

Healthy Streets Officers Programme Impact Report

August 2022





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Executive summary



- **The Healthy Streets Officers (HSO) programme was delivered by Sustrans between August 2019 and June 2022.** The £3 million programme was funded by Transport for London (TfL).
- **Sustrans embedded 18 Healthy Streets Officers (HSOs) in 32 London boroughs.** The officers supported local authorities in achieving the Mayor of London's Transport Strategy, which promotes walking and cycling across London.
- **The HSOs have supported everyday Londoners to make sustainable and healthier travel choices.** They have done this by making it easier for more Londoners to walk and cycle.

The programme delivered workstreams focusing on schools, cycle training, workplaces, and active travel infrastructure, as well as undertaking additional activities beyond these workstreams.



1

Impact stream 1 Supporting and enabling active travel

The HSOs delivered and supported a range of projects that focused on:

- Increasing walking and cycling to school and work
- Supporting the delivery of cycle training
- Helping set up cargo cycle projects across London.

The HSO programme emphasised equity, diversity, and inclusion (EDI) principles by offering targeted support for people from groups underrepresented in active travel such as disabled people, women, and people from diverse ethnic backgrounds.



“The HSO programme was instrumental to making YouthCycle work. [The HSOs] community connections and helpful know-how helped getting bikes to the young people. As a result of the HSO programme, we were able to receive funding to work with local stakeholders” Community co-organiser of a youth cycle training group

2

Impact stream 2 Increasing vision and ambition for active travel

The Healthy Streets Officers connected London local authorities, stakeholders and community organisations through pan-London sharing sessions and through networking. As a result, the HSOs actions enabled a more cohesive and informed active travel strategy across London.

Based on feedback from Borough Officers across London, HSOs increased vision and ambition for active travel by:

- Increasing awareness of the benefits of active travel
- Sharing knowledge of best practice and implementation
- Increasing delivery capacity for active travel and Healthy Streets schemes
- Creating collaboration opportunities between boroughs.



“[The HSO] has continued to offer support and ideas to help us implement new schemes. She has shared information and guidance from her HSO and Borough colleagues that have been very useful in development of our resources. [The HSO] is efficient, supportive and has a positive attitude that has lifted our spirits through some difficult times” Borough Officer, 2021

* Sustainable Travel: Active, Responsible, Safe

3

Impact stream 3 Supporting healthier streets

The HSO programme supported London boroughs in delivering walking and cycling infrastructure changes to their local streets. The changes allowed more space for residents to be physically active, to socialise and to feel safer.

The HSOs engaged with community members and increased delivery capacity to help embed infrastructure changes into the community and activate local spaces.



The HSOs have been involved in the delivery of **344 School Street** schemes across London. 225 of these School Streets are currently live

“The HSO [came] with knowledge regarding sustainable travel and the school streets programme” Borough Officer, 2022

Benefits of working with Sustrans

The HSO projects benefited from being part of the wider Sustrans organisation. The HSOs were able to consult and collaborate with active travel experts in urban design, community engagement, behaviour change, and research and monitoring.



Foreword: the programme

James Cleeton
Sustrans London Director



I am incredibly proud of the London team and their stellar work on the unique and ground-breaking Healthy Streets Officers (HSO) programme.

The three-year initiative challenged the things that get in the way of making London a greener, safer, more active city - not just the practical barriers but also the societal barriers.

In this report, we present some of the data that shows the work completed and the numbers behind some truly exemplary outcomes. The scheme helped pupils at more than 700 schools to walk, cycle and scoot to school. More than half of London's School Streets had HSO support. In the 2021-22 academic year, 508 schools received HSO support for Transport for London's STARS (Sustainable Travel: Active, Responsible, Safe) programme.

However, the programme has been so much more than just outputs and measurable achievements. It has also been about connections. Not only the fruitful connections we've all made with partner boroughs and organisations London-wide, exemplified by knowledge-sharing sessions run across London boroughs, but the positive connections we've made with the residents that make up this great city.

We catered to specific needs by helping to set up an All-Ability Cycle Hub in Hounslow. We organised specialist cycle training for diverse mothers in Camden. We facilitated the social prescribing of cycling through a GP practice. We worked with communities to enable them to help shape the projects that we delivered. We empowered a wide range of groups, especially those traditionally underrepresented in active and sustainable travel (including women, children, older people and disabled and minority ethnic groups), to effect tangible change.

A huge amount has been achieved with the programme, which now serves as a template to providing authorities everywhere with the knowledge and tools to drive forward active travel delivery and impact. I look forward to bringing in new partners to continue the team's excellent work.

Get in touch by emailing london@sustrans.org.uk to find out how we can help your organisation to reach and exceed active travel ambitions.

Foreword: the Healthy Streets Approach

Lucy Saunders

Director of Healthy Streets®



London has committed to taking the Healthy Streets Approach to address the many environmental, public health and social challenges it faces. Taking this approach means working across sectors to transform the way streets are designed, managed and used so that human needs are prioritised in how streets look and feel.

At the heart of the Healthy Streets Approach are the 10 Healthy Streets Indicators which guide this cross-sector working in prioritising people with a focus on how people feel on streets. There can often be a strong emphasis on street design in delivering the Healthy Streets Approach and the Mayor's Transport Strategy sets out many policies and programmes to change street design across Greater London.

However, just as important are the broad swathe of programmes needed to change how streets are managed and used on a day-to-day basis by the millions of people who live in, work in, travel to or through London. The Healthy Streets Officers have a critical role in initiating, scaling up and coordinating these programmes to ensure the whole is greater than the sum of its parts.

The Mayor's Transport Strategy sets the necessary but very challenging targets of shifting a significant proportion of private car travel to walking, cycling and public transport use and to enable every Londoner to walk or cycle for at least 20 minutes each day. These targets require millions of people to see, value and use their streets differently and this requires engagement, conversation, opportunity and reinforcement of positive behavioural choices through multiple channels. The Healthy Streets Officers programme was established to form the foundation across all the London boroughs for this cultural and behavioural shift. In this report, you will see a breadth of activities that hint at the scale of activity that has started and will need to be reached over the coming years to build momentum towards the aspirations for a fair and healthy city in the future.

The Healthy Streets Officers Programme



Overview

In 2019, Sustrans was commissioned by Transport for London (TfL) to deliver the Healthy Streets Officers (HSO) programme. The £3 million programme ran from August 2019 to June 2022 and centred on two key goals of the Mayor of London's Transport Strategy:



80%

of journeys in London to be made by walking, cycling or public transport by 2041



For all Londoners to achieve

20 minutes

of daily active travel by 2041

Mayor of London's Transport Strategy

The Mayor of London set out an ambitious plan in 2018 to transform London's streets by encouraging walking, cycling, and public transport use in order to improve Londoners' health, help tackle congestion, and improve air quality. For further background, see:

<https://tfl.gov.uk/corporate/about-tfl/the-mayors-transport-strategy>

The programme had priority work areas to help councils achieve the Mayor's goals. These priority work areas included National Events and Local Initiatives before May 2020. As a result of the Covid-19 pandemic, from May 2020 the programme's priorities became:

- **Schools and STARS** – see page 18.
- **Workplaces** – see page 26.
- **Cycle training** – see page 28.
- **Active travel infrastructure** – see page 47.



The Healthy Streets Officers

Sustrans embedded **18 Healthy Streets Officers (HSOs)** in 32 of the 33 London Local Authorities, referred to as boroughs throughout the report. The HSOs worked with key contacts in their designated boroughs, and were managed and connected centrally by Sustrans.

The Healthy Streets Officers used their borough time to support boroughs to achieve the Mayor's Transport Strategy. HSOs did this by providing expert knowledge on active travel to the borough, supporting the borough to deliver active travel projects, and leading on the delivery of pilot projects that encourage walking or cycling. Projects were typically funded by the HSO programme, by the boroughs, or by a combination of the two.

HSOs used their Sustrans time to share ideas and meet regularly with the wider HSO team, leading to a new knowledge sharing network across the London boroughs.

The HSOs have helped boroughs reach the aim of enabling more Londoners to walk and cycle by focusing on the programme's priority workstreams – ensuring a comprehensive active travel delivery programme.

Equity, diversity, and inclusion

The Healthy Streets Officers embedded principles of equity, diversity and inclusion (EDI) into their work across the boroughs. A large proportion of this work was providing tailored support that addressed why some groups of people are underrepresented in walking and cycling. Evidence of this tailored support can be seen on page 32. The programme provided EDI training and support to Borough Officers to enable them to carry these principals through to their work. Information about this training is on page 35.

Tiffany Lam, equity, diversity and inclusion in cycling specialist, provided periodic training to the Healthy Streets Officers and advised the programme as a whole. See page 35 for additional information on their contribution to the programme.



The Healthy Streets Approach

The Healthy Streets Officers delivered projects that embodied the Healthy Streets Approach. This meant focusing on projects that prioritise people instead of vehicles on London's streets. Lucy Saunders developed the Healthy Streets Approach and led the process of embedding it in TfL from 2012-2019. She provided the HSOs with in-depth training on how to deliver the approach.

All new starters underwent introductory training that covered key aspects of Healthy Streets to ensure HSOs started with a good foundational understanding of the approach. This included the evidence that underpins Healthy Streets and the public health imperative for taking this approach, what the 10 Healthy Streets indicators are and how they interact and work together, how to measure the Healthy Streets indicators, and how Healthy Streets fits in London policy and governance.

Over the subsequent two years, Healthy Streets Officers received deep-dive training on how to evaluate projects, how to apply the Healthy Streets Check for designers and how to be effective at communicating the Healthy Streets Approach.

The HSOs are among the most highly trained officers in London on the Healthy Streets Approach. This puts them in a strong position to advise their local authority on how to apply the Healthy Streets Approach in design, community and stakeholder engagement, and evaluation.





Impact overview

In this report, we detail how the HSO programme has contributed to the Mayor's Transport Strategy by supporting sustainable travel. This report is structured around three areas of impact and their subsequent outcomes.



Impact stream 1 Supporting and enabling active travel

The programme has encouraged individual Londoners to switch to more physically active and sustainable travel modes by supporting and enabling them to travel actively. The programme achieved this in the following two ways:

- Individual Londoners are supported to change their travel behaviour [see page 17]
- Providing targeted support for people from groups underrepresented in active travel [see page 32].



Impact stream 2 Increasing vision and ambition for active travel

A core tenet of the HSO programme was to support active travel work through embedding Sustrans officers in boroughs. The Healthy Streets Officers worked closely with Borough Officers and school champions to share knowledge and expertise of active travel and help deliver borough schemes. The outcome of embedding officers was that:

- Borough and school leaders have a greater awareness of the benefits of active travel and knowledge of best practice for implementation [see page 39].



Impact stream 3 Supporting healthier streets

A healthy environment for all is essential to supporting sustainable travel, and to achieve this, the programme has applied the Healthy Streets Approach throughout. HSOs have supported the implementation of active travel infrastructure by providing expert advice, help on the ground, liaising with stakeholders, and supporting funding bids. Overall:

- Healthy Streets Officers support borough delivery of schemes that focus on active travel and Healthy Streets [see page 47].

Key Performance Indicators (KPIs)

Each year, the programme had specific KPIs to meet, set by TfL.

Year 3 KPIs were as follows*:

 <p>KPI1</p> <p>School engagement See page 18</p>	 <p>KPI2</p> <p>STARS accreditation See page 20</p>	 <p>KPI3</p> <p>Workplace engagement See page 26</p>	 <p>KPI4</p> <p>Borough Officer engagement See page 40</p>	 <p>KPI5</p> <p>Active travel infrastructure See page 47</p>	 <p>KPI6</p> <p>Cycle training See page 55</p>
<p>Demonstrate engagement with schools across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes) that promote active travel and School Streets, as well as engagement in addition to STARS activities.</p>	<p>Support schools to reach the next level of STARS accreditation, as well as move unengaged schools to the first level. Targets: 40 new gold schools, 60 new silver schools and 80 new bronze schools (from unengaged).</p> <p>Progress should be demonstrated throughout the year by delivering quarterly projected accreditation levels across boroughs.</p>	<p>Demonstrate engagement with workplaces across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes) showing work to improve staff getting to work in a safe and sustainable manner. Examples can include route planning, cycle training and other initiatives that deliver against this area of work.</p>	<p>Quality of the working relationship with the Borough Officers. This will be measured throughout the year via a questionnaire.</p>	<p>Demonstrate local engagement and communications support of active travel infrastructure including school streets across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes).</p> <p>Case studies should include evidence supporting engagement for, and set up of, School Streets.</p>	<p>Demonstrate promotion of cycle training in boroughs where requested or where boroughs are currently not meeting training targets**</p> <p>Sustrans facilitating a document of agreement of targets between the boroughs and TfL.</p> <p>Monthly reporting (within 3 days of the end of each month) of progress of cycle training vs agreed targets.</p>

* Year 1 and 2 programme KPIs are in the appendix, page 62.

