation has specified the types and formats of data to be provided by the Operator.
 - 1.7. The City Corporation may also request the following data below on an ad-hoc basis up to twelve (12) times per quarter. The number of times this data can be requested by quarter will be reviewed quarterly and is subject to change.
 - 1.8. Information on specific dockless bikes, their activity/availability status(es), any retrieval/other task creations (including timestamps), any retrieval/other task completions (including timestamps) by bike ID for up to seventy-two (72) hours prior to the request;
 - 1.9. Information on bay status, including number of bikes parked within/nearby a bay, bike activity/availability statuses, any retrieval/other task creations (including timestamps), any retrieval/other task completions (including timestamps) by bay ID for up to twenty-four (24) hours prior to the request;
 - 1.10. All data must be provided within two (2) weeks of either the end of a reporting quarter or from the date of any ad-hoc request made. The Operator must notify the City

Corporation of any instance where data will not be provided within this timeframe, including an explanation for the delay and mitigating measures.

1.11. Any data quality issues or other errors must be reported to the City Corporation as soon as the Operator becomes aware of them.

1.12. The Operator may request accommodations for the first quarter this agreement comes into effect for the purposes of achieving compliance with this Schedule 4.

Table 1: Data to be provided by the Operator to the City Corporation

Data Category	Description
Operator bicycle performance data: Reported quarterly (minimum frequency)	
Total number of trips in IE matrix format by week	IE trip data matrices
Total distance travelled by week	IE trip data matrices of all trips with an origin or destination in the City
Average trip distance by week	IE trip data matrices of all trips with an origin or destination in the City
Average trip duration by week	IE trip data matrices of all trips with an origin or destination in the City
Average trip cost by week	IE trip data matrices of all trips with an origin or destination in the City
Vehicle utilisation rate (per vehicle per day) by week	IE trip data matrices
Total number of unique users by week	IE trip data matrices with preference for new users who start or end a trip in the City, will accept London-wide stats
Number of discounted trips by week	IE trip data matrices with preference for users who start or end a discounted trip in the City, will accept London-wide stats
Number of each type of discounted/concessionary trip or pass by week	IE trip data matrices with preference for users who start or end a discounted trip in the City, will accept London-wide stats
Heatmap of demand hotspots	GIS format
Safety and serious incident reporting: Reported quarterly (minimum frequency)	

Number of KSI incidents by week

Type of incident

Anonymised, aggregated data regarding occurrences/incidents in STATS19 format (without sensitive information) preferred, will accept bespoke reporting formats following approval

Outcome of incident

As above

Location of incidents

As above

Time of incident and conditions (e.g., weather and light)

As above

Compliance data: Reported quarterly (minimum frequency)

Number of complaints received from members of the public regarding operations in the City of London by week

Number of complaints received from City staff/Members with a cityoflondon.gov.uk email address domain by week

Average response time to respond to any complaint by week

Time taken to fully resolve a complaint once received

Maximum fleet size by day

Largest number of operator vehicles within the City boundary each day

Minimum fleet size by day

Smallest number of operator vehicles within the City boundary each day

Average fleet size by day

Average calculated using hourly fleet size at each hour interval (00:00, 01:00, 02:00...)

Number of vehicles parked outside of a bay or approved parking area by day

Bikes that are not parked within or immediately adjacent to an approved parking area

Number of warnings issued by warning level by quarter

All warnings issued for trips with a destination in the City

Number of fines issued by fine level by quarter

All fines issued for trips with a destination in the City

Number of bans levied by quarter	Will accept London-wide stats
All-time total number of banned users by quarter	Will accept London-wide stats
Number of retrieval/redistribution tasks initiated by week	
Number of retrieval/redistribution tasks completed by week	
Number of bays tidied by week	
Map of no parking zones (as implemented internally and/or externally)	GIS format
Map of no-go zones (as implemented internally and/or externally)	GIS format
Map of priority removal areas (as implemented internally and/or externally)	GIS format
Heatmap of parking non-compliance hotspots	GIS format; will accept list of key hotspots for first transfer if mapping process not yet established
Heatmap of warning/fine/ban issuing hotspots	GIS format; will accept list of key hotspots for first transfer if mapping process not yet established

Tracking Education, Marketing and Outreach: London-wide: Quarterly

Details of outreach and marketing activity, including social media activity/impressions

SCHEDULE 5 SPECIAL CONDITIONS

OPERATOR BIKE SEIZURES

Overview of approach

For the purposes of this Schedule, dockless bikes include those Operator Bicycles made available by the Operators to the public for hire on-street, commonly through a mobile app, and which do not require fixed physical infrastructure to start or end a ride ("**Dockless Bikes**").