** The HSO programme promoted cycle training widely across London, see page 28. There were no priority boroughs specified.



Impact stream 1

Supporting and enabling active travel



“Being a wheelchair user, enjoying going round on [an] adapted cycle and the whole family enjoying the session together” - Participant from Hounslow All Inclusive Cycling Hub when asked what they enjoyed most about the session

Outcome:

Individual Londoners are supported to change their travel behaviour

The Healthy Streets Officers led and supported on projects that provided Londoners with the skills, knowledge, and motivation to walk and cycle more. These projects largely fell into one or more of four key areas:

- **Supporting schools:** This included supporting 32 schools to achieve Gold accreditation in the TfL STARS programme in 2019 to 2021. This is equivalent to 1,000 pupils travelling sustainably to school in those academic years [see page 18]
- **Encouraging cargo cycle use:** HSOs helped individuals and organisations swap car and van journeys for cargo cycles, including helping set up 11 cargo cycle pilot schemes [see page 22]
- **Supporting workplaces:** HSOs engaged with and provided advice to workplaces including hospitals, retail stores, and council offices to encourage employees to walk and cycle to work [see page 26]
- **Supporting cycle training:** This included the delivery of six pilot cycle training projects tailored to the needs of groups typically underrepresented in cycling. The benefits to participants included increases in individuals' confidence, skills, and uptake of cycling [see page 28].

Outcome:

Targeted support for underrepresented groups

Not everyone in London has equal access to walking, cycling, and wheeling, and not everyone feels welcome on London's streets. The HSO programme has worked closely with communities to understand their needs and design projects that increase access to walking, wheeling, and cycling across all groups. Key impacts in this area include:

- **14 bespoke projects** tailored towards people underrepresented in walking or cycling
- **Positive feedback** from a diverse range of voices who took part in HSO-led projects.

KPI1



School
engagement



Supporting pupils to walk, cycle, or scoot to school

The Healthy Streets Officers programme prioritised school-based initiatives to help create a healthier, safer, and more sustainable school run.

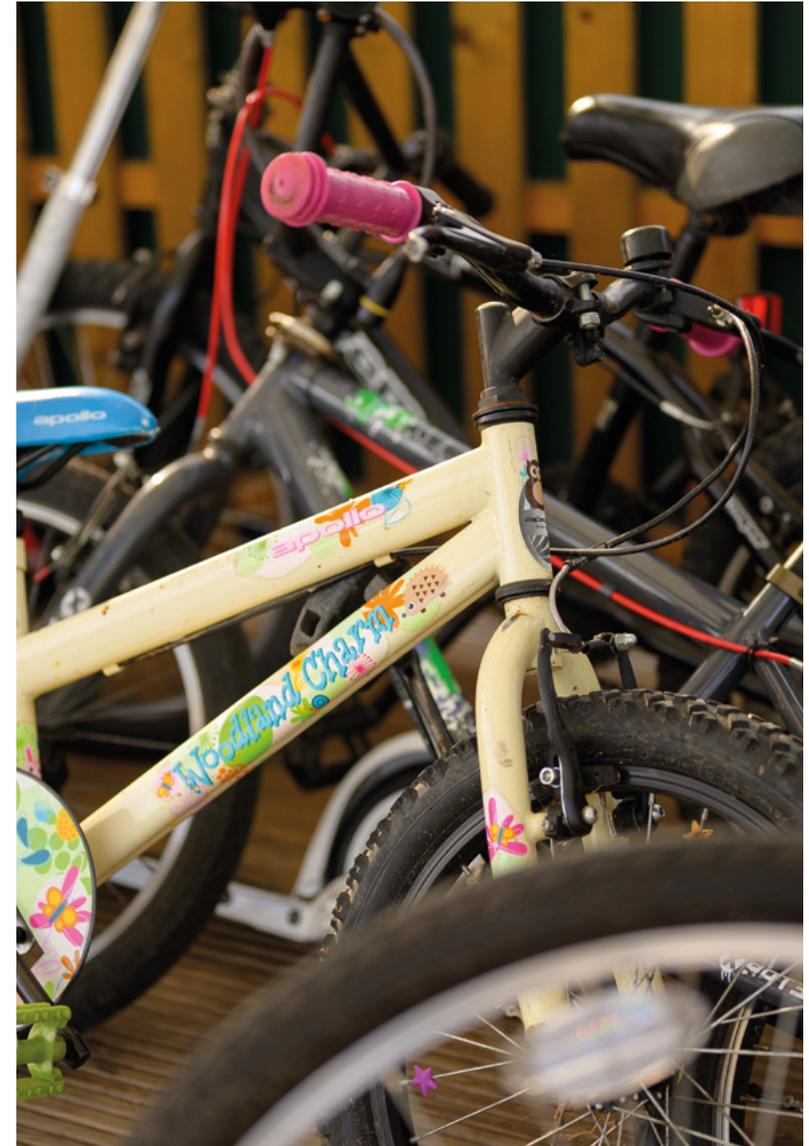
Childhood obesity is on the rise in the United Kingdom¹, with fewer than half of children meeting the minimum national physical activity guidelines². Additionally, 98% of schools in London fall within areas that exceed the World Health Organisation's pollution limits³. Poor air quality has been associated with an increased risk of developing asthma within children⁴.

Walking, cycling, or scootering to school increases opportunities for children to be physically active^{5,6}. It also removes air pollution, congestion, and road danger outside the school gates^{7,8}.



The HSOs engaged with over
700 schools
throughout the
programme

There are multiple reasons why pupils face barriers to walking, cycling, and scootering to school, and the HSOs helped address these with a multifaceted behaviour change approach. This approach involved **education and incentives** to increase awareness of the benefits and enthusiasm for active travel, **providing opportunities** for pupils and their families to try active travel, and addressing **skill and equipment barriers** like a lack of secure cycle parking at school. On the next page are a number of exemplar activities demonstrating this approach.



Activity

Example

School presentations

The HSO for **Barnet** organised air quality presentations to eight primary schools in their borough, delivered by Sustrans Behaviour Change team.

Promoting London-wide and national events

The HSO for **Hillingdon** supported 400 pupils to take part in a “Design Your Dream Bike” art competition in the borough to coincide with National Bike Week.”

Walking maps

Four HSOs organised 85 walking maps for **Hillingdon, Barnet, Havering**, and **Southwark**, in partnership with PWLC. Of these, 52 maps were directly funded by the HSO programme.

Electronic school newsletters and materials

The HSO for **Bexley** sent 11 editions of a School Travel newsletter, created in partnership with the borough’s Road Safety Team. The newsletter was sent to all 85 borough schools.

Promoting the Big Walk and Wheel

The HSOs promoted Sustrans Big Walk and Wheel to 207 schools in 2019-21 and 290 schools in 2021-22. The competition encourages pupils to travel by active modes to school.

Active travel competitions

The HSO for **Bexley** organised “Walk n Wheel Britain”, an active travel competition which 22 schools across the borough took part in. Pupils were challenged to travel actively on as many days possible over a two-and-a-half week period. A total of 55,000 active journeys to school were recorded.

Skill development

The HSO for **Lambeth** coordinated scooter and pedestrian training in all 90 borough schools, funded by the council.

The HSO for **Richmond** set up two cycle hubs* in borough schools, funded by the HSO programme. A local mechanic now delivers cycle maintenance and skills sessions.

Cycle storage

The HSO for **Lambeth** worked with 25 borough schools to install £80,000 of cycle and scooter storage, funded by the council.



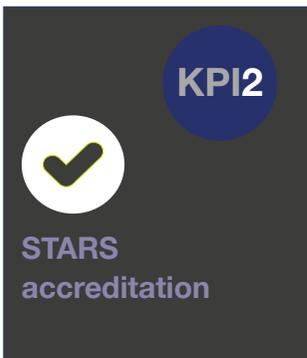
The HSOs have also been involved in the delivery of

344 School Street schemes

across London, of which **225 are currently live**. Details of this support can be found on page 48.



* A cycle hub is a centre that supports cycling by offering services such as cycle training, cycles and cycle maintenance.



TfL STARS

TfL STARS* is an accreditation scheme for schools and nurseries that encourages pupils to walk, cycle, or scoot to school. A key requirement of STARS accreditation is increasing the proportion of children that are travelling actively to school. As part of school engagement, the HSOs worked closely with school leaders to encourage participation in TfL's STARS programme.

During the academic years 2019-20 and 2020-21, 417 schools in London received STARS support from the HSO programme. Twenty-seven boroughs received STARS support from their HSO. In the current academic year (September 2021 to April 2022), 508 schools have received HSO STARS support.

In addition to the support work highlighted on the previous page, the HSOs worked closely with schools to move them through the STARS programme and increase participation in the following ways:

- Delivered **STARS training** for schools to increase school champions' knowledge of the STARS programme, and give practical ideas for STARS activities. A hundred and eighteen schools received training in 2019-20 and 2020-21, and 161 in the 2021-22 academic year.
- Created **STARS resources** to give teachers access to guides and materials. For example in **Harrow**, the HSO created user-friendly activity guides for teachers to help plan STARS activities throughout the year.
- **School support with queries and the STARS portal.** The HSO in **Kingston** and **Sutton** helped over 35 schools across the two boroughs submit their STARS stories onto the portal at the end of the academic year.
- The HSOs hosted five **pan-London STARS sessions** for teachers and Borough Officers. More information can be found on page 45.



* Sustainable Travel: Active, Responsible, Safe.

**STARS
accreditation**



HSOs supported **38 new gold schools** in achieving **Gold accreditation** in the 2019-2020 and 2020-2021 academic years, which was nearly one third of all Gold awards in that accreditation cycle. To become Gold accredited, the school must demonstrate a 6% modal shift away from car journeys. Estimated from school roll numbers, the HSOs supported at least **1,000** pupils across London to travel to school by walking, cycling, scootering or using public transport.



As a result of HSO support in 2019-2021*:



The HSOs supported **56 unengaged schools** to become engaged or accredited



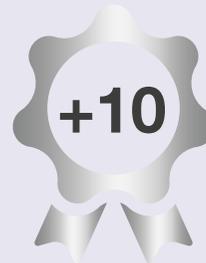
93 schools progressed in their accreditation level



172 schools kept their current accreditation level



There were **30 new Bronze schools** and **51 schools kept** their Bronze accreditation



There were **10 new Silver schools** and **22 schools kept** their Silver accreditation



There were **38 new Gold schools** and **98 schools kept** their Gold accreditation



HSO programme-funded behaviour change in schools

Using funding from the HSO programme, the Sustrans Behaviour Change Team in London delivered Bike It in 18 schools within four boroughs from 2020-21: **Camden, Croydon, Enfield, and Tower Hamlets. Bike It** is a bespoke behaviour change programme that focuses on activities that raise awareness and empower pupils to cycle to school. An adapted version was run due to school closures during the Covid-19 pandemic. As a result of the programme, 12 teachers out of 15 said that the Sustrans project **increased general wellbeing** for pupils.

*2022 results are yet to be released.

Delivering cargo cycle projects

Transporting goods constitutes 30% of global carbon emissions from road transport⁹. In central London, freight vehicles make up a third of traffic during the morning peak¹⁰.

Cargo cycles allow riders to carry people or goods and can therefore reduce traffic and carbon emissions by replacing cars and vans on the streets of London. The HSOs worked with local authorities to support the adoption of cargo cycles among residents and businesses to enable more sustainable journeys and deliveries. The success of the projects demonstrate that cargo cycles can be adopted and used as a viable alternative to cars and vans.

The programme recorded approximately 3,200 miles of cargo cycle journeys across 11 cargo cycle schemes. If these deliveries had been made by a standard diesel van, this would amount to approximately two tonnes of carbon dioxide (CO₂). The HSOs supported an additional six projects that have yet to be launched.

Across all projects, over 30 cargo cycles have been procured for use by borough residents and businesses. Of these, four were directly funded by the HSO programme.



The HSOs supported the delivery of the following types of cargo cycle schemes:

Cargo cycle delivery for businesses	Cargo cycle delivery for non-profit and community organisations	Cargo cycle rental schemes for residents	Cargo cycle for Council staff
<ul style="list-style-type: none"> The HSO for Ealing and Hounslow led on two pilot projects in the boroughs which allowed businesses to hire a cargo cycle courier to make deliveries to shoppers for free*. Both trials ran for six months and saw 600 deliveries made, totalling approximately 660 miles cycled instead of driven. The HSO for Lambeth coordinated a pilot project that offered residents the opportunity to shop on Norwood High Street and have their shopping delivered that evening by an e-cargo cycle. The pilot ran over a two-week period in December 2020. About 65 trips were made, totalling 100 miles cycled instead of driven. One business was able to remove a car from their delivery service during the pilot. If these deliveries had been made by standard diesel vans, approximately 430kg of CO₂ would have been emitted. HSOs in Greenwich/Lewisham and Bexley have been working to set up business cargo hire schemes, due to be launched later in 2022. 	<ul style="list-style-type: none"> The HSO programme funded an e-cargo cycle for Edible London – a community organisation tackling food poverty in Haringey by growing and distributing food to those in need. The e-cargo cycle allowed volunteers to make sustainable journeys between growing sites, distribution hubs and beneficiaries. The project was delivered in partnership with Sustrans’ Behaviour Change team. In the first three months, an estimated 35-40 miles of deliveries were cycled each week. Two HSOs supported food banks in Southwark (See Spotlight on next page) and Lewisham to make deliveries to residents who were shielding during the Covid-19 pandemic. In Lewisham, an estimated 450 food deliveries were made over a six-month period, totalling an estimated 450 miles cycled instead of driven. The HSO for Richmond organised a one-off cargo cycle delivery service for a local school. Pupils of key workers grew their own fruit and vegetables to make chutney, jam and lavender biscuits in the school kitchen during the first Covid-19 lockdown. The children then provided a sustainable ‘last mile’ delivery service to the local annual food fair by cargo cycle. <div data-bbox="689 1129 1328 1284" style="background-color: #1a3d54; color: white; padding: 10px; margin-top: 10px;"> <p><i>“We could take everything we needed from the school to the food fair, without causing any pollution and getting some exercise at the same time!” - A year 6 pupil</i></p> </div>	<p>Four HSOs have been supporting the implementation of eight cargo cycle hire schemes for local residents across London (two delivered, six in the pipeline). For example:</p> <ul style="list-style-type: none"> The HSO for Richmond identified potential locations and stakeholders to take part in a council-led rental scheme. Six cargo cycles will be available for hire to borough residents for personal journeys. The HSO for Camden supported the delivery of a cargo cycle scheme where parents were able to borrow an e-assist cargo cycle for several months at a time to help make the school run car-free. The HSO coordinated the delivery and pick up of cargo cycles and promoted the scheme across the borough. 	<p>Healthy Streets Officers have helped two Local Authorities set up cargo cycle schemes for council staff to utilise:</p> <ul style="list-style-type: none"> In Haringey, the HSO coordinated the procurement of six cycles and training for park staff. The cycles help reduce carbon emissions in the parks maintenance fleet and are used to transport equipment between and across parks. The HSO for Brent has helped facilitate cargo cycle training for council staff and coordinated the rental portal for the council’s shared cargo cycle.

* The schemes were run separately from each other and acquired funding from different sources.

The Healthy Streets Officers programme carried out a range of other support activities to promote and facilitate the uptake of cargo cycles across London. This included the following:

- **Supporting scoping and insight work:** Eight HSOs carried out research activities to assess the feasibility of cargo cycle schemes in the boroughs and provided recommendations on how to deliver them. In **Westminster** this included drafting tenders, estimating project costs and meeting with funders and delivery organisations.
- **Guidance and training:** Five HSOs developed cargo cycle guidance for councils, and organised training for council staff and business owners on how to properly utilise and store the cycles. For example, the HSO for **Bexley** adapted documents from other HSOs to create guidance documents and service loan agreements for Bexley's cargo cycle loan scheme.
- **Promotion of cargo cycles:** Eight HSOs helped promote existing cargo cycle schemes by engaging with stakeholders through communications and at events. For example, in **Kensington and Chelsea** the HSO organised a road show to demonstrate to businesses the benefits of cargo cycles. Similarly, the HSO for **Richmond** led events in local schools where parents were able to trial a cargo cycle with their children in a safe and familiar environment.
- **London-wide knowledge sharing sessions:** The HSOs ran two pan-London cargo cycle sessions for Borough Officers to enable knowledge sharing across London (for more information see page 45).



Spotlight: Southwark Food Bank e-cargo cycle



In May 2020, a Healthy Streets Officer arranged for the purchase and delivery of an e-cargo cycle to the Southwark Food Bank. The e-cargo cycle allowed for deliveries to food bank clients who were shielding or self-isolating during the Covid-19 pandemic and were unable to collect food. Volunteers from the local Peckham cycle club carried out the deliveries. The e-cargo cycle was funded by the Sustrans in Motion fund, part of the HSO programme.

After one year of the project, the volunteer riders had made over 500 deliveries. These trips amounted to an estimate of nearly 2,000 miles cycled. If these deliveries had been made by a standard diesel van, this would amount to almost a tonne of CO₂. The peak of deliveries was in the summer of 2020, with 97 clients served and 320 miles per month covered. The e-cargo cycle has helped improve London's air quality and also ensured that vulnerable residents were able to receive a vital supply of food during the Covid-19 pandemic.

"It has been amazing and so beneficial for us. It has given us the ability to transport materials and plants from site to site and hampers to our beneficiaries. It has made distribution more accessible and convenient"

Chris, Edible London



Supporting workplaces and employees

Only 60% of adults are meeting the minimum recommended amount of weekly physical activity¹¹. Additionally, commuting by car increases air pollution. During the Covid-19 lockdowns, nitrogen dioxide (NO₂) levels dropped by 50% in certain commuter hotspots in London¹², showing what could be achieved if fewer Londoners commuted by car.

Cycling or walking to work increases physical activity and decreases air pollution¹³. The Healthy Streets Officers engaged with workplaces across London to motivate staff members to walk and cycle to work or for business-related travel.

KPI3



Business engagement



The HSOs have supported employees to take up walking and cycling within the following workplaces:

Hospitals

The HSO for the **City of London** organised a socially-distanced cycle safety event for **St. Bart's Hospital** to support NHS staff to reach their workplaces by cycling. Activities included cycle tagging*, cycle tune-ups, and route planning delivered by various external partners (including The City of London Police, Havebike and Cycle Confident).

In **Kensington and Chelsea**, the HSO organised active travel focus groups for the Royal Marsden NHS Trust. The focus groups consisted of 12 hospital staff and focused on current barriers to active travel to the hospital and potential solutions. A similar workshop was held for Barts Health NHS Trust to help create an active travel action plan.

In **Havering**, the HSO programme is funding the repair and maintenance of pool bikes, a two-way lock for the secure cycle parking, and public cycle pumps at Barking, Havering and Redbridge University Hospital.

Council offices

In **Brent**, the HSO supported the Council's Travel Plan by creating practical next steps based on active travel measures suggested by the consultancy firm MP Smarter Travel.

In **Kensington and Chelsea**, the HSO offered advice to the council team responsible for creating the internal travel plan, including sharing workplace travel surveys, and offering guidance on pool bikes for council staff.

Retails stores

The HSO for **Bromley** engaged with two Next stores within the borough. The HSO carried out a walking and cycling assessment in the local area and produced a report on the findings. The report was uploaded onto the Modeshift STARS portal and can be referenced by any employee who would like to learn more about local features that enable walking and cycling.

HSOs have also supported businesses with cargo cycle schemes, see page 23.

* Cycle tagging is when a cycle becomes registered with the police. It helps with identification if a cycle is stolen or being resold.



Spotlight: Bromley Mencap

The HSO for **Bromley** has been working with Bromley Mencap, a charity that supports individuals with learning disabilities. The HSO has been helping the employees of the organisation make their journeys more sustainably by organising and funding the following:

- Two cycles for employees to hire. One e-bike for commuting and personal journeys, and one folding cycle for staff making home visits
- A cycle rack
- Funding for the project's cycle mechanic to take a Cytec accredited e-bike course.

Hirers have already cycled over 170 miles across 35 trips. After hiring one of the cycles, one employee purchased their own cycle that they now use regularly. Two additional Mencap staff who have not hired any cycles have purchased their own second hand cycles and have begun cycling some journeys to work. Additionally, clients of one of Mencap's services utilise the pool cycles at lunch time – increasing physical activity levels. The HSO's work has supported Mencap to create a culture of cycling for both leisure and travel purposes.

Coordinating cycle training and groups

Many Londoners feel that they do not have the skills or confidence to cycle in London¹⁴. Cycle training can increase cycle confidence and increase overall cycling levels¹⁵.

The Healthy Streets Officers delivered and supported a diverse range of cycle training projects tailored to the needs of each borough and their residents that increased cycling uptake in London.



The Healthy Streets Officers coordinated the setup of **six cycle training pilot projects**



Delivering cycle training pilot projects

The HSO programme facilitated the creation of **six pilot cycle training projects** across five boroughs, benefitting **50 Londoners**. These cycle training projects were tailored to individuals who would find it difficult to take up cycling without support. The HSOs were key in coordinating project set-up, finding equipment and cycle trainers, and offering continual support such as monitoring to show change and disseminating findings back to the local authority.

The pilots and their target groups were as follows:

<p>Diverse women Redbridge</p> <p>Camden</p>	<p>Nine women from the local Muslimah Sports Association received free cycle coaching at weekly two-hour sessions spanning six weeks. Of the participants, four of the nine had never been on a bike before. After completing the course, three participants said they were cycling multiple times a month and two at least once a week. Additionally, eight of the nine participants stated that the sessions had improved their cycle confidence. The participants received a cycle at the end of the course.</p> <p>A mums' cycle group was funded by the HSO programme which saw improvements in cycling confidence and rates of cycling amongst the 12 participants. For more details see the Spotlight on page 31.</p>
<p>Older people</p> <p>Bexley</p>	<p>In partnership with Bexley Age UK, three participants aged over 50 attended sessions over four weeks delivered by the council's cycle trainers. None of the participants cycled regularly before the sessions. Post training, all participants said they felt safer and more confident cycling and that they intend to start cycling more often.</p>
<p>Teenagers</p> <p>Croydon</p>	<p>The HSO supported the YouthCycle project which enabled young people aged 16 to 19 to take part in cycle training. After three sessions, each participant received a bicycle, helmet, lock and set of re-chargeable lights. Three young people took part in the initial pilot.</p>
<p>People with mental health conditions</p> <p>Camden</p>	<p>In partnership with Peddle My Wheels, a local GP was able to prescribe free three-month bike trials to patients suffering from agoraphobia and other anxiety disorders. Ten referrals were made during the pilot. Seven out of the 10 patients reported leaving the house more, along with other positive outcomes. Half plan to or have already acquired a bicycle because of the project.</p>
<p>Hostel residents</p> <p>Lambeth</p>	<p>A pilot bike club was run at the Riverside Hostel. The hostel offers supported housing for individuals who are homeless or at risk of homelessness. The HSO purchased six bicycles for residents and brought in Cycle Confident to run weekly cycle training sessions. Thirteen people attended the bike club over 23 sessions, taking rides in the local area and receiving guidance on cycle maintenance and upkeep. The cycles are now available for free rental for the residents. The HSO programme went on to fund two more hostel projects at Queen Mary and Cambridge Hostels in Westminster. These projects are delivered by the Sustrans London Behaviour Change team.</p>

“The sessions have been SO helpful. I would never have had the confidence to venture out on my own on a cycle if I hadn't done the course. We learned so much and had lots of fun along the way.” Participant

‘It was a life-saver. It got me out the house, got me physically active and gives a bit of enjoyment into life. Helped me to eat better, healthier too’.
Participant

 **The pilot projects demonstrated the efficacy of these training initiatives and the importance of shaping projects based on group needs. Whilst these six pilots benefitted 50 individuals, some have been scaled up and replicated for other locations and groups.**

Supporting delivery across London

The Healthy Streets Officers have supported a variety of other cycle training schemes and ad-hoc lessons to further the reach of cycle training across London:

- In **Ealing** and **Hounslow**, the HSO connected nine schools with the SMART* rider programme. The programme, delivered by The Cycle Coach, provides tailored cycle training to secondary school students.
- In **Islington**, the HSO has been engaging with three estates to encourage participation in cycle training provided for free by the council. Five participants have been trained with the second phase of the project scheduled for summer 2022.
- In **Tower Hamlets**, the HSO supported Sustrans' Behaviour Change team with the delivery of a cycle hub on Chrisp Street – a location where the local community, with a high Bangladeshi population, could rent cycles and equipment and receive training.