The City Corporation as highway authority, has a legal duty to assert and protect the rights of the public to the use and enjoyment of any highway for which the City Corporation is highway authority. As far as possible, the City Corporation must also make sure that the highways are free from nuisance, danger, and obstructions and in the exercise of this duty the City Corporation has the discretion to take such steps as it considers expedient.

This guide applies to enforcement conducted by the City Corporation as highway authority. It is for other highway authorities or landowners to determine their own practices and policies in relation to DocklessBikes, although the City Corporation will continue to work collaboratively with other highway authorities in London.

It is the City Corporation's desire that compliance can be achieved without the need to take enforcement action, however it is important to set out clearly that enforcement may form a necessary part of our approach. This guide sets out when and how the City Corporation will consider enforcement by way of removal of Dockless Bikes from the highway.

While each instance will be considered on a case-by-case basis, the City Corporation may remove the Dockless Bikes from the highway without warning where the Dockless Bike(s) presents a danger to highway users. Dockless Bikes which are removed from the highway will be stored for the period set by the City Corporation, after which they may be disposed of by the City Corporation. The Operator will be required to pay the reasonable costs incurred by the City Corporation in connection with the removal, storage and where relevant, the disposal of the Dockless Bike(s) along with any administrative costs. Guided by TfL's Code of Practice, this is estimated to be around £362.00 per Dockless Bike. The costs payable by the Operator will be subject to a periodic review.

Defining where Dockless Bikes present an immediate danger

The City Corporation considers Dockless Bikes to be causing an immediate danger to highway users in the following non-exhaustive list of circumstances:

1. Where the entire footway is blocked and pedestrians need to walk into the carriageway to move past the Dockless Bike(s).
2. Where the Dockless Bike(s) narrows the footway width to significantly less than two (2) metres for a considerable length of the street or where the Dockless Bike narrows the footway to the extent that other highway users are likely to attempt to reposition or move the Dockless Bike themselves to pass or repass (manual handling risk).

3. Where a dedicated crossing point is blocked or restricted by a Dockless Bike(s), such as a zebra crossing, pelican/toucan crossing or pedestrian refuge island, or obstructing accessibility features that facilitate safe crossing such as tactile paving and dropped kerbs.
4. Where the Dockless Bikes position is likely to cause highway users to make sudden or unusual manoeuvres, especially those which narrow the footway to the extent that it impedes passing or repassing on the footway or makes this impossible for pedestrians, in particular for those with visual or mobility impairments or users with children's buggies; are deposited in cycle tracks or carriageway (so users swerve to avoid); or deposited in or adjacent to parking bays reserved for specific users such as disabled bays, taxi ranks or loading bays (blocking vehicle exit or causing passengers to exit into live traffic lanes).
5. Where junctions are blocked, causing visibility issues or impeding turning movements for highway users.
6. Where there is a risk of cycles falling over into active traffic lanes (including footways) such that they have or could impede the usable space or represent a trip hazard.
7. Where emergency access to/from properties is blocked.
8. Where public defibrillators or other emergency infrastructure are blocked.
9. Where Dockless Bikes are obstructing cycle stands for private bike users and moving them to access stands would present a manual handling risk.

Powers

The City Corporation will rely upon powers under the Highways Act 1980, while not an exhaustive list, the most relevant sections of the Highway Act are:

- 137 ZA (Power to order offender to remove obstruction)
- 148 (Depositing things on the highway)
- 149 (Removal of things so deposited on the highways as to be a nuisance etc).

Seizure and removal of Dockless Bikes will be undertaken by:

- The City Corporation; or
- Any approved and designated person or agency acting for, or on behalf of the City Corporation.

Where a Dockless Bike has been removed from the highway, the City Corporation will notify the Operator as soon as possible following the removal, informing the Operator of the location, timeframe and cost for retrieval. The Operator can appeal any Dockless Bike removed from the highway within five (5) working days of notification of the initial seizure.

SCHEDULE 6

DATA PROTECTION

1. DEFINITIONS

In this Schedule 6 the following definitions shall apply:

Contact Data		means the Personal Data of each Party's employees or staff Processed by the other Party, under, or in connection with, this MoU.
"Controller", "Data Subject", "Processed", "Processing", "Processor"	"Data Subject", "Processed", and	shall have the meaning given to those terms in the applicable Data Protection Laws.
Data Particulars	Processing	means, in relation to any Processing under this MoU: (a) the subject matter and duration of the Processing; (b) the nature and purpose of the Processing; (c) the type of Personal Data being Processed; and (d) the categories of Data Subjects,
Data Protection Laws		means all applicable laws, regulations, directives, codes of practice or other requirements of regulatory authorities relating to privacy and the processing of Personal Data, including without limitation the Data Protection Act 2018, the General Data Protection Regulation ((EU) 2016/679) (the "GDPR"), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2426/2003) and the Electronic Communications Data Protection Directive (2002/58/EC), including any relevant primary, subordinate or implementing laws, regulations, directives, or codes of practice and any replacement/subsequent European and/or UK legislation, as amended from time to time.
Data Subject Request		means an actual or purported request or notice or complaint from or on behalf of a Data Subject exercising his rights under the Data Protection Laws in relation to Personal Data including without limitation: the right of access by the Data Subject, the right to rectification, the right to erasure, the right to restriction of processing, the right to data portability and the right to object.