The HSO programme has also held promotional events to encourage the uptake of cycling or training across London:

- The HSO for **Westminster** hosted a stall at the London School of Economics to promote cycling to students.
- Two “Try a Ride” events were organised with Age UK by the HSO for **Bexley**, giving people a chance to try out a variety of cycles including electric bikes, cargo cycles, fold up bikes, and trikes. Thirteen out of 14 people who came along to the event said they are more likely to start cycling, or cycle regularly, as a result of the events.
- Five pop-up events were supported in **Kensington and Chelsea** to encourage residents to sign up for free cycle training.

* Sustainable Mindful Accountable Responsible Travel.



Increasing access to cycles

The cost of purchasing a bike can be a barrier to taking up cycling for many¹⁶. The HSOs have worked in collaboration with Peddle My Wheels to provide affordable cycles to residents through their Try Before You Bike (TBYB) scheme. The programme allows residents to pay an affordable monthly subscription fee for a cycle. Participants can stop paying at any time and return the cycle, or they can continue paying until the cycle is paid for and they become the owner.

Not having a cycle in a roadworthy condition can also stop people from cycling. The HSOs supported the delivery of Dr Bike sessions across London. Dr Bike sessions are pop-up stands where residents can receive simple free cycle repairs by qualified cycle mechanics.



Nine boroughs set up Try Before You Bike cycle rental, benefitting over **420 individuals**



Over **65** Dr Bike cycle repair sessions organised by HSOs across London



Spotlight: Diverse Mums' Cycle Club, Camden

Using HSO programme funding, the Healthy Streets Officers for Camden set up a weekly cycle training course for 12 mums from diverse backgrounds in late 2021. The cycle sessions were tailored to the needs of the group, with female instructors and training for cycling in religious dress. Most participants were keen to learn so they could accompany their children to school by cycle. Upon completion of the scheme, each participant received a free bike, helmet, and high viz gear to help them cycle during the school run.

Before starting the cycle training, all 10 women who completed a survey said they did not cycle at all. A post survey was sent to participants three months after training. Out of the six women who completed the survey, four now cycle 'a few times a month', one 'at least once a week' and one 'numerous times a week'. All respondents said their confidence increased post training. The project's success shows the importance of adapting training sessions to fit the needs of the participants, and evidences the need to replicate or scale up similar projects.

"Belonging to this fantastic group of women has made a massive difference to me. It's not only been very sociable, I've loved learning how to cycle. I wear a hijab and abaya and I think many Muslim women think they can't cycle wearing these clothes. But we had tailored session to show us how to do this and it was brilliant. I now want to tell all my friends that traditional clothing is no barrier to cycling. I wish everyone could do this training." Participant

Targeted support for underrepresented groups

Everyone in London should have access to walking and cycling to keep themselves and their communities happy and healthy. But not everyone in London has equal access to walking, wheeling*, and cycling, and not everyone feels welcome on London's streets. Disabled people, older and younger people, women, and people from diverse ethnic backgrounds are underrepresented in active travel numbers^{17,18}. Additionally, people from lower-income households may face additional financial barriers to cycling¹⁹.

45% of Londoners don't have access to a cycle

45% don't see cycling as an activity for 'people like me'

Attitudes to Cycling survey, TfL, autumn 2017

Nearly half of people from a diverse ethnic background, and nearly a third of women and disabled people, stated they 'do not cycle but would like to'

Walking and Cycling Index, Sustrans, 2022



The HSO programme has trained HSOs to apply an inclusive and intersectional perspective throughout their work. To increase access to walking, wheeling and cycling for these groups, the HSO programme has raised awareness, and provided targeted opportunities, tailored support and engagement.

This approach centres the needs of each group, to ensure they have the support they need to access walking, wheeling, and cycling.



13

bespoke projects coordinated by the HSOs



Inclusion training delivered for Borough Officers through programme

* Using a wheelchair or mobility scooter.

Amplifying diverse voices

One way to share the lived experience of underrepresented groups and highlight that active travel is ‘for people like me’ is through increasing representation in the media. The HSO programme has increased the visibility of underrepresented groups in London through two specific projects. For example, the HSOs coordinated bespoke projects for the following groups:

Sharing the experiences of visually impaired people: The HSO programme and wider Sustrans worked with Croydon Vision, a group for visually impaired people, to raise awareness of the issues they faced when navigating their neighbourhoods. Their experiences were turned into a free podcast by Open City.



11

Cycle Sisters media trained

Increasing visibility for ethnically diverse people: In 2020, the HSO for Croydon worked with Cycle Sisters and the Sustrans London Communications team to help diversify the voices in the media in relation to cycling. Cycle Sisters is an award-winning charity that inspires and enables Muslim women to cycle by offering led rides. The HSO programme ran two training sessions to enable participants to engage with the media and tell their own story.



8/8

survey respondents agreed or strongly agreed: “This training was relevant to my role with Cycle Sisters”, “This training increased my understanding of media and advocacy”



“I have realised how important media is to put forward a story that will bring about change for the better. I hope to take up more media opportunities to inspire women to get on a bike.” Cycle Sisters Participant

Providing bespoke opportunities

Providing the right opportunity at the right time can help people to try walking, wheeling, and cycling. The HSO programme has funded and supported several bespoke opportunities that engaged underrepresented groups in physical activity and active travel. These projects have led to mental health benefits, physical health benefits, and reduced costs of transport:

People from different age groups	People with reduced physical and mental health	People at risk of homelessness and reduced mental health
The HSO for Newham organised intergenerational walking groups. Participants described being, “encouraged to come out and walk”, and found the sessions “therapeutic”.	The HSO for Camden coordinated a social prescribing project for people with mental health conditions. Participants experienced both physical and mental health benefits. For more details see page 29.	The HSO for Lambeth organised a cycle club within a local hostel where 29 customers took part. Two other hostel cycle clubs were funded by the HSO programme. For more details see page 29.

Spotlight: Ride side-by-side, Newham

Loneliness and inactivity are more likely to affect older people than younger people, and this was compounded by pandemic lockdowns. In **Newham**, the HSO set up a free cycle taxi service for older people, people with mobility or visual impairments, or who are socially isolated, from the St Luke’s Community Centre Slo50 Club. The HSO worked with the Borough Officer and Bikeworks, and the activity was funded by the HSO programme.



17

participants aged 55-92 took part in the ride side-by-side project over seven sessions

Participants cycled together in multi-seat cycles. The sessions provided exercise, socialising, taxi to friends and family, shopping trips, and a way to explore the neighbourhood. Five participants had never ridden a cycle prior to the first session.

“I don’t get out much. I have dial-a-ride, but that’s been paralysed during the epidemic... So when I heard that we were offered a cycle ride round the area I live in I was delighted.” Ride side-by-side participant

Tailored equipment and training

Some Londoners need tailored equipment and training before they can access cycling. The HSO programme made this available through the following projects:

- Muslimah Sports Association Go Cycle in Redbridge. Nine participants took part in six cycle training sessions over six weeks and received free cycles at the end. For more details see page 29.
- Diverse Mum’s Cycle Club in Camden. Twelve participants took part in cycle training and received free cycles and other cycling equipment at the end of the course. For more details see page 31.
- Cycle training and ‘try a ride’ for over 50’s in Bexley. Fourteen participants were able to try a range of cycles. For more information see page 30.
- Sixty-nine Dr Bike repair sessions organised by the HSOs.
- Hounslow All-Ability Cycle Hub. See spotlight on page 36 for details.

An inclusive approach

Tiffany Lam, the EDI strategic advisor to the HSO programme, delivered three Equity, Diversity and Inclusion workshops for Sustrans and London Borough Officers to help ensure inclusive design and delivery of Healthy Streets in London. The EDI training was delivered in two parts:

1. The context and EDI challenges in active travel
2. Solutions to promote EDI in active travel.

Tiffany's training and input has equipped HSOs, wider Sustrans staff, and Borough Officers with the vocabulary, resources, and tools to understand and address inequities in walking, wheeling, and cycling. The HSOs have carried these EDI principles through to their daily work, as evidenced from the projects above and from others of which main beneficiaries have been individuals who have difficulties accessing services. This includes the Southwark cargo cycle delivery scheme and the Islington Estate cycle training project (more information on page 24 and 30, respectively).

A feedback survey was carried out in December 2021 on one of the EDI sessions. Participants said they:

- Found the EDI training useful for their work
- Agreed that their knowledge of EDI topics has improved as a result of this training
- Agreed they are more likely to use EDI principles to influence their work
- Liked the range of topics and the chance to see things from a new perspective. In response to 'what did you like about the EDI training', one said:

"Interesting to find out different groups' experiences and measures that are considered to try to address them" Training Participant



Spotlight: Hounslow All-Ability Cycling Hub



People with physical disabilities are not always able to use upright two-wheel bicycles, and people with learning disabilities can need specialist support to learn to cycle. There are few places in London where this support is available.

Since 2020, the HSO programme has collaborated with the London Borough of Hounslow to set up the All-Ability Cycling Hub in Inwood Park. The hub offers adults and children with physical and learning difficulties the chance to try adapted and non-standard cycles, advice on choosing the best cycle for their needs, and lessons in a sheltered and off-road location.

“[my son] got tips from great trainers who used games to build his confidence and skills. He started peddling backwards but now goes fast and is much better at steering ... He gets really excited to go ... he’s even made a friend who goes at the same time...” Mother of participant



The HSO programme contributed HSO time, a shipping container for cycle storage, and six initial sessions to kick-start the hub. The HSO programme continues to offer support and activities, like a banner workshop, with local SEN* schools and a mural painting session to make the area more inviting. Hounslow council now run regular cycle sessions at the hub.



56
participants took part in training
from June-December 2021

Carer feedback:

97%
stated the participants would
be interested in attending
another session (29 out of
30)

42%
stated the participants never
exercised outside of the
session they had attended
(11 out of 26)

89%
agreed or strongly agreed
that the session enabled the
participant to learn a new
skill (25 out of 28), and 77%
that the participant had learnt
to cycle more safely (24 out
of 31)

* Special Educational Needs.





“The ongoing building and re-kindling of local networks and partnerships that the programme has enabled is really encouraging and is setting strong foundations for the future work of the programme. This is true of both internal departments and of local community groups and charities that have an interest and can add value to the programme.” – Borough Officer

Impact stream 2

Increasing vision and ambition for active travel

Outcome:

Borough and school leaders have a greater awareness of the benefits of active travel and knowledge of best practice for implementation

Healthy Streets Officers have worked closely with Borough Officers and school champions. Their unique position brought Sustrans' knowledge to boroughs, fostered partnerships and created collaboration opportunities between boroughs.

In doing this, the programme supported a more cohesive and informed active travel strategy across London. Based on feedback collected from three surveys administered to Borough Officers, HSOs increased vision and ambition for active travel by:

- **Increasing awareness** of the benefits of active travel
- **Sharing knowledge** of best practice and implementation
- **Increasing delivery capacity** for active travel and Healthy Streets schemes
- **Creating collaboration** opportunities between boroughs.



Borough Officer feedback

Healthy Streets Officers collaborated closely with Borough Officers throughout the programme. Borough Officers were the main point of contact in boroughs for HSOs, and influenced what the HSOs worked on.

TfL gathered Borough Officer views in 2020 and 2021 about the progress of the HSO programme, what could be improved, and how boroughs were supported by the HSO. Sustrans then collected end of programme feedback in 2022 from the Borough Officers. Detailed survey findings can be found right and on the next page.



Feedback from 2020 and 2021

Borough Officer scores

In both 2020 and 2021 surveys, Borough Officers were positive about:

- HSO communication with borough teams
- How well the programme integrated into boroughs
- How well the programme adopted borough ways of working
- HSO coordination with stakeholders
- The programme's willingness to learn and improve with experience.

In 2021, the Borough Officers were also positive about the HSOs' contribution to the **Active Travel Infrastructure workstream**.*

Borough Officer written feedback

Borough Officers were able to leave comments regarding the positives of the HSO programme. The following were the most-cited benefits of the programme in 2020 and 2021:

- HSOs brought more capacity
- HSOs connected boroughs and local stakeholders, and raised awareness of the benefits of active travel
- HSOs shared their knowledge and expertise with boroughs
- HSOs connected boroughs.

Borough Officers mentioned several additional benefits, such as HSOs helping on successful active travel bids. Other opportunities included connecting with local hospitals, and collaborating with community groups to share knowledge and experience to support cycle initiatives.

“Having another person to support our work is great.”
Borough Officer,
2020

“...Can see that collaborative working is providing the benefits. Initiatives in other boroughs and how to use this to benefit [this borough]”
Borough Officer,
2021



* Programme changes meant that some questions changed between surveys. Eleven questions were the same between 2020 and 2021 surveys, two questions were unique to the 2020 survey, and four questions were unique to the 2021 survey.

2022 results

In May 2022, Sustrans asked Borough Officers to provide feedback on the entirety of the HSO programme.

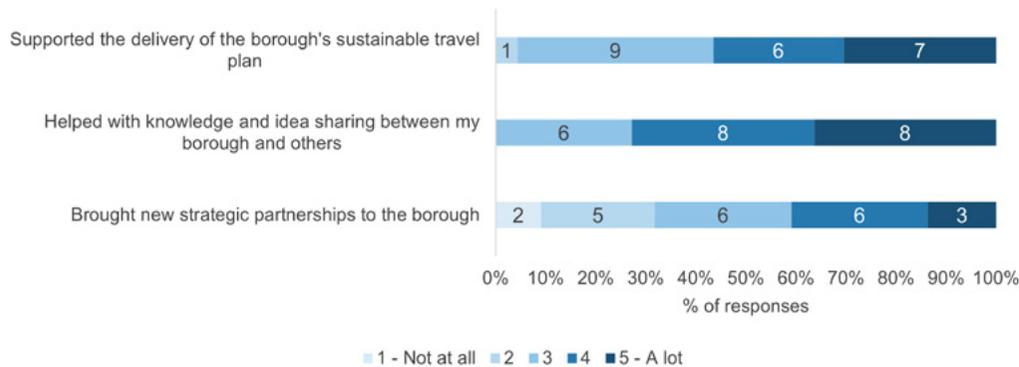
Officers were sent a series of questions about the impact of the programme, the impact of their HSO, and what the advantages and disadvantages of the programme had been for them and their borough. Officers were also given the opportunity to provide written feedback.

Borough Officer Scores

Twenty boroughs responded to the final HSO survey. Four boroughs provided responses from two or three officers, giving a total of 25 responses. Four Borough Officers gave feedback in all years of the programme, and multiple others responded to two surveys. Borough Officers provided their responses on a 1 – Not at all to 5 – A lot scale. Scores of four or above are considered to be a high score.

Healthy Streets Programme

When asked to what extent the HSO programme supported the delivery of the borough's sustainable travel plan, 13 out of 23 respondents scored the programme highly. All respondents agreed the HSO programme helped with knowledge and idea sharing between the borough and others, with 16 out of 22 scoring the programme highly.



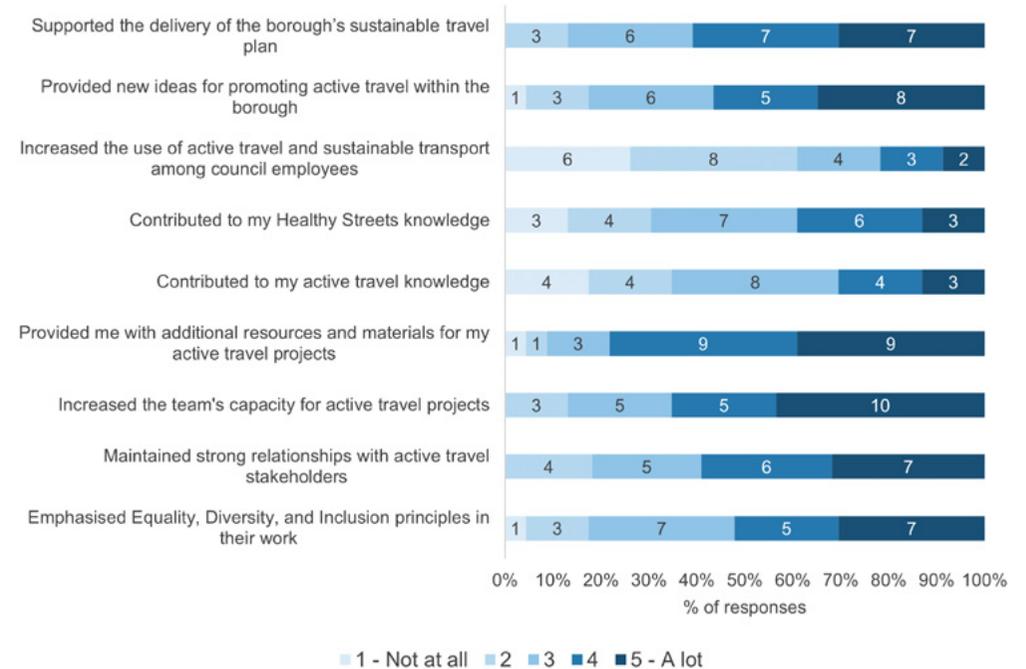
Healthy Streets Officers

Borough Officers were also able to leave their feedback on the Healthy Streets Officers. The Borough Officers scored their HSOs highest for their ability to provide additional resources and materials.

They also scored HSOs highly for their ability to:

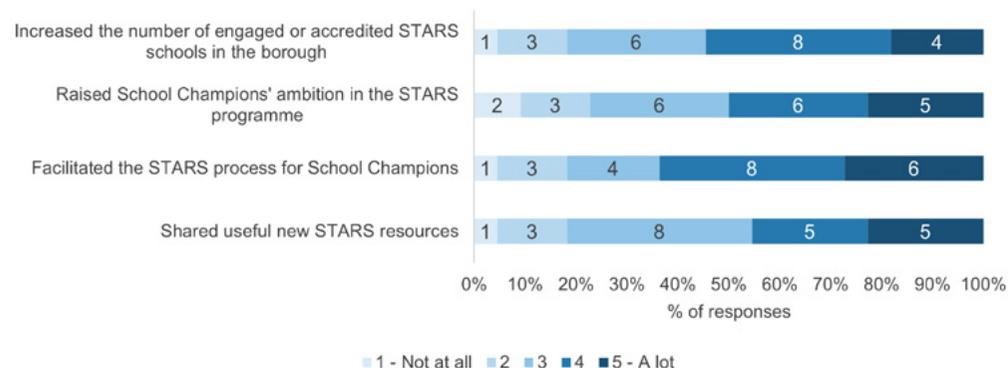
- Increase team capacity
- Support delivery of the borough's sustainable travel plan
- Provide new ideas
- Maintain relationships with active travel stakeholders
- Emphasize equality, diversity, and inclusion principles in their work.

Borough Officers scored their HSOs less highly around their contribution in: **increasing the use of active travel among council employees** and contribution to the **Borough Officers' Healthy Streets and Active Travel knowledge**.



STARS programme

Twenty-two of 24 Borough Officers said their HSO worked on the STARS programme. These Borough officers were then asked about the Healthy Streets Officers' contribution to the STARS accreditation scheme. Borough Officers scored their HSOs well for all STARS support, as shown in the chart below.



Borough Officer written feedback

Borough officers left written feedback in the survey. When asked what the benefits of the programme were, Borough Officers cited similar benefits as in 2020 and 2021. The most common benefit was the **additional capacity and resource** the HSO provided the borough.

“The HSOs have been a useful additional resource, particularly analysing data and engaging with key stakeholders and residents”

Other common benefits included the HSO’s **knowledge** in active travel, **collaboration with other boroughs**, and assisting on **STARS and schools projects**.

“Support, enthusiasm, knowledge, an outside viewpoint. Providing pan-London platform for idea sharing and support”

Borough Officers were also asked about the benefits of being connected with other boroughs through the HSOs. Borough Officers highlighted the knowledge sharing capability, especially around sharing best-practice and learnings from schemes across London.

“HSOs could share best practice from other boroughs which we could use in [Borough]”

“Sharing of ideas, learning from each other and maybe link programmes”

Regarding issues with the programme, the most common theme reported by boroughs was problems with **turnover and continuity** of the HSOs, saying that induction and training of the new officers made progress slower and took borough time. Additionally, Borough Officers would have liked **more availability of the HSOs**, reporting that progress was sometimes difficult when the HSOs were only available a few days a week. Nine Borough Officers said there were no disadvantages to the programme.



Connecting boroughs

The HSO programme provided a network across London boroughs, connecting HSOs to Borough Officers, as well as facilitating knowledge sharing:

- Across boroughs between Borough Officers
- Between HSOs across the programme
- Between HSOs and other Sustrans staff.

Sharing Sessions

An increase in knowledge and support is expected to lead to increased delivery of active travel schemes across boroughs. To share knowledge with boroughs and foster a culture of sharing vision and ambition for active travel across London, the HSO programme launched a series of sharing sessions.

The sharing sessions were a space:

- To hear about experiences and best practise from both experts and peers
- To discuss and pre-empt issues to schemes
- To learn new ideas for promoting walking and cycling.

The sessions ensured Borough Officers and school STARS champions felt supported to implement active travel schemes in their communities and schools. These forums show the ability of the HSO programme to facilitate knowledge and ideas sharing across London.

“The pan-London School Streets group was useful ... ideas, learning from failures, best practice. Knowledge sharing of issues and solutions ... We learnt of some good practice from other LBs” Feedback from the 2022 Borough Officer survey



The HSOs organised the following sessions

School Street Sharing Sessions	STARS Champion Forum	Cargo Cycle Sharing Session
Twenty sessions were held from 2020 to June 2022, with approximately 20 regular attendees. Borough Officers repeatedly praised the meetings, saying they were “really useful”, and repeatedly thanking the HSOs for organising the meetings.	Five forums were organised between 2021 and June 2022. Over the sessions there were 288 attendances including STARS Champions, Borough Officers and TfL STARS team members. The forum had positive feedback, with one participant saying “It was an incredibly helpful session, especially to understand the website a bit better and to learn how to add stories etc. Many many thanks”.	Two sharing sessions were run between March and June 2022. There were 30 attendances across both sessions including Borough Officers and HSOs. Of the Borough Officers who completed the first post-session survey, 4/4 agreed or strongly agreed the session was useful for their work , with one stating, “...it was good to listen and speak to other officers with in-depth knowledge of the subject”.

Drumbeats

The HSO programme has regularly updated TfL with Drumbeats, a weekly newsletter that spotlights HSO projects. On occasion, TfL has shared items from the newsletter in its Twitter thread or other communications channels. For example, TfL showcased the Hounslow All Inclusive Cycle Hub within an external facing blog post. These Drumbeats help with communicating positive active travel news to TfL, Borough Officers, and the general public.

EDI Training

The HSO programme organised for Tiffany Lam to deliver online EDI training in May 2020 and December 2021 to Borough Officers. It was important to provide this training to Borough Officers to ensure a shared understanding of and commitment to EDI in the design and delivery of projects across London. More details on the sessions can be found on page 35.

* Low Traffic Neighbourhoods (LTNs) prevent through traffic in the intervention neighbourhood but still allow private vehicles to access all homes and businesses.

** School Streets are typically where one or more roads (or a part of a road) surrounding a school temporarily restrict motor traffic at the beginning and end of the school day, although some School Street schemes are permanent street closures outside the school gates.

Spotlight: Streetspace Sharing Sessions, July 2020



In summer 2020, TfL released emergency funding due to Covid-19 that encouraged rapid implementation of active travel measures. Borough Officers also shifted from office to online working. There was a clear need to connect Borough Officers and HSOs online to facilitate information sharing and rapid implementation in response to the situation.

In response, the HSO programme set up **two online sessions** to share best practice across London. Each session comprised of presentations from Borough Officers and Sustrans, and panel discussions. One session focused on Low Traffic Neighbourhoods (LTNs)*, estate travel plans, and monitoring Streetspace schemes, and the other on School Streets**. There were 101 attendances across both sessions.