Group	any company that is from time to time (i) a Holding Company, or (ii) a Subsidiary Company of either of the respective Parties.
Holding Company and Subsidiary Company	shall have the meanings given to them in section 1159 of the Companies Act 2006 and shall include parent and subsidiary undertakings as defined in section 1162 of the Companies Act 2006.
ICO	means the UK Information Commissioner's Office, or any successor or replacement body from time to time.
ICO Correspondence	means any correspondence or communication (whether written or verbal) from the ICO in relation to the Processing of Personal Data.
Losses	means all losses, fines, penalties, liabilities, damages, costs, charges, claims, amounts paid in settlement and expenses (including legal fees (on a solicitor/client basis), disbursements, costs of investigation (including forensic investigation), litigation, settlement (including ex gratia payments), judgment, interest and penalties), other professional charges and expenses, disbursements, cost of breach notification including notifications to the data subject, cost of complaints handling (including providing data subjects with credit reference checks, setting up contact centres (e.g. call centres) and making ex gratia payments), all whether arising in MoU, tort (including negligence), breach of statutory duty or otherwise.
Permitted Purpose	means the purposes the Parties are permitted to use and Process the Data under this MoU.
Personal Data	means any personal data (as defined by the Data Protection Laws) Processed by either Party in connection with this MoU, and for the purposes of this MoU includes Special Categories of Personal Data (as defined in the Data Protection Laws)
Personal Data Breach	has the meaning set out in the Data Protection Laws and for the avoidance of doubt, includes a breach of paragraph 2.3.2(d) of this Schedule 6.
Request for Information	a request for information made under the Freedom of Information Act 2000, Environmental Information

Regulations 2004 or other similar regime which requires the disclosure of information by a Party to this MoU.

Restricted Country means a country, territory or jurisdiction outside of the European Economic Area which the EU Commission has not deemed to provide adequate protection in accordance with Article 45(1) of the GDPR (as applicable).

Security Requirements means the requirements regarding the security of Personal Data, as set out in the Data Protection Laws (including, in particular, the measures set out in Article 32(1) of the GDPR (taking due account of the matters described in Article 32(2) of the GDPR)) as applicable.

2. DATA PROTECTION

2.1. Contact Details

2.1.1. The Parties each acknowledge and agree that they may need to Process Contact Data (in their respective capacities as Controllers) in order to (as appropriate): (a) administer this MoU and in connection with the Permitted Purpose; (b) share the Personal Data; (c) compile, dispatch and manage payments relating to this MoU; (d) manage the MoU and resolve any disputes relating to it; (e) respond and/or raise general queries relating to this MoU and/or the Permitted Purpose; and (f) comply with their respective regulatory obligations.

2.1.2. Each Party shall process such Contact Data for the purposes set out in paragraph 2.1.1 above in accordance with their respective privacy policies. The Parties acknowledge that they may be required to share Contact Data with their affiliates, their Group and other relevant Parties, within or outside of the country of origin, in order to carry out the activities listed in paragraph 2.1.1, and in doing so each Party will ensure that the sharing and use of this Contact Data complies with applicable Data Protection Laws.

2.2. Arrangements between the Parties

2.2.1. The Parties acknowledge that the factual arrangements between them dictate the role of each Party in respect of the Data Protection Laws. Notwithstanding the foregoing, each Party agrees that the nature of the Processing under this MoU will be as follows:

- (a) the Parties shall each Process the Personal Data;

- (b) each Party shall act as a Controller in respect of the Processing of the Personal Data on its own behalf and in particular each shall be a Controller of the Personal Data acting individually and in common, as follows:
 - (i) each Party shall be a Controller of (i) its own Contact Data for internal business and administration purposes and (ii) the other Party's Contact Data in order to administer the MoU;
- (c) The Operator shall be a Controller where it is Processing the Personal Data in connection with its relationship with the Data Subject, for the Permitted Purpose, and for any other purpose the Operator chooses to Process the Personal Data from time to time; notwithstanding paragraph 2.2.1(b) above, if either Party is deemed to be a joint Controller with the other in relation to the Personal Data, the Parties agree that they shall be jointly responsible for the compliance obligations imposed on a Controller by the Data Protection Laws, and the Parties shall cooperate to do all necessary things to enable performance of such compliance obligations, except that each Party shall be responsible, without limitation, for compliance with its data security obligations set out in paragraph 2.3.2(d) below where Personal Data has been transmitted by it, or while Personal Data is in its possession or control.

2.3. Data Controller Obligations

- 2.3.1. Each Party shall in relation to the Processing of the Personal Data Processed under this MoU comply with its respective obligations under the Data Protection Laws.
- 2.3.2. Without limiting the generality of the obligation set out in paragraph 2.3.1 above, in particular, each Party shall:
 - (a) where required to do so make due notification to the ICO or other relevant regulator;
 - (b) ensure it is not subject to any prohibition or restriction which would:
 - (i) prevent or restrict it from disclosing or transferring the Personal Data to the other Party for the Permitted Purpose or otherwise as required under this MoU;
 - (ii) prevent or restrict it from granting the other Party access to the Personal Data as required for the Permitted Purpose or otherwise under this MoU; or
 - (iii) prevent or restrict either Party from Processing the Personal Data for the Permitted Purpose or otherwise as envisaged under this MoU;
 - (c) ensure that all fair processing notices have been given (and/or, as applicable, consents obtained) and are sufficient in scope to enable each

Party to Process the Personal Data as required in order to obtain the benefit of its rights and to fulfil its obligations under this MoU in accordance with the Data Protection Laws;

- (d) ensure that appropriate technical and organisational security measures are in place sufficient to comply with at least the obligations imposed on a Controller by the Security Requirements;
- (e) notify the other Party promptly, and in any event within forty-eight (48) hours of receipt of any Data Subject Request or ICO Correspondence which relates directly or indirectly to the Processing of Personal Data under, or in connection with, this MoU and together with such notice, provide a copy of such Data Subject Request or ICO Correspondence to the other Party and reasonable details of the circumstances giving rise to it. In addition to providing the notice referred to in this paragraph 2.3.2(e), each Party shall provide the other Party with all reasonable co-operation and assistance required by the other Party in relation to any such Data Subject Request or ICO Correspondence;
- (f) use reasonable endeavours to notify the other Party if it is obliged to make a disclosure of any of the Personal Data under any statutory requirement, such notification to be made in advance of such disclosure or immediately thereafter unless prohibited by law;
- (g) notify the other Party in writing without undue delay and, in any event, within twenty-four (24) hours of it becoming aware of any actual or suspected Personal Data Breach in relation to the Personal Data received from the other Party and shall, within such timescale to be agreed by the Parties (acting reasonably and in good faith):
 - (i) implement any measures necessary to restore the security of compromised Personal Data; and
 - (ii) make and support the other Party to make any required notifications to the ICO and/or other relevant regulatory body and affected Data Subjects;
- (h) take reasonable steps to ensure the reliability of any of its personnel who have access to the Personal Data;
- (i) not do anything in relation to Personal Data which shall damage the reputation of the other Party or that Party's relationship with the Data Subjects;
- (j) not transfer any Personal Data it is Processing under this MoU to a Restricted Country other than in accordance with the requirements of the Data Protection Laws and only if consented by RSSB;

- (k) hold the information contained in the Personal Data confidentially and under at least the conditions of confidence as such Party holds Personal Data Processed by it other than the Personal Data.
- 2.4. Except as otherwise provided, this MoU does not transfer ownership of, or create any licences (implied or otherwise), in any Intellectual Property Rights in any Personal Data.

3. INDEMNITY

- 3.1. Each Party shall indemnify on demand and keep indemnified the other Party from and against all and any Losses that are sustained, suffered or incurred by, awarded against or agreed to be paid by the other Party to the extent arising from the first Party's breach of its obligations under this Schedule 6 (Data Protection) and/or failure to comply with the Data Protection Laws, including, in particular all Losses resulting from:
 - 3.1.1. any monetary penalties or fines levied by the ICO on the other Party;
 - 3.1.2. the costs of an investigative, corrective or compensatory action required by the ICO, or the defence of a proposed or actual enforcement taken by the ICO;
 - 3.1.3. any Losses suffered or incurred by, awarded against, or agreed to be paid by the other Party pursuant to a claim, action or challenge made by a third party to or against the other Party (including by a Data Subject); and
 - 3.1.4. except to the extent covered by paragraphs 3.1.1 or 3.1.2 or 3.1.3, any Losses suffered or incurred, awarded against or agreed to be paid by the other Party.
- 3.2. Nothing in this MoU shall exclude or limit a Party's liability under this paragraph 3.