In a feedback survey, all 11 respondents agreed or strongly agreed that they enjoyed the session. Respondents liked the range of speakers and quantity of information in an accessible format. One described the session as, “A quick and informative way to find out how other authorities are acting and progressing...”.

All respondents said that they **would like more Streetspace sharing sessions to be delivered**, and agreed or strongly agreed that **they found the Streetspace Sharing session useful for their work.**



Impact stream 3

Supporting healthier streets

“It was good to be able to reach out via the HSO to see how other boroughs were doing certain things, for example I recently wanted to get an overview of how other School Streets were being enforced around London, and got a whole load of info back via our HSO”
Borough Officer, 2022

Image © Paul Tanner

Outcome:

HSOs support borough delivery of schemes that focus on active travel and Healthy Streets

In 2020, TfL announced their Streetspace funding scheme. This provided funding to boroughs to invest in walking and cycling infrastructure in response to the Covid-19 pandemic. The HSO programme adapted its priorities to help boroughs across London implement these changes to their local streets. The changes allowed more space for residents to be physically active, to socialise, and to feel safer.

The HSOs supported the delivery of infrastructure changes and engaged with community members to help embed walking and cycling into the community. Key Impacts include:

- HSOs involved in the delivery of **344** School Street schemes across London; **225** of these School Streets are currently live
- HSOs providing capacity, support and expertise for public realm and traffic reduction schemes.



School Streets

About half of all primary school students are driven to school in the UK²⁰. Early research suggests School Streets schemes can increase walking and cycling to school²¹. School Streets are typically where one or more roads (or a part of a road) surrounding a school temporarily restrict motor traffic at the beginning and end of the school day, although some School Street schemes are permanent street closures outside the school gates.



HSOs were involved in the delivery of

344 School Street schemes

across London; 225 schemes are live and 91 are confirmed or in the pipeline*

Over half of the School Streets in London

were implemented with support from the HSO programme

School Streets in London

The first London School Street was implemented in 2017, and fewer than 90 were installed prior to the Covid-19 pandemic²². Since the pandemic began in March 2020, over 400 School Streets have been introduced, bringing the total to over 500. School Streets are associated with fewer pupils being driven to school^{23,24,25}: 18% of parents/carers reported that they were driving to school less as a result of School Streets implemented post March 2020²⁶.

Research has also demonstrated that pupils walk and cycle to school more following School Street interventions²⁷. The London Borough of **Islington** found that 18% of respondents reported switching to a sustainable form of transport at 13 trial School Streets²⁸. This switch could be due to perceptions of safety: School Streets have positive effects on perceptions of road safety, with parents/carers and children reporting that streets feel safer with street closures in place^{29,30,31,32}.

School Streets are also associated with less traffic on closed roads^{33,34}, and on surrounding streets during operational hours³⁵. School Street sites have improved air quality, reducing children's peak exposure to pollutants outside schools^{36,37,38,39}. Additional benefits of School Streets include increases in socialising⁴⁰ and sense of community⁴¹.



* Three School Streets have been cancelled, 7 have been removed and 18 have been paused.

How HSOs have helped implement School Streets

The HSOs facilitated the installation of School Street schemes and helped embed the schemes within the school community in the following ways:

Provided project management support	Engaged with the school community
<p>98 School Streets had HSOs facilitate site audits and help assess feasibility of School Street schemes at specific locations.</p> <p>In Lambeth, the HSO carried out online and in-person assessments of the local school environment to understand schools' potential for infrastructure changes.</p>	<p>149 School Streets had HSOs support the engagement and liaise with school staff to coordinate delivery. This included providing continuous support to help resolve issues as they emerged.</p> <p>In Enfield, the HSO hosted online meetings for the Head Teachers of the 12 School Street schemes. The meetings allowed the Head Teachers to provide updates and receive support to resolve any implementation issues.</p>
<p>HSOs supported 17 School Streets with the coordination and training of volunteers to run the scheme.</p> <p>Prior to the School Streets launch in Kensington and Chelsea, the HSO trained volunteers to marshal the scheme area.</p>	<p>136 School Streets had HSO support with drafting communication materials for the school community.</p> <p>In Haringey, the HSO produced the communication materials for the school community. This included letters to parents/carers and local residents, maps and a social media tool kit for schools to use.</p>
<p>136 School Streets received support with their monitoring and consultation processes. This included drafting surveys and analysing responses.</p>	

The HSO programme also organised recurring pan-London School Street sessions where Borough Officers and HSOs could share ideas, issues, and plans around School Streets in their boroughs (see page 45 for more details).

Spotlight: School Streets in Richmond and Wandsworth



The Healthy Streets Officers programme, along with Sustrans' Behaviour Change team and Research and Monitoring Unit, have supported Richmond and Wandsworth in the delivery of their School Street schemes.

By overseeing project management of the schemes, the Healthy Streets Officer was key to the organisation of the 28 trial School Streets implemented during the Covid-19 pandemic. In addition to ensuring the schemes were delivered on time, the HSO created a novel scoring system to help select schools that would most benefit from a School Street, and acted as a contact for queries about the schemes.

The Research and Monitoring Unit at Sustrans evaluated the schemes in July 2021. This involved running a Hands Up survey* with pupils, and a perception survey with the school communities that received over 650 responses. There was little evidence of a change in travel habits: according to the Hands Up Survey, in Richmond, active modes to school increased by 1.1% points whereas they fell by 3.6% points in Wandsworth. Respondents to the perception survey felt there were still school-related parking and traffic issues on the surrounding streets. However, respondents were positive about safety improvements: 79% of respondents from Wandsworth and 62% of respondents from Richmond said the street is safer for children to walk and cycle. The evaluation contributed to the decision to make the School Streets permanent.

The Healthy Streets Officer's work at the initial stages helped set a foundation for the development of the School Street programme in the borough. Sustrans has continued to oversee the rollout of School Streets in the borough.

* A Hands Up survey is a survey that asks pupils how they travel to school.

Supporting the delivery of infrastructure schemes

The Healthy Streets Officers supported the delivery of borough-led infrastructure changes that support walking and cycling. HSOs supported projects by:



Increasing capacity for delivery

In **Bexley**, the HSO worked on public realm regeneration projects for two streets in the borough. The HSO supported project management duties, liaised with suppliers and put together a communications plan. The additional capacity provided by the HSO supported the successful delivery of both projects.

The HSO for **Waltham Forest** and the HSO for **Newham** collaborated on an analysis of 1,500 consultation responses for a Low Traffic Neighbourhood (LTN)* that spanned both boroughs. The analysis helped understand residents' views of the LTN scheme and informed engagement activities for the councils.

Activating local spaces

The HSO for **City of London** helped organise the City of London Corporation's Lunchtime Streets events, held weekly throughout August and September 2021. The events included free on-street walking and cycling activities, walking tours, cycle security marking, Dr Bike sessions, and live music. The activities encouraged people to visit and enjoy the area. There were 48 attendances at led walks, 210 at Dr Bike services, and 102 cycles were security marked.

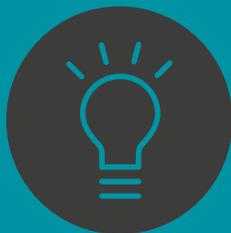
The HSO for **Barking and Dagenham** provided activities and events at 11 Street Parties run by the local community group Every One Every Day. The HSO organised Dr Bike repair sessions and promoted active travel opportunities to attendees at the events, and provided an Active Travel Breakfast at local schools to promote the event.

Engaging with local residents

The HSO for **Barking and Dagenham** worked with BeFirst and the Sustrans in London Collaborative Design team to improve road safety around Barking station. The HSO worked to ensure everyone was aware of the changes and could give feedback. They did this by supporting virtual engagement sessions with access groups, local businesses and members of the public. The HSO also distributed leaflets and flyers, put up signage and engagement boards in the surrounding area, and developed ways to monitor long-term public support for the scheme.

* Low Traffic Neighbourhoods (LTNs) prevent through traffic in the intervention neighbourhood but still allow private vehicles to access all homes and businesses.

Spotlight: LTN Mapping Spotlight

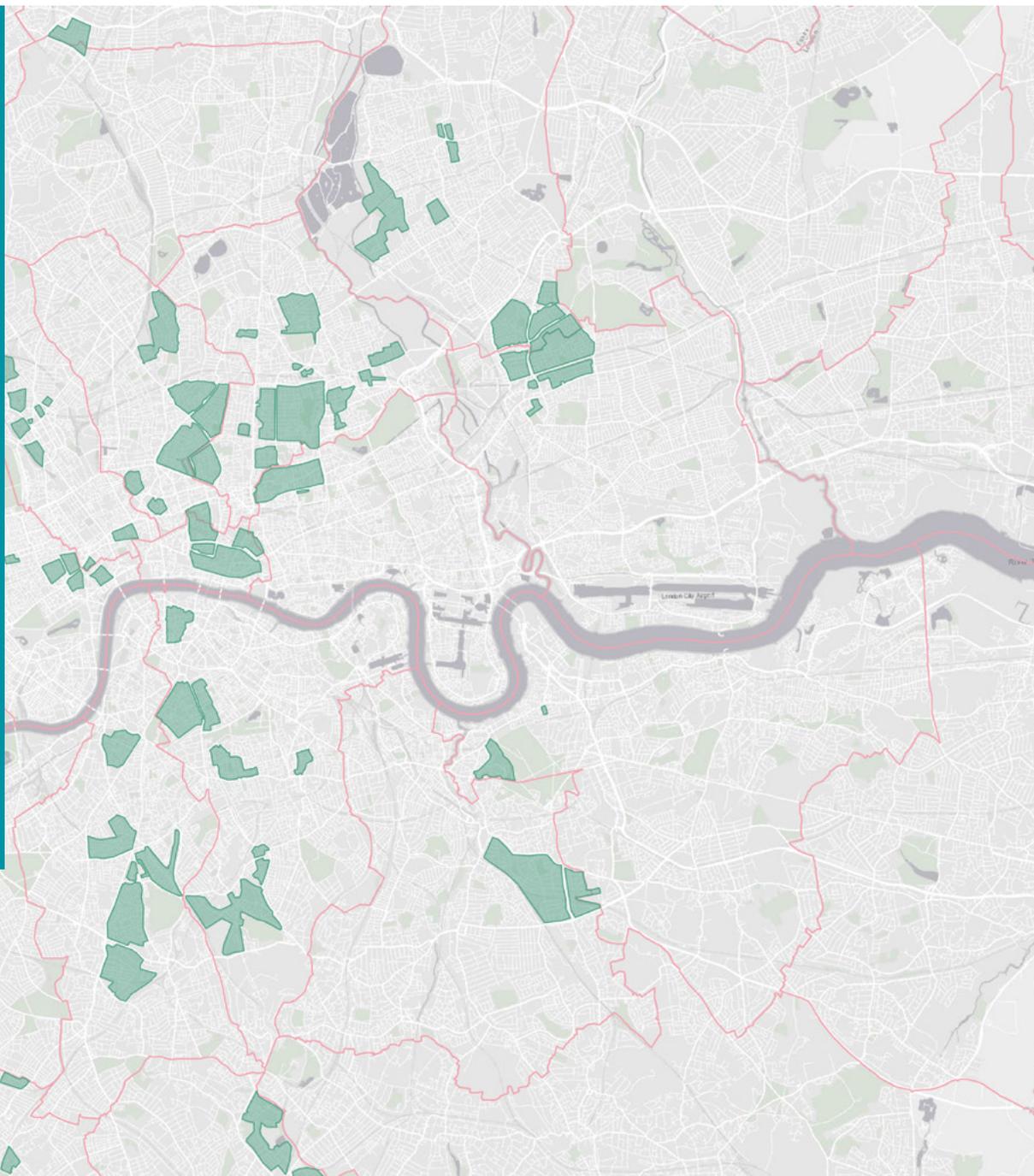


In 2021, the HSO team was approached by Prof. Rachel Aldred, Director of the University of Westminster's Active Travel Academy, for help with a research project. The project aim was to analyse the equity and effects of new Low Traffic Neighbourhood (LTN) infrastructure installed since March 2020. The research team at the University of Westminster had gathered data for the first six months, but needed to know where infrastructure had been installed since then and whether infrastructure was still in place.

The HSOs liaised with their host boroughs to confirm the location and date of installation of modal filters. The research team used information from the HSOs to update their map of pan-London LTNs and proceed with their research.

The research team has published an article on the equity of distribution of the LTNs, and are producing more research using the LTN map on active travel to school, road injuries, and crime.