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City of London Corporation Committee Report

Committee(s): Streets & Walkways Sub – Committee	Dated: 22 July 2025
Subject: TfL Congestion Charge consultation response	Public report: For Decision
This proposal: <ul style="list-style-type: none"> delivers Corporate Plan 2024-29 outcomes 	Leading Sustainable Environment Vibrant Thriving Destination Flourishing Public Spaces
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Executive Director Environment	
Report author: Samantha Tharme	

Summary

TfL are consulting on proposals for changes to the Congestion Charge, including:

- Increasing the daily charge from £15 to £18.
- Reducing the Cleaner Vehicle Discount (CVD) for electric vans and Heavy Goods Vehicles (HGVs) from 100% to 50% (25% from 2030)
- Reducing the CVD for electric cars from 100% to 25% (12.5% from 2030).
- Removing the 90% Residents' Discount for new applicants with a non-electric vehicle from 2027.

Officers recommend supporting TfL's proposals in our consultation response, with one amendment. The proposed changes support the City Corporation's Transport Strategy objectives. They will support the City Corporation's aspirations to reduce traffic levels in the Square Mile and facilitate the movement of people by the most efficient and sustainable modes of transport.

One amendment is suggested to ensure an effective balance between incentivising the uptake of cleaner vehicles where needed and continuing to manage traffic and congestion. The amendment is the full removal of the CVD for cars from 2030, rather than the proposed reduction to 12.5%. This is explained in more detail in Paragraph 17.

A summary of the proposed changes to the Congestion Charge is provided in Appendix 1. Full details of the proposed changes, the rationale for them and the expected impacts are available via the links provided under Background Papers.

Recommendation(s)

- Members are asked to approve the proposed response to the TfL Congestion Charge consultation (Paragraph 17).

Main Report

Acronyms

- CCZ: Congestion Charge Zone
- CVD: Cleaner Vehicle Discount
- HGV: Heavy Goods Vehicle
- ICE: Internal Combustion Engine
- PHV: Private Hire Vehicle
- NOx: Nitrogen Dioxide
- ZEC: Zero Emission Capable

Background

1. The Congestion Charging scheme was first introduced in central London on 17 February 2003.
2. The primary objective of the scheme is to manage traffic and congestion in central London by reducing the number of vehicles that enter the Congestion Charge Zone (CCZ) during charging hours.
3. The CCZ is the area within the inner London ring road, including all the City of London and parts of Southwark, Lambeth, Westminster, Camden, Islington, Hackney and Tower Hamlets.
4. The charge is currently £15 with a 100% discount for electric vehicles, a 90% discount for residents of the CCZ and a 100% discount for Blue Badge holders. There are also a series of exemptions, including for licensed taxis, motorcycles, coaches and vehicles in the disabled tax class.
5. The hours of operation are 7am to 6pm Monday to Friday and 12pm to 6pm on Saturdays, Sundays and bank holidays, except between Christmas Day and the New Year bank holiday.

6. The Congestion Charging scheme has now been in operation for more than 20 years and has been modified many times in that period to ensure its continued effectiveness in managing traffic and congestion in central London.
7. The Congestion Charge has contributed to the City Corporation meeting its Transport Strategy targets for a 25% reduction in motor vehicles and a 15% reduction in freight motor vehicles by 2030 (2017 baseline). Further reductions in motor traffic are required to meet the target for a 50% reduction in freight motor vehicles at peak periods by 2030 (against a 2017 baseline).
8. The City Corporation's 2024 Strategic Traffic Counts showed an 8% reduction in private motor vehicles since 2022, including a 5% reduction in freight motor vehicles over 24 hours.
9. The traffic counts also show that 51% more cars are seen in the Square Mile outside of Congestion Charge hours (6pm-7am) compared to during (7am-6pm). There is a 20% reduction in the number of cars at 7am and a 37% increase at 6pm.

Proposals

10. TfL are consulting on three proposals to be implemented on 2 January 2026:
 - Proposal A: Increasing the Congestion Charge from £15 to £18.
 - Proposal B: New Cleaner Vehicle Discount whereby the discount varies by vehicle type. The discount for electric vans and Heavy Goods Vehicles (HGVs) is reduced from 100% to 50%, and to 25% from 2030. The discount for electric cars is reduced from 100% to 25%, and to 12.5% from 2030.
 - Proposal C: A change to the Residents' Discount. From 2027, new applicants with a non-electric vehicle will not receive the 90% discount.
11. There are no proposed changes to the 100% discount for Blue Badge holders or the list of exemptions.
12. Compared to the 'do nothing' scenario the proposals are estimated to:
 - a. Reduce the number of vehicles in the CCZ by 2% by 2026 and a further 2.2% by 2030. The largest reduction is predicted in vans (-2.5%) and cars (-2.4%). Small reductions are predicted in Private Hire Vehicles (PHVs) (-0.1%) and HGVs (-0.5%).
 - b. Increase electric vehicle uptake by 0.9%.
 - c. Reduce NOx emissions in the CCZ during charging hours by -2.7% by 2026 and particulate emissions by -1.8%.
13. Proposal A: Congestion Charge
 - a. Proposal A is to increase the Congestion Charge from £15 to £18.
 - b. The aim of this proposal is to ensure the charge remains an effective deterrent given inflation and the comparison to tube and train fares.

- c. The Congestion Charge has progressively increased since its introduction to maintain its deterrent effect: £8 per day from July 2005; to £10 from January 2011; to £11.50 from June 2014; and to £15 from 2020.
- d. The charge was last increased in 2020, despite an increase in inflation and tube and rail fares.
- e. The increase from £15 to £18 is less than the increase in inflation for the same period.

14. Proposal B: Cleaner Vehicle Discount

- a. Proposal B is to introduce a new Cleaner Vehicle Discount for electric vehicles whereby the discount varies by vehicle type.
- b. The new proposed CVD aims to achieve a balance between managing overall traffic and congestion in the CCZ and supporting further electrification of the fleet.
- c. The CVD will run in two phases, with discounts halving in 2030:
 - From 2 January 2026:
 - 50% discount for electric vans, HGVs and quadricycles (small cars in the 'L' category with government licencing via the DVLA)
 - 25% discount for electric cars
 - From 4 March 2030
 - 25% discount for electric vans, HGVs and quadricycles
 - 12.5% discount for electric cars
- d. The discount is higher for electric vans and HGVs as these customers may find it more difficult to switch to electric and require further support to do so.
- e. This is a reduction from the current 100% CVD, but this was due to be withdrawn altogether on 25 December 2025. Maintaining the 100% discount gives no incentive to reduce traffic by a shift to alternatives such as consolidation of deliveries and cargo bikes.

15. Proposal C: Residents' Discount

- a. Proposal C is to change the Residents' Discount for new applicants to incentivise those residents who choose to own and operate a vehicle in the CCZ to do so in the cleanest available vehicles.
- b. Currently residents of the CCZ, including all City of London residents, receive a 90% discount, balancing their inability to avoid the charge if they drive during charging hours with the fact that they still contribute to traffic and congestion.
- c. From 1 March 2027, new applicants for the 90% Residents' Discount will only be eligible if they have an electric vehicle. All other vehicles will not be eligible for a discount.
- d. This would only apply to new applicants. No changes are proposed to those living in the zone who are already registered for the discount or who register

by 1 March 2027. This is to mitigate the impact on existing residents who may be reliant on their vehicle.

- e. Residents already registered by March 2027 will also retain the existing discount for any new or replacement vehicles.

16. TfL is also proposing to make several other changes which include:

- a. TfL will now increase the Congestion Charges regularly in line with TfL tube and rail fares and/or inflation, without consultation. This is already the way TfL tube and rail fares are increased and ensures that the charge remains an effective deterrent and driving in the CCZ remains more expensive than public transport.
- b. The consultation period for changes to the Congestion Charge will be reduced from 10 weeks to 6 weeks in line with comparable consultations and noting most people now complete the consultation online.
- c. Automated vehicles will be subject to the same criteria as other vehicles.
- d. The CVD will be applied automatically based on DVLA data so there will no longer be a need to register separately.
- e. Vehicles must be registered for autopay to receive the CVD.

Proposed City of London Corporation consultation responses

17. TfL are inviting feedback to the consultation via an online survey. It is proposed to respond both to this survey and in writing to the Mayor of London along the following lines:

- a. The City Corporation continues to support efforts to reduce motor traffic and facilitate the movement of people by the most efficient and sustainable modes of transport. Reductions in traffic will also help improve air quality, reduce carbon emissions, make our streets safer and enable space to be reallocated to walking and wheeling, cycling, greenery and public spaces.
- b. It is important to ensure an effective balance between reducing motor traffic and incentivising the uptake of cleaner vehicles where driving is necessary.
- c. We continue to see the success of the Congestion Charge, with a notable decrease in private cars from 7am and increase from 6pm.
- d. The City Corporation agrees with Proposal A to increase the Congestion Charge from £15 to £18. It is important that the Congestion Charge remains an effective deterrent, therefore the pricing must be adjusted to keep up with inflation and maintain the gap with tube and rail fares. Private motor vehicle numbers in the City of London reduced by 8% between 2022 and 2024, but we would like to see this trend continue, including for freight vehicles where we have not seen the same level of reduction as other vehicle types.
- e. The City Corporation agrees with the element of Proposal B to reduce the CVD for electric cars. Given around one in five cars in the City are electric and the now established nature of electric cars and their associated

infrastructure, a higher discount provides less impact on traffic reduction, and the proposed discount looks appropriate to achieve a gradual change.