“It has been great to work with the HSOs to collate reliable data on Low Traffic Neighbourhoods... Researchers at the Active Travel Academy are using this dataset to analyse impacts including on road injuries, as outcome data becomes available.” Prof. Rachel Aldred



Wider Sustrans impact



The Healthy Streets Officers programme benefitted from being part of Sustrans in London by drawing on knowledge from specialist teams. This additional knowledge helped HSOs to improve the delivery of their schemes and knowledge share with borough colleagues. Below are details of the support provided by Sustrans in London to the HSO programme, and how this has enriched the programme.

Built Environment Team

The team provided urban design, engineering and landscape architecture expertise to the HSOs. In an advising role, the team provided examples of design solutions that HSOs were able to learn from and share with borough colleagues, from those implemented in past Sustrans projects to novel solutions devised for the local context. In a training capacity, the team led a series of sessions including Low Traffic Neighbourhood Design, Sustainable drainage systems (SuDS) and detailing of kerbs. The Built Environment team took HSOs on tours of infrastructure projects delivered by Sustrans, demonstrating best practise, and informing HSOs how to deliver similar projects in their boroughs.

The Built Environment team also supported with presentations and reports for local authorities including a presentation to Haringey Borough Officers on School Streets, and design advice on methods of enforcement, gateways and other supporting measures to several boroughs. In some cases, the Built Environment team was able to provide more detailed support, including a review of Redbridge's existing cycle network. This comprised of desktop and on-street audits, as well as a list of interventions to meet LTN 1/20 standards.



The Collaborative Design Team

The Collaborative Design team offered guidance around collaborative design methods to the Healthy Streets Officers. The team shared knowledge and expertise around co-creation and the development of projects that place people – particularly those who are often underrepresented in such conversations – at the heart of change in the public realm. This allowed the HSO team to design and deliver projects that were tailored to the needs of specific communities.

As an example, the HSO for Hillingdon drew on Collaborative Design team expertise to develop a comprehensive child-led study for improving the connections to, and around, an Academy in the borough.



The Behaviour Change Team

The Behaviour Change team often worked closely with the programme to enhance HSO projects and deliver bespoke interventions for the HSO programme. The Behaviour Change team helped the HSO programme support more people to walk and cycle by being experts in building awareness, motivation, skills, and confidence within community-focused active travel projects. For example, Richmond and Wandsworth School Streets benefitted from on-the-ground engagement provided by the Behaviour Change team to schools, which boosted the impact of the schemes that were supported by the HSO. See page 48 for details on the School Streets project.

The team also obtained funding to continue several HSO-initiated projects. Both the MSA cycle club and Hounslow Inclusive Cycle Hub were able to receive longer term support to help build a legacy within the community as a result of the Behaviour Change team's support.

The Behaviour Change team also delivered various projects within the community, funded by the HSO programme. This included the delivery of their Bike It programme within 18 schools (see page 21 for details).

The Research and Monitoring Unit

The Research and Monitoring Unit (RMU) provided specialist evaluation, research, and monitoring advice to the Healthy Streets Officers. The RMU is a team of research, evaluation and Geographic Information Systems (GIS) specialists. The team led training sessions, held weekly drop-in sessions, and provided advice as needed. Their input allowed the HSOs to develop project evaluations, including designing surveys, supporting results analysis, and writing reports.

The Research and Monitoring Unit also set up the HSO programme reporting dashboard to demonstrate monthly achievements to TfL. This enabled the Heads of the HSO programme and TfL to quickly review the progress of the HSOs. The RMU also co-managed TfL cycle training reporting with the HSO team (see page 55 for details).

Cycle Training

TfL provides funding to all London boroughs for Bikeability and Adult Cycle Training Skills. An Evaluation Officer from the Research and Monitoring Unit, in conjunction with a Senior Healthy Streets Officer (SHSO), began managing the reporting of TfL-funded cycle training data. The team created an efficient data collection method using Smartsheet software. This method enabled the collection of monthly cycle training data and setting of quarterly targets for all 32 London Boroughs and the City of London. The system presented a clear overview of cycle training data across London for TfL to review.

The Evaluation Officer and SHSO liaised with Borough Officers and cycle training providers to ensure that delivery and target setting data was collected accurately and within TfL's deadlines. A target setting help sheet was also created to facilitate the target setting process for Borough Officers and pre-empt errors in submissions.

During the two and a half years that the HSO programme has managed cycle training reporting, Sustrans have collated almost 700 delivery data submissions from boroughs, incorporating:

- Over 41,000 Bikeability Level 1 sessions, nearly 33,000 Bikeability Level 2 sessions, and over 800 Bikeability Level 3 sessions – with over 44,000 participating children
- Over 16,000 adult 1:1 sessions
- Almost 2,000 group cycle sessions
- Almost 2,000 family cycle sessions
- Delivery to nearly 20,000 adults.



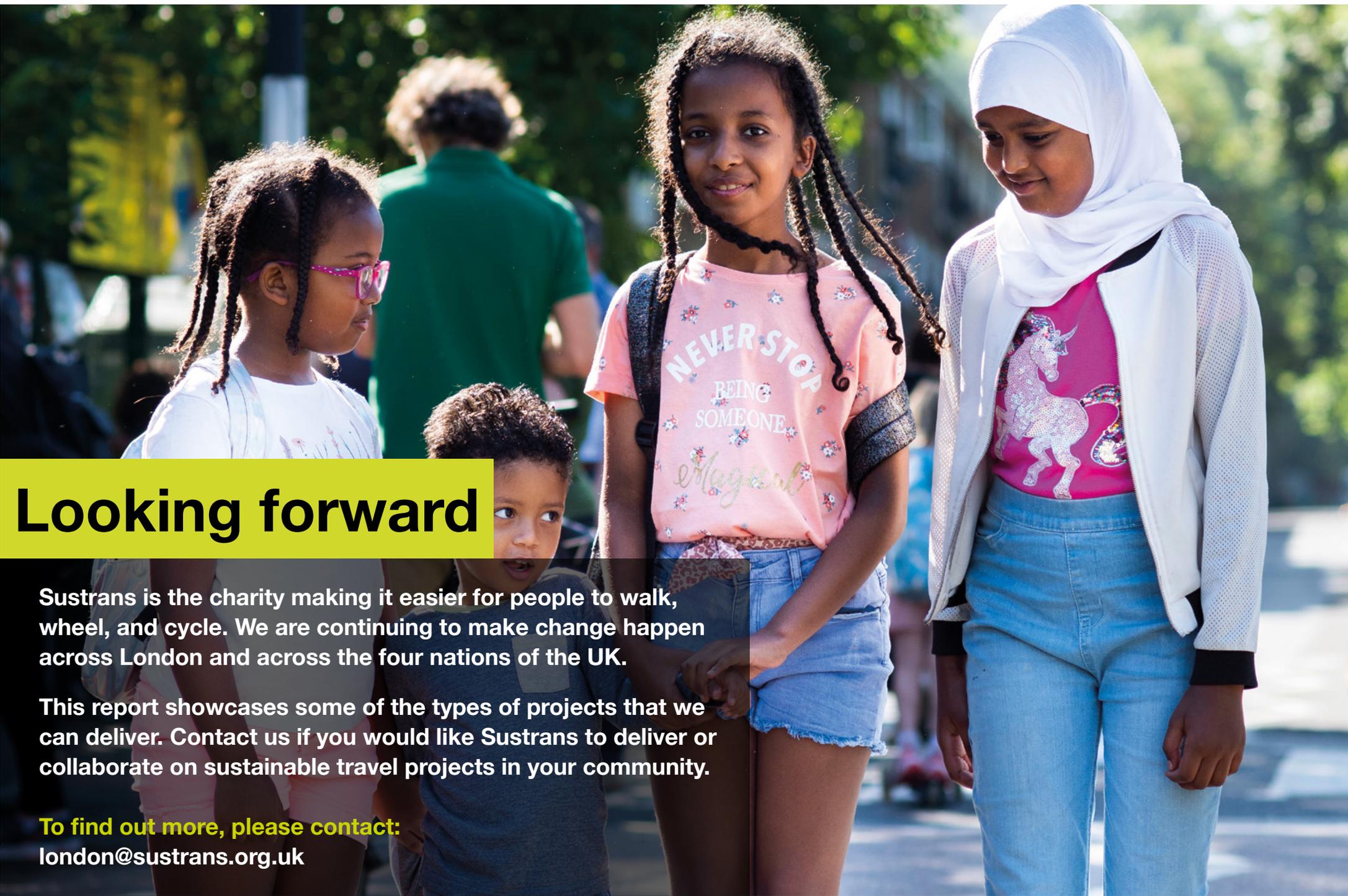
KPI6

Cycle training



10 out of 20

Borough Officers gave a score of 4 or more (out of 5) when asked if Sustrans facilitated the cycle training reporting in the final impact survey



Looking forward

Sustrans is the charity making it easier for people to walk, wheel, and cycle. We are continuing to make change happen across London and across the four nations of the UK.

This report showcases some of the types of projects that we can deliver. Contact us if you would like Sustrans to deliver or collaborate on sustainable travel projects in your community.

To find out more, please contact:
london@sustrans.org.uk

Appendix 1.1 List of projects that received HSO programme funding

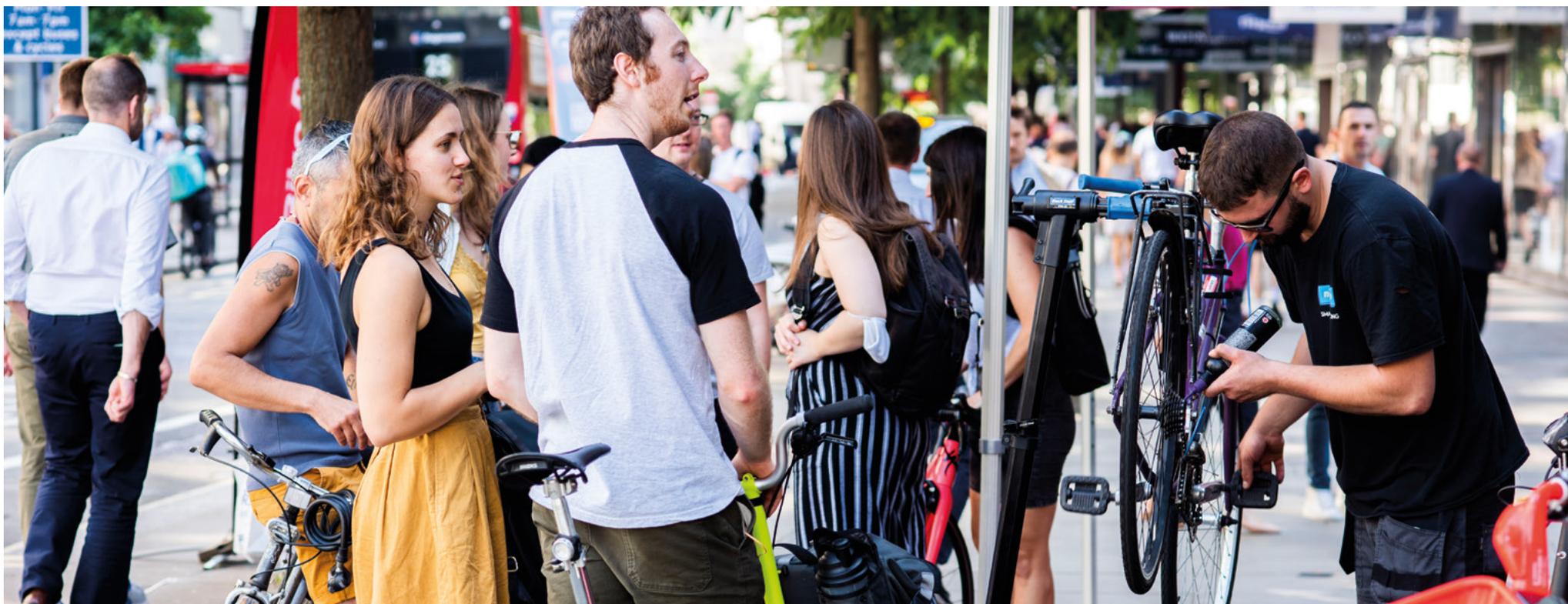
Borough Name	Project Name	Additional Description
Barking and Dagenham	Educational cycle rides pilot	Pilot project, using cycling as a means for children and young people to explore and learn about the local environment.
Barking and Dagenham	Road safety education events	Educational events aimed at schools.
Barking and Dagenham	Healthy Active Travel schools grant funding scheme	Launch, promotion and administration of a grant funding scheme for schools to deliver small impact measures promoting, encouraging and facilitating healthy active travel.
Barnet	Barnet competition incentives	Prizes for schools that are receiving walking maps and taking part in a creative competition.
Bexley	Theatre and education	Performance by Box Clever Theatre promoting safe and independent travel to year 6 pupils. Three weeks of performances in 30 schools.
Bexley	Borough-wide sustainable schools travel competition	Walk n Wheel Britain event. Funding covered prizes (bikes, helmets, high vis, street feet), celebration, and class of the week.
Brent	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Brent	Peddle My Wheels – Bike Market	Cycle markets at which community members can buy and sell second-hand cycles.
Bromley	Bromley cycles expenses	Additional funding for workplace engagement.
Bromley	Bromley Mencap mixed project	Funding for workplace loan cycles, cycle racks, and e-cycle maintenance course.
Camden	Bike It Officer	Behaviour Change officer delivering sustainable travel initiatives in schools.
Camden	Diverse Mums’ cycle training	Cycle training course for Muslim mothers of children at a school.
Camden	Social prescribing trial	Cycle loan for those experiencing mental health problems, in collaboration with a GP practice.
City of London	Engagement programme	Monitoring, engagement, design work and temporary activations co-occurring with the borough’s Covid-19 related interventions.
Croydon	Bike It Officer	Behaviour Change officer delivering sustainable travel initiatives in schools.
Croydon	YouthCycle Croydon	A project offering bikes, accessories and training to young people in Croydon who wouldn’t otherwise be able to afford to buy a bike.