- f. The City Corporation would recommend a variation to the proposals with the full removal of the CVD for cars from 2030, rather than the proposed reduction to 12.5%. Given the expected number of electric cars that would be on the road by this date a discount should no longer be necessary and maintaining the discount will have less impact on overall traffic reduction.
- g. The City Corporation agrees with Proposal B to reduce the discount for vans and HGVs from 100% to 50%. The discount for electric vans should be higher than electric cars given the low number of electric vans within the UK fleet. In the Square Mile, 6% of vans are electric compared to 19% of cars. However, we have a policy to reduce total van numbers on City streets so agree the discount should be reduced as proposed. It is expected that numbers of electric vans will increase as the supply chain speeds up. Currently industry reports are that there is a time lag in availability of certain types of electric van. In the Square Mile, 3% of HGVs are electric, compared to 6% of vans and 19% of cars. Therefore, there are a relatively low proportion of HGVs on the road compared to other vehicles, but Internal Combustion Engine (ICE) HGVs create a disproportionate level of air pollution compared to other vehicles.
- h. The City Corporation agrees with Proposal C to change the Residents' Discount. We agree that the impact on residents with existing cars should be mitigated, but that residents should be incentivised to use electric vehicles for any necessary car journeys within the CCZ.
- i. The City Corporation does however ask that consideration be given beyond 2027 to the retention of the resident discount being attached to the vehicle rather than the resident, so that residents with existing vehicles are not impacted but those CCZ residents purchasing a new vehicle are incentivised to purchase an electric vehicle.
- j. The City Corporation agrees with the proposals for a new procedure to make routine changes to the Congestion Charge without consultation, so that charges can be increased in line with inflation and tube and rail fares.
- k. While we support the proposals, the City Corporation still believes there is a need for a smarter, more dynamic approach to road user charging which could be varied according to patterns of demand, vehicle types or by distance travelled. This would be more effective in reducing traffic levels and congestion in central London.

Corporate & Strategic Implications

- 18. Strategic implications – Reducing motor traffic in the Square Mile supports delivery of the Transport Strategy by enabling more effective and efficient use of limited street space, reduces transport related carbon emissions, improves air quality, reduces road danger, and enables reallocation of space to walking and

wheeling, cycling, greenery and public spaces. Reducing congestion ensures that those necessary motor vehicle journeys are more efficient, saving people time and money.

19. Reducing motor traffic supports delivery of the Leading Sustainable Environment, Vibrant Thriving Destination and Flourishing Public Spaces outcomes of the Corporate Plan.
20. Financial implications – None
21. Resource implications – None
22. Legal implications – None
23. Risk implications – Reducing motor traffic in the Square Mile helps mitigate departmental risk ENV CO-TR 001 – Road Safety and corporate risk CR21 – Air Quality and CR30 – Climate Action.
24. Equalities implications – TfL have undertaken an Integrated Impact Assessment (IIA) on the proposed changes to the Congestion Charge. This incorporates an Equalities Impact Assessment.
25. Climate implications – Reducing motor traffic supports delivery of the Climate Action Strategy by reducing transport related carbon emissions and enabling street space to be reallocated to climate resilience measures.
26. Security implications – None.

Conclusion

27. The proposed changes to the Congestion Charge will support the City Corporation's work to reduce traffic levels in the Square Mile and facilitate the movement of people by the most efficient and sustainable modes of transport. The importance of supporting the retail and hospitality trade in line with our Destination City strategy should be recognised, deliveries are still essential to allow these businesses to operate, therefore a balanced approach is necessary.
28. We have a suggested amendment to encourage an effective balance between incentivising the uptake of cleaner vehicles where driving is necessary and continuing to manage traffic and congestion. This is to remove the 12.5% discount for electric cars from 2030.
29. The proposed response to the consultation seeks to balance these issues and opportunities.
30. The summary of our proposed response is as follows:
 - a. We continue to support the principle of a Congestion Charge Zone.
 - b. We support the proposal to increase the charge from £15 to £18.
 - c. We support the proposal to reduce the CVD for electric cars but would recommend the full removal of the CVD for cars from 2030 rather than the proposed reduction to 12.5%.
 - d. We support the proposal to reduce the CVD for electric vans and HGVs.

- e. We support the proposal to change the Residents' Discount but would ask that consideration is given beyond 2027 to the retention of the discount being attached to the vehicle rather than the resident.
- f. We support the proposals for a new procedure for routine changes to the Congestion Charge.
- g. We still consider there is a case for smart road user charging.

Appendices

- Appendix 1 – Summary additional information

Background papers

- Supplementary information for the proposed package of changes to the central London Congestion Charge ([TfL Supplementary information](#))
- TfL website for all documents - <https://haveyoursay.tfl.gov.uk/congestion-charge-proposals>

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TfL Congestion Charge consultation response

Appendix 1

Summary information

Additional information presented here is extracted from the TfL paper listed in background documents. This is published at [TfL Supplementary information](https://tfl.gov.uk/consult/condocs/congestion-charge-proposals). TfL website for all documents - <https://haveyoursay.tfl.gov.uk/congestion-charge-proposals>.

Proposal A: Congestion Charge increase

Table 1: Summary of Proposal A

	2025 (Current situation)	From 2 Jan 2026	Future charge levels
Daily charge (autopay or pay before midnight)	£15	£18	Future charge levels to be set in accordance with the procedure set out in the Greater London Authority Act 1999 and the Mayor's Guidance.
Pay within three days	£17.50	£21	

Additional information on Proposal A

1. Private motor vehicle numbers reduced by 8% between 2022 and 2024 but in line with our traffic reduction targets in our Transport Strategy we would like to see this trend continue, especially for freight vehicles where we have not seen the same level of reduction as other vehicle types and have not yet met our target for traffic reduction in peak periods by 2030.

Proposal B: new Cleaner Vehicle Discount

Table 2: Summary of Proposal B

	2025 (Current situation)	From 2 Jan 2026	From 4 March 2030
New CVD for electric vans, Heavy Goods Vehicles (HGVs), quadricycles registered for Auto Pay	100% discount to be withdrawn on 25 December 2025 £0	Phase 1 50% discount £9	Phase 2 25% discount TBC (future charge level unknown)
New CVD for electric cars registered for with Auto Pay	100% discount to be withdrawn on 25 December 2025 £0	Phase 2 25% discount £13.50	Phase 2 12.5% discount TBC (future charge level unknown)

Additional information on Proposal B

2. The criteria for the 'green discount' for vehicles with low emissions has been tightened over time as the number of eligible vehicles in the zone has risen, the vehicles have become more affordable, and vehicle technology has improved. The most recent change was introduced in 2019 and had 3 phases:
 - Zero Emission Capable (ZEC), including hybrid vehicles, from April 2019
 - Electric vehicles only from October 2021
 - No CVD from December 2025 (planned)
3. The general trend is an increase in vehicles eligible for green/Cleaner Vehicle Discounts. Around 20,000 vehicles were registered for the discount at the start of 2019 and as of May 2025 this had risen to 116,000 vehicles.
4. 91% of vehicles registered for the discount are cars and 6% (6,200) are vans.
5. There are an average of 16,568 unique electric vehicles in the CCZ during charging hours, 16% of all cars, PHVs and vans. This includes 2,193 electric vans, 7,871 electric cars (excluding PHVs) and 6,525 electric PHVs. By the end of 2025, this is estimated to increase to over 20,000 electric vehicles (20% of all vehicles in the zone).
6. In 2024, 24% of new cars and 9% of new vans manufactured were fully electric. The Zero Emission Vehicle Mandate set by the UK Government requires this proportion to increase each year, with 80% of new cars and 70% of new vans sold to be fully electric by 2030, increasing to 100% by 2035.
7. As of February 2025, there were 96,788 licensed PHVs in London. 27% are electric and within the CCZ this rises to 32%. 71% of new PHV registrations in January 2025 were electric.

8. The most recent City Corporation emissions data on all traffic in the Square Mile was collected in 2022 and found that 18% of cars, 6% of vans and 3% of HGVs were electric. 2025 parking data shows that 19% of cars and 6% of vans parking in the Square Mile are electric.

Proposal C: Residents' Discount change for new applicants

Table 3: Summary of Proposal C

	2025 (Current situation, no changes proposed)	From 2 Jan 2026	From 1 March 2027
Residents registered for the Residents' Discount up 1 March 2027	90% discount £1.50	90% discount £1.80	90% discount TBC (future charge level unknown) 'Grandparent rights' apply
Residents who have not previously registered for the Residents' Discount with EVs from 1 March 2027			90% discount TBC (future charge level unknown)
Residents who have not previously registered for the Residents' Discount with non-EVs from 1 March 2027			No discount TBC (future charge level unknown)

Additional information on Proposal C

9. The combination of Proposal B and Proposal C will mean that for the first time residents with a petrol or diesel vehicle will receive a higher discount than non-residents with an electric vehicle.
10. There are 168,579 residents within the CCZ, 8,584 of which live in the City of London. 27% of these residents (and 26% of City of London residents) have access to a car.

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