Borough Name	Project Name	Additional Description
Croydon	Croydon Audio Project	Workshops with visual impairment charity Croydon Vision and audio artists to create engagement tool on inclusive design. Final output includes a podcast.
Enfield	Bike It Officer	Behaviour Change officer delivering sustainable travel initiatives in schools.
Greenwich	Walking Zone Maps	Walking zone maps for schools. Supporting STARS.
Greenwich	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Greenwich	Portable Healthy Streets infrastructure	Portable Healthy Streets infrastructure.
Hammersmith and Fulham	Imperial College Repair Hub	Repair hub for a group of students to learn cycle maintenance at the White City Imperial campus.
Hammersmith and Fulham	Ride side-by-side	Funding of tandem cycle sessions for older people and those with mobility impairments to combat social isolation. Delivered by Bikeworks.
Haringey	School cycling league funding	Funding for the schools league to support and grow their inter-school cycling competition.
Haringey	STARS celebration event	Activities and workshops for pupils.
Haringey	Secondary School Cycling Club	Secondary school cycling club with cycle skills and maintenance lessons.
Haringey	Pedestrian training scheme	Road safety training scheme for primary school pupils and teachers.
Haringey	Edible Haringey	Donation of cargo bike to food redistribution site in Haringey.
Harrow	Walking Zone Maps	Walking zone maps for schools.
Havering	Walking Zone Maps and co-design	Walking zone maps for schools produced through pupil workshops. Supporting STARS.
Havering	Starter packs for secondary schools	Supporting unengaged schools to get involved with the STARS process.
Havering	School cycle parking	Providing cycle and scooter parking.
Havering	School promotional and incentive materials	Incentive system to encourage schools to sign up to STARS.
Havering	Behaviour change events	Events for Queen's Hospital staff.
Havering	BikeRegister bike marking	Event where people can have their cycles marked and registered against theft.

Borough Name	Project Name	Additional Description
Hillingdon	Bike Breakfast	Pupils travelling actively to school are given breakfast.
Hounslow	Hounslow Cycle hub	Purchase of shipping container for cycle storage for Hounslow All Ability Cycle Hub.
Hounslow	Feltham cycle hub	Infrastructure and cycles, family cycle training and adult 1:1 cycle training.
Islington	STARS for Communities	Community-based version of STARS for schools, used in conjunction with estate travel planning.
Islington	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Kensington and Chelsea	Fleet of bikes for secondary schools	Bikes for secondary schools
Kensington and Chelsea	Ride side-by-side	Funding of tandem cycle sessions for older people and those with mobility impairments to combat social isolation. Delivered by Bikeworks.
Kensington and Chelsea	Meanwhile BMX	Project to establish a BMX club and training.
Kingston upon Thames	Peddle My Wheel – Try Before You Bike	Cycle loan and purchase scheme.
Kingston upon Thames	Promotional materials	Promotional materials for Try Before You Bike scheme.
Lambeth	eCargo Christmas delivery service	Pilot e-cargo bike scheme set up in West Norwood and Tulse Hill to provide free home delivery service to residents who shop along their local high street.
Lambeth	Winter Dr Bike	Event offering free cycle maintenance.
Lambeth	Peddle My Wheels - Try Before You Bike	Cycle loan and purchase scheme with a focus on businesses.
Lambeth	Women’s hostel equipment	Cycle repair tools for supported accomodation in Lambeth. Participants learned how to repair cycles and went on rides.
Lambeth	Acre Lane Hostel training	Sustrans Collaborative Design and Behaviour Change team delivered cycle training and led ride sessions in partnership with Cycle Confident.
Lambeth	Community cycle clubs	Project to encourage setup of self-sustaining community cycle clubs.
Lambeth	Lambeth after school club workshops	Active travel workshops for a youth club.
Lewisham	Lewisham cargo bikes	Donated a cargo bike to an organisation for food distribution. Organisation has become a youth charity, Young Lewisham.

Borough Name	Project Name	Additional Description
Lewisham	Active Travel Community Fund	Climate Action Lewisham/ Cycling Library purchased a cargo bike for public use.
Merton	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Multi-borough	Cycles for Key Workers	Cycle equipment for NHS staff at the height of the first Covid-19 pandemic lockdown.
Multi-borough	Media training	Advocacy training for diverse groups to develop confidence in communicating in the media.
Multi-borough	Cycle Sisters	Paying for one Muslim woman to become a ride leader in Croydon and for equipment for ride leaders.
Newham	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Newham	Ride side-by-side	Funding of tandem cycle sessions for older people and those with mobility impairments to combat social isolation. Delivered by Bike Works.
Newham	Newham LTN schools cycles	Cycles for teachers at schools in new LTNs.
Newham	Parent-focused behaviour change Programme	To tie in with the School Streets programme.
Redbridge	Muslimah Sports Association Go Cycle	Cycle training course for Muslim women’s sports group.
Redbridge	Design support	Sustrans provided Senior Engineer technical support to share knowledge between the organisations.
Richmond and Wandsworth	Cargo bikes and chutney	Support for a project looking at sustainable deliveries of chutneys made at a school allotment in Barnes.
Richmond and Wandsworth	Richmond Cycle Hub	Setting up new cycle hubs at two schools in new areas of the Ultra Low Emission Zone.
Richmond upon Thames	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Southwark	Get Southwark Walking	Behaviour change interventions around new School Streets.
Southwark	School activation	Bellenden Primary School Street activation including seating, greening and planters outside this primary school.
Southwark	Southwark Food Bank cargo bike	Funding for a cargo bike for a food bank in Southwark.
Sutton	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.

Borough Name	Project Name	Additional Description
Sutton	Promotional materials	Promotional materials for Try Before You Bike scheme.
Sutton	Sutton schools incentives	Incentives for schools to sign up to STARS.
Tower Hamlets	Bike It Officer	Behaviour Change officer delivering sustainable travel initiatives in schools.
Waltham Forest	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Wandsworth	Peddle My Wheels – Try Before You Bike	Cycle loan and purchase scheme.
Westminster	Hostel cycling training	Sustrans Collaborative Design and Behaviour Change team delivered cycle training and led ride sessions in partnership with Cycle Confident.



Appendix 1.2

Key Performance Indicators

Year 1:

Year 2:

Workstream	KPI	Workstream/ Priority	KPI
STARS	100 new gold accredited schools during academic year 2019/20.	Borough Relationship	Quality of the working relationship with the Borough Officers. This will be measured throughout the year via a questionnaire. The HSOs will be required to get an overall average across all boroughs of 3 out of 5. TfL will reserve the right to omit any results from boroughs that appear to be disproportionately unfair.
	Projected accreditation levels of STARS schools (Gold, Silver or Bronze) to understand how we stand against targets through the year.	STARS Accreditation	Increase overall recruitment of primary and secondary schools for STARS by 100 new schools during academic year 2019/20. Progress should be demonstrated throughout the year by delivering quarterly projected accreditation levels across boroughs.
	Awareness level of STARS amongst parents and teachers.	Schools	Demonstrate engagement with schools across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes) that promote active travel and School Streets, as well as engagement in addition to STARS activities.
N/A	Quality of the working relationship with the Borough Officers.	Streetspace	Demonstrate local engagement and communications support of Streetspace projects across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes). Case studies should include evidence supporting engagement for, and set up of.
Events	Proven delivery of national and other locally delivered active travel events.	Cycle Training	<p>Provided TfL are able to provide cycle training funding to boroughs, Sustrans should deliver on the following:</p> <ul style="list-style-type: none"> ● Demonstrate promotion of cycle training in boroughs where requested or where boroughs are currently not meeting training targets. ● Sustrans facilitating a document of agreement of targets between the boroughs and TfL. ● Monthly reporting (within 3 days of the end of each month) of progress of cycle reporting vs agreed targets. <p>Escalation to TfL of:</p> <ul style="list-style-type: none"> ● Boroughs currently underperforming vs target. ● Boroughs unable to report in requested time scale.
Cycle Training	No numerical KPI defined for 19/20.	Workplaces	Demonstrate engagement with workplaces across a range of boroughs (no less than 5x case studies across different boroughs clearly demonstrating delivered outcomes) showing work to improve staff getting to work in a safe and sustainable manner. Examples can include route planning, cycle training and other initiatives that deliver against this area of work.
Local Initiatives	No KPI defined.		

References

- 1 National child measurement programme
- 2 Children's activity levels down but many embrace new opportunities
- 3 3.1m children in England going to schools in areas with toxic air
- 4 Swap the school run for a school walk
- 5 Swap the school run for a school walk
- 6 Cycling to school
- 7 Gear Change: a bold vision for cycling and walking
- 8 Swap the school run for a school walk
- 9 The Promise of Low Carbon Freight
- 10 Cycle Freight Study
- 11 Active Lives Adult Survey November 2020-21 Report
- 12 Lockdown in London sees pollution halved at commuter hotspots
- 13 20 reasons to cycle to work
- 14 Adult Cycle Training Monitoring
- 15 Changes in bicycling frequency in children and adults after bicycle skills training: A scoping review
- 16 A cross sectional survey of attitudes, behaviours, barriers and motivators to cycling in University students
- 17 Walking and Cycling Index, Sustrans, 2022
- 18 Transport for London's Cycling Action Plan
- 19 What are the barriers to cycling amongst ethnic minority groups and people from deprived backgrounds?
- 20 Gear Change: a bold vision for cycling and walking
- 21 School Streets Intervention Sites vs Control Sites Full Report
- 22 Mayor hails success of Schools Streets programme
- 23 School Street Closures and Traffic Displacement Project
- 24 Cycling and Walking Activation Programme – Interim evaluation report
- 25 Healthy School Streets – Opening Streets to Children
- 26 School Streets Intervention Sites vs Control Sites Full Report
- 27 School Street Closures and Traffic Displacement Project
- 28 Islington School Streets Programme Acceleration, Consultation
- 29 Cycling and Walking Activation Programme – Interim evaluation report
- 30 Islington School Streets Programme Acceleration, Consultation
- 31 School Street Closures and Traffic Displacement Project
- 32 School Streets Intervention Sites vs Control Sites Full Report
- 33 Transport and Environment Committee – School Streets pilot project evaluation
- 34 Islington School Streets Programme Acceleration, Consultation
- 35 School Street Closures and Traffic Displacement Project
- 36 Air Quality Monitoring Study: London School Streets
- 37 Islington School Streets Programme Acceleration, Consultation
- 38 Transport and Environment Committee – School Streets pilot project evaluation
- 39 Healthy School Streets – Opening Streets to Children
- 40 Cycling and Walking Activation Programme – Interim evaluation report
- 41 Islington School Streets Programme Acceleration, Consultation

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london@sustrans.org.uk


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